

GN2 SA3

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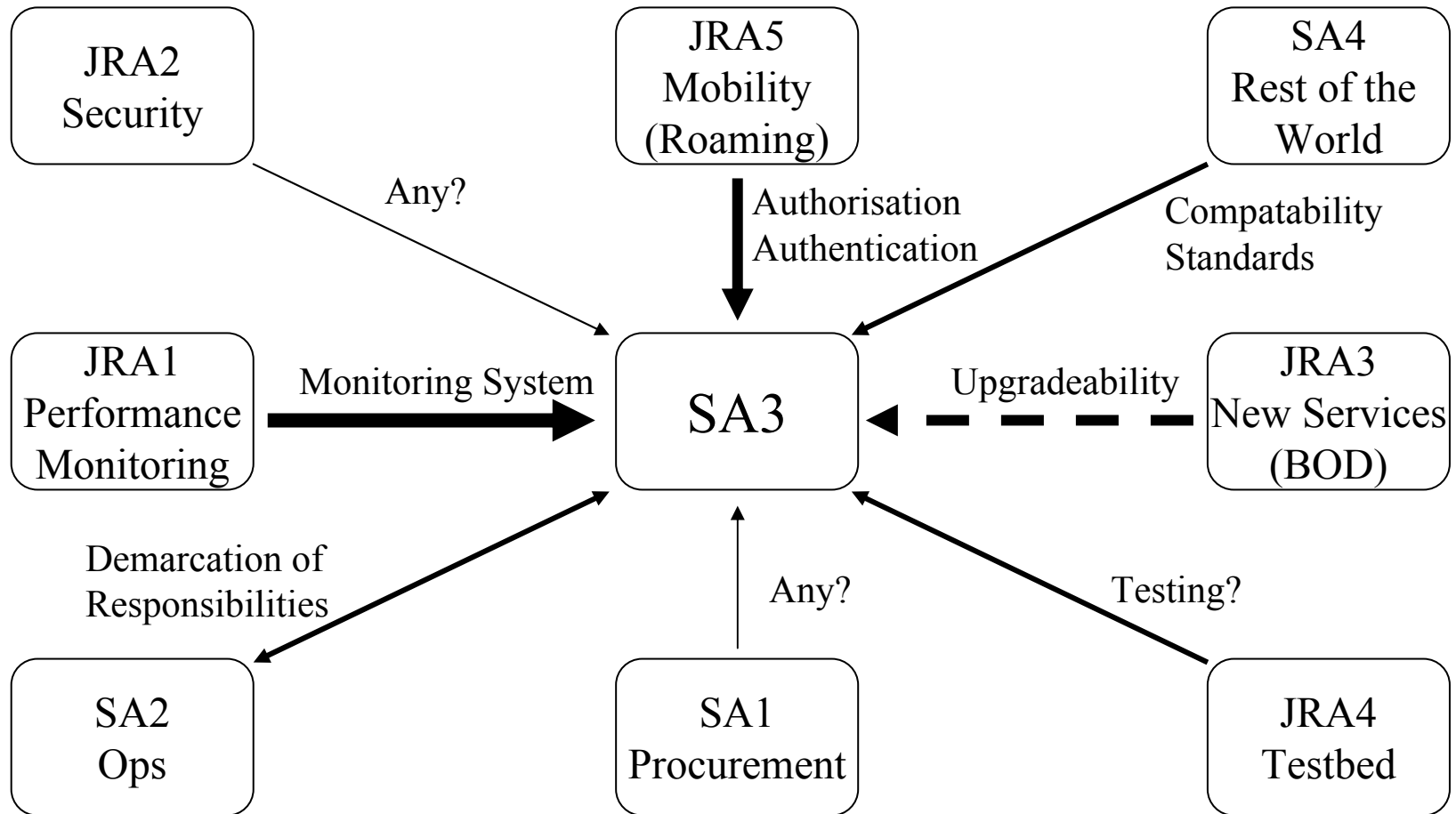
Purpose of GN2 SA3

- **“GN2 network to offer end-to-end Quality of Service routinely on the Core IP network”**
 - from ‘Proposal for GN2’
- **end-to-end**
 - **GN2 has limited control, but must facilitate QoS including last mile**

Service vs technology

- Premium IP service to start with
- delivered using various techniques
 - diffserv based
 - overprovisioning
 - recommended use of DSCP marking
- Provisioning group to work out what's needed where

SA3 position in GN2



Delivery of SA3

Two Components

- Performance Monitoring
- Provisioning

Two Phases

- Development and initial deployment
- Operation (ongoing rollout and enhancements)

Performance Monitoring

- Performance Monitoring System
 - Expected to be provided by JRA1
 - Continuous major ‘link’ monitoring
 - On-demand, any-to-any monitoring
- Performance Enhancement Response Team (PERT)
 - Cross discipline experts
 - Best Practice Guide, FAQ/Self-help database
 - Trouble ticket system

Provisioning

- Provisioning Group – The system and/or organisation enabling end-users to request a specific Service Quality for a specific purpose.

... In GN1 Provisioning is a newer concept than Performance Monitoring and the framework is not as well defined

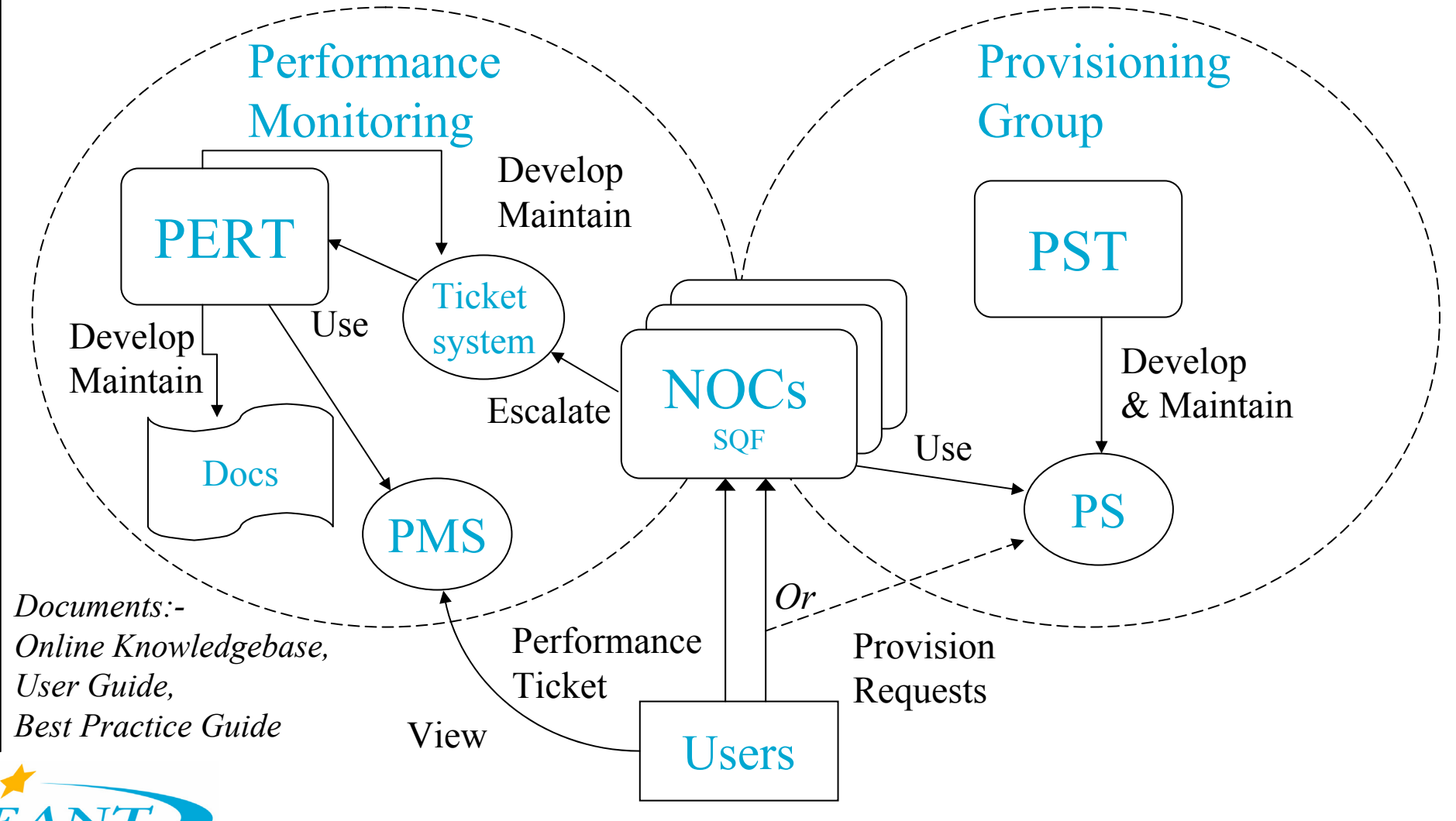
Provisioning Group proposal

- Provisioning System (PS)
 - Allows end-users to request specific Service Quality
- Provisioning System Team (PST)
 - Design, develop, test, deliver and maintain the PS (as applicable)
- Service Quality Team (SQT)
 - NREN specific team who are the end-users' point of contact for ALL Service Quality issues ...

... Service Quality Team

- Operate and/or mediate the Provisioning System
- Operate the Performance Monitoring System
- Perform first line troubleshooting of Service Quality issues – escalate issues to PERT where necessary

Proposed SA3 Organisation



Milestones & Deliverables

- M1 Establishment of PERT & PG; definition of terms of reference
- M3 Policy for allocation of DiffServ based capacity/Policy for allocation of Premium IP capacity
- M6 Publish trouble ticketing procedures
- M6 Consultancy service established
- M6/12 Installation of monitoring equipment
- M9 Current good practice for campus networks published
- M12 Workshop on end-to-end implementation
- M24 Report of the PERT group
- M36/48 Final report on the E2E QoS implementation in the core IP network