**GlobalNOC Network Assessment Questions – Large Synoptic Survey Telescope (LSST)**

**NETWORK OPERATIONS CENTER SERVICES**

1. What NOC Services are you interested in?
2. Standard operational services: Tier1 Monitoring & Service Desk, Tier2 Engineering, Tier3 Engineering, Network Tools & Systems
3. Other services: Consultation (network build or upgrade planning, etc.), Network Deployment, Machine Room/Server Monitoring, anything else
4. What hours of service are you interested in?
5. 24x7x365
6. Standard business hours (Mon-Fri, 8am – 5pm)
7. After Hours (Mon-Fri 5pm – 8am, weekends, holidays)
8. What layers of the network do you want supported?
9. What is your current/proposed timeline for:
10. Building/implementing the network?
11. Implementing support services?

**MAINTENANCE/OUTAGE NOTIFICATIONS**

1. Who is currently responsible for communicating maintenance/outage notifications?
2. What level of detail is required?

1. When do you send notifications? (type of maintenances/outages, which nodes, frequency, etc.)

**TOOL & SYSTEMS**

1. What systems are you currently using?
2. Ticketing system
3. Network Database
4. Monitoring systems
5. Documentation environment
6. Data collection & measurement
7. Visualization
8. Are you committed to using your tool set? Or are you open to using ours?
9. Are you interested in the custom development of tools?

**NETWORK TOPOLOGY**

1. Please provide us with a network diagram.
2. a. How many nodes, pops, and devices do you have on your network?

b. For each device type, how many do you have (i.e. 50 Cisco XXX, 80 Juniper XXX, etc.)?

1. Are there any copper circuits in your network? If so how many?
2. How many circuit providers/vendors do you have?

**CURRENT NETWORK MONITORING**

1. How many total monitoring checks do you currently have across all devices? If possible, it would be helpful to know how many per device type.
2. Do you have standardized naming conventions for backbones, core nodes, etc. in the device descriptions? If so, can you share an example with us?

**BUSINESS ACTIVITY**

1. Trouble Tickets
   1. On average, how many tickets does your NOC create a month?
2. Phone Calls
   1. Do you have a current NOC call volume you can share with us?
   2. How many entities/people would be calling the NOC?
   3. Does your NOC receive end user/site calls?
   4. Within the call volume, do we see there being a heavier load during normal business hours or distributed equally over 24 hours?
3. Emails
4. On average, how many emails does your NOC send/receive a month?

**CUSTOMER INTERACTION**

20. Who does your current customer base consist of? (K-12, Higher Ed., Corporate, etc.)

a. How many of each do you support?

21. Do you support any specialized groups within your network? (e.g. organizations such as Dept. of Health sites, etc.)

22. Do you currently have any specialized procedures required for these particular customers?