

# **GPN Networking Program Committee and Operational Guidelines**

Updated 7/16/08

## **1. Purpose**

- 1.1. The purpose of the GPN Networking Program is to provide advanced high performance networking services to members that wish to participate.

## **2. Organization & Governance**

### 2.1. GPN Networking Committee

- 2.1.1. The GPN Networking Committee is the managing entity of the GPN Networking Program, operating with delegated authority from the GPN Executive Council. Any unresolved dispute between participants in the Networking Program will be resolved by the GPN Executive Council.
- 2.1.2. The GPN Networking Committee will be composed of a representative from each participating GPN institution involved in the Networking Program.
- 2.1.3. A Networking Committee Chair will be selected from the Networking Committee membership. The Chair will be responsible for bringing the Networking Committee together as needed. The Chair will serve through June 30 of the fiscal year of their selection.
- 2.1.4. The Networking Committee Chair is authorized to make emergency decisions on behalf of the entire Networking Committee if a situation develops that does not allow for the entire Networking Committee to participate in the decision. In such a situation, the Chair will communicate the issue and decision to the rest of the Networking Committee as quickly as possible.
- 2.1.5. A Networking Committee Secretary will be appointed from the Networking Committee membership. The Secretary will be responsible for recording official minutes of the Networking Committee. The Secretary will serve on an annual basis through June 30 of the fiscal year of appointment.
- 2.1.6. Unless otherwise agreed to by both the GPN Executive Council and Networking Committee, the Treasurer for the Networking Program will be the Treasurer for GPN.

### 2.2. Networking Technical Subcommittee

- 2.2.1. The Networking Technical Subcommittee is responsible for the overall design and operation of the network.

- 2.2.2. The Technical Subcommittee will be composed of a representative from each participating GPN institution (or their designee, such as MOREnet for the University of Missouri or KANRen for the University of Kansas) involved in the Networking Program.
- 2.2.3. The Technical Subcommittee will make recommendations to the Networking Committee regarding network design, implementation, and operational management. Typical duties of the Technical Subcommittee include (but are not limited to):
  - A. Specifications of the Network Operations Center (NOC) to monitor the health of the network, and the selection criteria, process and recommendation of who should manage the NOC.
  - B. Selection of staff that will have physical access to NOC equipment, and the ability to make programming changes to that equipment.
  - C. Technical design goals (for example, IP only or IP and Optical).
  - D. Equipment location.
  - E. Ensure that a process is in place to address problems that may develop after hours.
  - F. Development of technical specifications for RFP / RFB activities.
- 2.2.4. A Technical Subcommittee Chair shall be selected by the Technical Subcommittee, and will serve through June 30 of the fiscal year of their selection. This individual will be responsible for bringing the Technical Subcommittee together as needed, to communicate to the Networking Committee regarding issues that need attention, and to serve as a focal point for issues related to planned or unplanned service interruptions.
- 2.2.5. The Technical Subcommittee members will provide emergency contact information to the Network Operations Center, including alternates to contact if the primary contact cannot be reached.
- 2.2.6. The Technical Subcommittee is responsible for maintenance of the Operational Guidelines for the Networking Program. Updates to the Operational Guidelines will be made available to each Networking Committee member, the Chair of the GPN Executive Council and the GPN Treasurer.

### 3. **Networking Operation**

- 3.1. All reasonable attempts will be made to ensure that the network services are available on a continuing basis.
- 3.2. Planned Service Interruptions

- 3.2.1. Notification of planned outages of any circuit or service must be communicated to the Networking Technical Committee at least 3 full business days before the planned outage. The Technical Committee members are responsible for communicating the outage notification to their constituents as they deem appropriate.
- 3.2.2. If feedback is received indicating that the planned outage would cause harm, the Technical Committee will do everything possible to work around the issue, or to explain why accommodations can't be made.

### 3.3. Minor Network Configuration Changes

- 3.3.1. Minor network configuration changes that are not likely to impact anyone other than the institution requesting the change can be made at a time convenient to the requestor and the person authorized to make the change.
- 3.3.2. All such changes must be communicated to the other Technical Team members just in case the change has a broader impact than was anticipated. If time allows, notification of the change should be sent to the Technical Team in advance of any changes actually being made.

### 3.4. Unplanned Service Interruptions

- 3.4.1. Unplanned service interruptions should be addressed as quickly as possible. Once the cause for the interruption has been determined, communication to the Technical Team regarding the cause for the outage, and the solution to the problem, will be immediately made.
- 3.4.2. If the service interruption is lengthy (1 hour or more), the Technical Subcommittee Chair must provide periodic updates on the situation to the Technical Team while the problem still exists.

### 3.5. Emergency Service Interruptions

- 3.5.1. If an emergency situation develops when immediate action must be taken to restore the operation of the network, the Technical Subcommittee Chair, or the person or entity responsible for operating the network, may take whatever action is deemed appropriate to restore the network to its operating state.
- 3.5.2. When making such a decision, if only a portion of the network or its services are being interrupted, consideration must be made regarding the impact the fix may have to the users not currently experiencing a problem.
- 3.5.3. Immediately after taking the necessary action, communications must be made with the Technical Subcommittee members impacted by the operation. Depending upon the severity of the event, such communication may need to be conducted over the phone to ensure that the recipient is made aware of the situation.

#### **4. Termination of Participation**

- 4.1. Unless otherwise agreed to by the Networking Program Committee, any participant in the GPN Networking Program must provide written notice to the Networking Committee Chair By December 1 of a fiscal year that the institution's participation in the Networking Program will terminate June 30 of the fiscal year.
  - 4.1.1. If the financial model resulting from the loss of one or more participants makes continued participation in the Networking Program unattractive to one or more of the remaining participants, the remaining institutions will determine if continuation of the Networking Program is feasible. Such determination will be made by February 1<sup>st</sup> of the same fiscal year.
  - 4.1.2. In the event all participants in the Networking Program unanimously agree to terminate the program, the Networking Committee will present to the Executive Council a plan for the orderly shut-down of operations and transfer of participant connectivity. The plan must include methods of funding all outstanding network commitments, address liquidation of physical assets, and be implemented in accordance with the policies of the University of Missouri. The plan requires approval by the Executive Council and the University of Missouri.
- 4.2. No accumulated Networking Program funds will be distributed to any institution(s) choosing to terminate participation in the Networking Program.
- 4.3. Financial commitments for any services or equipment purchased solely for an institution terminating participation in the Networking Program which extend beyond the termination date will be the responsibility of the terminating institution. The Networking Program Committee will work with the GPN Executive Council to implement any required physical asset transfer.

#### **5. Funding / Charges**

- 5.1. In general, the following guidelines shall be used when determining methods for expense allocation between Networking Program participants.
  - 5.1.1. Expenses for items that generally provide services to all members should be shared equally. Routers and Switches, co-location space, power, financial management services, NOC services, consulting services, interconnection fiber and circuits, and maintenance contracts are all examples of expenses that are likely to be shared equally.
  - 5.1.2. Expenses for items whose cost is significantly impacted by the amount of capacity required by an institution should be allocated via an appropriate usage based model. Internet2 capacity is one such example.

- 5.1.2.1. A specific allocation model for Internet2 capacity fees will be developed by the Networking Committee annually, including ongoing budget assumptions, and updated as future conditions warrant.
  - 5.1.3. GPN is not responsible for expenses associated with connectivity between a Networking participant site and the GPN point of presence (POP).
  - 5.1.4. The expense for unique interface cards or equipment required to support participant connections to the GPN POP will be billed to the institution(s) using those cards or equipment.
- 5.2. The Networking Committee will be responsible for developing a funding model to ensure that revenues are sufficient to cover all expenses of the Networking Program.
- 5.3. A financial plan for the coming fiscal year must be prepared by March 31 so that each institution can develop their budgets accordingly. Budgets may need to be re-projected throughout the year if expenses are anticipated to change significantly.

**6. Legal Entity / Fiscal Agent / Procurement**

- 6.1. The legal entity for all GPN consortium activities is “The Curators of the University of Missouri, on Behalf of The Great Plains Network”.
- 6.2. As the fiscal agent for the GPN consortium, the University of Missouri provides all accounting, billing, reporting, procurement and contract administration services, and has delegated delivery of these services through its MOREnet operational unit.
- 6.3. The GPN consortium acts in accordance with the policies, regulations and business practices of the University of Missouri.