

NOC TOOLS

introduction

AfNOG 2007, E2, Friday, 1 of 5

What is a NOC?

- What kind of things happen in a NOC?
- What kind of problems does a NOC aim to solve?

What is a NOC?

- Usually the first point-of-contact for other network operators
- Monitors all production systems
- Usually work longer hours than normal, often in shifts (many are 24 hours)
- Often does other things that need to happen after-hours

What is a NOC?

- In case of trouble, the NOC's job is to coordinate repair efforts
- Often, if customers have service-level agreements or other guarantees, the NOC's logs are what are used to make reports about outages

NOC Tools

- What tools does the NOC need in order to carry out these kinds of functions?

NOC Tools

- Caffeine
- Television
- Video games
- Pizza
- Strange hair

NOC Tools

- **mrtg**, cricket, things that measure counters
- **nfsen**, or other things that measure traffic
- **rt3**, or some other ticket system
- **syslogd**, or some other log collection tool
- **rancid**, to monitor configuration changes
- **smokeping**, to find latency problems