

SIG-NOC: Training development

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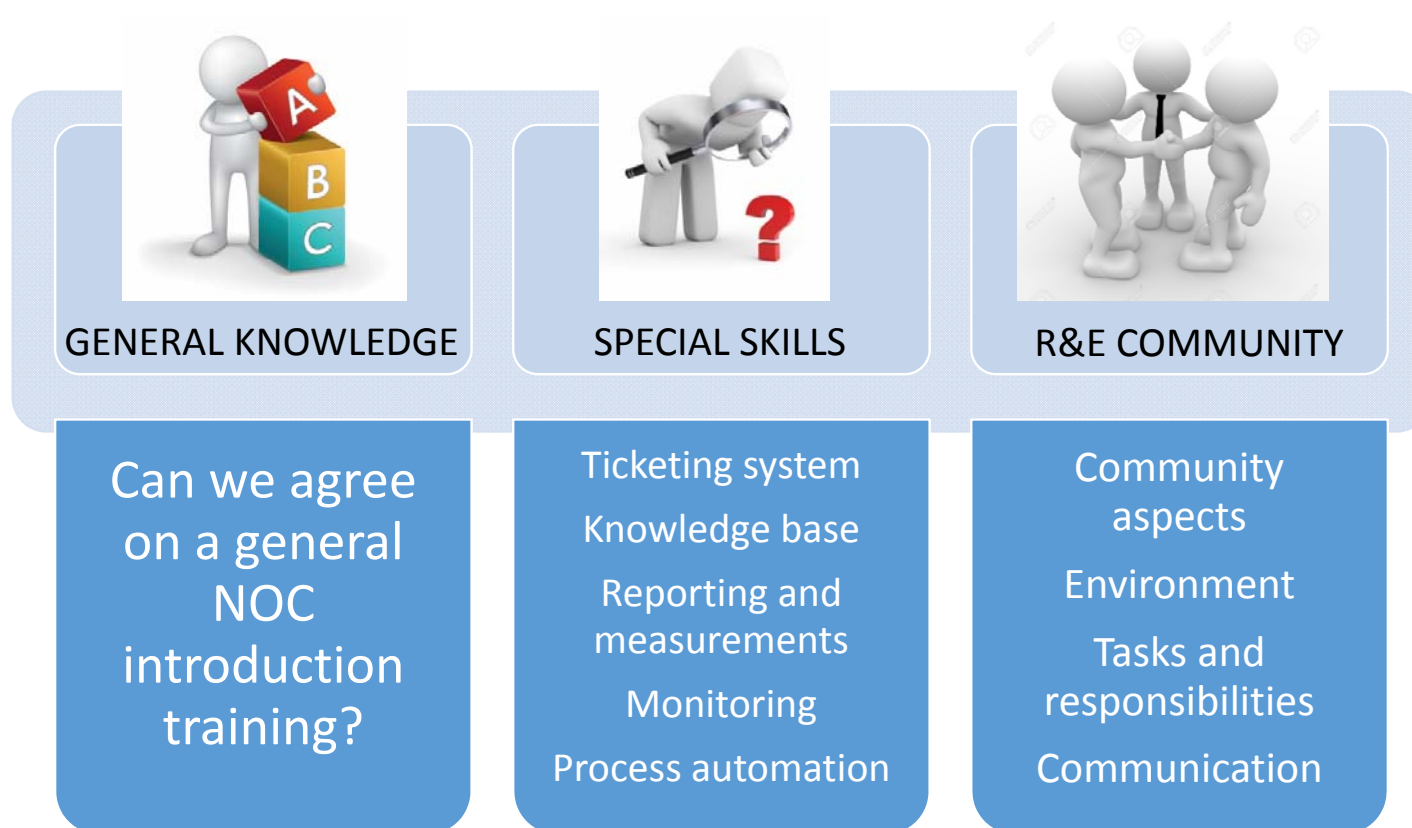
Vienna, Austria

A decorative graphic at the bottom of the slide consisting of a thick red diagonal band and several glowing, multi-colored lines (blue, purple, yellow) that sweep across the bottom right corner.

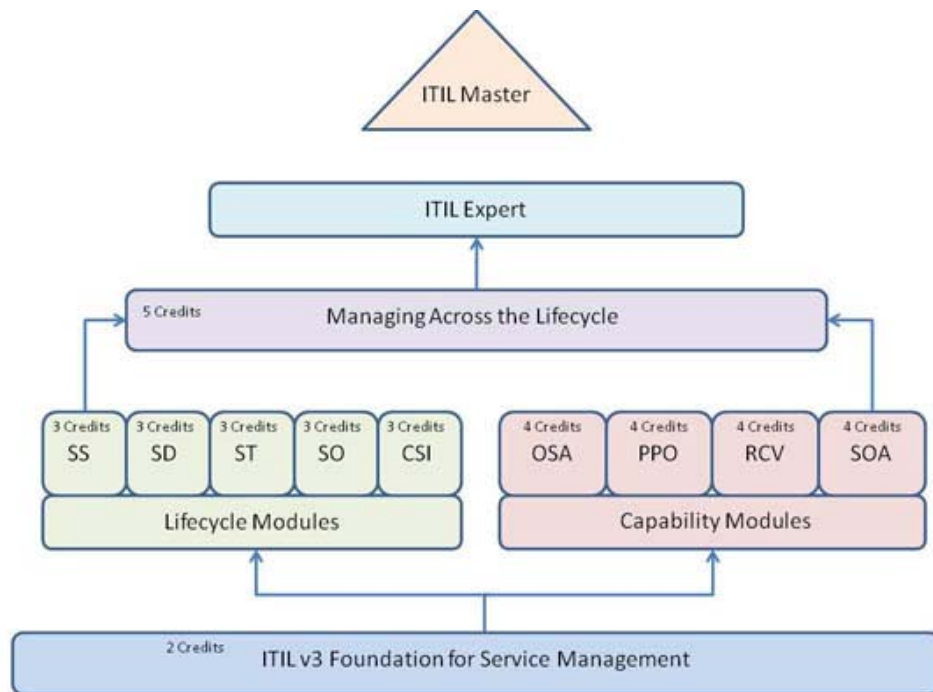
Design a NOC training programme

- What is the knowledge or skills gap that we are trying to fill with the training programme?
 - What trainings do you offer:
 - To new NOC personnel to learn...
 - To existing NOC personnel to improve...
- What is the aim?
 - Bring all R&E NOC personnel to the "common" level of understanding...
 - Bring new R&E NOC personnel up to "standard"...
- Modular programme is needed:
 - Common basics (general knowledge)
 - Tools to be used (specialized skills)
 - Community aspects (R&E environment)

Training structure



1. General knowledge: ITIL pyramid and structure

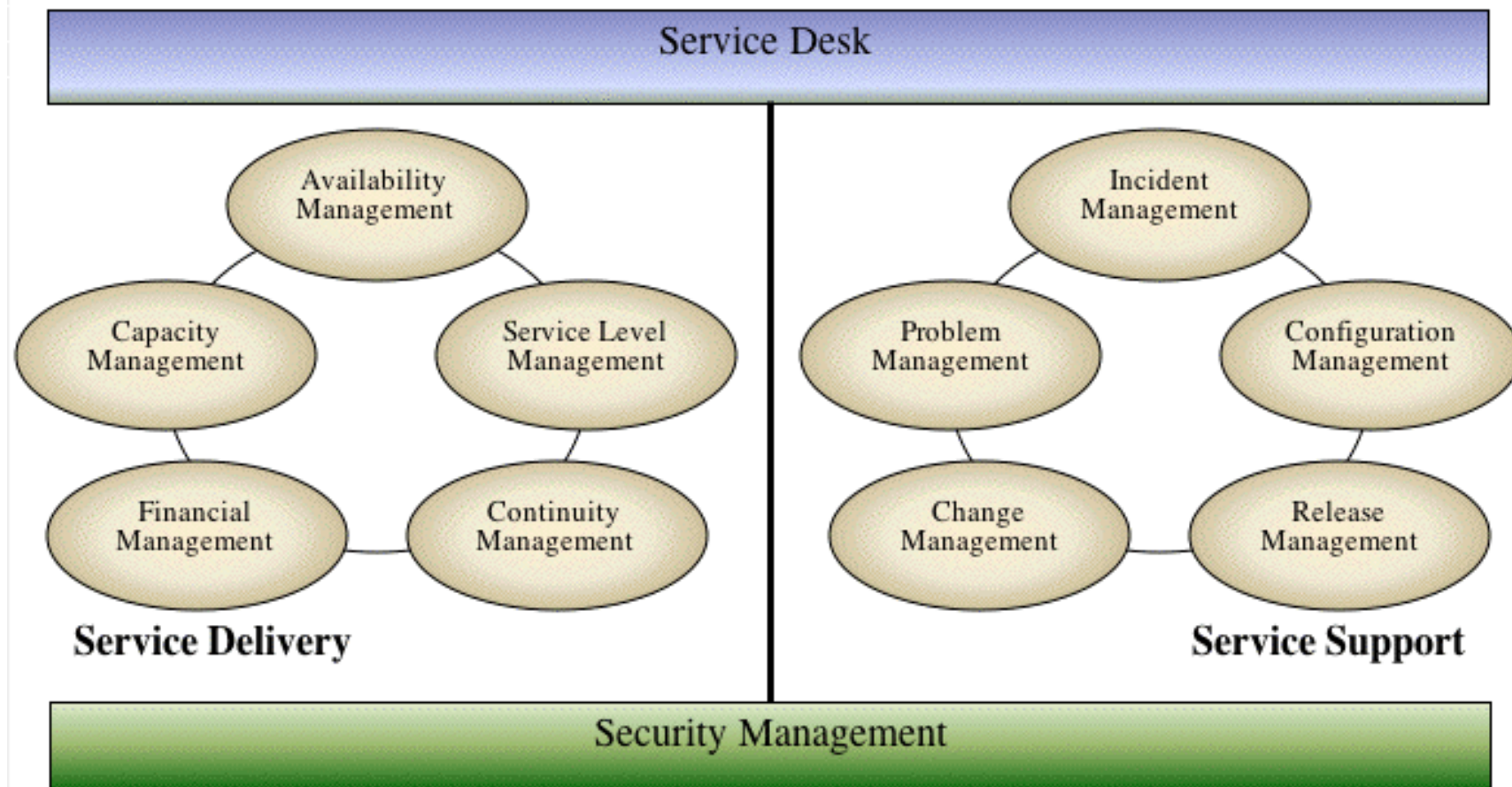


Service Strategy	Service Design	Service Transition	Service Operations	Continual Service Improvement
Demand m.	Service Catalogue m.	Knowledge m.	Incident m.	Service Measurement
Financial m.	Service Level m.	Change m.	Problem m.	Service Reporting
Strategy Generation	Capacity m.	Asset and Configuration m	Event m.	Service Improvement
Service Portfolio Management	Availability m.	Release and Deployment m	Request Fulfillment	
	Service Continuity m.	Transition Planning and Support	Access m.	
	Information Security m.	Service Validation and Testing	Operations m.	
	Supplier m.	Evaluation	Service Desk	
			Applicationm	
			Technical m.	
			IT Operations	

ITIL V3 Structure | Péter Fehér | <http://krpm.wordpress.com>



ITIL and the NOC (special ITIL selection)



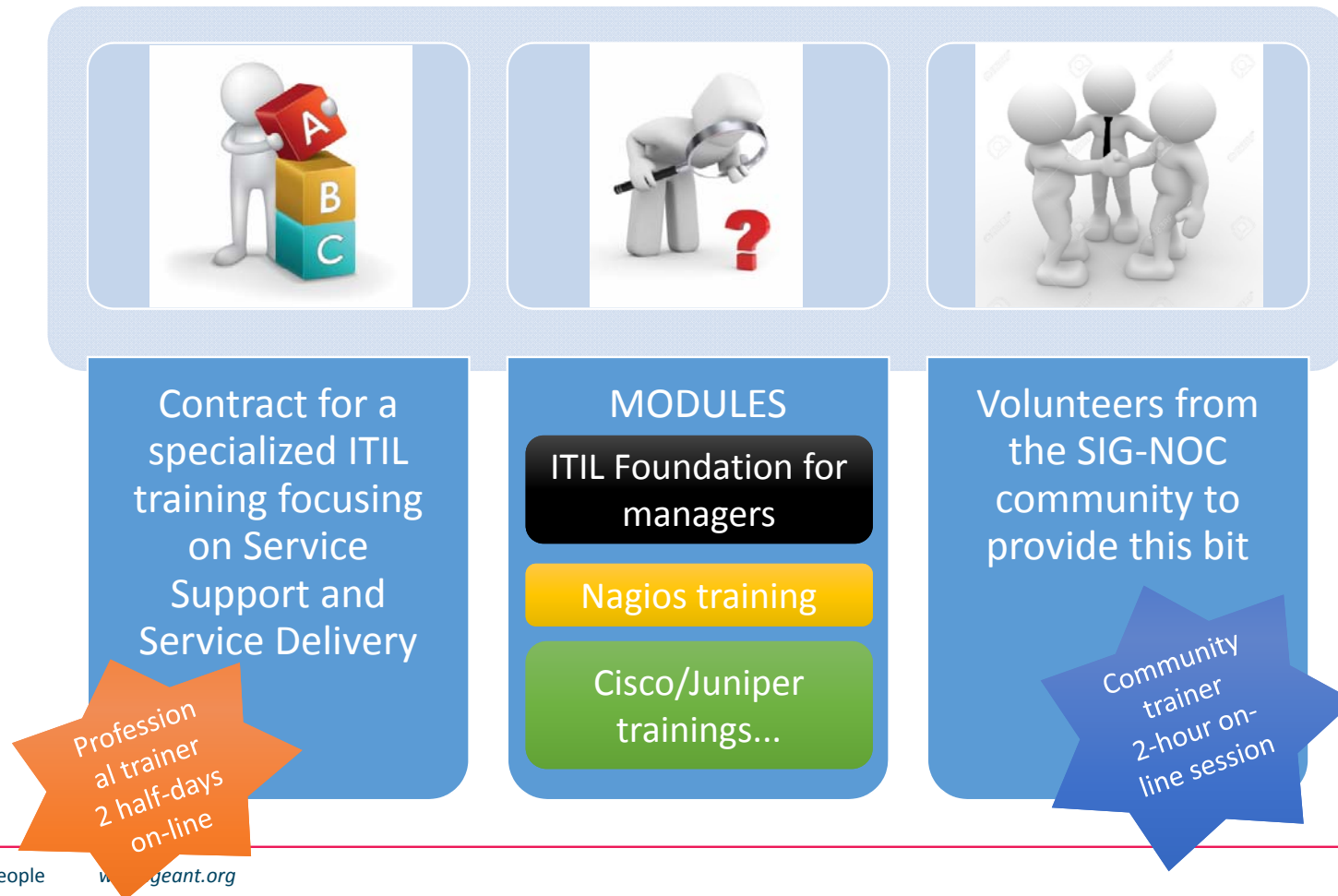
2. Special skills: technology modules

- Examples
 - ITIL Foundation
 - Nagios basic and enhanced... (not so obvious)
- What else we need?
 - Survey may answer...
 - Training team can help...

3. R&E community: added value

- What makes us special...
 - GÉANT and the NRENs and their members/customers
 - APM/STF sepcial meetings...
 - Open SIG-NOC and the Steering Committee
- Are we willing to offer this?
 - Time...
 - Efforts...
 - Funding...

Proposal... (we have to work on all three legs)



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