



NSF Campus Cyberinfrastructure PI and Cybersecurity Innovation for Cyberinfrastructure PI Workshop

September 24 – 26, 2018 | University of Maryland, College Park, MD

NSF Program (either CC or CICI): CC*

Program Area: NPEO

Award Number: 1826994

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co-PIs: Jason Zurawski, ESnet; David Jent, Indiana University

**Project Title: Engagement and Performance Operations Center
(EPOC)**



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Quad Chart for:

Engagement and Performance Operations Center



Understanding End-to-End Performance Is Hard

- Involves host system to backbone to host system
- No one controls all the pieces
- Soft failures are hard to find
- End user doesn't know what performance to expect, or (often) what isn't working

Five Focus Areas for EPOC:

- 1) Roadside Assistance for Performance Problems
- 2) Application Deep Dives
- 3) Network Analysis (NetSage)
- 4) Services "in a box" (DMZ, testpoints, etc)
- 5) Training

Our Partners

6 Regional Networks:

- > I-Light > GPN
- > KINBER > FRGP
- > OARnet > LEARN

6 Infrastructure Partners:

- > CaRC > CCOE/CACR
- > Internet2 > XSEDE
- > The Quilt > Science Gateways

6 Application Partners:

- > Earth Science Information Partners
- > International Climate Network WG
- > IU Grand Challenge Precision Health
- > U Hawai'i System Astronomy Community
- > Midwest Big Data Hub
- > The Open Storage Network

Operations Center Approach

- Central contact point - EPOC@iu.edu
- Service center framework
 - Ticketing
 - Dedicated team
 - Coordination
- Tried and true approaches

Contact Us:

- <http://epoc.iu.edu>
- email: epoc@iu.edu
- Director: Dr. Jennifer Schopf, IU
- Also involved and at this meeting
 - Jason Zurawski, ESnet
 - Dave Jent, IU
 - Lauren Rotman, ESnet