

PROJECT

FIGHT

OPERATION



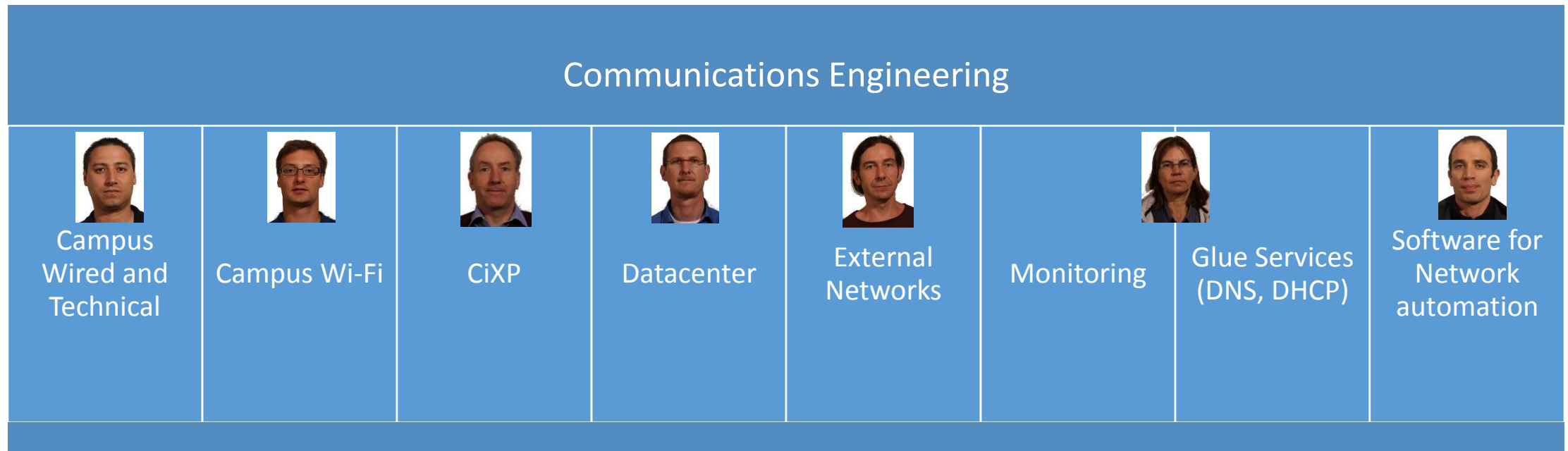
Some context about CS-CE

- Responsibility distribution
- Business as usual
- Projects



Responsibility distribution

- Every engineer is responsible for a different Service
 - Backup support based on staff rotations or interest



BaU: Management and Operations

- Engineers keep a continuous contact with their users
- Every Engineer supports a manufacturer
 - TAC cases, RMAs, feature enhancements, quarterly follow-up meetings.
- CE provides 4th Line support
 - Black hole for all support not captured by other support lines
- % of Engineer time highly variable
- Network availability takes precedence over projects

Projects

- Periodic Hardware renewal and Tenders
 - 5-7yr cycles for servers
 - 7-12yr cycles for routers and switches
- User requests for new services
 - High speed commissioning on DHCP/DNS
 - DNSSEC
 - Multicast on the Technical Network
- Exploratory evaluations/research/pilots
 - FTTO
 - Tungsten and SDN in the DC
- Continuous service improvement

Balancing BaU and Projects

- Support at the right line
- Keep things simple
- Extra hands



Support at the right line

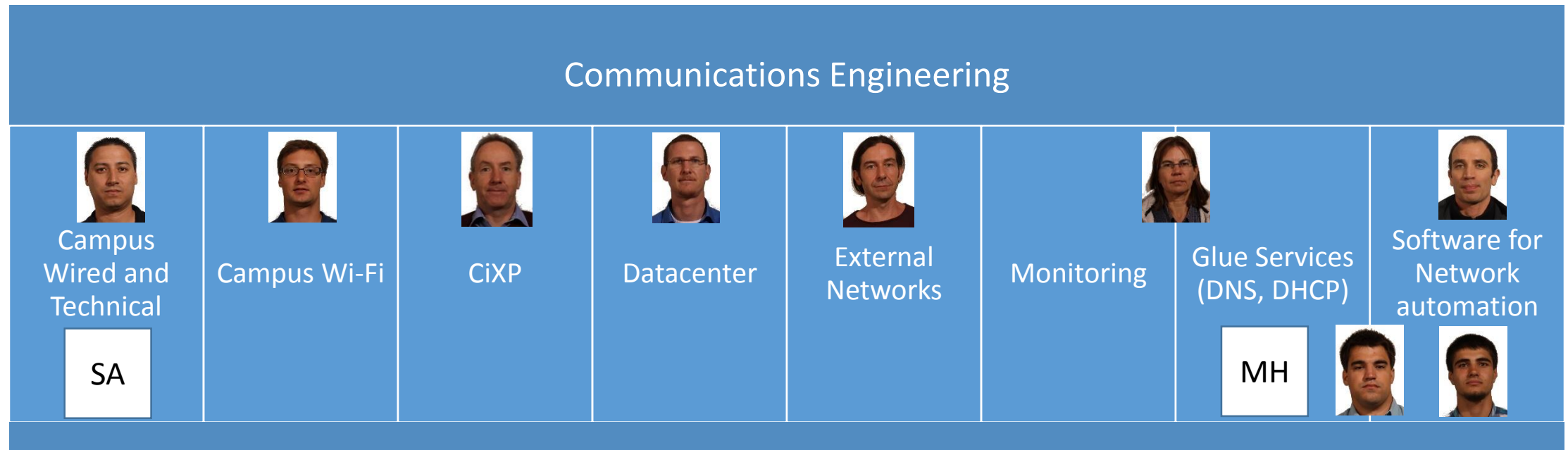
- 3rd Support Line (CS-DO)
 - High impact on Engineers
 - Will to learn and extend competencies
 - Weekly review of escalations
- 4th Support line: Network Engineer rota
 - 10% Engineer time
 - Promote knowledge share and documentation

Keep things simple

- Automate operations and management
 - Single interface for support lines
 - Simple procedures
- Avoid exceptions...
- ...or turn exceptions into supported cases (go to first bullet)
- Add redundancy where possible

Extra hands

- Resources can be allocated by IT per project: Fellows, Project Associates and Technical Students.



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Thank you,
Questions?