

# Network trouble ticket standard exchange: Status & plans

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<http://indico.cern.ch/conferenceDisplay.py?confId=62476>

- **Phoneconf, 2009-02-27**

- <http://indico.cern.ch/conferenceDisplay.py?confId=51084>
  - Minutes: <https://edms.cern.ch/document/991885/>
- Disclosure of TT was discussed
  - Sensible information but basically OK for EGEE members
- Very hard to collaborate with network providers on the topic
  - No particular effort in NRENs for that
  - No clear benefit for them (& local user community is currently fine)
- Centralisation of network TT in a repository discussed
  - Not seen useful
- Dissemination need to be urgently and efficiency done to avoid this work being trashed at the end of EGEE-III
- Status, objectives and expectations to be shortly documented and disseminated

- **Dissemination**
  - RFC draft submitted by Dimitris & al
    - <http://tools.ietf.org/html/draft-dzis-nwg-nttdm-00>
  - Shortly presented during TNC2009
    - <https://edms.cern.ch/document/983411/1> - Talk on the ENOC
  - Poster at TNC2009 by Spyros & al
    - [http://tnc2009.terena.org/schedule/posters/index.php?poster\\_id=32](http://tnc2009.terena.org/schedule/posters/index.php?poster_id=32)
- **Upcoming Linux version of the software converting TT to standard format from GRNET (due July, 6th)**
- **Work from RRC-KI around trouble tickets and incidents correlation**
  - Really good start, but heavily disturbed by inaccuracy of network TT
- **Nothing else around the topic :(**

1. **Clarify work plan – Pending since last TNLC**
  - Shortly document (concept, goal, mean, objective...) – 2p max
  - Better separate conceptual work in background from deployment
  - Time is really short before end of EGEE-III...
2. **Then share it to try to enable efficient collaboration**
  - GN3, NRENs, OGF, other entities/projects that could benefit or be interested in our initiative?
    - Multi domain network operations may be a common problematic
3. **Next checkpoint?**
  - EGEE'09?
- **Some extra disseminations?**
  - Still 3 talks during EGEE'09 around the topic
    - [http://indico.cern.ch/sessionDisplay.py?sessionId=18&tab=time\\_table&confId=55893](http://indico.cern.ch/sessionDisplay.py?sessionId=18&tab=time_table&confId=55893)
  - Ideas to clearly disseminate outside of EGEE?

# Discussion & questions