



Operational procedures for contacting the CLARA- NOC

CLARA Network Engineering Group
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This document presents the procedures for contacting the Network Operations Centre.

VERSION MANAGEMENT

This guide outlines the procedures and information for the LA-NREN contact the CLARA-NOC to report problems and accompany the troubleshooting process. When new procedures are required or other changes made, it will be updated accordingly, and the new version release will be recorded in the table below.

Version	Modification description	Date	Reviewed by
preliminary	First draft	04-Nov-2004	Hans Reyes
1.0	Corrections and changes	05-Nov-2004	Hans Reyes
1.1	Corrections and changes	10-Feb-2005	Hans Reyes
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1.

Introduction

The CLARA-NOC is the warden group of the administration, control, monitoring and operation of all physical and logical infrastructures that comprises the backbone of the CLARA network, assuring high availability, high performance levels and advanced operation of the network and its interconnections.

The role of the Operations Centre is the one of serving as a central point of coordination for the operational activities of the network, and the one of allocating, from a unique coordination centre, the treatment of the problems. The user should address a single assistance access point, because having one point of contact turns friendlier the interaction with the operation of the CLARA network.

The purpose of this guide is to gather the necessary information for the clients to easily contact the CLARA-NOC whenever they need.

2.

Contact information

Contact information for the CLARA-NOC is as follows:

Trouble e-mail: trouble@noc.redclara.net

Help e-mail: help@noc.redclara.net

NOC administration: noc@noc.redclara.net

Help Desk telephone: +52 55 5550-6075

+52 55 5550-4263

Help Desk fax: +52 55 56 228588

Web Page: www.noc.redclara.net

Reports can be submitted by telephone, e-mail, or fax, but the telephone is the preferred method for urgent matters. When contacting the NOC by phone, one should indicate clearly which operational centre it represents. E-mail can be used also, and in case it is not available due to the failure in the network access or related problems, then fax can be used.

All reports will be registered and identified by a number and acknowledged by the CLARA-NOC. With this ticket number supplied by the NOC to the problem reporter, it will be possible for the clients to accompany the actions carried out to solve the problem. This number should be always referred to in all future communications concerning the same problem.

The user will be able to consult the status of the report through NOC's web page (www.noc.redclara.net), however the NOC himself will be periodically notifying the user about the status of his report, until it has been solved in definitive.

3.

Coverage and assistance schedule

From 7:00 am to 8:00 pm (GMT-6) of Monday until Friday, the NOC operates with the habitual tools of contact: Web page, e-mail, phone, fax and pager.

Outside the normal period marked for the operations of the NOC, meaning Saturdays, Sundays, holidays and after hours, and depending on the priority type and level of the problem, the assistance will be made through on-call engineers working in shifts and also by the usual support tools available through network: e-mail and Web.

Any priority that deserves on-site coverage outside the normal schedule will be attended as soon as possible from the NOC on shift engineer, who can move to the operations centre (if it came to be necessary) in an estimated maximum time of 2 hours.

4.

Types of enquiry

4.1. Reporting Faults

For problems affecting the service, either the phone numbers listed in section 2 or the e-mail address trouble@noc.redclara.net should be used for contacting the NOC.

Phone calls to the NOC are handled in the regular working hours, as described in section 3, by the NOC Help Desk at Mexico City (MX). During these hours the Help Desk staff will reply immediately to any report received by the available means described in section 2.

Outside the regular working hours, the peer networks are advised to make only urgent fault reports by telephone. The Help Desk number will be diverted to a mobile phone and the fault reporter will reach an on-call engineer. This engineer will start to work on the problem within, at most, 30 minutes of the call.

4.2. Reporting Attacks

A peer network that discovers it is the target of a typical network attack (DoS, spoofing, etc.) should immediately contact the NOC, and request that an appropriate filter be applied to stop the traffic. The NOC will apply the proper filter and remain in contact with the peer network to determine when the filter can safely be removed.

4.3. Getting Status Information

To obtain a status update for a particular issue, the peer network NOC should contact the CLARA-NOC using one of the methods detailed in section 2.

4.4. Updating the CLARA-NOC

To update the NOC with information about a particular problem, the peer network should contact the NOC as detailed in section 2. If e-mail is used, its subject line should be the same as that of the most recent ticket e-mail on that issue, that the NOC has sent out, or should at least include the Trouble Ticket reference number.