# GEC20 GMOC Update

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# GMOC Updates Since GEC19

- ✓ GMOC Development Project Updates?
- ✓ LLR Overview and Recent Exercise
- ✓ GMOC Service Desk Metrics

# GMOC Development Project Updates

- ✓ Simplified authorization to be based upon global flags on contacts instead of per organization.

- ✓ Added ability for GENI project data to be submitted on the relational API.

- ✓ Resources can now be submitted without being tied to an Aggregate

- ✓ Slivers can now be submitted without being tied to a GENI Slice.

- ✓ Improved performance of measurement data download by generation via periodic cache

**GlobalNOC**
Global Research Network Operations Center

**gMOC**
GENI META-OPERATIONS CENTER

# Staff Change

- Eldar Urumbaev

- Jeremy Oakes

# GENI LLR Requests Process

✓ Legal, Law Enforcement & Regulatory (LLR)

  ✓ **This Process is to handle inquiries regarding DMCA, Illegal downloads, Seized systems, etc, from Lawyers, Law enforcement and Regulatory agencies**

✓ **GENI needs to be proactive and prepared for requests.**

  ✓ **The LLR Process is designed and being refined to accomplish efficient and timely compliance to those requests.**

✓ **GMOC has taken the initiative to drive the process and facilitate the resolution with all parties.**

GENI LLR Procedure Workflow

# LLR Workflow
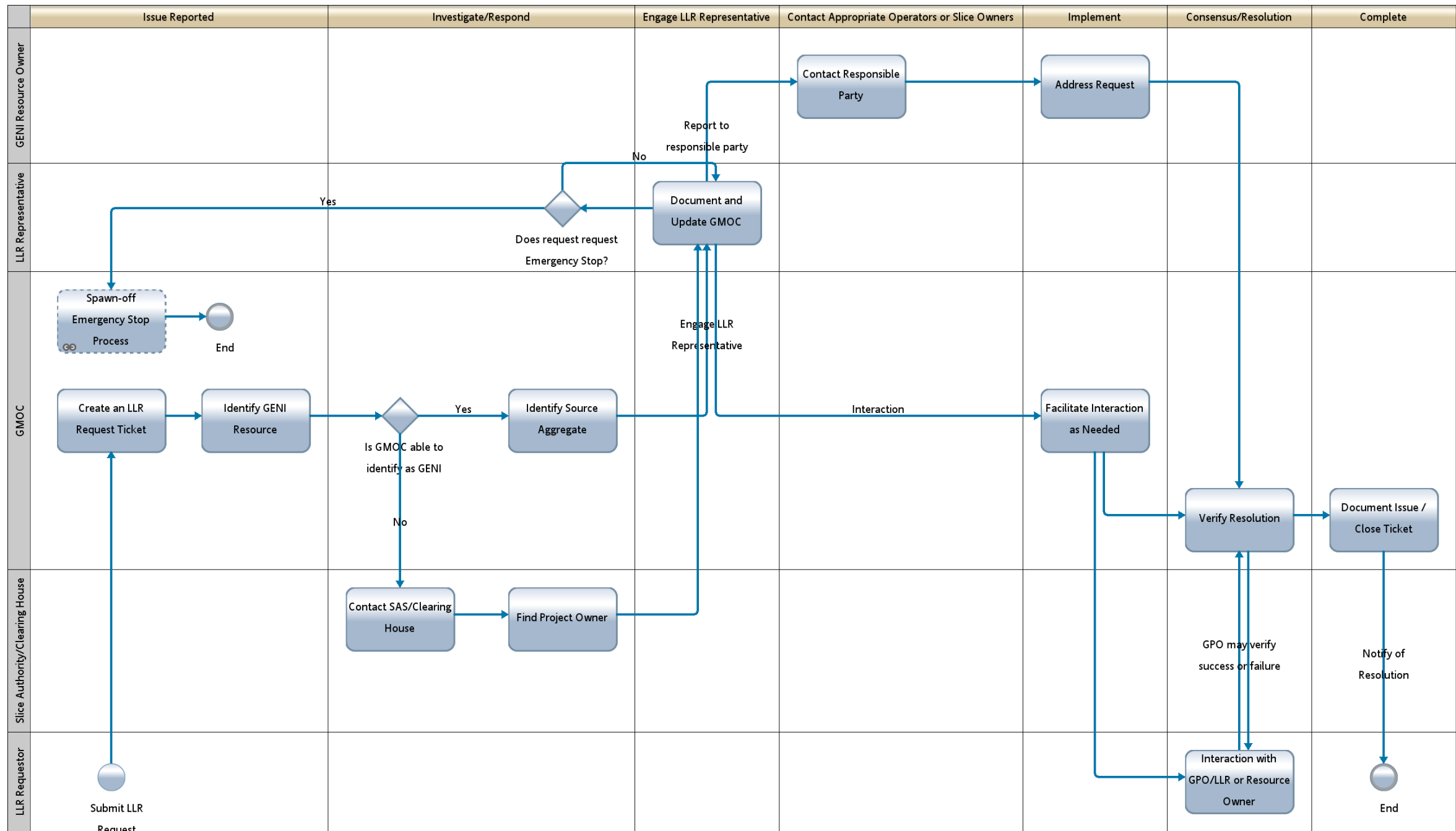
# GENI LLR Exercise With Exogeni

✓ Lessons Learned
- ✓ The granularity needed to identify an offending IP is not currently available to the Service Desk
  - ✓ There are a couple of solutions still being determined.
    - ✓ Ops Monitoring should provide more visibility to the Service Desk
    - ✓ Racks team providing a tool to automatically determine who's resource it is.
- ✓ Determining time frame based on severity of issue when most of GENI is not 24x7
  - ✓ LLR representative and GMOC agree a next business day response is appropriate.
  - ✓ Service Desk will send a response to the reporting party that we will address the issue in 1 business day.

# 2014 Total GMOC Tickets, Calls and E-mail
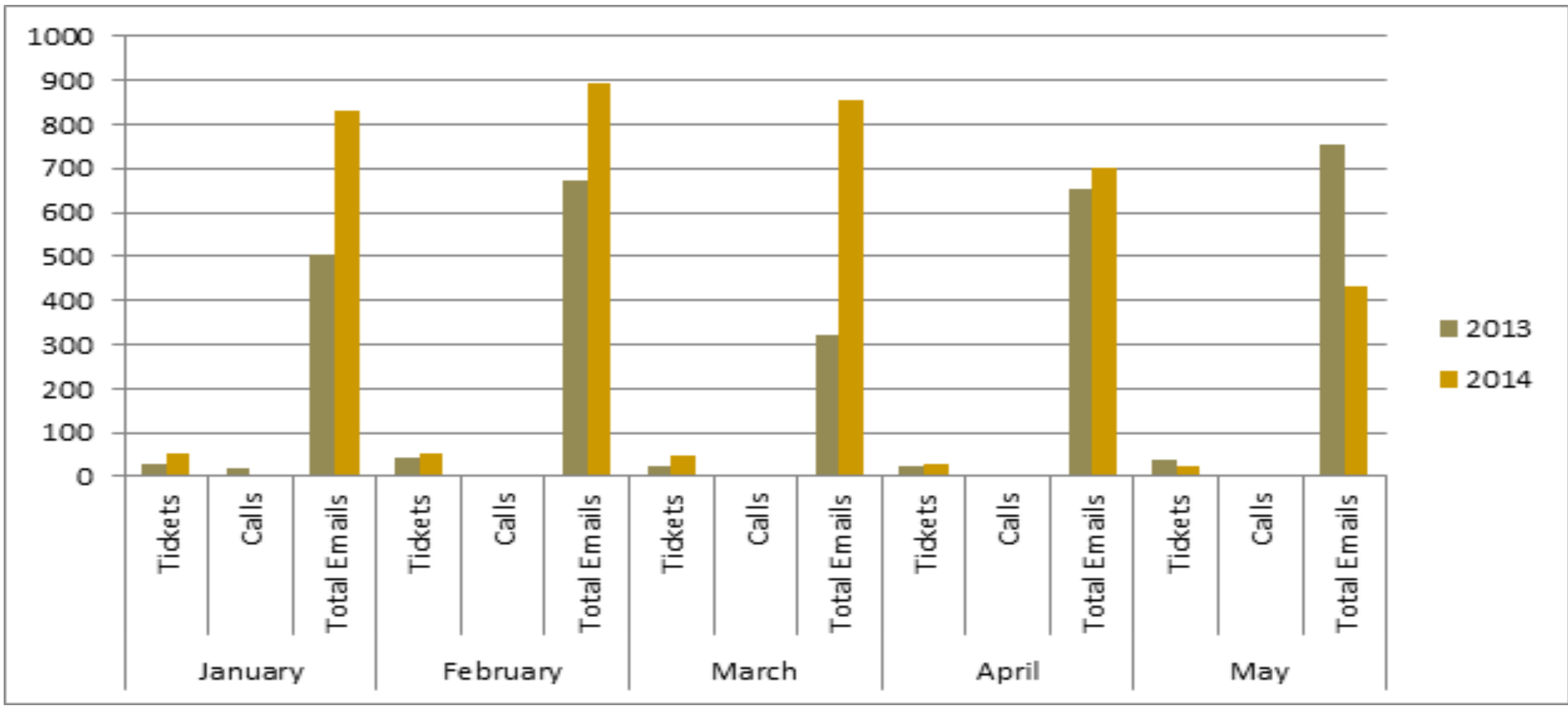
# 2014 GMOC-DB Stats
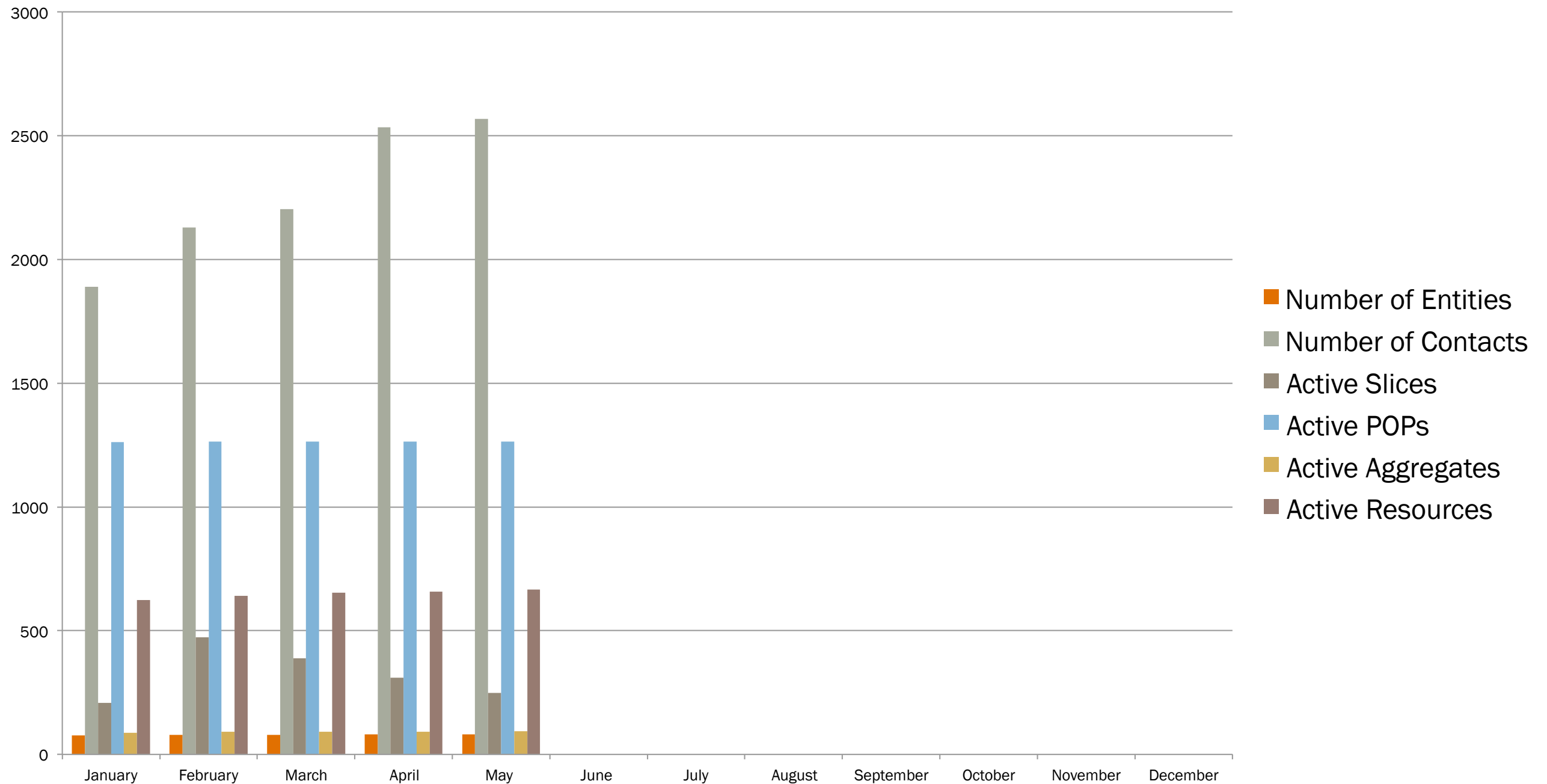
# Future GENI Operations Support

- ✓ Improved Notifications
- ✓ Topology (for Emergency Stop and other needs)
- ✓ Circuits and Nodes in GMOC-DB
- ✓ Pro-active Ops monitoring/alerting
- ✓ Tracking outages at Regionals and other dynamic VLAN service providers (ION, AL2S)
- ✓ Maintenance Freeze (Scale)

# Thank you
## QUESTIONS ?

Contact Us
- ✓ gmoc@grnoc.iu.edu
- ✓ http://gmoc.grnoc.iu.edu
- ✓ 317-274-7783

Subscribe to Ops Calendars (Web, iCal, RSS):
http://gmoc.grnoc.iu.edu/gmoc/index/support/gmoc-operations-calendars.html

- ✓ Remote NOC Tour??? Time Permitting

# Hal the NOCbot