

OPERATIONS EXCELLENCE COMMUNITY STEERING TEAM

June 3, 2016

2:00-4:00 PM ET

Attendees:

Community Participants: Steve Corbato, James Deaton, William Deigaard, Steve Fleagle, Kathy Gates, Patti Giuntoli, Dave Lois, Charlie McMahon, Michele Norin, Pankaj Shah, David Swartz (Co-chair,) Kelli Trosvig (Co-chair)

Internet2 Staff Participants: Alison Ferreira, Kathleen Kay, Rob Vietzke

Not attending: John Krogman, George Loftus (Internet2 Staff), Linda Roos (Internet2 Staff)

Decision Items:

- It was decided to post minutes from the open session at the Global Summit and solicit comments from those who may have been unable to attend.
 - The Steering Team will collect and review any comments received for consideration in their findings.
- A subcommittee was formed for the purpose of making site visits. Eight members volunteered to participate.

Action Items/ Follow-up:

1. Kelli Trosvig to share an example of UW/PNWGP SLA data.
 2. Rob Vietzke to provide graphs displaying the amount of traffic traversing the network in support of Net+ services.
 3. Rob Vietzke to provide example data on customer ticket satisfaction surveys.
 4. Patty Giuntoli will share with the team benchmarking data she has acquired.
 5. Update Data Analysis Committee charter.
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- ❖ Welcome and Gathering
 - Dave Swartz welcomed the group and thanked them for the two excellent sessions held at the 2016 Global Summit.
 - ❖ Review of Minutes from May 17, 2016 Global Summit Face to Face Meeting
 - Dave Swartz requested comments to the minutes of the 5/17/2016 committee meeting. With no comments received, the minutes were approved on a motion by Steve Fleagle, and seconded by Steve Corbato. They are now posted to the Steering Team's website at this address: [[minutes](#)]
 - ❖ Report of the Benchmarking Subcommittee's First Meeting
 - Kelli Trosvig (chair of the subcommittee) reported on a great first meeting of the data analysis group. The group is currently working to refine their charter.

- The committee is considering asking regionals to participate in data gathering for benchmarking what service levels they are experiencing, and what it is they'd like to receive. Members of the subcommittee will share data SLA and benchmarking data they have collected independent of the recent survey.
- Kelli said that the surveys are looking to determine what current and future level of service are necessary; it may differ between regionals and campuses level. This is where differing performance expectations occur.

99.9% ("three nines")	8.76 hours
99.99% ("four nines")	52.56 minutes
99.999% ("five nines")	5.26 minutes
99.9999% ("six nines")	31.5 seconds

- Dave S suggested providing the level of nine table above to illustrate that five nines represents 5 minutes of outage per year.

❖ Summary of the Findings/Comments at the Global Summit Open Meeting

- The Steering Team discussed the open meeting held at the Global Summit since not all team members were present. There were 3 tables with 6-8 people at each table who discussed the questions prepared at the previous meeting.
- The following are the recurring themes from discussions:
 1. Net+ services and monitoring – it would be helpful to know what amount of traffic is traversing the network in support of the NET+ services. Graphs are to be provided to illustrate.
 2. Importance of transparency - sharing analytics
 3. Importance of being proactive and having alerts on outages
 4. Coordination in change management with I2 and regionals
 5. Importance of relationships that have been established over time
 6. A unique and strong aspect about I2 is that it's a community-based service:
 - better able to understand members' needs,
 - has the strength of innovation and the willingness to share and collaborate
 7. Clearly defined SLAs, communications around status of performance against SLAs & best practices.
 8. The importance of reliability and resiliency- look at architecture to support
 9. Outsourcing vs. what is kept in-house. Balance: in general, I2 outsources those things that are more commodity-based, and insources things that are critical to success.
 10. I2 is better equipped to understand the eco system in which we operate - possibly not end to end?
- Discussion took place regarding the different forms that SLAs can take whether you're talking about a fiber plant, a network or a cloud service and the need for campuses to interact with engineers to diagnose end to end problems. It was noted that the work of this

committee is to define what it is the community wants and how to achieve what the community needs.

- The team agreed on the importance for a survey and for this team to better understand the experiences and interfaces from all sides in order that they be better able to understand successes and challenges that exist.
- The committee agreed that notes collected at the open meeting at the Global Summit be shared and the suggestion was made that people be asked to add their feedback if they weren't able to attend the session. It was further suggested that the Steering Team gather and review any comments submitted.
- A team member asked if Internet2 currently gives the user community a way to express if their calls were completed to satisfaction? Currently, there is a basic system with a < 5% response rate- all very positive. Rob will get and share the accurate response percentage data.
 - Discussion followed on the adoption of ServiceNow by both IU and Internet2.

The plan is to provide a single view into how Trust & Identity, NET+, NS, & CE services the membership. This will take some time, but will give a much clearer picture of member satisfaction. It was stated that this team needs to make sure that I2 and IU are exemplars for the RONS to follow.

❖ **Beginning to Outline a Report Structure for the Committee's Work**

Dave asked the committee their thoughts on how to organize the report that will eventually come from this group. Suggestions included:

- creating a page of assumptions reflecting the state we were in and the information we had to work with,
- focusing on relationships; perhaps considering this a governance model of a desired state
- It was said that Internet2 primarily talks to the regionals, but the requirements for delivery of services are coming from the campuses- not the regionals. The regionals speak more to the NOC. This creates a gap.
- The natural evolution of engineering organizations is from an isolated best effort to standard solutions and processes. Many of our organizations are in this transition, and are asking Internet2 to follow this evolution.

❖ **Formation of Subcommittee, Timing of Site Visits**

- The group recommended scheduling a visit to the GRNOC sometime in September.
- The Steering Team feels it is important to gather meaningful data prior to scheduling a visit.
- The team feels it is important to talk to people at varying levels of organizations and to ask the community, Internet2 and NOC providers for their vision and a roadmap to achieve it.

❖ **Executive Session**

- The committee went into Executive Session at 3:10pm.

❖ **Adjourn**

Next Meeting: June 27th, 1-3pm ET

