

Charge to Operations Excellence Community Steering Team Benchmarking Analysis Group

Charge to the Benchmarking Analysis Group

The Benchmarking Analysis Group is being asked to review and analyze benchmarking data, using it to inform the set of requirements that is being created for future NOC services for the Internet2 network. The work of the group will culminate in a report describing their review that will be presented to the OECST and subsequently published on the OECST public website.

Background

Internet2 seeks to put operational agreements in place that include service objectives that articulate high expectations, accountability, measurability and transparency that will replace existing and long-standing generalized agreements. The Operations Excellence Community Steering Committee (OECST) has been convened to provide guidance on the development of requirements, execution of process and veracity of analysis as review of Internet2's important network operating contracts proceeds.

Benchmarking Data

Internet2 staff is collecting benchmarking data from two different sources:

1. Peer National Research and Education Networks (NRENs) and Regional R&E Networks
We seek to collect data regarding the services that they provide, what type of ITSM system is in use, technical staff employed, information about owned vs. leased infrastructure, questions regarding about Network Operations Center (NOC) operations and organizational structure, etc.
2. Responses to market survey from commercial NOC providers
The market survey responses describe the type of NOC services provided by the vendors, including capabilities, services, and pricing within the Service Desk and Tier I/II NOC areas. Each vendor provided responses to a questionnaire and Internet2 staff followed up with a call to each vendor to clarify details and gain more insight on the services.

Timeframe for the Group's work

The work of the group will occur during the summer of 2016.

Members of the Benchmarking Analysis Group

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