

GEC21 GMOC Update

Jeremy Oakes – GlobalNOC/GMOC
Specialized Support Technician

GMOC Updates Since GEC20

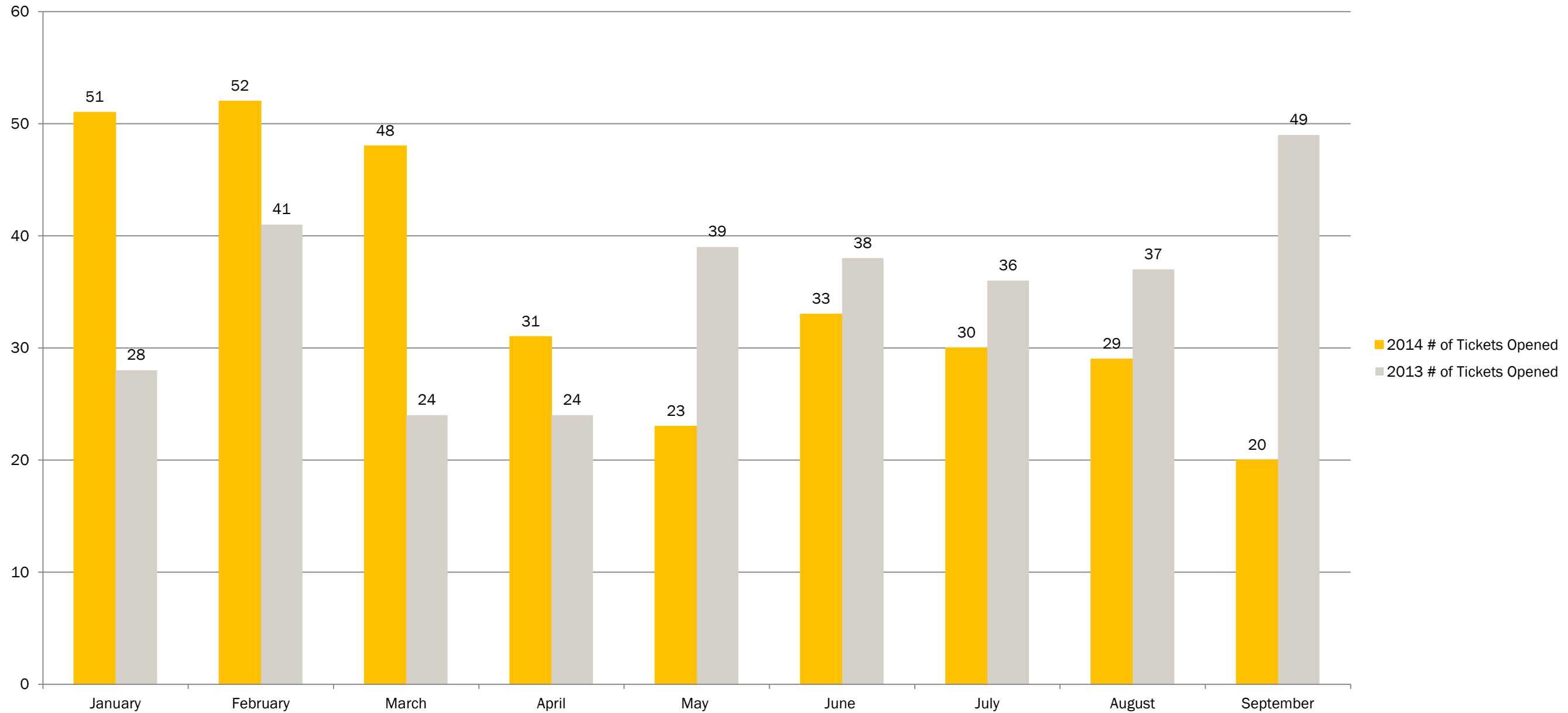
- ✓ New Experimenter List
- ✓ GMOC Service Desk Metrics
- ✓ Remote NOC Tour

GMOC Processes

- ✓ 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
- ✓ Emergency Stop
 - ✓ Emergency stop is the system used to respond to incidents of interference or resource exhaustion caused either unintentionally (misconfiguration), or intentionally (malware
- ✓ Rack and Aggregate Data Submissions
- ✓ Outage, Maintenance and Tutorial Notifications

2014 Total GMOC Tickets, Calls and E-mail

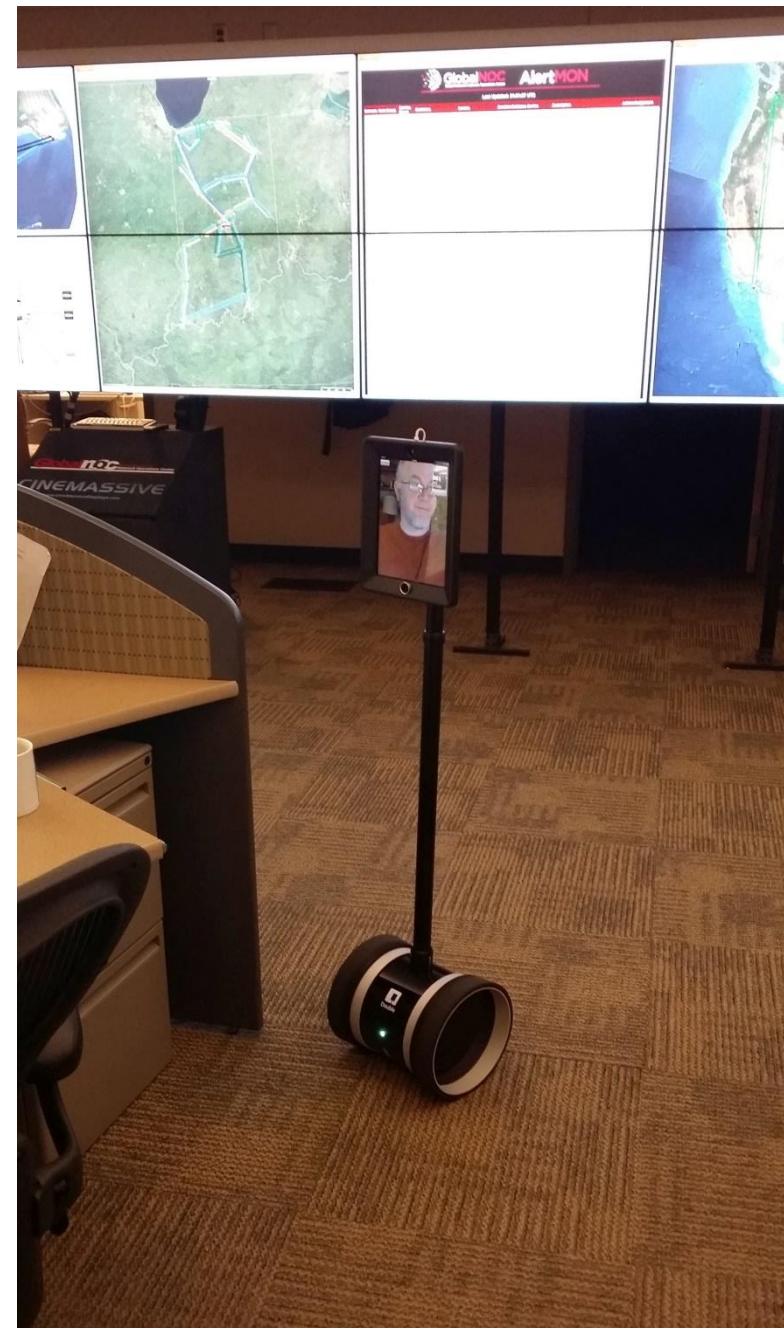
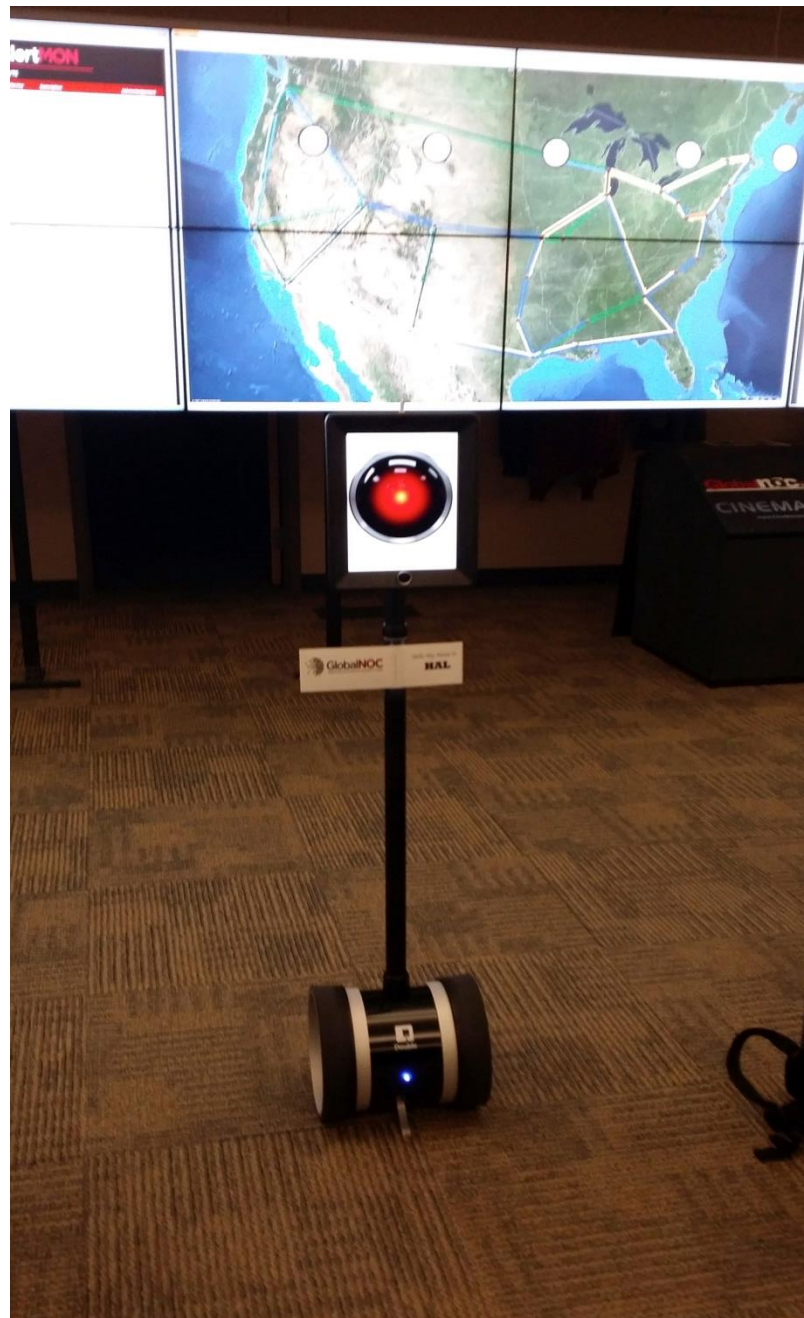
GMOC Opened Tickets Statistics



Future GENI Operations Support

- ✓ Improved Notifications
- ✓ Circuits and Nodes in GMOC-DB
- ✓ Pro-active Ops monitoring/alerting
- ✓ Tracking outages at Regionals and other dynamic VLAN service providers (ION, AL2S)

Virtual NOC



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>

Subscribe to the GENI Experimenter's list

experimenter-ops@grnoc.iu.edu

