VoIP for the NOC

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VoIP for the NOC

• A very large topic

• Could easily spend 10 days on VoIP systems
  • We’re going to spend 2x 90min session on it

• Lots of interesting and useful ways to use VoIP in both new and existing NOCs
  • We won’t have to time to cover everything. Do ask questions if there is anything in particular you would like to know!
What to do with VoIP in your NOC?

• Standard PABX duty in your NOC
  • Use your office phone from across the internet, e.g. when you’re at SANOG conferences
  • Setup conference rooms
  • Implement queues for your helpdesk and engineers
• Do something useful with incoming NOC calls
  • Try your PABX first, if that fails, trombone it out the PSTN
• Join INOC-DBA (Dial by ASN)
What to do to NOC to your VoIP

• Monitor your own and your customer’s PABXs

• Escalate alerts to phone calls
  • SMS alerts don’t always wake me up. A phone call normally does
  • Have your NOC box read out fault details to you over the phone

• Dial into your NOC and retrieve basic status information over the phone
  • Allows you to quickly check on a problem when you’re out and about