

# **GÉANT Special Interest Group – Network Operations Centres (SIG-NOC)**

## *charter*

### **I. Context and principles**

1. GÉANT Special Interest Groups (SIGs) are established under the auspices of GÉANT in order to create an open forum where experts from its community exchange information, knowledge, ideas and best practices about specific technical or other areas of business relevant to the research and education networking community.

2. Motivations, aims and objectives:

*The GÉANT SIG – Network Operations Centres is the successor of the former TERENA Task Force on NOCs (aka. TF-NOC). The main topics covered by the new SIG would include, but would not be limited to:*

- a. To facilitate knowledge exchange and collaboration for leading staff members of Network Operation Centres (NOCs) as well as network engineers involved in the integration and optimization of NOC tools and processes in order to foster the development and improvement of NOCs, primarily within the research and education community.*
  - b. To explore and get an understanding of the taxonomy of Network Operation Centres, collecting information on how NOCs do things and then discuss how to enhance them and document this for future reference.*
  - c. To offer a forum for exchanging and promoting ideas, experience and knowledge on NOC tools, functions, workflows, procedures and best practices, making communication easier.*
  - d. To facilitate the inter-NOC discussions in case of multi-domain services.*
  - e. To liaise with GÉANT Operations, and other e-infrastructures such as EGI, EUDAT, and PRACE.*
  - f. To foster face-to-face and online meetings, providing a breeding ground to discuss, elaborate and disseminate early thoughts, brought in by members of the research and education community that can evolve into projects or services.*
3. The SIG will be known as SIG-NOC (Network Operations Centres)

### **II. Initiation**

1. A GÉANT SIG can be initiated by any member of the GÉANT community based on the following conditions and steps:
  - a. at least 3 NRENs or other organisations support the creation of the SIG and are willing to actively participate (see Appendix A);
  - b. an initial Steering Committee (SC) of 3-5 individuals nominated by the supporting organisations is established by simple agreement of the requesting NRENs or other organisations (see Appendix A);
  - c. the SC informs GÉANT about the creation of the SIG by submitting the detailed Charter document (see Appendix B);

- d. if GÉANT agrees, the new SIG has been created.
2. Once the SIG has been created, GÉANT will provide continuous support subject to yearly monitoring (also see IV.).

### **III. Operations, composition, and roles**

1. A SIG is to keep the strengths and interests of the community, to continue sharing and investigating within the spirit of openness and collaboration.
2. A SIG should act as a catalyst, organising virtual and face-to-face meetings, small workshops, training or BoFs co-located with other related group-meetings or relevant conferences.
3. Should the SIG produce any kind of results, these shall be made available in the public domain.
4. Participation in a GÉANT SIG is open to any clearly identified organisations or individuals, provided that the other SIG participants are sufficiently informed about their interest and intentions.
5. A SIG is collectively led by its SC (3-5 voluntary members) nominated by its participants and appointed by GÉANT for a two-year term of office that is interruptible and/or renewable (see Appendix A).
6. The SC is responsible for the business of the SIG. The SC takes decisions primarily by consensus or by simple majority within the SC. If a decision cannot be made, GÉANT is responsible for the decision.
7. The SC is also responsible for producing brief annual reports to GÉANT about the progress of the SIG according to the pre-defined yearly plan and Key Performance Indicators (see Appendix B).

### **IV. Termination**

1. A SIG has no pre-defined mandate or expiration date, but its support, subject to yearly monitoring by GÉANT, can be terminated if one of the following situations occurs:
  - a. the SC has fewer than 3 members for a 3-month period;
  - b. the SC collectively requests the termination of the SIG;
  - c. the yearly assessment results are unsatisfactory;
  - d. any of the SIG participants, subject to detailed investigation by GÉANT, explicitly requests the termination of the SIG;
  - e. GÉANT decides to terminate the SIG.
2. Appeals by any of the SIG participants can be submitted to GÉANT; these shall be resolved within 3 months.
3. After detailed investigations of the aforementioned situations and potential appeals, the decision of GÉANT about the SIG support is final.

## V. Resources and support

1. As long as the SIG is supported by GÉANT, GÉANT will provide the following services:
  - a. mailing list(s) and public web archive(s) under the geant.org domain;
  - b. maintenance of wiki page(s);
  - c. website - on request and as decided to be appropriate by GÉANT;
  - d. online survey tool - on request;
  - e. social media, news, and annual report coverage – on request and as decided to be appropriate by GÉANT.
2. In the case of termination of GÉANT SIG support, the transition of services a), b), and c) to other providers is ensured by GÉANT.
3. Official minutes keeping, AV recording or other archiving is subject to discussion with the GÉANT employee assigned to support the SIG.
4. A SIG has no dedicated budget other than the expenses of GÉANT (detailed in V. 1.).
5. GÉANT may find internal or external funding sources (e.g., projects, commercial sponsors) to cover the expenses of SIG support, as appropriate.

## Appendix A – Steering Committee and SIG participation

List of SC members:

- *Brian Nisbet (HEAnet)*
- *Jonny Lundin (NORDUnet)*
- *Pieter Hanssens (Belnet)*
- *Maria Isabel Gandía Carriedo (CSUC)*

List of active SIG participants:

*ACOnet, AMRES, Belnet, CARNet, CESNET, CSC/Funet, GÉANT, GRNET, HEAnet, IUCC, NORDUnet, PSNC, RENATER, RedIRIS, SWITCH, UNINETT, BelWü, CSUC, SURFSara*

## Appendix B – 1<sup>st</sup> year plans and KPIs

*The first year of SIG-NOC will start on 1 May 2015 and last until 30 April 2016. The proposed achievements and KPIs for the first year are summarised in the table below.*

<i><b>Planned achievements</b></i>	<i><b>KPIs</b></i>	<i><b>Report</b></i>
Discuss, design and develop recommendations for a NOC Personnel's Training (basic) and potential Certification Programme in order to bring/keep NOC staff up to the "standard" level.	List of recommendations	due to April 2016
Invite NOC tool developers and organize half-day technical tutorial sessions on various products/topics.	1 or 2 tutorials	due to April 2016
Extend the reach of the community to regional,	2-3 new NOCs to	due to April 2016

metropolitan and campus NOCs.	join in this category	
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