



MAGPI

Network Operations Center

The University of Pennsylvania's Network Operations Center (NOC) is responsible for the operation of the MAGPI NOC and the network services provided to its Members. The NOC handles all interaction with the Global Resources Network Operation Center (GR-NOC) and any communications for troubleshooting and changes to routing information.

The NOC is located on the third floor of 3401 Walnut Street on the campus of the University of Pennsylvania. The NOC is operated by Networking and Telecommunications part of the Information Systems and Computing group at the University.

Hours of Operation

MAGPI Technical Support	Hours
Regular Business Hours – <i>Full Engineering Support</i>	M-F 6:00am to 5:00pm
Off Hours: Priority I (PI) Critical Infrastructure Problems Only.	M-F 5:00pm to 6:00am

Network Operations Center	Hours
First Shift	M-F 6:00am to 5:00pm (<i>Full Service</i>)
Second Shift	M-F 5:00pm to 9:00pm (<i>NOC Monitoring</i>)
On Call Service	Monday-Friday: 9:00pm to 6:00am Saturday and Sunday: 8:00am to 6:00am: 24 hours/day All University Holidays 8:00am to 6:00am: 24 hours/day

MAGPI NOC Contact Information	
Telephone Number	215.746.2476: option #2
E-mail Address	NOC@magpi.net

MAGPI Trouble Call Priority Levels

MAGPI trouble calls are prioritized based on the critical nature of an outage. Major infrastructure problems receive the highest priority, while smaller outages are more limited in scope and therefore are lower on the priority list.

1. **Priority 1 (P1) Critical Infrastructure Problem** (*All are considered "Network Down" condition*)
 - Outage to all or a significant part of MAGPI core hardware
 - Facilities problems that affect the operation of MAGPI Routing Core
 - Carrier links or fiber problems affecting the MAGPI core backbone
 - Links to Internet2 or ISP
 - Outage involves multiple Members
 - Either "*Network Down*" condition or severe degradation of network performance

2. **Priority 2 (P2) Networking Services & Connectivity to Member Sites**
 - Installation or turn up of a Member (*should be scheduled in advance*)
 - Individual Member Site
 - Service Modification
 - General Questions
 - New Service Support

Critical Infrastructure (PI) List by Priority

Problems affecting Critical Infrastructure (PIs) take priority over other networking problems. Critical Infrastructure will be repaired in the following order:

1. MAGPI Routing Core
2. MAGPI Infrastructure Networks (DWDM, Out of band or remote access, etc.)
3. MAGPI Network Aggregation Point (NAP) or Fiber Infrastructure (401 N Broad Street)
4. Internet2 Connectivity
5. Any Problem that may adversely affect service with items 1-4 in this list