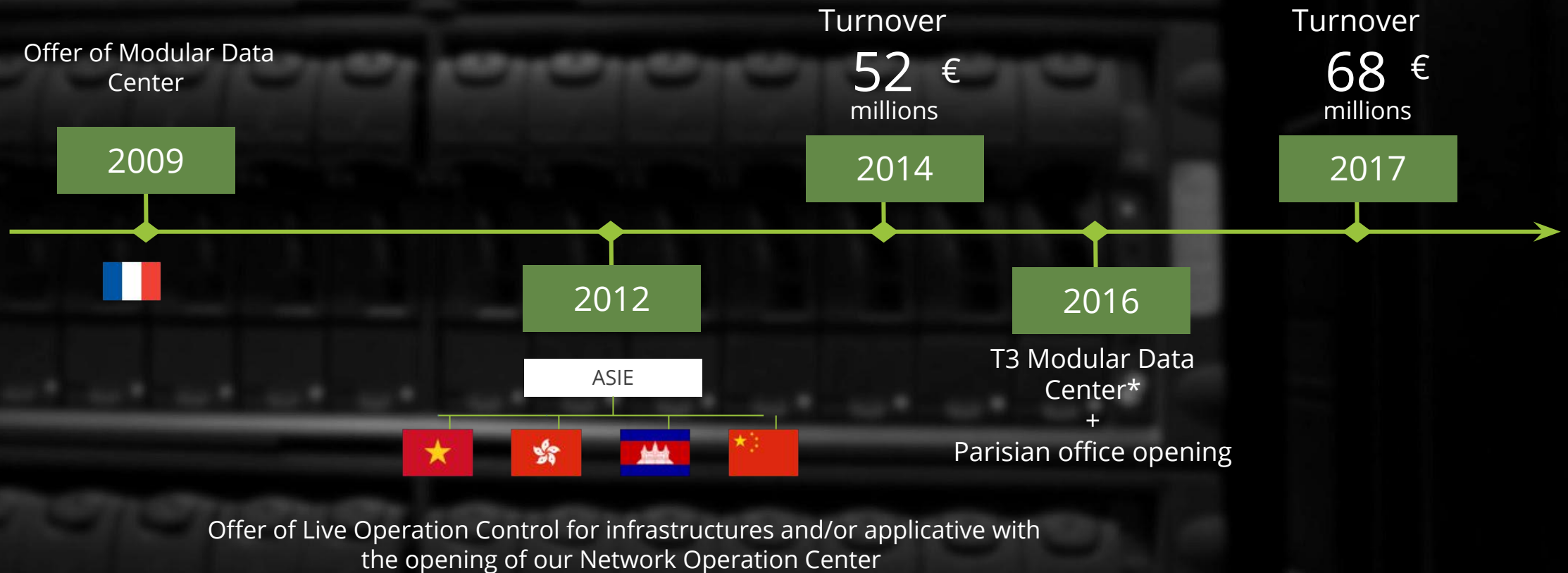

IPSIP Vietnam Presentation

May 2018

ABOUT US



IPSIP



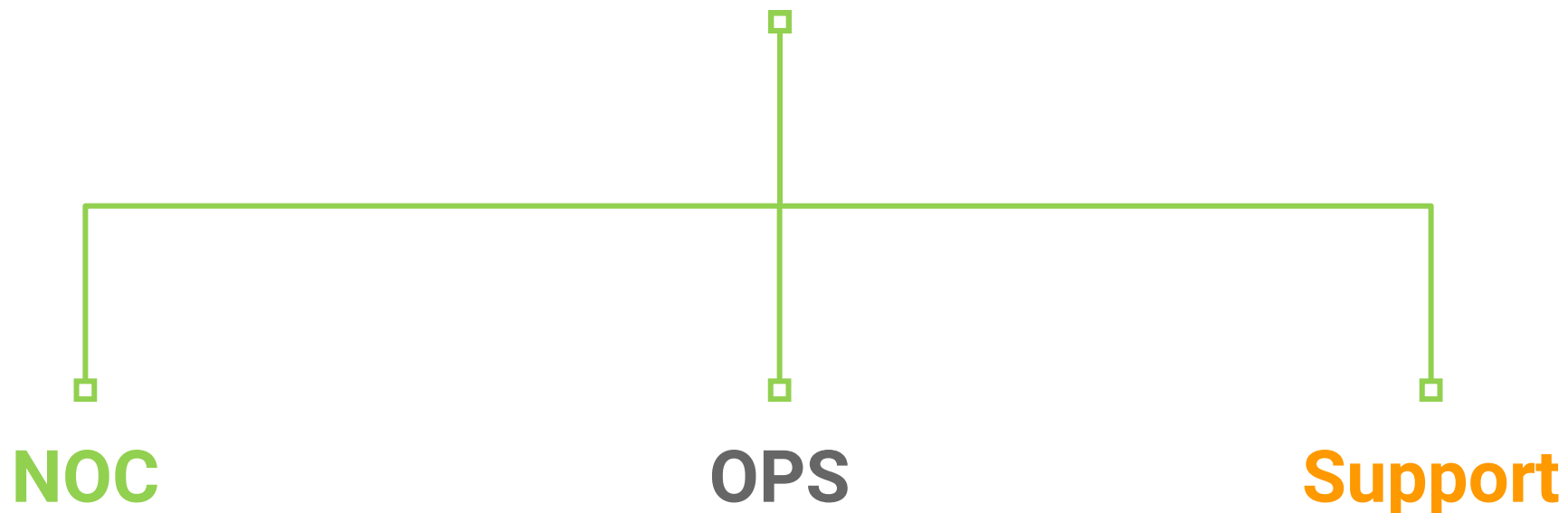
IPSIP Datacenter

- TIER 3
- Availability of 99,98%
- 24x7x365 exploitation, supervision & maintenance
- Vidéo-surveillance 24x7x365
- Wide range of choices of telecom operators





IPSIP Vietnam



NOC:

- **24/7/365 monitoring**
- **Multi-level Operation**

OPS:

- **Audit & Consulting**
- **Improvement**
- **Maintenance**

Support:

- **Helpdesk L1**
- **Customer service L2**

NOC TEAM

Entry point



NOC L1 intern

NOC L1 newbie

NOC L1 part-time

NOC L1 junior

NOC L1 senior

NOC L1 leader

NOC L2

5 months

2 months

NOC manager

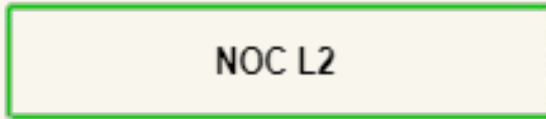


OPS TEAM

Technical Support Team

Helpdesk Level 1

Customer service Level 2



Training & Certificates



SysOps Administrator - Associate



Solutions Architect - Associate



Google Cloud Platform Live



CODERS

DEVOPS

**Turn student into
professionals
ready for the real
world**

INTEK

2 - 2,5 years



Resources vs service

- Resource needed to operate production services
- Advantages of a service vs resource organization
- Our teams :
 - DBA
 - Architect
 - System administrators
 - Network administrators

What do we do ?

- 24x7 Monitoring and operation at multiple levels
- Infrastructure improvement
- Infrastructure migration
- Audit and consulting in multiple areas
 - Cloud
 - Security
 - Best Practices
 - Availability
- Customer and internal support
- Cloud initial setup and migration

How do we do ?

- **"Customer business understanding"** is the most important part of a successful monitoring
 - Allow to understand functional impact of technical issue
 - Help on classifying incidents
 - Implication of Senior staffs in all project initialization
- Actions based on impact (end customer, worsening risk)
- Ability to handle technical and functional issues
- Projects handled by certified staffs (AWS, Fortinet, Cisco, ...)

[Realizations examples]

Infrastructure management to cloud migration (1/2)

- From 24x7 monitoring to cloud migration
- Initial state :
 - => full dedicated server infrastructure
 - => high scalability and availability issues
 - => Large volume of data (tens of TB)

Infrastructure management to cloud migration (2/2)

- Multiple phases:
 - => fully automated infrastructure (from provisioning to services configuration)
 - => infrastructure hybridation
 - => data move to the cloud
- Conclusion:
 - => full cloud platform

On premise infrastructure management (1/2)

- 24x7 monitoring and platform operations
- Customer's partnership handling with multiple organizations:
 - => end customers
 - => state partners
 - => european certification authorities

On premise infrastructure management (2/2)

- Functional and technical incident management
 - => Root cause analysis of functional incident
 - => Segregation between "unhandled case" and "technical incident"
 - => Provide recommendations on functional evolution
 - => Or resolve the technical incident

Cloud Audit

- **Initial state : a SAAS service deployed on AWS cloud**
 - => suffering some performance issues
 - => requiring some "takeover" analysis
- **Analyzing the setup according to best practices**
- **Performance improvement recommendations at multiple level**
 - => data sharing
 - => decorrelation of long duration tasks from short transactional operations
- **Maintenance cost optimization**
 - => leverage the use of more AWS service
 - => decrease the use of "custom" services

Conclusion

