NOC TOOLS
introduction

AfNOG 2008, SI-E, 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

Core NOC Functions

- Problem solving &

- Communications/Reporting

Therefore,

- In case of trouble, the NOC's job is to co-ordinate repair efforts and

- 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?

Mainly…

- Caffeine

- Television

- Video games

- Pizza

- Strange hair

- My favorite - Torrent!!

Most Importantly…

- **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