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Appendix 01 – Information received from Sri Lanka Telecom

Gmail

Roshan Ediriweera <roshan.ediri@gmail.com>

Require help for my MSc - Systems monitoring at SLT

Lalith Wasantha <wasantha@slt.com.lk> Wed, May 20, 2015 at 1:01 PM
To: "roshan.ediri@gmail.com" <roshan.ediri@gmail.com>
Cc: Kaushalya Ekanayake <kaushalyae@slt.com.lk>

Dear Nuwan,

Please find feedback received from Eng. Kaushalya.

Dear Kaushalya,

Thanks you for expending valuable time.

Regds,

Wasantha

From: Kaushalya Ekanayake
Sent: Wednesday, May 20, 2015 12:50 PM
To: Lalith Wasantha
Subject: RE: Require help for my MSc - Systems monitoring at SLT

1. Brief outline of the systems using

   In our section we are using Cisco , Juniper , Huawei & Alcatel Routers.

2. Main categories of sub systems (communication, power etc)

   Power – Rectifiers , UPSs...etc

3. What are the common types of faults?

   Critical - Node Outages due to Power Issues , Fiber Link cut ..etc , Traffic Congestion Issues.

   Major – Customer Port down due to Fiber , Copper fault or Customer Premises equipment issues.

   Minor – Temperature alarms , Card CPU alarms... etc

4. How the staff do systems monitoring and what are the types/product names of the system or monitoring software tools using at the present ?

OpenNMS – Open source(Free) Linux based NMS system to monitor Network Nodes and their Faults (Cisco & Juniper)

Cacti Tool – Linux based Traffic Monitoring tool for Network Tarffic analyzing. (Free)

Huawei U2000 – EMS system for all Huawei Nodes.

Alcatel SAM 5620 – EMS system for all Alcatel Nodes.

5. Is there any intelligent (or artificial intelligence/machine learning) techniques use for systems monitoring ?

No. Only SNMP trap based systems.

6. Is there any identified drawbacks with the present systems monitoring methods?

There should be dedicated teams to monitor the tools and their alarms to rectify issues. If there is a single Monitoring system , number of users can be reduced.

7. What are the future plans of SLT to improve effectiveness of systems monitoring process ?

There is a plan to deploy End- to End service assurance system to interconnect all kind of Monitoring systems.

It would be great help to me, if you could reply me with answers. Simple short forms would be enough.

Regards,

Kaushalya Ekanayake BSc.Eng(Hons), AMIE(SL)

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