

Wednesday, September 10th

Time	Topic	Presenter(s)
1:00-1:15	Welcome and Introductions	Jen Leasure, The Quilt
1:15-1:35	Summary of Tools in Use	Jen Leasure, The Quilt
	Designing Customer Portals	
1:35-2:15	Customer Portal Examples/Demos	
	<ul style="list-style-type: none"> • Merit 	Elwood Downing
	<ul style="list-style-type: none"> • WiscNet 	Kevin Schmidtke
	<ul style="list-style-type: none"> • BCNet 	Andree Toonk
	<ul style="list-style-type: none"> • MCNC 	Carla Hunt
	Break	
	Network Monitoring & Management Tools	
2:25-2:50	Introduction to AlertMon	Luke Fowler, Global NOC
2:50-3:15	TL1 Toolkit Overview	Andree Toonk, BCnet
3:15-3:45	Strategies for Inventory and Device Configuration Management	Luke Fowler, Global NOC
	Break	
	Network Metrics	
3:55-4:45	Reporting Network Quality Metrics <ul style="list-style-type: none"> • How is network quality being measured? • Which network events count against uptime? • SLA's for Members • Customer Requested Metrics 	Moderated session
4:45-5:00	Wrap-Up	