

eduPERT history – GN2 and GN3plus

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eduPERT

- PERT = Performance Enhancement Response Team
- "eduPERT is the GÉANT service for the "network of PERTs""
(from the GN3plus eduPERT portal)
- Main purpose - to troubleshoot performance issues on the GÉANT backbone



eduPERT origins in GÉANT 2 Project time

- Started as a part of "End to End Quality of Service" Service Activity (SA3) lead by Toby Rodwell, GÉANT
- A centralised eduPERT service established to work on multi-domain performance problems
- NREN representatives (members of SA3) working as Case managers on reported performance problems in weekly shifts
- Lowlights:
 - low response from organisations "on the path"
 - long-lasting cases
 - cases resolved by themselves rather than through eduPERT shifts

eduPERT in GÉANT 3 Project time

- Disclaimer:
 - *Some data on this slide might be incorrect or incomplete due to the absence of the SPoT*
- The interest in eduPERT operational service declined:
 - lower number of reported cases
 - less contacts with users recorded
- Increased range of activities:
 - Portal
 - Mailing list
 - Knowledge database
 - Certification

eduPERT in GÉANT3plus Project

- Activities described in the Deliverable document:
 - https://geant3plus.archive.geant.net/Resources/Deliverables/Documents/D8-1_DS4-4-1_eduPERT-Report.pdf
- eduPERT **portal**
 - <https://geant3plus.archive.geant.net/Services/NetworkPerformanceService/Pages/eduPERT.aspx>
- **Mailing list** with more than 100 registered participants
 - `pert-discuss@geant.net`
- **Knowledge database** organised in five categories:
 - Network (network metrics, protocols and tuning).
 - End host (application protocols, host tuning, virtualisation).
 - Tools (PERT tools, NREN tools and statistics and network emulation).
 - General knowledge (user-perceived performance, performance metrics, etc.).
 - Performance case studies (sharing PERT solutions, etc.)

eduPERT in GÉANT3plus Project (cont.)

- eduPERT **Monthly calls**
 - Up to 1 hour calls with an invited talk about a performance-related topic
 - Speakers from and outside of GÉANT community
- Yearly eduPERT **community meetings**
- eduPERT **Workshops**
 - General or tailored for a specific user-group
- **PerformanceU!** (Performance University)
 - A "pilot" for an Annual school
 - 11 invited speakers, 19 attendees
 - Topics included TCP performance, investigative and monitoring tools, virtualisation, OpenFlow and multipath TCP over SDN, case studies and expert reports

eduPERT in GN4-3

- Proposed during the project preparation phase
- No clear instructions from the GPPC
- Not included in the Technical Annex

eduPERT - What's next?

- Keep the brand?
- Rename SIG-PMV to SIG-eduPERT?
- What should it include?
 - Trainings / Workshops / Webinars?
 - Knowledge base?
 - Portal?
 - Assistance in resolving PERT cases?
 - Other...?

Thank you

Any questions?

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