

SA2 Goals, Objectives and Approach

- Goals and objectives
 - Define of a scalable methodology for requirements capture, aggregation and modelling, and the generation of service specifications and agreements.
 - Perform operational and management interactions with GEANT and the NRENS for ensuring service provision.
 - Define and build an operational model for interactions between EGEE GOCs (OMC, CICs, ROCs) and NOCs (GEANT, NRENS and local networks used)
- Overall approach of the work
 - Definition of network services through standard modelling process :
 - Filling of SLRs (Service Level Request) by end users and applications
 - Definition of SLSs (Service Level Specification) by SA2, to be implemented by GEANT and the NRENS, in conjunction with JRA4 activity
 - Signature of SLAs (Service Level Agreement) between applications, SA2 and GEANT/NRENS
 - NOC operational procedure study on GEANT and selected NRENS and incremental integration with EGEE GOCs.

SA1 / SA2 interactions

- Integration of network items into global SLA between “signed” between Applications, GOCs and NOCs.
- Interactions between EGEE GOCs (OMC, CICs, ROCs) and NOCs (GEANT, NRENS and local networks used)
 - Incidents Flows
 - Responsibilities / frontiers
 - Trouble ticketing systems
- NOC operational procedure study on GEANT and selected NRENS as example for EGEE GOCs.
 - As a first step, we plan to organize a visit of Renater and GEANT NOCs (both outsourced to CS in Paris)