INTERNATIONAL ATOMIC ENERGY AGENCY
UNITED NATIONS EDUCATIONAL, SCIENTIFIC AND CULTURAL ORGANIZATION
INTERNATIONAL CENTRE FOR THEORETICAL PHYSICS
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H4.SMR/585-14

FIRST INTERNATIONAL SCHOOL ON COMPUTER NETWORK ANALYSIS AND MANAGEMENT

(3 - 14 December 1990)

SERVICES

B. STALS

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SERVICES

National network organisation

User support

Services on the network

Bert Stals

SURFnet User Support
(STALS@SURFNET.NL)

dec. 1990 Triest

One stop shopping

Easy for costumers

Easy for network organisation

terms of delivery

quality of product

Responsibility for network organisation

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national network organisation

Facilities

Transport facilities

Network services

Information services

Development

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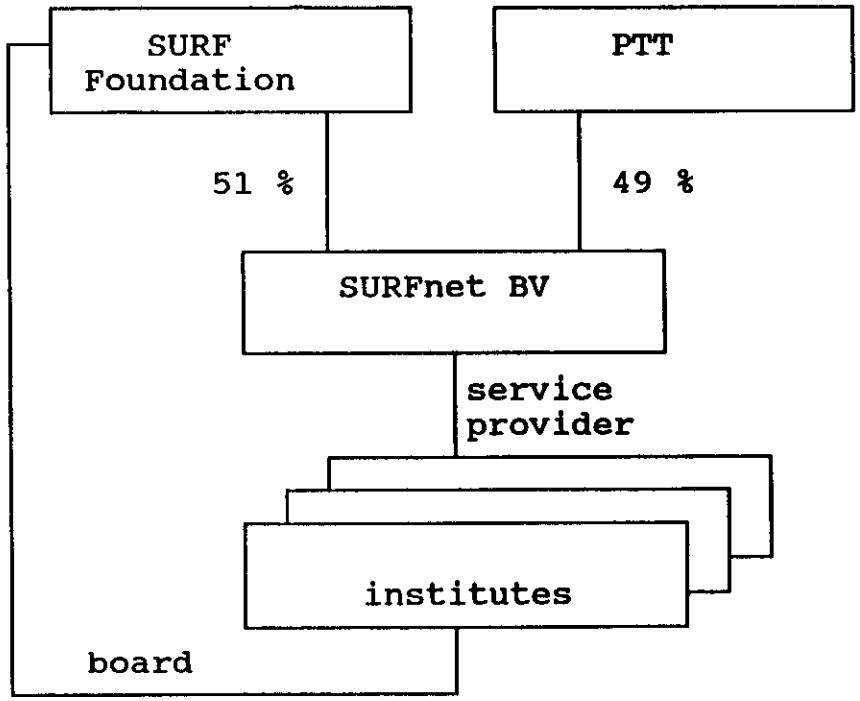
national network organisation

Facilities and financing

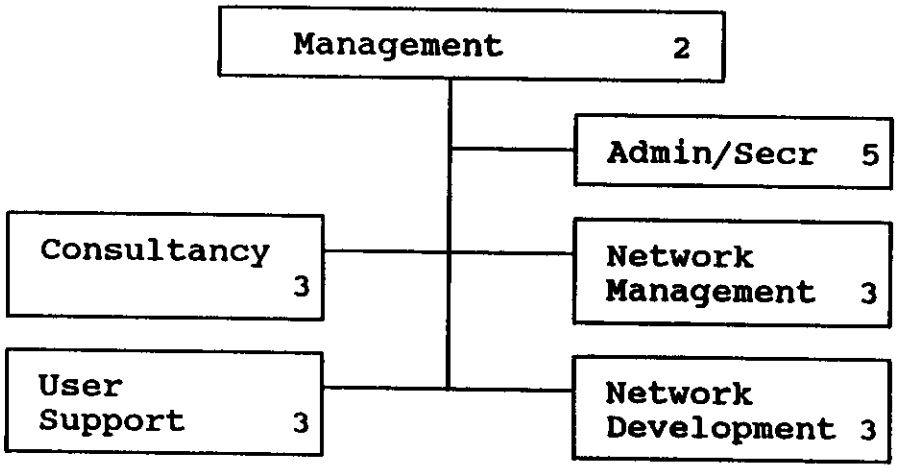
Transport:	by volume
Network services:	by license
Information services:	by license or by usage
Development:	separate

SURFnet network organisation



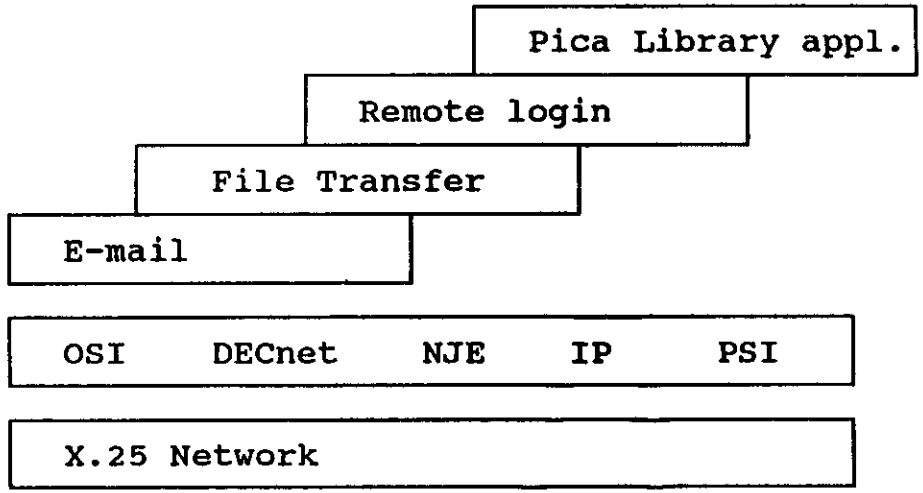
national network organisation

Inside the network organisation



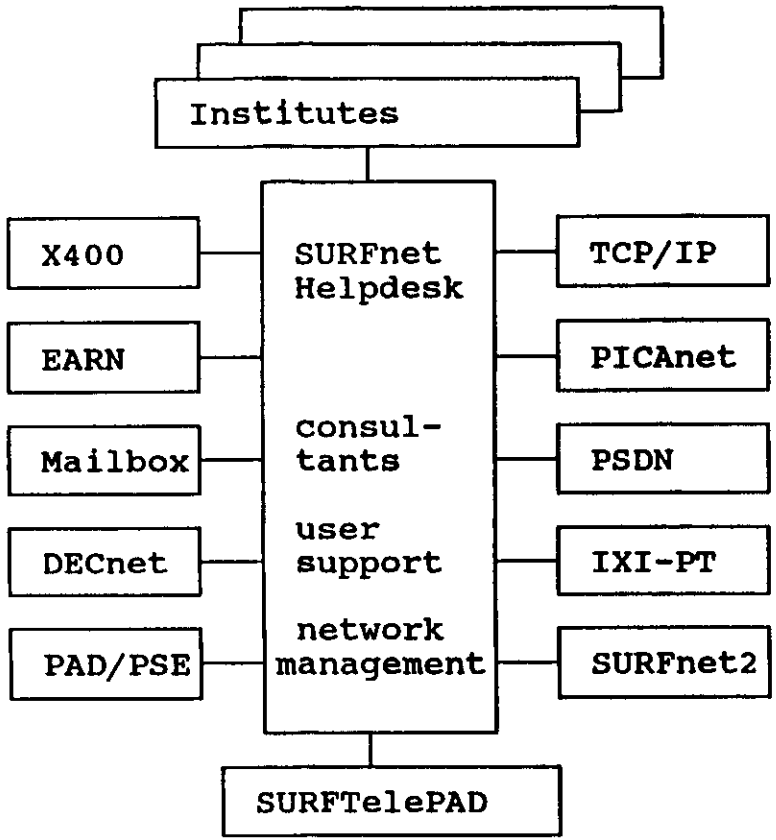
national network organisation

The network in practice



national network organisation

Network management



national network organisation

Helpdesk functions

Filter function

Problem-solving function

Thermometer function

national network organisation

SERVICES

National network organisation

User support

Services on the network

User support

No network without user support

The network is there for the users

You need the users

User support

Basic assumptions

network organisation

partners on the network

budget for user support

user support team

expertise beyond discussion

Three strategies

Support of on-site contacts

Support of cross-institutional user groups

Institute oriented user support

On-site contacts

Every institute contact for user support
(size of the institutes different)

Information meetings

Courses on networks

Local publications

Support by national team:

- network guide
- bimonthly magazine
- demonstrations
- lectures

On-site contacts: advantages

Good contacts

Surveyable field of activities

Good feedback

Steady growth

On-site contacts: disadvantages

Growth might be too slow

Contacts have lot of other tasks

Some institutes never show up

Many institutes too large

Contact person with poor contacts

On-site contacts: costs

Documentation and information material

Personnel costs

Demonstration aids

Travel expenses, meeting costs etc.

Cross-institutional user groups

Strategy of change

Project also by Rare working group 3 (international groups)

Criteria and assessment moments taken over by Rare

Over a period of four years

Funding not from institutes

Criteria

traditional communication

group of 40 people

three institutes

unique

desires fit into network facilities

project coach

project plan

one year term

most people on the net

Assessment moments

three months: 75% should be linked

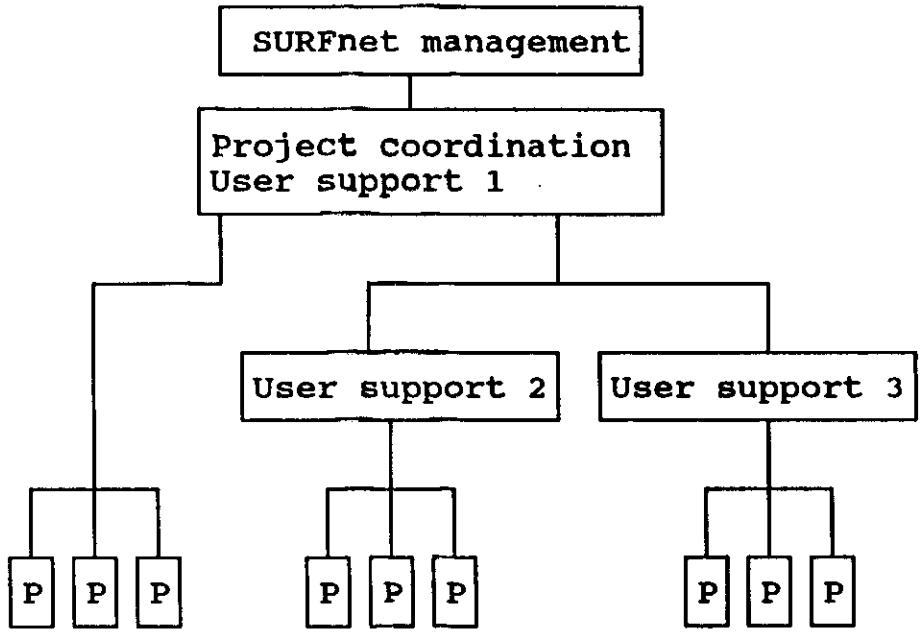
six months: 75% is instructed

nine months: 75% uses the network

twelve months: aims realized

permanent assessment of projectcoach

Incorporation in user support structure



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PROJECT: USER GROUP SUPPORT (3 yr)

Network services

E-mail | filetransfer | b-board/conferencing | remote login

SURFnet User Support

*Guide through SURFnet
*Bimonthly magazine
*Courses and course materials
*Helpdesk support

USER GROUPS

Who
40 groups
per group:
min. 3 institutions
min. 40 participants
discipline oriented
(inter-)national

What
use of standard - network services
vs.
traditional communication

How
project approach
project officer responsible

SURFnet
user support
financial support
evaluation

Results

*usage & knowledge of services:
broad
intensive
growing
*large scale of research fields
*publicity
*improved services

Cross-institutional user groups

Benefits:

Close-knit user groups

Network experience in 40 disciplines

Publicity in professional journals

Pitfall:

Clinging too long to unsuccesfull project

Costs:

450,000 ECU in four years (8500 for project coach in every project)

User support

The SURFnet Support Team: Institute oriented user support

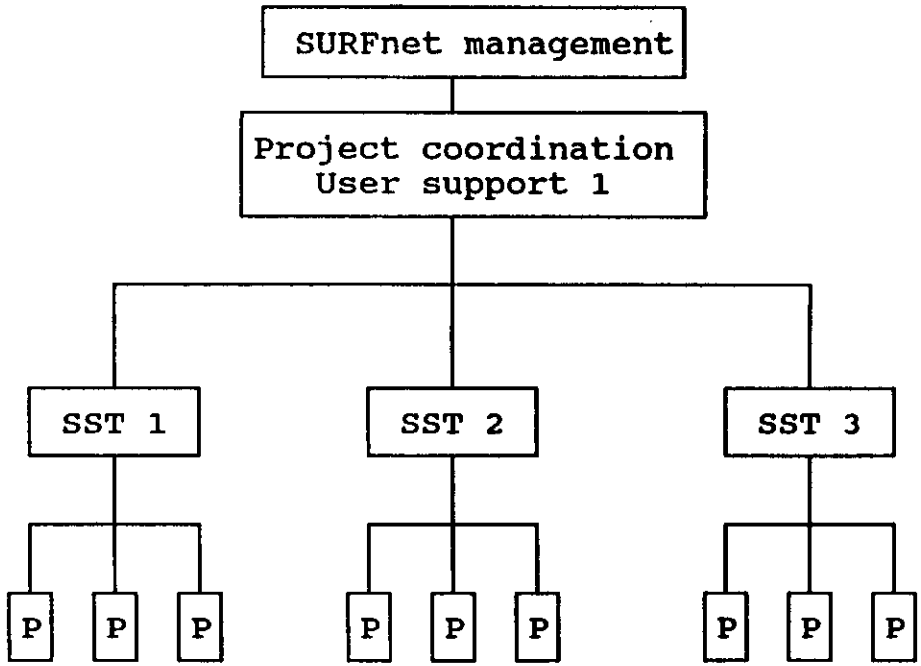
End-user support (break)

Three people recruited

Tasks:

- Supplying network information
- Assisting in opening local infrastructure
- Setting up local users platform

Incorporation in User Support



User support

Institute-oriented user support

Benefits:

Intensified use

Complete integration in daily work

Acceptation of costs for use of network

Strangthening local SURFnet support

Pittfalls:

Victim of own success

Failing strategy

Changes in human resources

User support

SERVICES

National network organisation

User support

Services on the network

End-user services

The basis:

Stable infrastructure

Good international connectivity

Link to Montpellier for EARN/BITNET

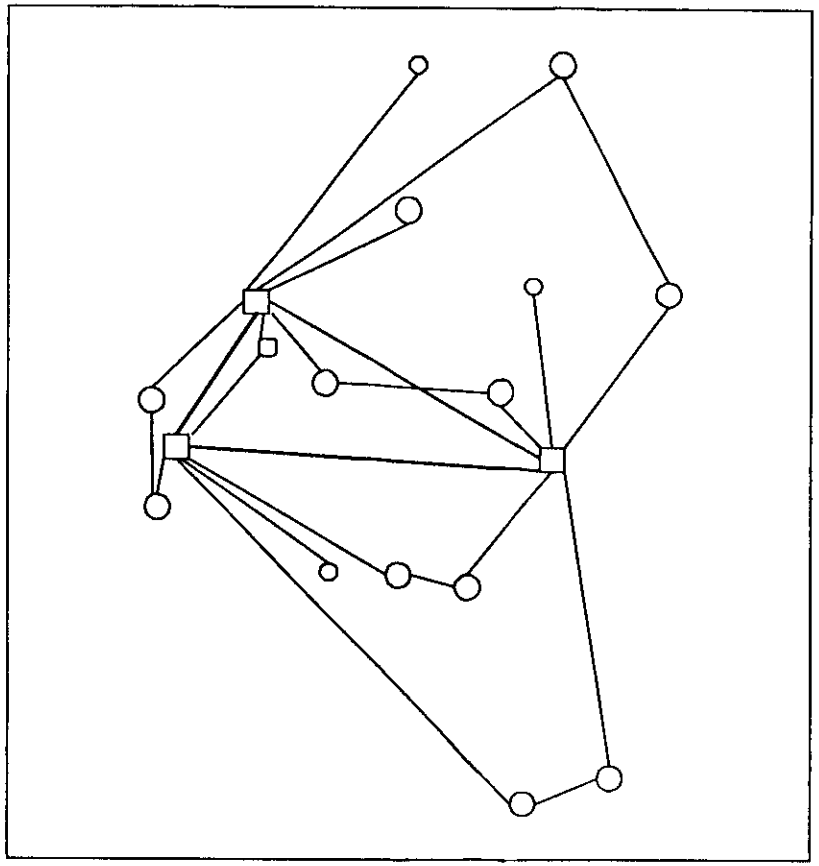
Gateways to PSDN

Gateways to IXI

IP-link to SURAnet (V.S)

Link to CERN 256 Kb/s

The X25 network: SURFnet 2



End-user services

Service	*Name/prot*	*Based on*	*Future*
Mail	RFC822	X.25 DECnet NJE TCP/IP	X.400
Access	Triple-X TELNET SET HOST	X.25 TCP/IP DECnet	VT
File transfer	Sendfile FTP COPY	NJE TCP/IP DECnet	FTAM

Questions of your users

What is the address of ...

How to get PD software

Where is information about.....

What is the address of...

Always mention your own address

Use POSTMASTER@.....

Use distribution lists

Use your international network

If you have TCP/IP use FINGER or NSLOOKUP

Implement X.500 (at least a user agent)

How to get PD-software

Servers on the network for software:

Mail-based:

Trickle@Trearn.bitnet

Macserve@Irlearn.bitnet

Bitftp@Pucc.bitnet

Kermserv@Cuvma.bitnet

FTP-based: (you need TCP/IP)

Countless Anonymous FTP-servers

Where is information about ....

Access-based information servers

ECHO:European comm. (0207448112)

DFN: Infosystem (IXI 026245050130015)

Janet: NISP (IXI 020433450620)

Mail-based information server

Listserv@"quite a number of sites"

Lists of lists (or by keyword)

List of accessable Internet Libraries

List of anonymous FTP-sites

LISTSERV / MAILSERV

Distributing information

distribution lists

file lists

LISTSERV on a VM-system (quite sophisticated)

Mailserv on a VAX/VMS

Extra information

Guide through SURFnet

FTP LIST (anonymous FTP)

INTERNET LIBRARIES

Report on X.25 project (limited)

End-user services