

OPERATIONS EXCELLENCE COMMUNITY STEERING TEAM

April 7, 2016
3:00 PM ET
BlueJeans

Attendees:

Community Participants: Steve Corbato, James Deaton, Steve Fleagle, Patti Giuntoli, Dave Lois, Charlie McMahon, Michele Norin, Pankaj Shah, Dave Swartz (Co-Chair)

Internet2 Staff Participants: Alison Ferreira, Kathleen Kay, Dave Lambert, George Loftus, Linda Roos, Rob Vietzke

Decisions

1. Steering Team Operation

- the steering team will have discussions in private with notes taken
- the main points of the meeting will be summarized to share after each meeting
- if the group desires an executive session, Internet2 staff can be excluded from the discussion
- look for an opportunity to have an open meeting to get input from the community at large

2. Team is to focus first on the "what" (requirements for service), rather than the "how"

Action Items/Follow-up

1. Define NOC and other terms/ items under discussion

2. What are the costs of this project? Will this project cause other projects to be put on hold?

3. What are the costs of software development? And, what is the value of the software developed to the community?

4. Has Internet2 articulated requirements to service providers? If so, can those be shared? Are some services more important than others? Do all services need to meet ISO 20000 standards?

5. How are responsibilities divided between Internet2 and Indiana University?

Meeting Minutes:

Dave Swartz opened the meeting, welcoming all participants to this initial meeting of the Internet2 (I2) Operations Excellence Community Steering Team and requested that everyone introduce themselves.

Dave Lambert (invited guest) was asked by Dave Swartz to provide the committee with an overview of how we got to this point. Dave Lambert noted that the network has become a key infrastructure to the R&E community. We (Internet2) are in a position where we have no choice but to get better and better at providing deterministic and reliable infrastructure to support the applications and services required by academe.

He added that the level of expectation is up, the possibilities of disruption have moved to a new, higher level. The process being initiated with this committee is to help us "get there." As renewals come up in all of our contracts, this is a very good time for us to take a look at the processes now available to us as we strive to meet community expectations and requirements.

Dave Lambert continued, saying that this is “culture shifting work” within our community. The history around some of the relationships upon which this has evolved makes this a sensitive issue. This process, in order to be successful, will need the consideration, wisdom and operational skills that all members of this committee bring to the table in determining what is the very best for the community. He added that we are, in fact, building a platform that will be very valuable to the community.

Dave Swartz read through the charge to the group:

"The community steering team has been asked to provide guidance on the development of requirements, the execution of process and the veracity of analysis as review of Internet2's important network operating contracts proceeds. The team will provide input and advice to the staff and, ultimately, be the community's window into the process and analysis used to assure the community at large that requirements and objectives are reasonable and that a fair process that best meets community requirements is being used."

Discussion on how the group wants to operate, logistics, focus and timeline followed the reading of the charge.

- Rob Vietzke indicated that I2 has signed an extension on the contract with IU that will continue until January 1, 2018. I2 is waiting for the contract to be returned with the IU signature.
- Rob also committed to providing detail on key dates and the location of documentation. Regarding the Box folder, Rob stated that everyone on the committee has read/write access and examples of what kinds of information can be found there are:
 - The ISO Assessment for Internet2 and IU GlobalNOC
 - The Security Report done by I2 Chief Cyberinfrastructure Security Officer and
 - The FAQ document.
- Rob shared a request from a leading CIO that all meetings of this committee be public.
- Discussion ensued among the committee members that they support public posting of the groups agendas and activities, as well as its recommendations as they develop, however the members of the group were in favor of the deliberations and discussion within the group staying private.
- It was proposed that minutes from each prior meeting be reviewed at the start of each meeting before posting to a website that will be developed for the committee.