EARN EXECUTIVE

OSI Operations Centre Staffing

                                        issued by
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First of all, I think that it would be appropriate to outline the
functions and responsibilities of the OSI Operations Centre in general
terms. (This will overlap with the Operations Group paper - but the
two can be reconciled later).

The OSI Operations Centre will be responsible for every aspect of the
design, planning, installation, operation, maintenance, development,
management, and support of the EARN backbone network. The EARN
backbone network is taken here in the very general sense of the X.25
backbone, the G-Boxes, and the Gateway services provided to the rest
of the network.

Design:
Designing the EARN backbone and changes and enhancements to that
backbone - in terms of X.25, NJE/OSI, X.400, gateway services, etc.

Planning:
Detailed investigations of alternatives, selection, specification of
approach etc.

Installation:
Support for all installation of hardware, software and services on the
EARN backbone. Liaison with sites and installation teams.

Operation:
Fault identification and fixing. Preventive maintenance. Traffic and
other statistics. Accounting. Supplier liaison for maintenance. Hot
line support.

Maintenance:
Tables maintenance. Software maintenance. Software updates.

Development:
Identification of developments required. Identifications of solutions.
Integration of new products (perhaps with additional software
development) to provide new backbone services.

Management:
Overall network management at the operational, planning, and management information levels. Overall man management and budget management of the OSI Operations Centre. Management of interfaces with Supplier support personnel. Management of operational relationships with other networks.

Support:
Technical support of backbone sites. Support of NCCs. Support of NADs. Support of end users.

Staff Required:

The EARN OSI Operations Centre requires a full complement of staff, if it is to do the job properly and professionally. (These staff overlap with the staff outlined in the Operations Group paper). In fact, this is a key requirement, and is the area where EARN should seek support from COSINE.

Staff required (ideally) include:

A Manager:
Responsibilities:
The overall success of the EARN OSI backbone. Budgets. Man management and personnel. Representation of EARN in OSI forums. Planning. Management of Supplier liaison and of Supplier support activities.
Skills:
Management. Inter-personal communications (written and verbal). Technical experience.
OSI Experience: 10 years

A Senior Technical Leader:
Responsibilities:
The technical leadership of all activities. Representation of EARN in technical forums. Technical liaison with suppliers.
Skills:
Systems programming. Communications systems programming. OSI with several suppliers. Written and verbal technical communications. Project leadership.
Experience:
Technical support of networking services. 7 years.

Network Technical Support:

              Responsibilities:

              Hardware and software installation and software maintenance.   Tables maintenance. Network Operations. Statistics gathering   and analysis.

              Skills:

              Communications Systems programming. X.25 operation. OSI   software and services.

              Experience: 3 - 5 years in OSI   networking environment.

Network Operator and Administrative Assistant.

              Responsibilities:

              Administration of OSI Operations Centre. Backup operations.   Documentation maintenance. Report production. Accounts and   budgets recording. Secretarial support.

              Skills:

              General networking operations. Administrative. Some   secretarial.

              Experience:

              2 - 3 years in computing and communications environment in   an operations support role.

(The above summaries can be expanded into job specifications quite easily).

Initially EARN must supply at least one of the above, ideally at the senior technical Project Leader level. Ideally the new EARN Manager will have the technical management skills and the technical experience to handle both the above OSI Operations Centre management, and the more general EARN management.

Initially DEC will provide 3 staff, and the challenge will be to ensure that the EARN OSI Operations Centre is managed by EARN. DEC will also cover the direct overheads, so costs will be lower that otherwise.

Rough budget estimates for a year (who has Netherlands costings experience) for proposal to COSINE.

Manager	75K ECU	+	25K expenses	100K ECU
Project Leader	50K ECU	+	15K expenses	65K ECU
Systems & Operations	40K ECU	+	10K expenses	50K ECU
Operations & Administrative	30K ECU	+	5K expenses	35K ECU

Total 250K ECU

2 Year Total 500K ECU

(which just matches the COSINE budget for support of EARN)

Estimate of EARN initial costs: 50 - 65 K ECU

(Again - who knows Netherlands costs, inc social taxes. Can we benefit
from the special tax situation for employees funded from outside NL.
Will DEC assist with recruitment. etc)