

GlobalNOC User Group at I2 Global Summit

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Service Desk Updates

2019 Service Desk Metrics

© What have we been up to the past year?

- Worked **68,000** tickets (increase of 27,000 from previous year)
- Answered **17,700** phone calls
- Processed **370,000** emails
- Responded to **400,000** alarms - with an average acknowledgement time of **12 minutes**

2019 Service Desk update

● What's new with Internet2 frontline support?

- Improved support for Zenedge, DDOS, and access requirements for sites
- Expanded targeted notifications to include AL2S VLANs and interconnects
- Combined MAN LAN and WIX support into a single support domain
- Assisted in the frontline turn-up of ARS SCINet
- Completed update of frontline documentation environment
- Completed new training environment via Canvas

2019 Service Desk Update

◎ Research Focus Team

- N-Wave continues to expand frontline support
- Implemented an improved notification process that improved targeted accuracy for networks in Research focus team

◎ Regional and State Focus Teams

- Began initial triage and mitigation of DDOS events
- Expanded vendor engagement
- Notification tool updates allowing for more targeted impact to be extrapolated for maintenance and outage notifications

2019 Service Desk Update

● OmniSOC support @ GlobalNOC

- Initial turn-up support completed for all founding members
- Proactive data feed monitoring
- Continued support towards actively escalating security events

● Anything else?

- Incoming automatic call distribution (ACD) updated to more quickly find an available, specifically trained technician
- New processes and workflow support for: configuration management, new account on-boarding, and account management
- Completed transition of all networks to ITSM solution, ServiceNow

ServiceNow Updates

We Made It!

- Our transition began in November 2017
- Last network moved into ServiceNow in December 2018
- Last internal group moved into ServiceNow in February 2019

Transition Stats

- ◎ 22,461 Updates to ServiceNow
 - 931 Form Updates
 - 4,836 Field Updates
 - 693 Workflow Updates
- ◎ 927 Update Sets (Groups of Updates)
- ◎ 91 Maintenance Windows

What's Next?

◎ Phase 2 of Development

- Information coming soon on feedback options

◎ Improved Statistics

- Expanding Performance Analytics
- Add outside data (such as alarms, emails, and phone calls) for reporting

◎ Process Improvements

- Where can ServiceNow alleviate pain points

User Group Website & GlobalNOC Days

User Group Website

- Subsection of GlobalNOC website dedicated to User Group info
- In the final stages of development
- <https://usergroup.globalnoc.iu.edu/>



GLOBALNOC USER GROUP

Example Info

How to join

The GlobalNOC User Group meets on the second Wednesday of each month. Additional collaboration occurs on a GlobalNOC Slack channel and a mailing list. To join the user group community, contact the GlobalNOC Business Operations team. We would love to have you join us!

User Group Blog

What we're up to

FOCUS GROUP –
NETWORK
PORTALS

NETWORK
MANAGEMENT
SOFTWARE &
SERVICES: A
ROADMAP
OVERVIEW

RELEASE OF THE
AUGMENTED
TRACEROUTE TOOL

REVITALIZATION OF
THE GLOBALNOC
USER GROUP

Example Blog

February 6, 2019

Release of the Augmented Traceroute Tool

On January 10, 2019 we announced the release of the Augmented Traceroute Tool, or ATR for short. ATR is available to the public and can be found at the below link.

<https://snapp-portal.grnoc.iu.edu/grafana/dashboard/script/atr.js?orgId=2>

The ATR is designed to allow users to drop in the output of a traceroute, at which point it will visualize network utilization of everyone hop along the way if it is being collected in any of the GlobalNOC's measurement systems. This includes crossing into different networks. The below images provide an example from a developer's desk at Indiana University over to Seattle in Internet2 which passes through Indiana University's campus network, the Indiana Gigapop, and through Internet2 over to Seattle.

 MORE NEWS

Focus Group – Network Portals
February 14, 2019

Release of the Augmented Traceroute Tool
February 6, 2019

Network Management Software & Services: A Roadmap Overview
February 6, 2019

User Focus Group Posts

- Include post detailing purpose of focus group and any initiating documentation
- Provide publicly available updates from group

Network Portals Updates

Updates to be added as they become available.

GlobalNOC Events Page

- Lists out upcoming GlobalNOC User Group events
- Will include user's events in the near future
- Provide a link to more details about the event
- <https://usergroup.globalnoc.iu.edu/events>

Events

Search

Date/Time	Event
06/03/2019 12:00 pm - 1:00 pm	GlobalNOC Users Group Meeting at Internet2 Global Summit

GlobalNOC Users Group Meeting at Internet2 Global Summit

Date/Time

Map Unavailable

Date(s) - 06/03/2019

12:00 pm - 1:00 pm

For those members attending our Internet's Global Summit meeting this year in Washington, DC, we have scheduled an Users Group Meeting during lunch on Wednesday. For the most up to date details on the event, you can check out Internet's [program page](#) for the event. Details for the event have been included below.

TIME 03/06/19 12:00PM-01:00PM

ROOM [Marquis Ballroom Salon 8](#)

SESSION ABSTRACT

Please get your food and beverage from the foyer, (meeting level 2) before proceeding to your meeting room.

GlobalNOC Days

◎ Hotel Block

- Unable to get a block due to events in city
- Recommended hotels will be added to site

◎ Thursday Night Reception

- Indianapolis Zoo Oceans Room
- Shark Touch Tank

◎ Registration and Program coming soon

◎ <https://usergroup.globalnoc.iu.edu/events/globalnoc-days/>



Upcoming Events

◎ User Group Monthly Meeting - March 13, 2019

- Open feedback session for systems roadmap

◎ Network Portals Focus Group

- White paper provided, chat room created
- Ready to meet
- Survey coming out for available times

◎ Notification Focus Group

- Ready to meet to define charter