AARNet NOC Services

24x7 Network Operations Centre.
Monitoring of your critical infrastructure and applications.
Professionally managed response and escalation of incidents.
Independent reporting.

Benefits:
- Cost savings compared to in-house 24x7 or on-call resources.
- Improved service availability and efficient fault isolation.
- Improved management visibility through independent KPI reporting.

AARNet NOC Services Include:

Network Monitoring
Monitoring servers are strategically placed at on-campus and off-campus locations.

Basic Monitoring:
- Availability of Hosts, Services & Applications.

Advanced Monitoring:
- Performance metrics collected, with pro-active threshold alerts.
- Scripted checks (e.g. system logon)

Monthly Reports
Performance against targets.
"Top 5" problems.
Suggestions / improvements.

24x7 NOC Staff Response
AARNet NOC staff respond to incidents based on a pre-determined script, tailored to your requirements.
Incidents are escalated to your nominated staff or support contacts.

24x7 NOC Incident Management
AARNet NOC staff can create and manage Trouble Tickets as incidents occur; ensuring incidents are recorded, escalated and managed through to closure.

Technical troubleshooting, helpdesk and fault rectification remain a customer responsibility.
Background

Our Network Operations Centre (NOC) has long been a core competency, underpinning AARNet's high standards of network performance and availability. In June 2010, we expanded the NOC to a fully attended 24x7 operation, with teams based in both Perth and Sydney.

The next logical step was to leverage AARNet's scale and offer NOC Services to our customers!

Before launching AARNet NOC Services, successful customer trials were conducted with the Australian Catholic University and Charles Darwin University.

Implementation Steps:
1. Initial meeting.
2. Workshop conducted with AARNet Project Manager and NOC Manager. Technical aspects, as well as escalation procedures are considered.
3. Statement of Works (SOW) developed and costed.
4. Schedule added to existing AARNet Access Agreement.
5. Procedures documented.
6. Implementation and testing.

Pricing

Based on our experience with the customer trials, each implementation needs to be individually scoped and a quotation developed.

For further information, and to arrange an initial meeting, contact Doug Farmer, doug.farmer@aarnet.edu.au