

OPERATIONS EXCELLENCE COMMUNITY STEERING TEAM

April 25, 2016
3:00-5:00 PM ET
BlueJeans

Attendees:

Community Participants: Steve Corbato, James Deaton, William Deigaard, Kathy Gates, Patty Giuntoli, Dave Lois, Charlie McMahon, Michele Norin, Dave Swartz (Co-Chair), Kelli Trosvig (Co-Chair)

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

Decisions

- The Steering Team will approve prior meeting minutes at the start of each new meeting. When approved, the minutes will be made publicly available.
- Nomenclature: the word "NOC" will not be used by the team as an ambiguous reference. The group will use the defined terms "Engineering, Service Desk, Software Development, Systems Development, Logistics," when speaking with the community.
- Developed a format for the open meeting with OECST team at the 2016 Global Summit; this includes a reference to the FAQ sheet, communication channel, community engagement. The group will introduce the charge of the Steering Team, report on progress that the Steering Team has made, and request input from the community on their future needs for network operations, using a small group discussion format with subsequent report-outs.

Action Items/Follow-up

1. After the "what" (requirements) discussion is concluded, a committee member suggested we consider asking partners and providers about the various business models used for their customers.
2. Team members are asked to identify community groups with which they participate in order to facilitate wider community discussion regarding the actions of the Steering Team and to solicit any feedback from the community.
3. Internet2 staff to create a strawman of the 3-5 year visionary statement for future requirements.

Meeting Minutes:

Dave Swartz opened the 4/25/2016 meeting of the Internet2 (I2) Operations Excellence Community Steering Team (OECST), and requested team approval of the 4/07/2016 meeting minutes. The minutes were approved and will be posted to the committee website. [[OECST Website](#)]

OECST then reviewed the Guiding Principles document developed as the result of discussion at the 4/7 meeting. Internet2 staff noted that the set of principles put forth for review was gleaned from the minutes taken during the previous meeting and it was noted that additional clarification, editing and

suggestions were welcome. The OECST quickly reviewed the principles and indicated that they provided a good guide moving forward. A suggestion was made to combine two similar principle statements, and the team agreed.

In addition to the principles discussion, the following comments were made:

1. The objective of the OECST is to be certain that requirements for operations are calibrated to the needs of the community.
2. The focus of the group in the immediate future is on the WHAT (requirements), not the HOW it is done.
3. The Steering Team is focused on service level requirements. With input from the community and benchmarking data, the staff will then recommend how to accomplish the defined goals.
4. A team member commented that it's important to note the way in which we measure requirements, and how they are being met. The team should be able to define what success will look and feel like to the user. Choosing measurements that give a 360 degree view of the services is important.

One member of the team asked if sufficient objectives exist as to what the network will look like in 3-5 years. The committee was reminded that Dave Lambert shared a vision of the network that can provide levels of service for the entire community--not only research institutions. It was suggested that this vision of the network for the future may be a key deliverable of the OECST, and that parsing this out to groups like the NAOPpag, NTAC for input could be helpful. It was suggested that work begin on a strawman that is based on what has been discussed by the team, with the understanding that the document will evolve as input from the community is received. It was noted that many of the campuses have already started on this work and this may be an opportunity for Internet2 and the campuses to collaborate on the requirements and vision.

The OECST was asked if other documentation focusing on the "what" is needed, beyond what currently exists. It was noted that Indiana University offered to provide documentation to the OECST, and the team agreed that a request will be made if necessary.

An organization chart was provided and found to be helpful in identifying the roles played by staff at Internet2 and GlobalNOC. The chart shows that there are roughly 25 Internet2 network services staff and roughly 30 Indiana University FTE supporting the network. A breakdown of the role and cost that Level3, Ciena and Juniper absorb in supporting the network was also shared.

The Steering Team expressed interest in learning more about other GlobalNOC customers, perhaps through a synopsis of relationships. One team member noted a "user group" including other GlobalNOC customers had been formed, and expects to meet at the Global Summit in May. The primary purpose of the group is information gathering to assist regionals in understanding the resources available. The same data would be useful to the OECST. It was mentioned that other GlobalNOC customers have offered to share metrics and cost information. The decision was made to extend an invitation to the newly formed user group to attend the open meeting of the Steering Team at the Global Summit.

A question was asked about the frequency of Internet2 and Indiana University interaction and planning on performance metrics and annual objectives. It was stated that the senior teams meet about twice a year, and the most recent focus of the meetings has been on IT service management and key-staff retention. Staff level meetings happen every day, with prioritization of workload meetings held every two weeks and quarterly reviews of key metrics.

Discussion shifted to the question of how to engage the community to gather additional input in defining community requirements for network operations. The Steering Team agreed to address this during their open session at the Global Summit. The group will introduce the charge of the Steering Team, report on progress that the Steering Team has made, and request input from the community on their future needs for network operations, using a small group discussion format with subsequent report-outs. The importance of transparency in this process was again raised in order to keep people engaged and let them know they're being heard. Two points were mentioned: (1) publishing information for the community on the website and (2) providing a place for people to send comments.

Members committed to helping with the open meeting at the Global Summit: Dave Swartz, Michele Norin, William Deigaard, Steve Corbato, Charlie McMahon, Patty Giuntoli, and James Deaton stated they will be present. Others will attend if possible.

The meeting was adjourned at 4:32pm ET.