

RMDCN Status and Performance

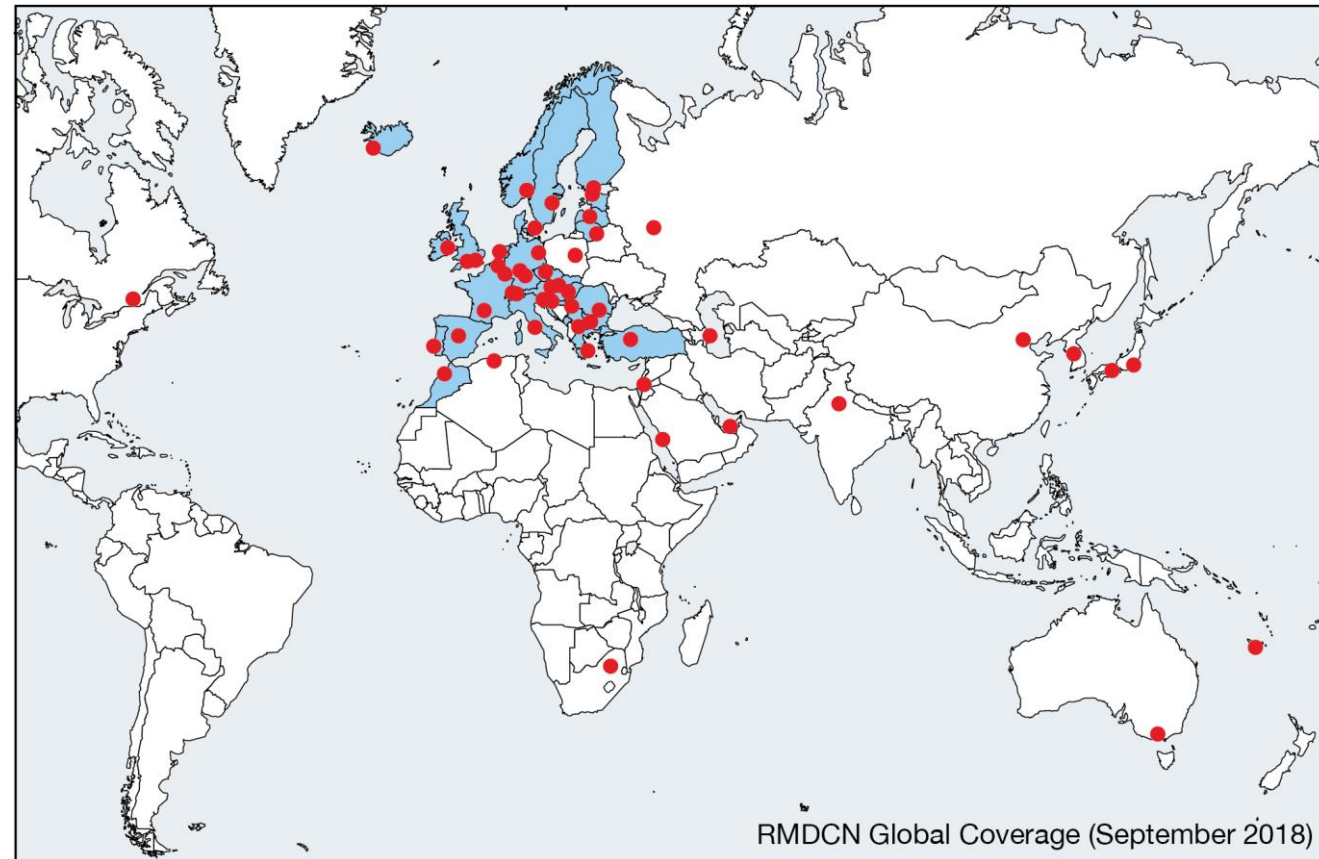
Tony Bakker

ECMWF

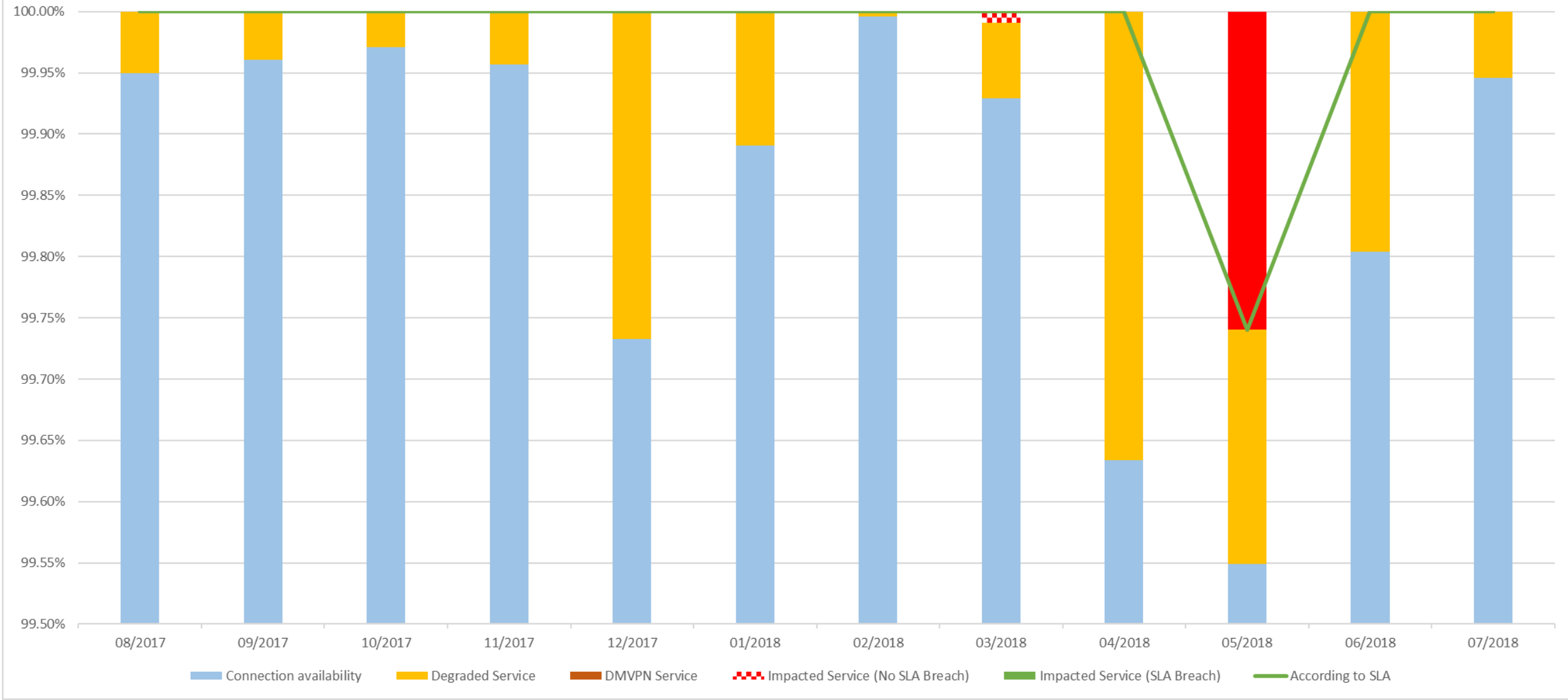
tony.bakker@ecmwf.int

Overview

- 55 sites
 - 48 national sites, ECMWF, EUMETSAT, the Swiss National Supercomputing Centre (CSCS), Disaster Recovery sites in the Netherlands, China and Japan and Germany
 - USA disconnected in Dec 2017
 - New Caledonia connected in April 2018
- New sites in progress
 - Tunisia connection in progress (waiting for configuration details)
 - Kazakhstan are actively discussing to connect
- By the end of 2017 Interoute had completed all configuration upgrades of TCR-1



RMDCN-NG Global Service Availability



Issues

- SLA Site Availability impact issues
 - May 2018: Canada was down for 5 days. No backup.
- Other issues:
 - March 2018: Lan issue in Latvia (3.5 hours unavailable)
 - Performance issue primary connection in South Korea
 - Miscommunication maintenance access circuits EUMETSAT (Aug 2018)
 - Delays in fixing connections Luxembourg, Portugal (Dec 2017)
 - CRC errors on connection Latvia (April 2018)
 - Backup connection France unavailable 7 days (June 2018)

Service Review

- Sep 2017: New account manager Theo Stoyanovitch (replaced Eamonn Hayes)
- Customer Service manager still Jone Arraras

- Meetings with Interoute/GTT Senior Management
 - 5 October 2017: Letters of apology to France and Ireland
 - 9 July 2018: GTT acquisition

Latest Developments

- Initial discussions on TCR-2 have taken place
- GTT have started various cost neutral upgrade programmes:
 - UK connection upgraded from 20 to 100 Mbps (completed in Aug)
 - Interoute started a project to change OLO provider in Scandinavian countries and informed ECMWF of upgrades of the speed (doubling) for Finland, Norway, Sweden and Denmark (orders have now been signed)