

## OPERATIONS EXCELLENCE COMMUNITY STEERING TEAM

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Global Summit, May 17, 2016

7-8:30 AM CT

### **Attendees:**

Community Participants: Steve Corbato, James Deaton, William Deigaard, Steve Fleagle, Kathy Gates, Patti G, David Lois, Charlie McMahon, David Swartz (Co-chair,) Kelli Trosvig (Co-chair)

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

### **Action Items/ Follow-up:**

1. Survey the community for their input in the requirements gathering exercise. It was suggested that the group develop two surveys: a) campus and b) regional.
  2. Formation of a subcommittee to analyze benchmarking data received and report back to the larger Steering Team. Volunteers for the committee: Kelli Trosvig, Dave Lois, William Deigaard, Steve Corbato, James Deaton
- Dave Swartz welcomed the group with the suggestion to use the opportunity of the Global Summit to talk with others from the community to get a sense of their requirements moving forward. In order to focus on the right approach for the community, Dave encouraged the group to suggest that people look at the level of service they suggest in terms of what the approaches are that they advocate for their campus.
  - Dave asked for a motion to approve the minutes of the 4/25/2016 meeting. The 4/25/2016 minutes were approved. (1st - Dave Swartz; 2nd - Dave Lois. All approved.)  
Posted: [http://www.internet2.edu/media/medialibrary/2016/05/23/20160425\\_Minutes\\_-\\_Ops\\_Excellence\\_Steering\\_Team.pdf](http://www.internet2.edu/media/medialibrary/2016/05/23/20160425_Minutes_-_Ops_Excellence_Steering_Team.pdf)
  - Discussion was directed to the collected benchmarking data that has been received and formation of a data analysis subgroup was suggested. Kelli Trosvig, Steve Corbato, William Deigaard, James Deaton, and Dave Lois volunteered to be members of this smaller committee. It was noted that two sets of data have been collected: a set from other peer NREN's and an RFI to some other providers. The subcommittee is asked to review the information received in order to draw conclusions from the responses and report their findings back to the Steering Team. The results of this exercise will be published on the OECST website.
  - Discussion ensued on plans for conducting the OECST Open Meeting. Dave suggested providing an overview of the charge to the committee, then breaking into small groups for thirty minutes of group discussion and brief summary reports.

- The Steering Team was asked how they felt about conducting a survey of the community as a means of gathering additional requirements information? The team decided it would be appropriate to develop two surveys to send out to the community, one to go to campuses and the second to go to regionals. The idea of a gap survey was brought up asking, "How are you doing; What are the major questions you'd like to see this committee focus on? Where is Internet2 delivering services to you and where do we need to be delivering? Where are you now and where do you need to be?" All of this in an effort to find out what the expectations are for the community from the community.

Members of the Steering Team discussed providing cost analyses addressing service levels the community desires, with emphasis on receiving increased value for dollars being spent. Key to the effort is deciding the what and how service levels are provided.

- A brief update on the status of all three contracts (Level3, Ciena, Indiana University (IU) being reviewed for renewal was requested. An internal Internet2 team is gathering data on all and results will be shared with this group. The committee discussed its primary value was assisting with community based agreements and it would focus most of its attention there.

Discussion ensued on the need for greater transparency into the framework driving the engineering process. The high quality of engineers was acknowledged, but the lack of visibility into documented processes can cause operational problems. A question was asked about change process. One member of the Steering Team stated that it's time to look fundamentally at the policies and procedures in place to give us confidence that the SLAs agreed upon can be achieved. The development of a publicly shared set of metrics and a playbook should be delivered.

The OECST went into executive session at 8:30am.