



NATIONAL LAMBDA RAIL

# Enhancing Service Desk Services & Business Activity Report

**Steve Peck**  
**Operations Manager**  
**NLR Service Desk**

**May 11, 2010**  
**Indianapolis**  
**NLR All-Hands**  
**Meeting**



# Enhancing Service Desk Services





**Welcome to**  
**Marianne Chitwood**  
**New Senior Manager**  
**Global Research NOC**  
**Service Desk**



# **BUSINESS ACTIVITY REPORTS**



## NLR WaveNet Backbone Uptime

	<u>2010</u>	<u>2009</u>	<u>2008</u>
<b>1-May</b>	99.97%	99.86%	99.78%



# Business Activity Reports

## NLR Ticket Report

<b><u>Ticket Totals</u></b>	<b><u>2009-2010</u></b>	<b><u>2008-2009</u></b>	<b><u>2007-2008</u></b>	<b><u>2006-2007</u></b>
NLR WaveNet	<b>2374</b>	<b>2587</b>	<b>1526</b>	1898
NLR FrameNet	443	540	423	542
NLR PacketNet	712	805	752	812
NLR Inquiry	<b>185</b>	<b>156</b>	<b>146</b>	180
<b>NLR - Total</b>	<b>3714</b>	<b>4088</b>	<b>2847</b>	<b>3432</b>



# Business Activity Reports

## WaveNet Ticket-Types

<u>Ticket Type</u>	<u>2009-2010</u>	<u>2008-2009</u>	<u>2007-2008</u>	<u>2006-2007</u>
Field Service Requests	<b>746</b>	<b>1118</b>	<b>511</b>	589
Problem/Request	931	765	423	553
Provision/Modify/Decom	<b>156</b>	<b>65</b>	<b>45</b>	91
RMA	2	72	87	167
Scheduled Maintenance	409	448	354	388
Unscheduled Outage	<b>64</b>	<b>88</b>	64	84
Customer Unsched Outage	<b>66</b>	<b>31</b>	42	26
	<b>2374</b>	<b>2587</b>	<b>1526</b>	<b>1898</b>

- **Sorry Grover, here are some bullet points** ☹️
  - **30 % increase in total NLR tickets from 2007-2008**
  - **55% increase in WaveNet tickets from 2007-2008**
  - **Provision/Modify/Decom tickets have more than doubled since 2008-2009**
  - **Provision/Modify/Decom tickets have almost quadrupled since 2007-2008**
  - **25% increase in Inquiry tickets**



# Business Activity Reports

- **Sorry Grover, here are some more bullet points** ☹️
  - **28% reduction in NLR unscheduled outages from 2008-2009**
  - **33% reduction in Field Service Requests since 2008-2009**
  - **46% increase in Field Service Requests since 2007-2008**

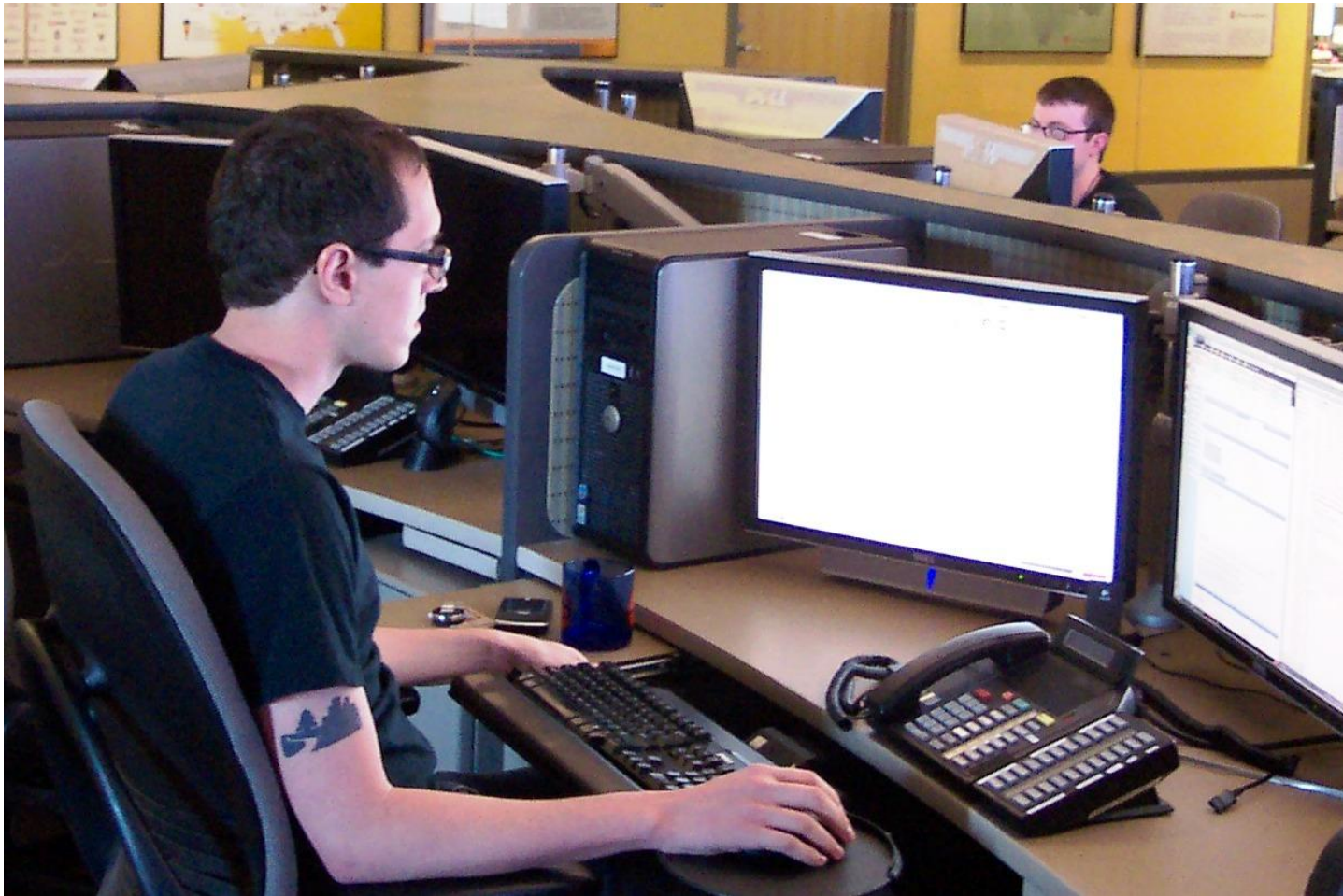


## **Enhancement #1**

## **NLR's Secret Weapon!**



# Enhancing Service Desk Services





# Ty Bell

**Service Desk  
Specialized Support  
Technician - SST**



# Enhancing Service Desk Services

**New Dedicated NLR Staff**  
**Additional Night Shift Help**

**Robert Coombs**  
**Jeremy Oakes**



## **Enhancement #2**

### **New GRNOC Service**

### **Desk office in**

### **Bloomington, IN**

# Enhancing Service Desk Services





# Enhancing Service Desk Services





## **Enhancement #3**

# **NLR Public AlertMon**



# Enhancing Service Desk Services

<https://nlrmon.grnoc.iu.edu/alertmon-public/alertmon.cgi>

## GlobalNOC AlertMon

### Current Alerts

Last Updated 18:16:36

### Unacknowledged Alerts

There are no active unacknowledged alerts.

### Acknowledged Alerts

2010-05-10 13:43:37								NLR FrameNet: NLR Layer 2 Member Shell Oil Outage Update [6008:55]		1 total alert
Network	Host Group	Hostname	Service	Duration	Device	Description	Acknowledgement	Ack History		
National LambdaRail	NLR Layer 2	albu.layer2.nlr.net	INTF - GigabitEthernet9/4	0d 4h 49m 6s	GigabitEthernet9/4	Link to Member Shell Oil ALBU-g9/4 to HOUS-g9/3 is Down	Acknowledged 6008:55	Host / Service		
2010-05-08 07:26:06								NLR PacketNet: NLR oob.nlr.net "No response from 149.165.129.12" [9166:77]		1 total alert
Network	Host Group	Hostname	Service	Duration	Device	Description	Acknowledgement	Ack History		
National LambdaRail	NLR OOB	oob.nlr.net	CPU	2d 11h 17m 58s		Error: No response from 149.165.129.12	Acknowledged 9166:77	Host / Service		

Sound:  On  Off



Acknowledgement History

Refresh

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## Enhancement #4

# New versions of NLR Notification & Reporting Tools



# Enhancing Service Desk Services

## Current Notifications:

**SUBJECT:** NLR Circuit NLR-DENV-LOSA-O192-105 Maintenance

**AFFECTED:** NLR-DENV-LOSA-O192-105

**SCHEDULED START TIME:** Monday, May 10, 2010, 9:00 AM (0900) UTC

**SCHEDULED END TIME:** Monday, May 10, 2010, 11:00 AM (1100) UTC

**DESCRIPTION:** NLR Layer 1 NOC Engineering, with the assistance of a Level(3) Communications technician, will be replacing a transponder and cleaning fibers in Albuquerque, NM. Outages may be experienced throughout the maintenance window.

**TICKET NO.:** 10574:52

**TIMESTAMP:** Tue May 4 19:13:24 2010 UTC



## **NLR Weekly Reports**

**found at:**

**<http://noc.nlr.net/nlr/support/weekly-reporting.html>**



## **Enhancement #5**

# **Improved Internal & External Documentation Environment**



# Enhancing Service Desk Services

## Service Desk Internal Documentation Environment

### \* General Operations and Processes

- \* NLR NOC Support - Maintenance Window Information
- \* NLR NOC Support - How do I have Remote Hands work done at Equinix in LA?
- \* NLR NOC Support - Cisco SmartNet Info
- \* Change Management
  - \* Maintenance Gone Bad Procedure - GRNOC NOC Support - NOC Maintenance Gone Bad Procedure
  - \* NLR NOC Support - Change Management Process
  - \* NLR NOC Support - Level(3) 3Tech Contacts and Escalation Points
  - \* NLR NOC Support - Level(3) 3Tech/Field Service Request Issues
  - \* NLR NOC Support - Level(3) FSR Form
  - \* NLR NOC Support - Level(3) Non-Billable Receive Form
  - \* NLR NOC Support - Level(3) Receive Tickets
  - \* NLR NOC Support - Level(3) SOS Site Access Form
  - \* NLR NOC Support - Level(3) SOS Site Access for Members and Colocators
  - \* NLR NOC Support - Level(3) Tech Assists
  - \* NLR NOC Support - Method of Procedure (MOP)
  - \* NLR NOC Support - PNWGP (Seattle) Receive Tickets
  - \* NLR NOC Support - PNWGP (Seattle) Site Access
  - \* NLR NOC Support - Scheduling Maintenance Windows & Guidelines
  - \* NLR NOC Support - StarLight Site Access
- \* Cisco HTTPS Support Guidelines
  - \* Establishing a Cisco.com Account
  - \* Determining Severity Levels
  - \* Opening a S1/S2 Service Request
  - \* Opening a S3/S4 Service Request
  - \* Escalating or Re-queuing Service Requests
  - \* RMA Procedures
  - \* Cisco-HTTPS-Support-Guidelines.pdf



## Enhancement #6

# Expanded & Advanced Training Program



# Enhancing Service Desk Services

## Full-time supervisor dedicated to training



**Adam Williamson**



## Enhancement #7

# Supplemental Customer Service Training



# Enhancing Service Desk Services





## **Enhancement #8**

# **Collapsing Alarms on AlertMon**



# Enhancing Service Desk Services

## Before:

### GlobalNOC AlertMon

#### Current Alerts

Last Updated 12:21:12

#### Unacknowledged Alerts

Network	Host Group	Hostname	Service	Duration	Device	Description	Acknowledgement Select All   Deselect All	Ack History
National LambdaRail	NLR Layer 1	SNANTX23B (db)	ALARMS	0d 0h 17m 23s	CHAN-2-2	LOS-P: Incoming Payload Signal Absent	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	SNANTX23A (db)	ALARMS	0d 0h 17m 24s	CHAN-5-26-TX	OPWR-LFAIL: Optical Power Failure Low	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	SNANTX22B (db)	ALARMS	0d 0h 17m 26s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	ELPSTX21B (db)	ALARMS	0d 0h 17m 26s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	PHNXAZ20B (db)	ALARMS	0d 0h 17m 27s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service



# Enhancing Service Desk Services

## After:

### GlobalNOC AlertMon

#### Current Alerts

Last Updated 13:15:54

#### Unacknowledged Alerts

There are no active unacknowledged alerts.

#### Acknowledged Alerts

2010-05-08 07:26:06 NLR WaveNet: NLR Circuit NLR-DALL-LOSA-10GE-07109 Provisioning [10501:52] 5 total alerts (remove all)

Network	Host Group	Hostname	Service	Duration	Device	Description	Acknowledgement	Ack History
National LambdaRail	NLR Layer 1	SNANTX23B (db)	ALARMS	0d 0h 20m 10s	CHAN-2-2	LOS-P: Incoming Payload Signal Absent	tyabell: Provisioning - 10501:52 (remove)	Host / Service
National LambdaRail	NLR Layer 1	SNANTX23A (db)	ALARMS	0d 0h 20m 10s	CHAN-5-26-TX	OPWR-LFAIL: Optical Power Failure Low	tyabell: Provisioning - 10501:52 (remove)	Host / Service
National LambdaRail	NLR Layer 1	SNANTX22B (db)	ALARMS	0d 0h 20m 10s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	tyabell: Provisioning - 10501:52 (remove)	Host / Service
National LambdaRail	NLR Layer 1	ELPSTX21B (db)	ALARMS	0d 0h 20m 10s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	tyabell: Provisioning - 10501:52 (remove)	Host / Service
National LambdaRail	NLR Layer 1	PHNXAZ20B (db)	ALARMS	0d 0h 20m 10s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	tyabell: Provisioning - 10501:52 (remove)	Host / Service



## Enhancement #9

# Creating tickets from the AlertMon interface with Database Integration



# Enhancing Service Desk Services

## GlobalNOC AlertMon

### Current Alerts

Last Updated 12:21:12

### Unacknowledged Alerts

Network	Host Group	Hostname	Service	Duration	Device	Description	Acknowledgement Select All   Deselect All	Ack History
National LambdaRail	NLR Layer 1	SNANTX23B (db)	ALARMS	0d 0h 17m 23s	CHAN-2-2	LOS-P: Incoming Payload Signal Absent	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	SNANTX23A (db)	ALARMS	0d 0h 17m 24s	CHAN-5-26-TX	OPWR-LFAIL: Optical Power Failure Low	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	SNANTX22B (db)	ALARMS	0d 0h 17m 26s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	ELPSTX21B (db)	ALARMS	0d 0h 17m 26s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service
National LambdaRail	NLR Layer 1	PHNXAZ20B (db)	ALARMS	0d 0h 17m 27s	FAC-2-1-1	CARLOSS: Carrier Loss On The LAN	<input type="checkbox"/>	Host / Service



Title  Keyword  Number

[Advanced](#)

Project **NLR WaveNet (L1)**

User **Steve Peck**

- [Project Home](#)
- [Create Ticket](#)
- [Global Ticket](#)
- [Quick Ticket](#)
- [Address Book](#)
- [Search](#)
- [Reports](#)
- [Dashboard](#)
- [Knowledge Base](#)
- [My Preferences](#)

[Edit](#) [Details](#) [Copy/Move](#) [Link](#) [Create Subtask](#) [Delete](#) [Report](#) [Add to KB](#)

[Back](#) [Left](#)

#### Master Ticket 4283 in NLR WaveNet (L1) -- General Information

<b>Title</b>	CalTech Cross Connects for CLR's NLR-LOSA-BATO-10GE-176 & NLR-BATO-RALE-10GE-178 [CENIC #83755]		
<b>Customer Impact</b>	4-Normal	<b>Status</b>	Support Agency
<b>Submitter</b>	Jonathan Sherk		
<b>Assignee(s)</b>	NLR ESS, Bonnie Hurst, NLR Layer 1 Engineering, Layer1 Engineering		

#### Assignees and Notifications

<b>Assignee(s)</b>	NLR ESS, Bonnie Hurst, NLR Layer 1 Engineering, Layer1 Engineering
<b>CC(s)</b>	No CCs



**What can we do to  
help serve you  
better?**

# Questions? Comments? Potential Collaborations?

**Steve Peck**  
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**Marianne Chitwood**  
[chitwood@ilight.net](mailto:chitwood@ilight.net)



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