11TH SIG-NOC MEETING

Continued SURFnet NOC operations in the face of a pandemic

CORONAVIRUS

SURF NET

COVID-19: Concerns, common problems and experiences at the NOC. Decision process

- Surf Mandatory measures and guidelines where published on 6th march.

  - With this guidelines advice was to try to work at home, remote trips to places which where marked red where not allowed by our Goverenment

  - Domestic travel and meetings where permitted at that moment

  - Advices for personal hygienic measures to follow up

- On 12th march our government made their first advice with RIVM

  - Actions where try to work at home, try to avoid mass of people.

- On 15th march our Government published new regulations to follow.

  - All offices which are not needed for daily operation needs to close and people needs to work at home, all schools and education facilities are closed until 6th april.

- On 23th march the regulations are extended until 1st june.

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Challenges and problems faced within the organisation

- First day everyone was seeking for a workable environment for this situation at their home

- First milestones was how to meet remotely. So a couple of tools have been advised to try/use

- Special teams where formed to deal with urgent request due to this situation

- Also special communication teams where formed

- Strange situation not directly contact with collegues

- Tools like Slack, Skype (Lync), microsoft teams, videobellen became necessary tools for communication and offcourse mobile phones

- A daily stakeholders team was formed to check the upcoming works, trying to plan necessary requests. Making desicions regarding other requests.

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Challenges and problems faced at our NOC

- Regulations have great impact on Field service engineering planning and works

- Planned requests needs to be canceled due to the fact that almost every institution and schools are closed or to regulation that it is not permitted to be with more than 3 people near together

- We are facing some challenges with our migration projects. Mostlikely this will be extended

QUANZA
ENGINEERING

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Demand of service changes

- Like in earlier slides mentioned planned standard works where canceled or moved forwards

- We made some emergency changes for our clients to have some bandwidth upgrades. This was handled via the dedicated stakeholders team.

- We are focussing on capacity bottlenecks.

- Traffic patterns are changing, traffic is changing from incoming to outgoing patterns
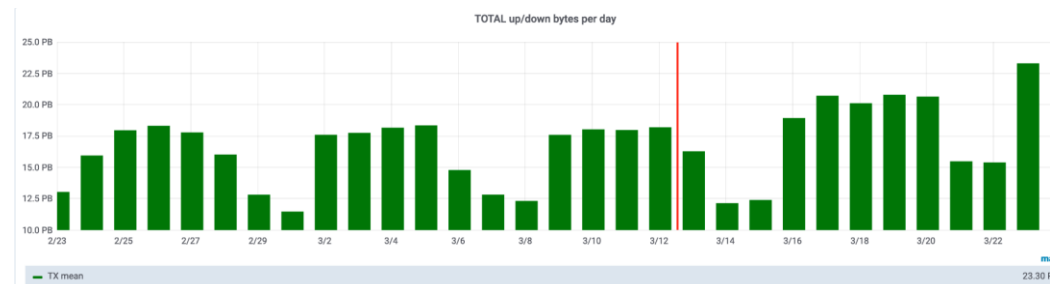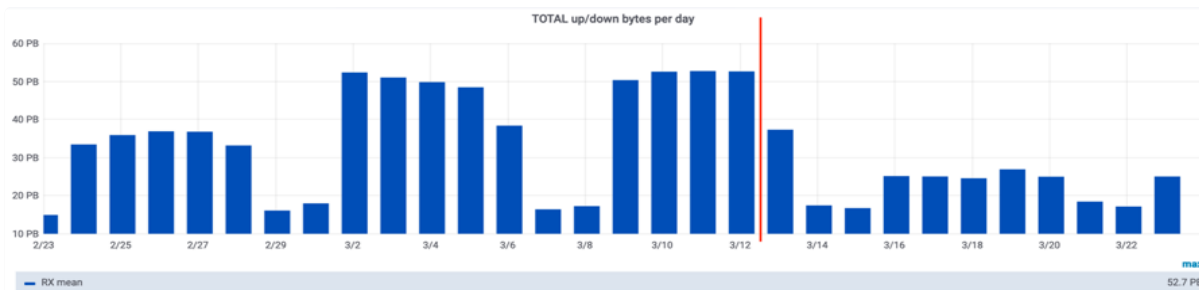
Change of traffic patterns, Capacity management

- How did you deal with them? Change of traffic

  - We are monitoring our network carefully, when bottlenecks symptoms are seen we try to manage this for example our peerings with the top 3 ISP connections.
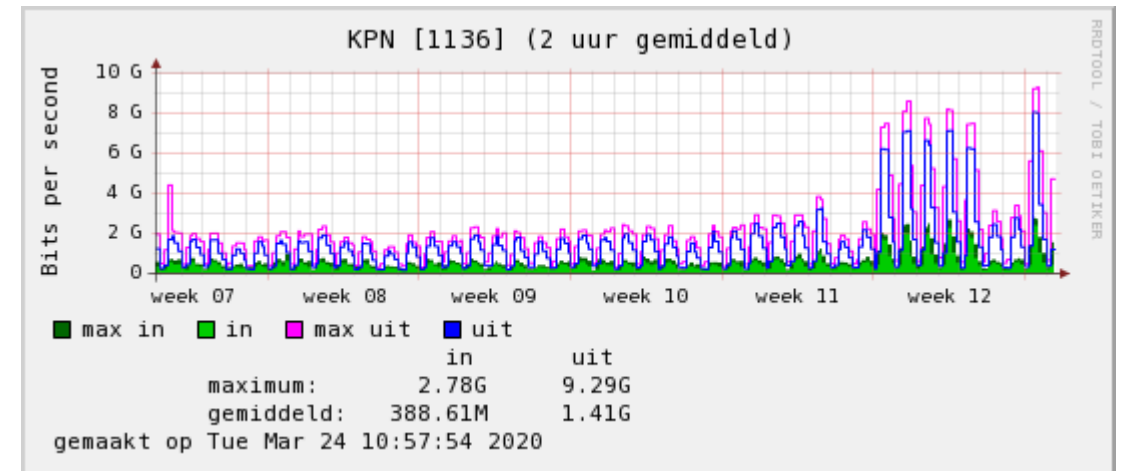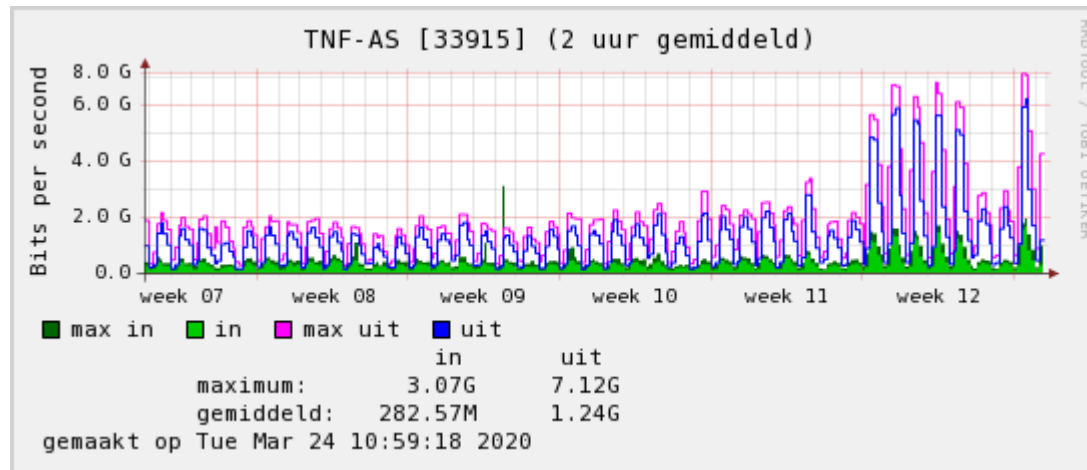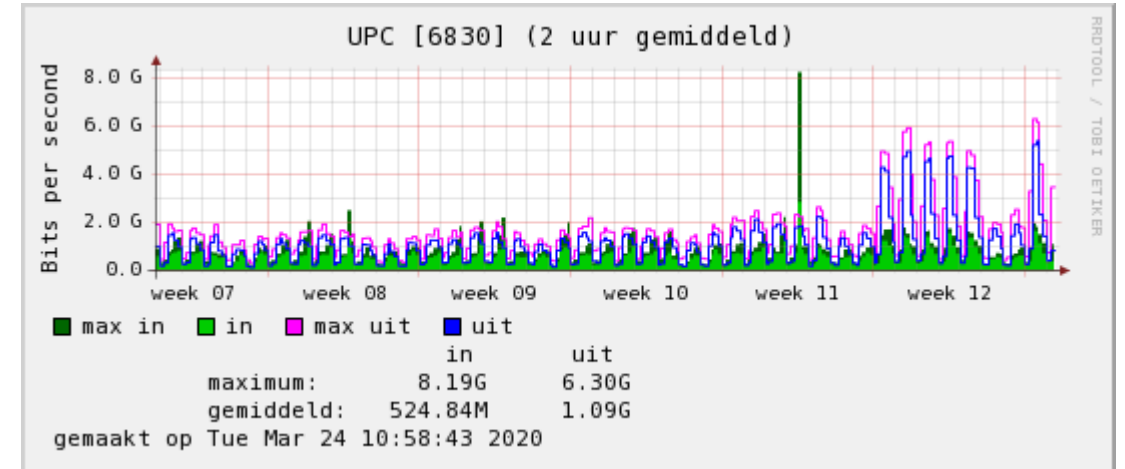
Change of traffic patterns, Research peers and NetherLight

- This situation doesn't seem to impact our research and NetherLight traffic
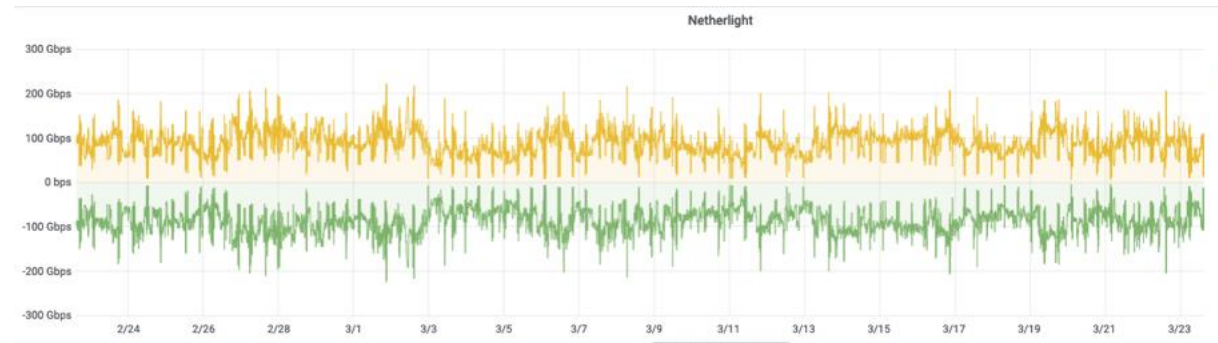
Other questions last slide

- Have you set up creative solutions to work with your team or solve incidents?

  - On daily base we try to have meetings with the tools we have

- How did other institutions react to this crisis?

  - We try to support our community with what we could do.

- How do you communicate internally / externally?

  - From SURFnet side we try to deliver information via our site, we have setup community spaces and our Customer support and Account advisory have customer contacts

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God Blesses Us. . .

THANK YOU

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