

# SIG-NOC Special Interest Group - Network Operations Centre

*GÉANT Special Interest Groups (SIGs) are established under the auspices of GÉANT in order to create an open forum where experts from its community exchange information, knowledge, ideas and best practices about specific technical or other areas of business relevant to the research and education networking community.*

The GÉANT SIG – Network Operations Centres is the successor of the former TERENA Task Force on NOCs (aka. TF-NOC).

[Subscribe to the mailing list...](#)

The main topics covered by the new SIG would include, but would not be limited to

- To facilitate knowledge exchange and collaboration for leading staff members of Network Operation Centres (NOCs) as well as network engineers involved in the integration and optimization of NOC tools and processes in order to foster the development and improvement of NOCs, primarily within the research and education community.
- To explore and get an understanding of the taxonomy of Network Operation Centres, collecting information on how NOCs do things and then discuss how to enhance them and document this for future reference.
- To offer a forum for exchanging and promoting ideas, experience and knowledge on NOC tools, functions, workflows, procedures and best practices, making communication easier.
- To facilitate the inter-NOC discussions in case of multi-domain services.
- To liaise with GÉANT Operations, and other e-infrastructures such as EGI, EUDAT, and PRACE.
- To foster face-to-face and online meetings, providing a breeding ground to discuss, elaborate and disseminate early thoughts, brought in by members of the research and education community that can evolve into projects or services.

The proposed achievements and KPIs for the fourth year (2018 - 2019) are summarized in the table below

Planned achievements	KPIs	Report
Define and agree on key topics of interest and organize the SIG meetings around those topics.	Hold at least two meetings a year.	
Report on satisfaction levels and how results will inform future activities with the feedback from the meetings.	Prepare the satisfaction survey and report.	
Engage with the broader community: Campus NOCs, other world regions.	Invite industry speakers to SIG-NOC meetings; put more focus on NOC introductions and flash talks.	
Prepare a new NOC tools survey, consulting the community.	Provide a consolidated updated NOC tools survey once during the 3 year period.	

The proposed achievements and KPIs for the third year (2017 - 2018) are summarized in the table below

Planned achievements	KPIs	Report
Starting the NOC training development	Acquiring funding for the NOC Training development	ACHIEVED
Define and agree on key topics of interest and organize the SIG meetings around those topics.	Two SIG meetings organized until April 2018.	ACHIEVED

## Facts



**This is the third year of SIG-NOC**

1 May 2017 - 30 April 2018

2 May 2016 - 30 April 2017.

1 May 2015 - 30 April 2016.

**The SIG-NOC is jointly led by its Steering Committee**

- *Jonny Lundin (NORDUnet)*
- *Maria Isabel Gandía Carriedo (CSUC)*
- *Ana Medina Barahona (RedIRIS)*
- *Tony Barber (GÉANT)*

## Community

~220 people on the mailing list

**Non-exclusive list of active SIG participants are**

*AARNet, ACOnet, AMRES, Belnet, CANARIE, CARNet, CESNET, CSC /Funet, GÉANT, GRNET, HEAnet, IUCC, NORDUnet, PSNC, RENATER, RedIRIS, RENAM, SWITCH, UNINETT, BelWü, CSUC, SURFSara, Rhineland-Palatinate, CERN, CSUC, GÉANT, SUNET*

Put more focus on NOC introductions and flash talks, try and engage with the broader community: Campus NOCs, other world regions....	Hold 3-5 flash talks per meeting, include NOCs from other world regions, if possible.	ONGOING
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The proposed achievements and KPIs for the second year (2016 - 2017) are summarized in the table below

<i>Planned achievements</i>	<i>KPIs</i>	<i>Report</i>
Supervise the NOC Training development and execution.	The first NOC Training organized by April 2017.	due to April 2017 NOT ACHIEVED
Define and agree on key topics of interest and organize the SIG meetings around those topics.	Two SIG meetings organized until April 2017.	due to April 2017 ACHIEVED
Put more focus on NOC introductions and flash talks, try and engage with the broader community: Campus NOCs, other world regions....	Hold 3-5 flash talks per meeting, include NOCs from other world regions, if possible.	due to April 2017 ACHIEVED

The proposed achievements and KPIs for the first year (2015 - 2016) are summarized in the table below

<i>Planned achievements</i>	<i>KPIs</i>	<i>Report</i>
Discuss, design and develop recommendations for a NOC Personnel's Training (basic) and potential Certification Programme in order to bring /keep NOC staff up to the "standard" level.	List of recommendations <ul style="list-style-type: none"> <li>NOC Training Programme Development</li> </ul>	due to April 2016 ACHIEVED
Invite NOC tool developers and organize half-day technical tutorial sessions on various products /topics.	1 or 2 tutorials <ul style="list-style-type: none"> <li>Icinga2</li> <li>SPLUNK and ELK</li> <li>OpenNMS</li> <li>DDoS mitigations</li> </ul>	due to April 2016 ACHIEVED
Extend the reach of the community to regional, metropolitan and campus NOCs.	2-3 new NOCs to join in this category <ul style="list-style-type: none"> <li>Educational Network Rhineland-Palatinate</li> <li>25 NOCs answered the 2nd NOC Tools survey in this category compared to the 5 NOCs in 2012.</li> <li>New internationals: CANARIE, AARNet</li> <li>New Europeans: RENAM</li> </ul>	due to April 2016 ACHIEVED

The SIG-NOC Charter can be downloaded from [here](#).

The former TF-NOC pages can be found at <https://www.terena.org/activities/TF-noc/>