

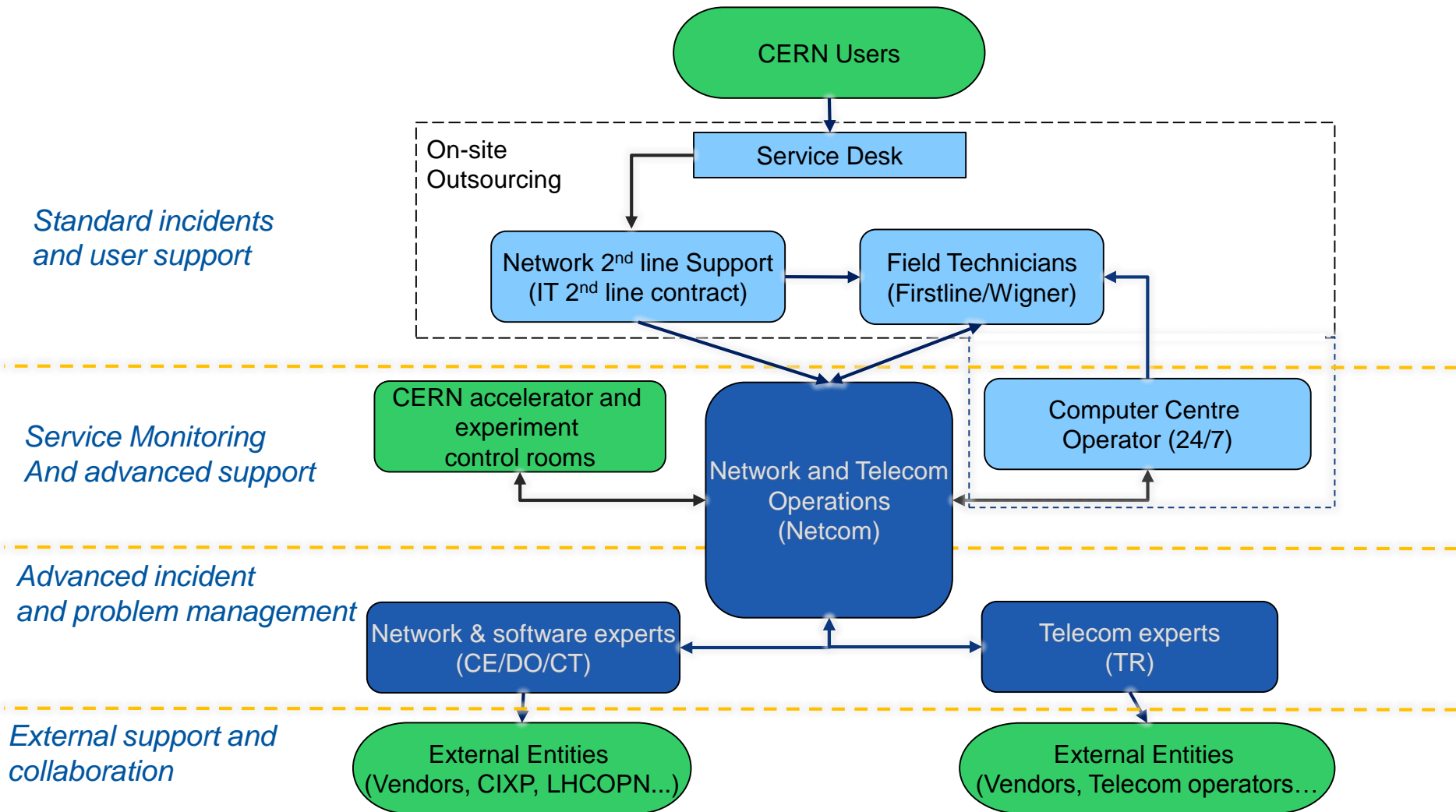


Balancing projects and operations in IT/CS

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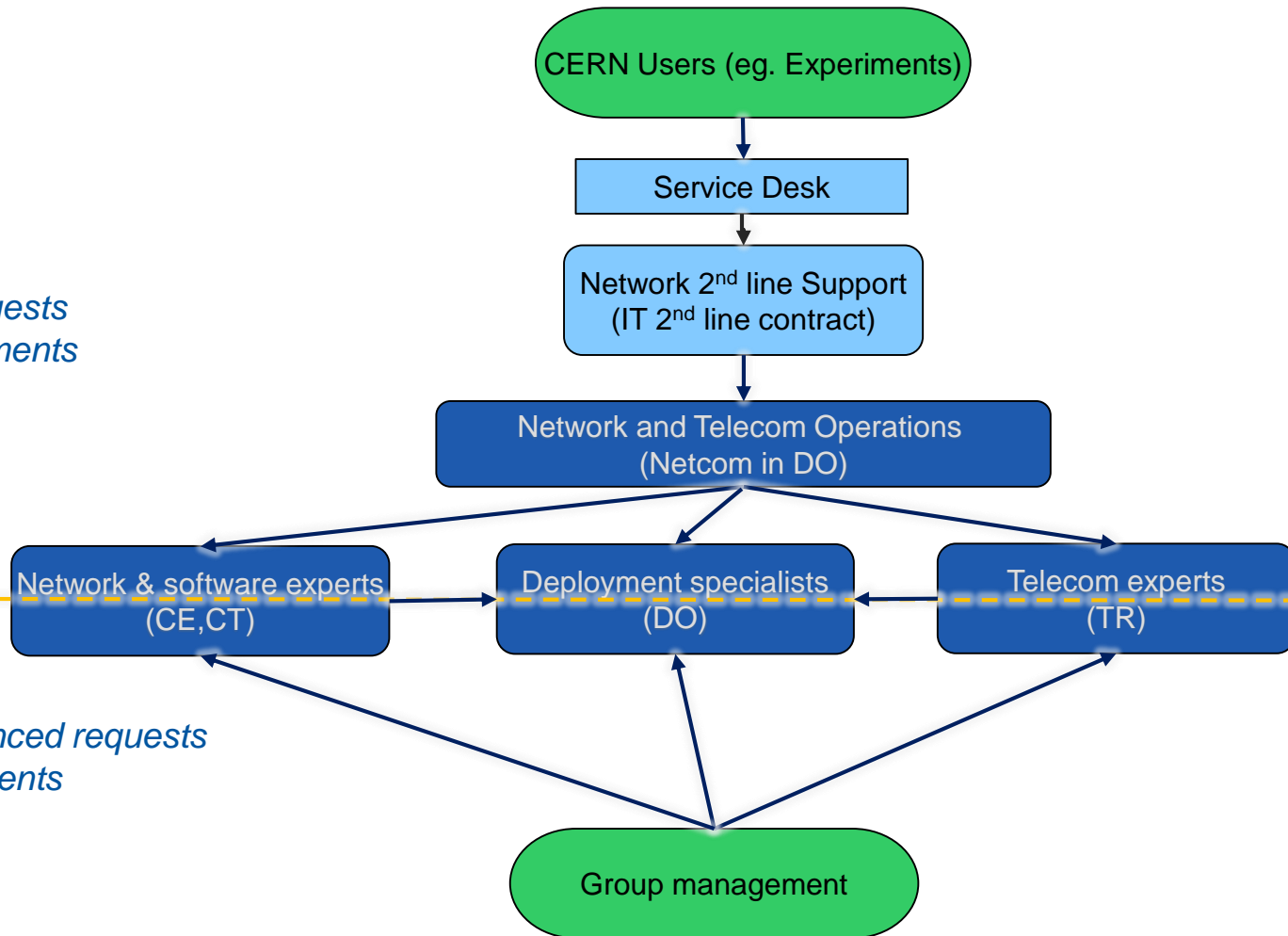
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NOC Structure



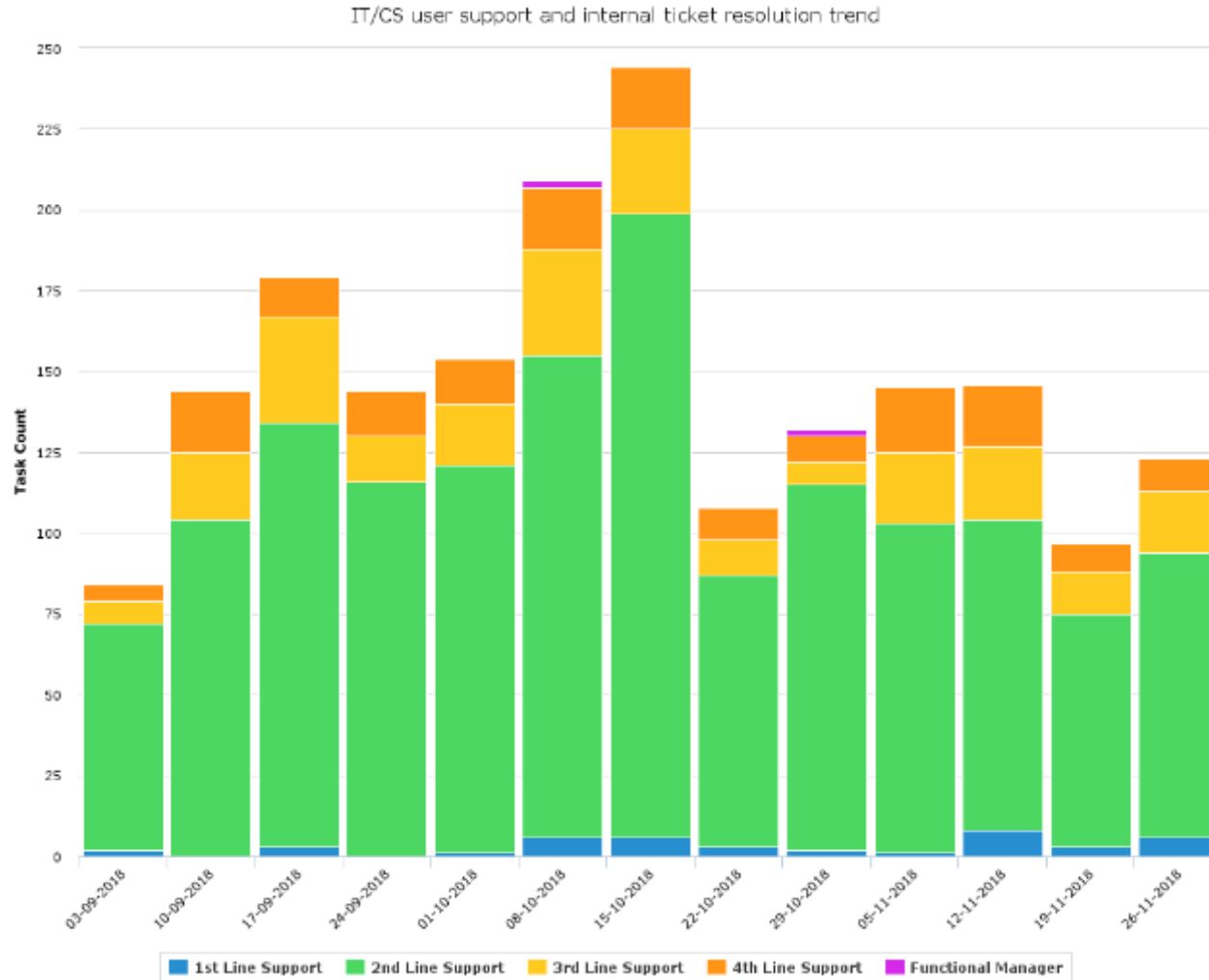
Projects vs Operations

Operations
Standard requests
Small deployments



Projects, advanced requests
Large deployments

Request resolution rate by support level



Projects vs Operations

Netcom in DO

- Operations
- Small infrastructure extensions
- Basic vendor cases (hw failure)

Deployment specialists in DO

- Internal and external network installation projects
- Client relation, select and adapt standard solution, plan and deploy, financials
- Within the team specialists for
 - experiments (advanced infrastructures)
 - accelerators (much coordination needed)

Engineering teams (CE, TR, CT)

- Develop standard solutions (hardware, protocols, configuration)
- Overall network design
- Software to manage infrastructure and configuration (CT)
- Automate configuration (CE)
- Telecom relies more on manual configuration (TR)
- Higher level support