

NOC Tools and Services Panel

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Only 6% of the NOC's surveyed were fully outsourced..

- Is the current “state” of your NOC reached by research or tradition?
- Have you any experience of changing or attempting to change this "state"?

Tools are Important!

- In the NOC's you've been involved with, were the tools developed in-housed or off the shelf?
- What is your experience and which do you feel works better?

Communication

- What communication do you use in your NOC, some form of IM or solely via the ticketing system?
- How important do you feel it is for your NOC to be in the same office as each other?

Management Tools

- RANCID was clearly the most popular, what other tools does your NOC use and how important are they to keep the NOC running smoothly?

Configuration/Provisioning Tools

- Do you think its necessary for your NOC to use a configuration/provisioning tools or do they make changes manually?
- Do you have levels of privilege, or can anyone make any changes?

Ticketing Systems

- RT was the most popular in the survey, followed by in-house developed and then other tools. What ticketing System do you use?
- What apart from being able to create and manage tickets, do you think is important in a ticketing system?

Knowledge Base and Documentation

- Using a wiki is one of the most popular ways to store a knowledge base and documentation, what do you use and how to do manage change control?

First Line, Second Line, Third Line

- How many Levels do you have in your NOC and how does that influences the work of the NOC?
 - Service Desk - answer call
 - First Line – Initial Troubleshooting
 - Second Line – Escalation
 - Third Line – Engineering(?)

NOC Responsibilities

- What is your NOC ACTUALLY responsible for –
 - Monitoring
 - Ticketing
 - Reporting Statistics
 - Communication Co-ordination
 - Documentation
 - Out of Band Access
 - Problem Management
 - Performance Management
 - Inventory Backup
 - Configuration and Backup
 - Security Management
 - Change Control

Thank You!