# Developments in NOC Roles and Tools

## GÉANT SIG-NOC Survey 2023

| NOC Functions 2023 | |
|---|---|
| Monitoring | 1 = |
| Problem Management | 2 = |
| Ticketing | 3 = |
| Knowledge Management and Documentation | 4 ↑2 |
| Reporting and Statistics | 5 ↓1 |

**Monitoring, Problem Management and Ticketing still core roles. Knowledge Management a rising trend.**

## SNMP Leads the Way

**SNMP- based tools still the most relevant and most frequently used**

## Focus on DDoS

- Threat intelligence
- DNS solution
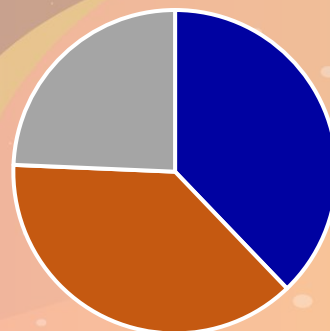- Netflow-based tools
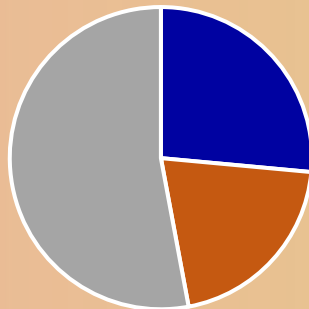
**Netflow leads in DDoS identification**

## The Rise of the SOC?

**Only 45% of NOCs are responsible for Security (down from 63% in 2016)**

## The Growing Role of Network Automation

- Provisioning
- Routing Configuration
- Network discovery

**Provisioning beginning to be automated to improve customer service.**

## Change Management

**GitLab, JIRA and Confluence are key Change Management tools**

Nearly 70% of NOCs use Excel for inventory management

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