

# GMOC Service Desk Support

GMOC Experimenter Support Proposal

GEC13 - 2012

# Existing GMOC Service Desk Support Description and Overview

Currently the GMOC Service Desk provides the following support for the GENI community.

## **Ticketing System and Tools:**

- Public Ticket Viewer – view public ticket for Unscheduled Outages, Scheduled Maintenances and Problem/Request ticket types.
- Operations Calendars (Web, iCal, RSS) – Calendars to view all Unscheduled Outages and Scheduled Maintenances (past, current and future).
- <https://gmoc.grnoc.iu.edu/gmoc/index/support.html>

- Public Ticket Viewer – currently open tickets



## Ticketing Tools

### Ticket Viewer

[Operations Calendars](#) | [Notification Tool](#) | [Public Ticket Viewer](#) | [Reporting Tool](#) | [Administration](#) | [Help](#)

#### Ticket Information:

**Number** 115  
**Title** GENI NLR OpenFlow Backbone Circuit ATLA-SUNN Maintenance  
**Contact Name** GMOC NOC  
**Contact Organization**  
**Source of Impact:** Vendor  
**Scheduled Start Time:** Friday, March 30, 2012, 5:00 AM (0500) UTC  
**Scheduled End Time:** Friday, March 30, 2012, 11:00 AM (1100) UTC  
**Ticket Status** Vendor  
**Ticket Type** Scheduled Maintenance  
**Affected** NLR OpenFlow Backbone Circuit ATLA-SUNN  
NLR-ATLA-SUNN-10GE-07718

**Summary of Current Status** The above listed will be unavailable while Level(3) Communications performs maintenance to relocate fiber due to Texas DOT Mandate. A one hour outage is expected, however the entire maintenance window has been reserved.



# • Operations Calendars (Web, iCal, RSS)

## March 2012

GMOC - Scheduled Maintenance, GMOC - Unscheduled Outage Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	1	2	3
4	5	6	7 ● 7:37 114 GENI NLR OpenFlow Backbo...			
11	12	13	14			
18	19	20	21			
25	26	27	28	29	30 ● 5:00 115 GENI NLR OpenFlow Backbo...	31

GMOC - Unscheduled Outage - Mozilla Firefox

iu.edu [https://tick.globalnoc.iu.edu/fp\\_tools/cals/public/gmoc/www/](https://tick.globalnoc.iu.edu/fp_tools/cals/public/gmoc/www/)

### GMOC - Unscheduled Outage Calendar

114 GENI NLR OpenFlow Backbone Circuit CHIC-DENV Instability Resolved - (7:37 PM - 10:00 PM)

AFFECTED: GENI NLR OpenFlow Backbone Circuit CHIC-DENV NLR-CHIC-DENV-10GE-07719

START TIME: Wednesday, March 7, 2012, 7:37 PM (1937) UTC  
END TIME: Wednesday, March 7, 2012, 10:00 PM (2200) UTC

DESCRIPTION: Above affected OpenFlow Backbone Circuit is currently stable. Vendor NLR Engineers worked with Level(3) technicians to replace a failing transponder in Chicago. Stability has resumed.

TICKET NO.: 114:126  
TIMESTAMP: Fri Mar 9 20:01:06 2012 UTC

### February 2012

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3

### Jump to

Jump to

GMOC - Scheduled Mai

2012

March 2012

Mar 4 - Mar 10

### Fri, Mar 9

**Legend:**

- GMOC - Scheduled Maintenance
- GMOC - Unscheduled Outage

[Printer Friendly](#)

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### April 2012

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

# GMOC

GENI META-OPERATIONS CENTER

# Existing GMOC Service Desk Support Description and Overview – Cont...

- **Notification Tool** – notification tool to send community notifications based on GMOC tickets for service affecting events on the GENI OpenFlow Integrated Backbone. Currently following lists are included in the Notification Tool:

[network-core@geni.net](mailto:network-core@geni.net), [response-team@geni.net](mailto:response-team@geni.net).

I2/NLR GENI OpenFlow Backbone circuits and Core Nodes outages/maintenances. Notifications are also sent at the request of the GMOC Engineering groups and GPO.

# • Notification Tool

## Notifications

To: response-team@geni.net, network-core@geni.net  
From: GENI Meta Operations Center  
Subject: GENI NLR OpenFlow Backbone Circuit ATLA-SUNN Maintenance ISSUE=115 PROJ=126

SUBJECT: GENI NLR OpenFlow Backbone Circuit ATLA-SUNN Maintenance  
AFFECTED: NLR OpenFlow Backbone Circuit ATLA-SUNN

NLR-ATLA-SUNN-10GE-07718;

SCHEDULED START TIME: Friday, March 30, 2012, 5:00 AM (0500) UTC

SCHEDULED END TIME: Friday, March 30, 2012, 11:00 AM (1100) UTC

DESCRIPTION: The above listed will be unavailable while Level(3) Communications performs maintenance to relocate fiber due to Texas DOT Mandate. A one hour outage is expected, however the entire maintenance window has been reserved.

TICKET NO.: 115:126

TIMESTAMP: Fri Mar 09 20:19:50 2012 UTC

Message ID: gmoc.115.2.1

Thank You,  
GENI Meta Operations Center  
Indiana University  
gmoc@grnoc.iu.edu, 317-274-7783  
Visit the GMOC Home Page at  
<http://gmoc.grnoc.iu.edu/>

- **GENI Resource Approval/Inquiry form** - form to allow experimenters to submit approval requests or inquiries with all pertinent information required to approve a slice/sliver in the FOAM Aggregate Manager on I2/NLR FlowVisors
  - automatically creates a GMOC ticket
  - Sent to GMOC Systems Engineering
  - May not be needed because of FOAM notifications and workflow?
  - <http://gmoc.grnoc.iu.edu/gmoc/index/support.html>

# Existing GMOC Service Desk Support Description and Overview – Cont...

- Internet2/NLR/Indiana FOAM Workflow
  - FOAM events emails sent to GMOC Alerts inbox – monitored 24/7.
  - Initial Sliver creation FOAM emails auto-generate a Systems Support ticket and Round Robin to a Systems engineer.
  - GMOC Service Desk can look up status of a resource approval at any time.



# Existing GMOC Service Desk Support Description and Overview – Cont...

## **Pro-Active Monitoring**

- GPO Nagios Alarms – sent to GMOC Alerts and monitored by GMOC Service Desk staff 24x7x365
- Internet2 and NLR Alarms – seen by Internet2 and NLR NOCs, but now also easily identifiable and send individually to the GMOC Alerts inbox.
- Systems Alarms – I2/NLR/Indiana OpenFlow Controllers (some monitored services: FlowVisor, Disk, Load, NTP, SWAP)

# Existing GMOC Service Desk Support Description and Overview – Cont...

## **Escalation Matrix**

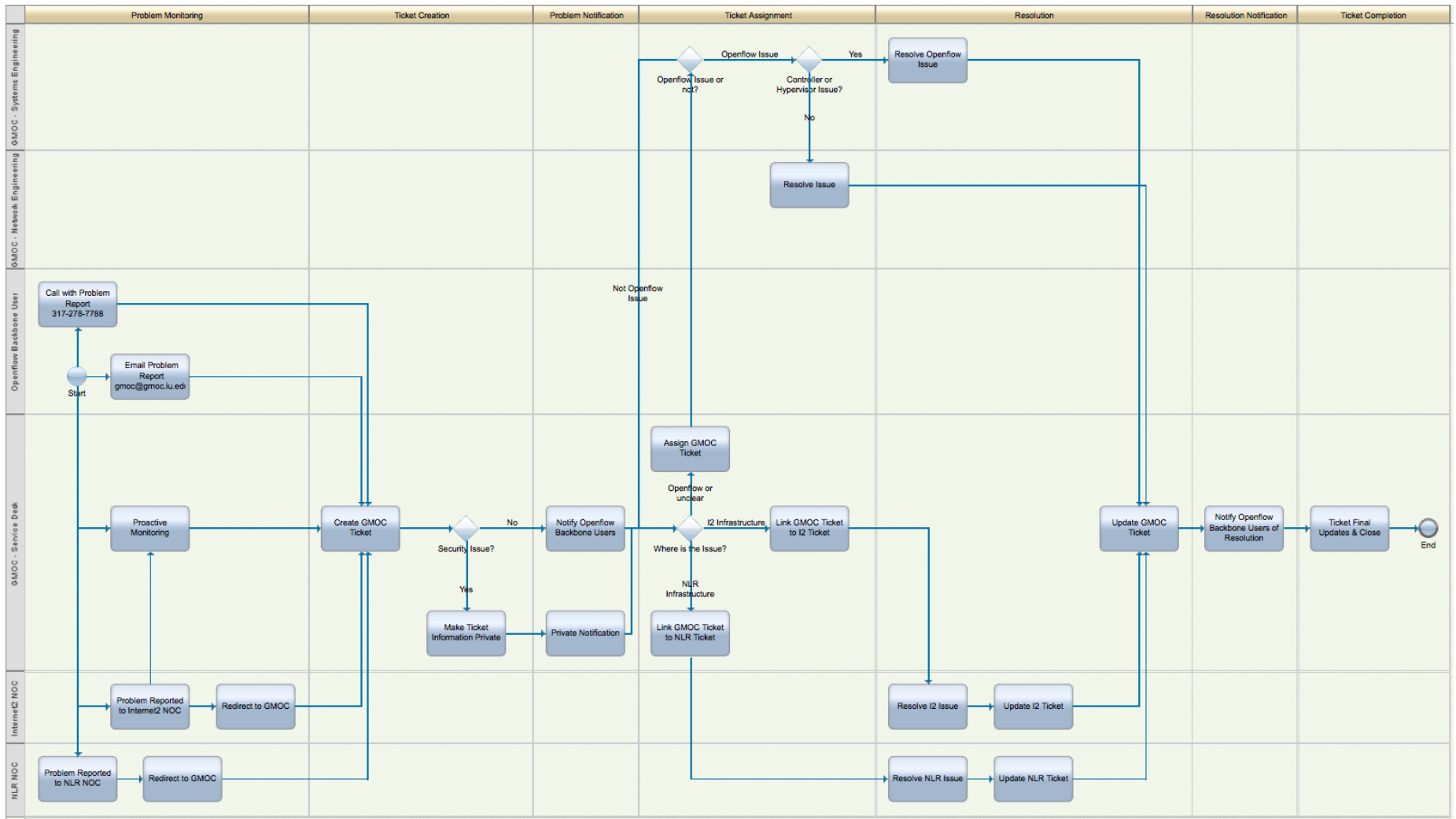
Matrix for the GMOC Service Desk to follow for notifying GRNOC Managers, Senior GRNOC Engineers and GPO representatives on events of various priorities that go unresolved for particular time periods.

# Escalation Matrix

Contact	Customer Impact Level <span style="float: right;">Locked</span>			
	1-Critical	2-High	3-Elevated	4-Normal
<b>GRNOC Round-Robin or On-Call Engineer</b>  <b>Service Desk Supervisor or Lead Tech (on duty)</b>	Immediate, by normal process	Immediate, by normal process	Immediate, by normal process	Immediate, by normal process
<b>Service Desk Supervisor On-Call</b>  <b>GPO (GENI Project Office)</b> gpo-infra@geni.net  <b>Tom Johnson</b> GMOG NPT wtjohnso@grnoc.iu.edu  <b>Mike Booher</b> Service Desk Manager mlbooher@iupui.edu  <b>Jay Duncan</b> Network Engineering Team Manager jrduncan@grnoc.iu.edu	1 hour	4 hours	1 day	30 days
<b>Tom Johnson</b> GMOG NPT wtjohnso@grnoc.iu.edu 317-508-6305	<b>4 hours by Phone</b>	<b>12 hours by Phone</b>	3 days	
<b>Jon-Paul Herron</b> GRNOC Networks Manager jph@grnoc.iu.edu  <b>Luke Fowler</b> Senior Manager, Software and Systems luke@grnoc.iu.edu  <b>Marianne Chitwood</b> Service Desk Director chitwood@ilight.net	4 hours	12 hours	1 week	
<b>David Jent</b> Networks AVP djent@iu.edu	12 hours			

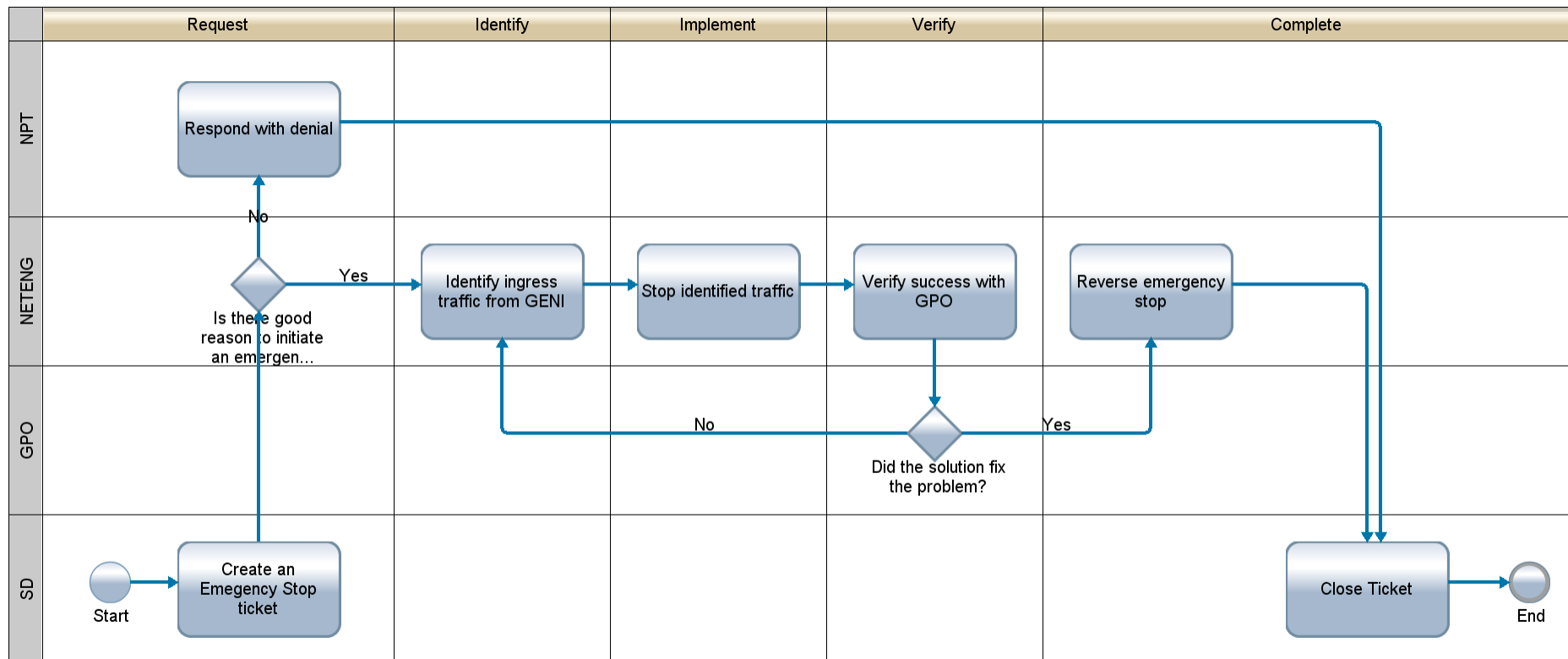
# GENI Integrated OpenFlow Network support

## 24/7 monitoring and NOC Service Desk Support for issues on the GENI OpenFlow Backbone.



# GENI Emergency Stop Support

## 24/7 support for an emergency shut down on the GENI infrastructure



# Upcoming Service Desk GENI Experimenter Support Proposal

**Experimenter trouble submission web-form** – form for experimenters to report a problem they're having. Form is to ensure GMOC has all pertinent information to either direct them to their Campus Operator or GMOC Engineering.

# Upcoming Service Desk GENI Experimenter Support Proposal

- **Operations Mailing list** – Put together a single mailing list to expand the mailing lists in the Notification Tool to include GENI Experimenters, GMOC Engineers, Service Desk staff and any other entities. Post information on the GMOC site and/or GENI Wiki to provide information for joining the list.

# Upcoming Service Desk GENI Experimenter Support Proposal

- **GMOC specific GENI User (Experimenter) Impact Guidelines** - based on GlobalNOC's standard Customer Impact Guidelines. Helps Experimenters and other GENI users to set the severity level of the problem that they are reporting.
- **GRNOC Customer Impact (CI) Guidelines**



# Upcoming Service Desk GENI Experimenter Support Proposal

- Update the GMOC website home page to include current support features for experimenters and the GENI community as a whole.
- <http://gmoc.grnoc.iu.edu>

# GMOC Contact Information

- Email: [gmoc@grnoc.iu.edu](mailto:gmoc@grnoc.iu.edu)
- Phone: 317-274-7783
- Website: <http://gmoc.grnoc.iu.edu>

Questions, suggestions?

