

サービスレベルと運用

Service and its operation

Panel discussion at JANOG31

Tokyo, Japan

Friday, Jan. 25, 2013



米国の事情通

Expert in US

マーティン・レヴィーさん@ハリケーンエレクトリック

Mr. Martin J. Levy, Hurricane Electric

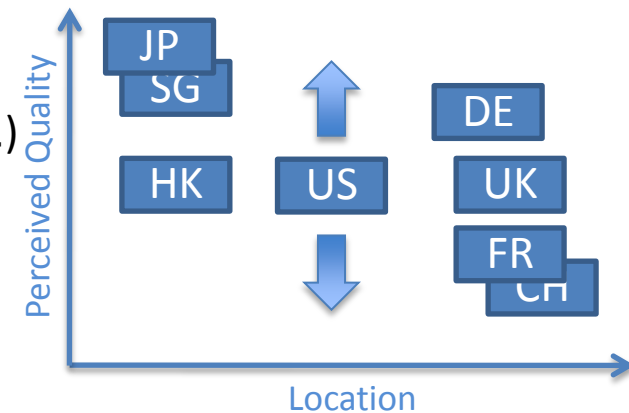
Comparing Asia/North America/Europe and their service communications

- The Hurricane Electric (as a customer) experience

アジア・北米・ヨーロッパとそのサービスコミュニケーションを比較する

-ハリケーンエレクトリック社 (顧客としての) の経験から

- Hurricane Electric operates a network in three continents
ハリケーンエレクトリックは3大陸を繋ぐネットワークを運用
 - Asia (four years) - アジア(4年)
 - North America (19 years plus) - 北米(19年以上)
 - Europe (greater than 13 years) - ヨーロッパ(13年以上)
- 47 POPs globally – 24 providers – 50++ IXPs
世界中に47 POP – 24の取引先 – 50以上のIXP
- Marked difference in responsiveness
対応における際だった違い
 - Initially notice by quality of pre-sales and post-sales communications
最初にプリセールとポストセールのコミュニケーションの質に注目
 - Billing – timeliness and accuracy
支払い – 適時性と正確性
 - Service orders (cross connects, remote-hands, hardware install)
サービス発注(クロスコネクト、リモートハンド、機材設置)
- Conclusion: We have to work around all cases and be adaptive
結論: 全てのケースに対応、適用しなければならない



This “fix” didn’t generate a ticket or notification from the unnamed US datacenter operator

この「対応」に伴うチケット・通知が発行されることはなかった
—某米国データセンタ事業者にて



This “fix” did generate a ticket (well many tickets!)

この「対応」でチケットを発行することに (かなり沢山のチケット!)

From: *****support <*****support@*****.com>
Subject: Weather update *****
Date: November **, 2012
To: *****support <*****support@*****.com>
Cc: ***** <*****@*****.com>

Dear Valued Customer,
Please be advised that Winter Weather Advisory has been cancelled.

***** site is operating normal with no issues to report.

Please be advised that ***** is aware and prepared for the weather approach on the East coast. Local ***** teams have tested and confirmed the operation and preparedness of all emergency power systems. We have fortified the onsite staff presence as well as added on-call staff resources to address any facility issues related to the storm's presence.

In addition, please see the below link for regular updates
status of our facilities.

http://*****.com/emergency-alert-message/

Thank you

Technical Operations

November **, 2012

Dear Valued Customer,

Please be advised, ***** generators supporting UPS-X is in need of a fuel oil filter replacement. This is due to the extensive amount of run time because ***** has not been able to restore power. At this time there is no word on ***** restoring power so this needs to be done ASAP not to have the generator fail. The process will take less than 30 minutes and at that time there will be battery backup supporting all critical systems.

The HVAC system will also go down. ***** is opening up windows at this time and setting up fans in this area.

This needs to be done and we will confirm when it has been completed. We apologize for this inconvenience.

Regional Operations Manager

From: *****support <*****support@*****.com>
Subject: UPS-X Generator Filter Change UPDATE
Date: November **, 2012
To: *****support <*****support@*****.com>

Dear Valued Customer,

Please be advised that the emergency generator maintenance is completed ahead of schedule. Fuel filters are changed and will sustain generator function until the emergency power event subsides.

UPS-Y customers should have noticed a transfer to redundant power feeds. Customers with properly deployed redundant power should not have perceived an outage during this maintenance. Maintenance is concluded and systems remain on emergency generator power at this time.

Director Operations *****

Hurricane Electric's experiences in Japan

日本におけるハリケーンエレクトリックの経験

- The Hurricane Electric experience in Japan ハリケーンエレクトリックの日本での経験
 - The whole process far-exceeds all other locations on our network
全体のプロセスは、我々のネットワークの他の全拠点より大幅に遅い
 - The pre-sales was an exacting process プリセールスは厳格なプロセス
 - The hardware install (which was done with remote hands) – perfect!
機材導入(リモートハンドで実施) – 完璧!
 - The IP peering port turn-up (turn-ups) – perfect! IPピアリングポートの開通(複数) – 完璧!
 - Ongoing work – perfect! 継続的な作業 – 完璧!
- Is Japanese quality & operation-levels repeatable elsewhere?
日本の品質と運用水準は、他でも実現可能か?
 - Simple put – “no” – but we would like it!
ずばり “No” – でも気に入るはず!
- Could Japan change? 日本は変わる?
 - Maybe there's room for a more “commodity” offering
恐らく “コモディティ” サービスで参入余地あり
- Should Japan change? 日本は変わるべき?
 - No

Hurricane Electric's experiences with Japanese customers

日本のお客様とのハリケーンエレクトリックの経験

- Japanese networks operating outside Japan
日本国外における日本ネットワーク事業者
 - Can they accept “cheap but low-quality” service?
「安いが品質の低い」サービスは受け入れられるか?
- Japanese networks and the RFP process
日本のネットワークとRFP(提案依頼書)プロセス
 - Far more details than other potential customers
他の潜在顧客と比較して十分な情報がない
- Japanese networks and the pre-sales process
日本のネットワークとプリセールスプロセス
 - Non Japanese companies can't compete with in-country suppliers
外資系の会社は国内のサプライヤと競争できない
- Cost?
コスト
 - Well that's where there's a win-win!
Win-Win関係の余地