

Next Generation Data Reporting (NGDR) User Guide

Version 0.4 – October 2011

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1. INTRODUCTION

The document provides details on how to log in and navigate through the Next Generation Data Reporting (**NGDR**) system to generate network performance reports. Telstra NGDR is used to create performance reports for compatible Telstra IP Network and access services (including, IPMAN, Ethernet Lite, Frame Relay and ATM). The available reports are:

- Summaries Provides the user a view of identified important services and their performance at a glance.
- Network Services provides the user with more detailed information on the performance of compatible services within their network.
- Telstra Network Provides the user with an indicative view of certain performance metrics across Telstra's core and edge network.
- Inventory provides the user with a list of services and associated attributes within their network.

These reports are explained more fully in Section 8, Reports.

2. IMPORTANT - SOME TERMS USED IN THIS GUIDE

This guide uses many acronyms and terms, most of which can be found in the Acronyms and Glossary sections at the end, however, there are some which need to be explained here so as to understand how the NGDR system is defined.

NGDR reports on IP Metro Area Network (IPMAN), Government Wideband IP (GWIP) and Ethernet MAN services. IPMAN and GWIP services are reported on at the port level, whilst Ethernet MAN reporting is provided per VLAN.

NGDR also reports on Asynchronous Transfer Mode (ATM), Frame Relay (FR) and Ethernet Lite (ELite) services and the reports are broken down into three levels from the highest to the lowest:

Network – this is the whole of your data network including all of your ATM, FR and Elite services combined. For example, if you run a *network* traffic report it will show the sum of all the traffic on all of these services in your network.

Port – this is the physical link from your premises into the Telstra network and it may be ATM, FR or ELite. There is usually one port for each of your premises but sometimes there may be more than one if you have backup services or large sites with more than one building. Each port has a number referred to as a Full National Number or FNN. Port and FNN are often interchanged and can be considered as the same thing. Ports may have one or many PVCs (see next paragraph). Reports drawn at the port level will sum the data for all PVCs on the port.

Permanent Virtual Circuit or PVC – these are the links in the network that join your Ports together. For example, if you have one frame relay service in Melbourne and another in Adelaide, in order for them to communicate, a PVC is set up between them. NGDR can then report on the traffic between the two ports at the PVC level.

NGDR reports in the same terminology for ATM, Frame Relay and Ethernet Lite using generic terms, e.g. ATM terminology uses SIR and PIR whereas Frame Relay uses CIR and EIR; NGDR uses untagged (=SIR or CIR) and tagged (=PIR or EIR) for all three technologies.

If you wish to determine which of your services are ATM, Frame Relay or Ethernet Lite the simplest way is by comparing the first few characters of the FNNs as follows:

- Y6 = ATM
- Y2 = Frame Relay
- Y0 = Business DSL

3. CLIENT SOFTWARE REQUIREMENTS

The following browser software is required on your client PC:

- Internet Explorer v6 (SP2) or v7 IE v7 is recommended for performance results
- Mozilla Firefox v2.0

The NGDR Application has been successfully tested with the following versions of Java:

- Version 1.5.0_16,
- Version 1.6.0_10,
- Version 1.6.0_12,
- Version 1.6.0_17 (e)

NGDR has been certified to Java build version 1.6.0_17 (e). More recent versions of Java have been released, but NGDR has not been certified to these recent versions as yet. While upward compatibility is anticipated with the recent Java versions, it is possible that some errors may occur.

Reports are designed for a screen resolution of 1024 x 768 or greater. While lower resolutions may work, the presentation may be affected.

The following steps may be needed for VistaPortal to work correctly to show all the reports:

- Open the Java Control Panel
- Go to the "Advanced" tab
- Expand the Java Plug-in node
- Uncheck "Enable the next-generation Java Plug-in (requires browser restart)"
- Close all Internet Explorer windows and restart the browser.

3.1. Web Browser configuration

The Web Browser must be configured to:

- Accept Cookies
- Enable Java and JavaScript
- If you wish to view PDF-format reports, you must install the Adobe Acrobat Reader software (Acrobat Reader version 6 or above)
- To display PDFs in the browser, the "Display PDF in Browser" option in the PDF preferences has to be checked. If not, the PDF files will be opened in a separate Acrobat Reader window.
- If you wish to view Excel exports, Excel 2003 or greater must be installed

3.2. Microsoft Internet Explorer complementary settings

NGDR does not use Active X but instead only uses Java applets and JavaScript; nevertheless due to Microsoft implementation Active X execution has to be enabled, as follows:

- Open the menu "Tools" / "Internet Options".
- In the "Security" tab, for the "Internet" zone select "Custom Level..." button.
- Enable the option "ActiveX controls and plug-ins" -> "Script ActiveX controls marked safe for scripting".
- Check the parameter 'Use HTTP 1.1 through proxy connections 'in menu: "Tools / Internet Options", Tab "Advanced", Section "HTTP 1.1".

The web browser must allow encrypted pages to be saved on disk in order to be able to save Report Data Exports (PDF, Txt, ...):

- Open the menu "Tools" / "Internet Options".
- Open the "Advanced" tab.
- In the section "Security", uncheck "Do not save encrypted pages to disk".

To display Excel exports when accessing NGDR through the "Internet" zone, the following security setting must be enabled:

- Open the menu "Tools" / "Internet Options".
- In the "Security" tab, for the "Internet" zone select "Custom Level..." button.
- Enable "Downloads -> Automatic prompting for file downloads" option.

3.3. Firefox complementary settings

The default Firefox JavaScript execution timeout is very small, so when using NGDR pages, you may occasionally see pop-up messages warning you that a script is not responding. To increase this timeout:

- In the Firefox address bar, type "about:config".
- Using the filter bar, search for "dom.max_script_run_time" option.

Change its value to 30 (seconds), or more if needed

4. HELPDESK

If the user experiences a problem with their reporting service (eg inability to access the reporting portal, reports not displaying properly or at all, slow response times, etc); they should log a trouble ticket with the NGDR help desk. The user should quote their reporting service FNN when logging a call. The reporting FNN can be found on the Help Page

The NGDR Help Desk can be contacted on FREECALL™ 1800 654 135* during business hours (Australian Eastern Time) or via e-mail ngdr-help@team.telstra.com

5. LOGIN

The following steps outline how to gain access to NGDR:

1. Visit the Telstra.com website, where the user will be directed to either the Enterprise and Government or Business log in page.

- 2. The user should use their valid Digital Certificate or Business ID to login to the portal. If the user does not have a valid Digital Certificate or Business ID then they should follow the registration process to gain access.
- 3. Once logged in navigate to the Reporting tab and click on the icon labelled "Next Generation Data Reporting" (NGDR)
- 4. After successful authorisation, another page opens with the NGDR application. The user can now commence reviewing their network performance data.

6. LOGOUT

Report pages contain a Logout icon at the top right corner. There is no separate logout page.

- To Logout, click on the Logout button.
- Once the user has selected to log out, they can not immediately return to the application. A confirmation box will appear as shown below.

Window	s Internet Explorer 🛛 🔀
(?)	The webpage you are viewing is trying to close the window.
~	Do you want to close this window?
$\Box_{\overline{s}}$	Yes No

- Select "Yes" and the user will be logged out completely from the reporting system and the web page will get close. To return to the NGDR application simply; click back on the application icon.
- If the user selects "No" they will still be logged out of the system and a blank screen will appear. Please log back into the portal and NGDR application to resume reviewing performance reports.

7. TYPICAL SCREEN LAYOUT

The major elements in the page are:

- 1. Header Panel
- 2. Service Navigator Panel
- 3. Tree Navigator Panel
- 4. Service Details Panel
- 5. Time Navigator Panel
- 6. Report Area Panels (tabular or graphical)

Note: Page layout for the various reports vary.



7.1.Header Panel

The Header panel contains:

- Report Category Tabs These tabs are used to access the various reports that are available for the selected services.
- Telstra logo Telstra Logo will be displayed on the Top left corner of all the pages.
- Logout icon Clicking the logout icon will close the browser window.

7.2. Service Navigator Panel

The Service Navigator Panel is located at the upper left hand side of the window. It contains a search display to all services.

The user can find a service with the use of the following search criteria:

- CIDN.
- FNN.
- Service Alias name (as defined by the user).
- Product type.
- Account number.
- State

Once the required criteria has been selected, click search to retrieve the applicable services list.

Items to note regarding the search fields:

- An "*" can be placed in any of the search fields in order to bring back all services for that specific criteria.
- The "*" can also be used as a wildcard for a search if you only enter a partial number or name if you are not sure of the account or FNN details.
- Each field must have either an "*" or other data captured or the report will return "No Data Found".
- The search fields are case sensitive. Use CAPITALS.
- A loading icon will be displayed once the search button has been selected. Once this disappears, the search results are available.

7.3. Tree Navigator Panel

The Tree Navigator Panel appears on the bottom left hand side of the window. This provides the user with an alternative to a specific search if they do not know the details of a service they are looking for. The user can click on any level of the tree hierarchy to reveal the sub-services to that connection (Network -> Port -> PVC)

Note: If the user has entered criteria into the Search Navigator, only services relevant to that criteria will appear in the Tree Navigator. To extend the search the user should place an * in each of the search fields to re-set,

The user can double click on the service to display performance data in the Report Area Panel.

7.4. Service Details Panel

The results of the search criteria or Tree Navigator selection appear in the Service Details Panel appearing below the Service Navigator section. The panel provides the following service information to the user:

- Service FNN.
- Alias.

Se

- Product Type. •
- Service Type (PVC or Port) ATM, Frame Ethernet Lite only.
- Service Address.

	Filter List							
Summaries Network	Services Jelstra Networ	k Inventory He	0				User: NGDR3	Help Atout 124 Lagout
Note ** The entered time and date states the end of the selected inc ** Search functionality for Service Navigator UPPERCASE only	son > Ethernet	hour" increment fr	om 08:00 to 09:00, select "09:00"					9. A A
Service Navigator	Service Comparis	FNN	Alias	Location	Product	Randwidth	Availability	Avera
E Displet Poly Po	box3-6-02-Gi01 ebp-5-022-Fi1024 ebp-5-022-Fi1024 wrpp-5-001-Gi101 wrpp-5-001-Gi101	N0110428R N0100428R N0100428R N0110428R	NOTONGER - CITY WEST EXCHANGE MELBOURNE NOTONGER - CITY WEST EXCHANGE MELBOURNE NOTONGER - CITY WEST EXCHANGE MELBOURNE NOTINGER - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne City West Exchange Melbourne City West Exchange Melbourne City West Exchange Melbourne	Ethernet MAN 80E Ethernet MAN 80E	4 Mbis 4 Mbis 4 Mbis 4 Mbis 4 Mbis	 005% 100% 000% 100% 100% 	0 b/s 8.41 Mb 128.01 k 8.41 Mb
Navigator L TESTRA RETAIL PI EPICENTRE TEST				I Screen				,
				👩 🍚 Internet Pro	tected Mode: On		- ·	85%

To view the performance information for a single service, double click on the Full National Number (FNN) in the service details panel. This will then display performance information on the right hand side of the page.

A user may wish to select multiple services when on the Service Comparisons page or when viewing Class of Service information on their IPMAN service. To view the service performance of multiple services, use the Shift or Ctrl keys to select the required services; then right click on the mouse. Make a selection from the drop down option depending on the service details you require.

7.5. Time Navigator Panel

NGDR allows you to view the performance of your network and services at the selected date, time and reporting interval. For specific details of the granularity of performance information available please refer to section 8.1.

Step 1) Select the granularity of the reporting required (15 mins, 1 hour, daily, weekly, monthly). This will determine the display of the remainder of the date and time picker.

Step 2) If 15 minute or hourly data has been selected, then enter the time frame required. This is a free text field. Format should be in 24 hour time (eg 15:00)

Important Note 1: Information is displayed for the period before the time selected.

Example – If a customer selects to view information for a 1 hour interval at 9:00 on the 1st November 2009, the data displayed will be from 9am on the 31st October to 9am on the 1st November.

If the customer wishes to see the data from 9am on the 1st November for the following day period, they must select 9:00 on the 2nd November.

Important Note 2: Do not request 15 minute date for an entire month. For better performance select 15 minute data in a maximum of 2 weeks periods.

NGDR uses the following time and date settings:

- Report time zone is Australian Eastern Standard Time (AEST).
- Weekly is defined from Sunday to Saturday.
- Monthly is one calendar month.

7.5.1. Data Display and Retention Rates

Data displayed at different levels of granularity will be retained for different lifetime periods. The following table shows the different data lifetime for each display rate:

Display Rate	Data Lifetime
15min*	7 weeks
Hourly	7 weeks
Daily	14 months
Weekly	3 years
Monthly	5 years

*Note that the 15 minute display rate is only available for Frame Relay, ATM and Ethernet Lite services.

A page with "No data available" is shown if the data requested has exceeded its retention rate.

7.5.2. Graphs – Date and Time Selection

There are two options for selection of required time period once the user has drilled down to view the detail in a graph format.

The default setting shows the date and time selection in the following format. Users can specify an end date, the increment they wish to view the report and the period the report should present.

OO:00 O3 Oct 2011 Oct O3 Oct O	Oct 2011 🔤 GMT+10 🚺 Hourly 🔹	
00.00 00 00 00 2011		

By clicking on the word "over", users can change the date and time selection for the following format. The user can select a start and end date and the increment required.

L G	a 23.00	03 Oct 2011	GMT+10	Hourly -	Over To	1 Dev 🔹	00	-
0	20.00	Nº 001 2011		riburry •		T Day +		50 C
		μt						
		. 0						Í.

7.5.3. CoS Graph – Date and Time Selection

The Class of Service graph can be viewed from the Report Area panel. The CoS graph has its own time navigator option, which enables the user to select a time and date specific to the graph.

Changing the time selector for the graph will not change the data presentation for the COS and WAP tables above. The user must change the top level navigator for this information.

7.6.Report Area Panels

Once a service is selected in the Tree Navigator Panel or the Service Details Panel, reporting data will then appear in the Reporting Area Panel on the right hand side of the page.

Information is displayed for a single service at a time (unless the user is on the service comparisons view). Information is displayed in tabular format by default. A user can access a graphical view by clicking on the relevant metric result (See Graph Display Section 6.7).

7.6.1. Filtering Reports

Data can be filtered using the boxes at the top of the reporting table. The filter boxes will only appear if there is more than one line of information within the table.

- Type in the filter pattern at the top of the column
- Press <Enter>.

	Summ	aries Network Services Telstra Network Inventory H	elp			
Summaries >	Service Alert	s ≻ Ethernet				
** The entered time and d	late states the end of the	selected increment. E.g. to see the "1 hour" increment from	n 08:00 to 09:00, select "09:00"			
		01 Jun 2011 🔤	GMT+10 🖹 Daily 🔻 Go 🕨			
Service Alerts - Ava	ailability			Filter Criteria		
Instance	ENN	Alias	Location	Product	Bandwidth 🔺	Availability
				BGE		
ebpp-b-002-Fa1/0/24	N0100429R	N0110429R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	BGE	4 Mb/s	100% 100%
wrpp-b-001-Gi1/0/1	N0110429R	N0110429R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	BGE	4 Mb/s	100% 100%

Figure 7.1 Filter Criteria to produce Filtered Report

7.6.2. Sorting Reports

When the user clicks on the title of a column, the entire table is sorted in ascending order according to the chosen column.

A triangular Sort Indicator appears in the heading for the field which is used as the sorting criterion

	Summ	aries Network Services Telstra Network Inventory He	lp		
Summaries > S	ervice Alert	ts > Ethernet			
Note					
** The entered time and date	states the end of the	selected increment. E.g. to see the "1 hour" increment from	n 08:00 to 09:00, select "09:00"		
		🕙 01 Jun 2011 🔛	GMT+10 Daily V Go H		
Service Alerts - Availa	ability				
Instance	ENN	Alias	Location	Product	Bandwidth 🔻) Availability
boxa-b-002-Gi0/1	N0110428R	N0100428R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	Ethernet MAN	sort descending
ebpp-b-002-Fa1/0/24	N0100429R	N0110429R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	BGE	4 MU/S @ 100%
ebpp-b-003-Te1/30	N0100428R	N0100428R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	Ethernet MAN	4 Mb/s 🥥 100%
wrpp-b-001-Gi1/0/1	N0110429R	N0110429R - CITY WEST EXCHANGE MELBOURNE	City West Exchange Melbourne	BGE	4 Mb/s 🥥 100%



7.6.3. IP Visualisation (IP Vis)

IP Vis is another tool supplied by Telstra that provides users with a topological view of their network. IP Vis can be accessed via Your Telstra Tools (YTT) and the Telstra Business customer facing portals. Users should follow standard registration processes. These will be similar to those for NGDR (see Section 4 Log In).

IP Vis enables customers to tag services within their network as "Priority" within the service details display. Once the user has selected "Yes" for this category, these services will then automatically appear within the NGDR priority services summary page.

The user can also add "Alias" names to services via a free text option within the service details display for IP Vis. Once the user has saved this information, the service Alias name will then appear in the applicable section of NGDR application.

7.7. Graph Display



The user can generate graphical displays of their reporting information by clicking on the specific metric within the Reporting Area Panel table. Users can also display a graph for all services within a single display by clicking on the instance name on the left side of the table view. Graphs will appear in a new widow.

Users are able to change time display from the graph page (See 6.5.2 Graphs – Date and Time Selection). Users can also show a zoomed in view by clicking on the relevant section of the graph and dragging the mouse across the section they wish to view. The graph display will then update with a more granular view of the selected area.

The graph display can be exported from this page (see 6.8 Exporting Data)

7.7.1. Class of Service – Graph Display

The graph generated for IPMAN Class of Service information is different to that of other graphs within NGDR.

To generate a report the user must:

- 1. Navigate to the Ethernet Class of Service tab.
- 2. Search for an IPMAN service as per the standard process either using the Service Navigator Panel or the Tree Navigator Panel. All 6 classes for the single service will then be presented in the Service Details Panel.

- 3. Highlight all 6 Class of Service FNNs and then right click to generate graph (use the shift key to highlight multiple services).
- 4. Unlike other reporting graphs, the CoS graph will appear at the bottom of Report Area Panel.

The graph will display a single measure for each Class of Service selected. The user can toggle between a view of Pre Policy Bits, Post Policy Bits and Packet Discard by clicking on the drop down selection option in the top left section of the graph.

The user can also select a single Class for a service from the Service Details panel. By right clicking the CoS graph will be generated, displaying all three metrics Bits In, Bits Out and Discards for that class.

		5	ummaries	Network Services Telstra Network Inventory Help				
Note The entered **Search fur	time and date stat	es the end of ice Navigator	the selected	Class of Service increment. E.g. to see the "1 hour" increment from 08:00 to only	09:00, select "09:00".			
					🖲 29 Sep 2011 🛐 GMT+10 📧 Daily 🖲	Go H		
Service 1	lavigator			Wide Area Port performance				
(7704)		_		Instance	FNN	Pre Policy	Post Policy	Discards v
Phen Allas	•			cxep-e-002-GigabitEthernet1/0/2.1185_N2569600R_JN	N80303	122.03 Kb	122.07 Kb	
Product	· •			Class of Service (CoS) performance				
Account No.	•			Instance	FNN	Pre Policy	Post Policy	Discards ¥
State	* V Search			cxep-e-002-GigabitEthernet1/02.1185_PREC0_OUT cxep-e-002-GigabitEthernet1/02.1185_PREC3_OUT cxep-e-002-GigabitEthernet1/02.1185_PREC1_OUT cxep-e-002-GigabitEthernet1/02.1185_PREC2_OUT	N80303 N80303 N80303 N80303	48.8 Kb 5.22 Kb 245.69 Kb 24.99 Kb	48.76 Kb 5.21 Kb 245.68 Kb 24.09 Kb	@ 0.04% @ 0.01% @ 0% @ 0%
ENN	Class	Alias	Per	cxep-e-002-GigabitEthernet1/0/2.1185_PREC4_OUT	N80303	0.6	0.6	@ 0%
NR030320R	ARECO	-	124	cxep-e-002-GigabitEthernet1/0/2.1185_PREC567_OUT	N80303	46.07 b	46.07 b	@ 0%
N8030320R	N25696	-	1.4					
N8030320R N8030320R N8030320R N8030320R N8030320R	PREC0 PREC1 PREC2 PREC3 PREC4	-		CoS - Graph			29 Sep 2011 S GMT	+10 Daty + Over in 1 Month + Go H
<	м		>			CoS - Graph		
€ D TEST	RETAIL		7 rows	001 914 0 200 814 100 814 0 8164 0	1 100000 1 1000000 1 1000000 1 1000000 1 1000000 1 1000000 1 10000000 1 10000000 1 10000000 1 10000000 1 100000000 1 100000000 1 10000000000	1 1 1000001 1000001 1 1 10000001 1000001 1 10000001 10000001 1 10000001 10000001 1 10000001 10000001 1 10000001 1000001 1 10000001 10000001 1 10000001 1000001 1 10000001 1000001 1 10000001 10000000000		+ 11000005 - 1100005 - 110005 - 11005 -
					rear Corporation Inc.			

7.8. Exporting Data

The user can export data in both graphical and tabular format.

To export data in a table view, the user should select the Full Screen banner at the bottom of the table. This will then open a new window and offer export options in the top left of the page. The user will be provided with the same export options from the graphical display.

If the Full Screen banner option is not available, the user should click on the required metric within the table view. This will generate a graph view of that value. The user should then click on the icon to the right of the Time Navigator display in the top right hand corner of the page "Back to the table report". This will then display the full table with the option to export.

To export a Full Screen Report:

Navigate to the desired report.

Select the desired file format in the Format list.

The following options are available:

- PDF
- Text
- Excel
- XML



You will be given the option to either save the file or to open the file in the appropriate application.

8. REPORTS

This chapter describes the various reports available in NGDR

8.1. Tabs and Report Structure

A high level outline of the reporting page layout is shown below.



Fig:8.1 Reporting page layout

The user can access five top level tabs to access reporting data:

- Summaries
- Network Services
- Telstra Network
- Inventory
- Help

To move between reporting pages, the user should click on a tab heading, which will reveal relevant pages within that tab. The user should move their mouse to hover over the required sub-heading and left click to access the page.

8.2. Help Page

The first screen or window the user will see after login is the Help page. This page provides the following information:

- Overview of NGDR:
- Information related to the report pages and who to contact if additional help is needed.
- Notification of planned upgrades and impacts relevant to users.
- Notification of unplanned incidents and impacts relevant to users.
- The customer reporting Full National Number for logging and tracking of service faults.
- URL link to historical performance reporting for Frame Relay, ATM and Ethernet Lite prior to November 2011.

The page layout is given in the following figure:

	User: testretail Log
	Summaries Network Services Telstra Network Inventory Help
Help > Network Ser	rvice Assurance Reporting
Introduction	
lext Generation Data Reporting (NGI provided for the following access ser-	DR) provides you access to key metrics on the performance of your corporate network including Availability, Utilisation, Volume, Packet Discards and Network Latency. Reporting vices:
IPMAN	
GWIP	N
Ethernet MAN	h2
Business IP	
Ethernet Lite	
Frame Relay	
AIM	
formation is displayed in graphical	and tabular formats.

Historical NGDR Data Link	
Name Description	
IGDR Click on the UR	L to access historical NGDR system data

********* Further Help:	
********* Further Help:	
********** Further Help: or assistance with the NGDR reporting	ng application or for general NGDR information, please call the NGDR. Helpdesk on Freecall 1800 654 135 during business hours (AEST) or via email ngdr-help@team.telstra.com
********** Further Help: or assistance with the NGDR reporti ********	ing application or for general NGDR information, please call the NGDR Helpdesk on Freecall 1800 654 135 during business hours (AEST) or via email ngdr-help@team.telstra.com
Further Help: or assistance with the NGDR reportii ********** Planned Change Notificatio	ing application or for general NGDR information, please call the NGDR Helpdesk on Freecall 1800 654 135 during business hours (AEST) or via email ngdr-help@team.telstra.com
********* Further Help: or assistance with the NGDR reporti ********* Planned Change Notificatio Janned Change >	ing application or for general NGDR information, please call the NGDR Helpdesk on Freecall 1800 654 135 during business hours (AEST) or via email ngdr-help@team.telstra.com
********* Further Help: or assistance with the NGDR reporti ******** Planned Change Notificatio Ianned Change > Planned Change Notification 09/2	ing application or for general NGDR information, please call the NGDR Helpdesk on Freecall 1800 654 135 during business hours (AEST) or via email ngdr-help@team.telstra.com Unplanned Incident Notification Unplanned Incident > Unplanned Incident 09/27/2011 10:33

Figure 8.1 – Help page

8.3. Summaries Page

The summaries pages are designed to provide a high level snap shot of the health of the user's network. The summaries pages therefore provide the user with a subset of key metrics and performance indicators.

Performance measures displayed for IPMAN services:

- Availability.
- Peak and Average Utilisation.
- Class of Service, Pre Policy, Post Policy and Packet Discards (For Prec 3 to 5 only).
- Wide Area Port, Pre Policy, Post Policy and Packet Discards.

Performance measures displayed for Frame Relay, ATM and Ethernet Lite services:

- Availability.
- Peak and Average Utilisation.

The summaries tab has two drop down option: Priority Services and Service Alerts

8.3.1. Priority Services

The priority services page is designed to provide the user with a view of the most critical services within their network. A service can be tagged as a priority service within the IP Visualisation application (See IP Visualisation).

If the user has not selected any priority services, the page will display the following notice within the Tree Navigator Panel "No priority services provisioned for this customer".

8.3.2. Service Alerts

The service alerts page is designed to provide the user a view of the Top 10 poorest performing services for a specific metric within the network.

The page layout is given in the next figure:





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Service Alerts - Ava	ilability								
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Figure 8.3 Service Alert Ethernet

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Hp-s-812-G166 Yriority Services - COS	NE203	Unicoun	20 Treed	an Rr Lacation	Pater	100 Yos Benderidd	@ a ton	1.01 Vios	12110s
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Figure 8.5 Priority Services- Ethernet

	Summaries Networ	k Services Telstra Network Inventory Help					
Summaries > Prior	ity Services >	FR/ATM/ELite					
Note							
The entered time and date states th	e end of the selected increm	nent. E.g. to see the "1 hour" increment from 08:00	0 to 09:00, select "09:00".				
			3 26 Sep 2011 GMT+10	Dely * Go H			
Priority Services - Utilisati	on						
NN	Alias	Location	Product	Bandwidth		Average Utilisation	Peak Utilisation
						bit / s	
		1					
/61894695216L		PERTH AIRPORT,6105	ATM	115 Mb/s	67.93%	77.9 Mb/s	109.98 Mb/s
/61894696632L		DAMPER MNE SITE	ATM	115 Mo/s	67.92%	77.89 Mb/s	110.04 Mb/s
/61894695216L		PERTH AIRPORT,6105	ATM	1 1/0/8	@ 0%	19.2 b/s	19.63 b/s
Priority Services - Availabi	ility	lander		Brocket	Bancheid	n-	Analability
Priority Services - Availabi NN	ility Allas	Location		Product	Bandwid	th	Availability
Priority Services - Availabi NN	Allas	Location PETTY ADROIT F105		Product	Bandwid	th	Availability
Priority Services - Availabi NN 9189409276L 9189409276L	Alias	Location PENT ARPORTATOS PESTY ARPORTATOS		Product	Bandwid J 1 More 115 More	th	Availability
Priority Services - Availabi INN 1915 1918-1905-196 1918-1918-190 1918-1918-1905-21	Allas Allas - -	Location PERTH ARPORT,6105 PERTH ARPORT,6105 CANPER INT STE		Product ATH ATH ATH	Bandwid	th	Availability @ 100% @ 100% @ 100%
Priority Services - Availab Fill Y4554652161 Y45546652161 Y455466521	Allas - - -	Location PERTH ARPORTATIOS PERTH ARPORTATIOS DAUPER UNE STE		Product	Bandwid 1 Nov 11 Stop	th	Availability @ 100% @ 100% @ 100%

Figure 8.6 Priority Services- FR/ATM/ELite

8.4. Network Services

The Network Services pages provide the user with a detailed view of all available metrics across compatible services within their network. Measures are split into 3 page views

- Ethernet
- Frame Relay, ATM, Ethernet Lite
- Service Comparisons

Summaries	Network Services Telste	a Betweek Inventory	Help
Network Services > Ethernet	Ethernet +	Base Metrics	
Note	FRIATMELite	Class of Service	
The entered time and date states the end of the selecter	Service Comparison* p	e "I hour" increment fro	um 08:00 to 09:00, select "09:00".
	Contraction of the second s		
Summaries	Network Services Telstr	a Network Inventory	Help
Network Services > Ethernet	Ethernet	•	
Note	FR/ATM/ELite		
The entered time and date states the end of the selecte ""Search functionality for Service Navigator UPPERCAS	Service Compariso	Ethernet	08:00 to 09:00, select "09:00".
		ER/ATM/EL ito	
		TOSTINCEDIE	8 22 Sep 2011 1 OMT+10 P Daty * Go R

Figure 8.7 Network services

8.4.1. Ethernet – Report Page

These pages provides the user with detailed information for their IPMAN, Ethernet MAN, GWIP, Connect IP Ethernet and Business IP Ethernet services.

8.4.1.1. Base Services

The following metrics are displayed:-

- Service Availability.
- Ingress Volume.
- Egress Volume.

- Ingress Average Utilisation.
- Ingress Peak Utilisation.
- Ingress Average Utilisation 3 month Forecast.
- Egress Average Utilisation.
- Egress Peak Utilisation.
- Egress Average Utilisation 3 month Forecast.

loturo	rk Corvio	Sum	naries	Network Services Telstra Network	Inventory Help				
vetwo	rk Servic	es > Ethe	net	Base metrics					
FOTE the entered t	time and date stat	tes the end of the	selected	increment, E.o. to see the "1 hour" in	perement from 08:00 to 09:00, s	elect "09:00".			
Search fun	ctionality for Serv	vice Navigator UPP	ERCASE	only					
					29 Se	19 2011 🔄 GMT+10 🗵 Dai	y • Go H		
ervice N	lavigator			Service details					
201				Instance	ENN	Alias	Location	Prod	Juct Bandwidth
		_		bxep-s-062-Gi1/0/19	N80303	Unknown	267 Tivendale Rd	IP-MA	4N 4 Mb/s
N									
15	•								
durt.	• •								
		_							
ount No.	-			Service performance					
te	• 🗸 Se	anch		Instance	FNN		Availability	Ingress Volume	Egress Volume
				bxep-s-062-Gi1/0/19	N80303		100%	2 MB	3 MB
N	Alias	Product	Loc						
	Unknown	JP-964W	267						
0906:	Unknown	80P Ethernet	1	Ingress Utilisation					
3032-	Unknown	IP-MAN		Instance	ENN		Avg Utilisation	Peak Utilisation	3 Month Avg Traffic Forecast
3032X	Unknown	IP-MAN		bxep-s-062-Gi1/0/19	N80303		148.72 b/s	157.38 b/s	150.23 b/s
02601	Linknown	12 MAN	- 1						
0977	Unknown	BIP Ethernet	5						
			14 00005						
Deser				Egress Utilisation					
TEST	RETAIL			Instance	FNN		Avg Utilisation	Peak Utilisation	3 Month Avg Traffic Forecast
				bxep-s-062-Gi1/0/19	N80303		330.62 b/s	559.51 b/s	338.67 b/s
				Characteristics					
				Instance	FNN	CIDN	Account Number	Class of Service	e Multicast
				bxep-s-062-Gi1/0/19	N80303	610000	0288481	Cos 6 queue	Unkhowh
						Telstra Corporation Inc.			

Figure 8.8 Ethernet page – Base Metrics

8.4.1.2. Class of Service

For IPMAN services, the following metrics per Class of Service are also available:

- Pre Policy Bits.
- Post Policy Bits.
- % Packet Discard.

For IPMAN services where the user has also purchased a Wide Area Port for national connectivity, the following metrics are available with respect to that port:

- Pre Policy Bits.
- Post Policy Bits.
- % Packet Discard.

		5	ummaries	Network Services Telstra Network Inventory Help				
Netwo	rk Servic	es ⊳ Eth	nernet	> Class of Service				
""Search fun	ctionality for Serv	tes the end of vice Navigator	UPPERCASE	I increment. E.g. to see the "1 hour" increment from 08:00 to 09:1 [only	30, select "09:00".			
					29 San 2011 🛐 GMT+10 💿 Daily	- CO H		
					an and south and a lower			
Service N	lavigator			Wide Area Port performance	ENIN	Dra Dolicy	Dost Dolicy	Discards w
CIDN	•			cree e 002 GinabitEthemet1/0/2 1185 1/2669605P IN	N80303	122.03.65	122.07 Kb	@ 0%
PTRI Alas	•	_		and a set of the set o		122.0010	144.01 100	011
Product	• •			Class of Service (CoS) performance				
Account No.	•			Instance	FNN	Pre Policy	Post Policy	Discards 🔻
State	• v Search			cxep-e-002-GigabitEthernet1/0/2.1185_PREC0_OUT	N80303	48.8 Kb	48.78 Kb	0.04%
				cxep-e-002-GigabitEthernet1/0/2.1185_PREC3_OUT	N80303	5.22 Kb	5.21 Kb	@ 0.01%
				cxep-e-002-GigabitEthernet1/0/2.1185_PREC1_OUT	N80303	245.69 Kb	245.68 Kb	@ 0%
				cxep-e-002-GigabitEthernet1/0/2.1185_PREC2_OUT	N80303	24.09 Kb	24.09 Kb	@ 0%
FNN	Class	Alias	Pro	cxep-e-002-GigabitEthernet1/0/2.1185_PREC4_OUT	N80303	0.6	0 b	@ 0%
N8030320R				cxep-e-002-GigabitEthernet1/0/2.1185_PREC567_OUT	N80303	46.07 b	46.07 b	(2) 0%
N8030320R	N25696	-	1					
N8030320R	PRECO	-	_	CoS - Graph				
N8030320R	PREC1			体争			29 Sep 2011 GMT	+10 E Daily Y Over in 1 Month Y Go H
N8030320R	PREC3			Dea Defers #				
N8030320R	PREC4		IM	Pre-Policy •				
<	14		>					
			7 rows	301.9 (0.4)		Cos - Graph		
TEST	RETAIL			3013104				
				250 kb/s				/
				200 kb/s		Λ	1	/
				150 kb/s		/ \	\sim	
					\rightarrow /		~ ~ `	
				50 kb/s		\leq		
				O kto/s				
						000 000 000	00 00 00 00	
				000 010 010 010 010 010 010 010 010 010	000 000	100 100 100	2000 2000	210 NG 220
				Cxep-e-002-GigabitEthernet1/02.1185_PREC0_OUT (kb/s)	xep-e-002-GigabitEthernet1.0/2.1105_PRE	C1_OUT (kb/s) = cxep-e-002-GigabitEthernet1	.012.1185_PREC2_OUT (kb/s) = cxep-e-00	2-GigabitEthernet1/0/2.1185_PREC3_OUT (kb/b)
					Tentra Corporation Inc.			

Figure 8.9 Ethernet page – Class of Service page

8.4.2. Frame Relay, ATM and Ethernet Lite – Report Page

This page provides the user with detailed information for their Frame Relay, ATM and Ethernet Lite services.

The metrics displayed will be determined by the service selection (Network, Port or PVC).

The following information is displayed when the user chooses services at the full network level:

- Customer Name.
- Availability.
- Number of PVC ends with outages.
- Total Ingress Volume.
- Total Egress Volume.

The following information is displayed when the user chooses a Port:

- Full National Number (FNN).
- Alias.
- Service Address.
- Bandwidth.
- Product Type.
- Availability.
- Average Total Ingress Utilisation.

- Peak Total Ingress Utilisation.
- Average Total Egress Utilisation.
- Peak Total Egress Utilisation.
- 3 Month Average Ingress Utilisation.
- 3 Month Average Egress Utilisation.
- Total Ingress Volume.
- Total Egress Volume.

The following information is displayed when the user chooses a PVC:

- Full National Number (FNN).
- Alias.
- Service Address.
- Bandwidth.
- Product Type.
- Availability.
- Total Outage Duration.
- Average Untagged Ingress Utilisation.
- Average Tagged Ingress Utilisation.
- Peak Untagged Ingress Utilisation.
- Peak Tagged Ingress Utilisation.
- Average Untagged Egress Utilisation.
- Average Tagged Egress Utilisation.
- Peak Untagged Egress Utilisation.
- Peak Tagged Egress Utilisation.
- Total Untagged Ingress Volume.
- Total Tagged Ingress Volume.
- Total Untagged Egress Volume.
- Total Tagged Egress Volume.
- Ingress Discards.
- Egress Discards.

Note: To view reporting data for BIP and CIP services, with 1:1 port to access ratio, choose the PVC level data.

	Summa	ries Network Ser	vices Telstra Network Inventor	y Help						
Network Services >	FR/AT	TM/ELite								
Note										
he entered time and date states the	end of the se	elected increment.	E.g. to see the "1 hour" increment	from 08:00 to 09:00, sel	ect "09:00".					
				26 Sep	2011 🖾 GMT+10 💽	Daly * Go H				
Service Navigator			Service details							
-			FNN	Alias	L	cation		Product		Bandwidth
201			Y00000028477N_0.000		بل.	AUNCESTON,7250		ELite		2 Mb/s
NN *										
las *	Product	• •								
count No.	State	· •								
	Search		Availability							
	(1) 100 (1)		PAR			Availability		fotal 0	utage Duration	
			Y00000028477N_0.900			(g) 100%		Qs		
10000			Ingrass Utilication							
NN Alias Produc Type Lo	ocation	0.00/0	FNN	Avg Untagged	Avg Tagged	Ave Total	Peak Untagged	Peak Tagged	Peak Total	3 Month Avg Traffic Fore.
0000028474N - FLite PVC 95	ALREPT DOAD	u nunu,	Y00000028477N 0.000	47.24 kb/s	0 b/s	47.24 kb/s	293.26 kb/s	0 b/s	293.26 kb/s	78.36 kb/s
00000028477N - ELite PVC 120	20 RAVENSWOOD	0 ROAD	-							
00000029608N - CIP ELite PVC UN	NT 3 1 RUSSELL	ST								
00000029608N - CIP ELite PVC UN	NET 3 1 RUSSELL	ST	*							
1		2	Egress Utilisation							
		13 rov	¹⁵ FNN	Avg Untagged	Avg Tagged	Avg Total	Peak Untagged	Peak Tagged	Peak Total	3 Month Avg Traffic Fore
- D TEST RETAIL			Y00000028477N_0.000	139.81 kb/s	0 b/s	139.81 kb/s	1.13 Mb/s	0 b/s	1.13 Mb/s	204.74 kb/s
10000028										
1-10 Y00000035										
- O Y00000050			Volume							
- C Y00000051			FNN	Te	otal Untagged Ingress	Total T	agged Ingress	Total Untagged Egress		otal Tagged Egress
E- 6 Y21602139			Y00000028477N_0.000	4	16.59 MB	0.8		1.41 GB	0	8
P- P Y21603053										
P-@ Y21606107										
- Ø Y21607526			Discorded Traffic							
V21608611			FNN			Ingress Discards		Egress Disc	cards	
P-10 Y21609283			Y00000028477N 0.000			@ 0%		(a) 100%		
Y21609322										
Y21613106										
					Telstra Corporation Inc					

Figure 8.10 FR/ATM/Elite page

8.4.3. Service Comparison – Report Page

The Network Services Ethernet and Network Services Frame, ATM, Ethernet Lite pages only enable a user to view a single service at any one time. This Service Comparisons page therefore enables the user to compare multiple services at the one time.

This page displays the following metrics:

- Availability.
- Average Utilisation.
- Peak Utilisation.

To select multiple services use the 'Shift' key to highlight multiple services in the Service Details Panel and then right click to generate the report.

The page layout is given in the next figure:

Note Note Search functionality for	ices > Servi states the end of the lervice Navigator UPP	ice Compari selected increment. E ERCASE only	son > Ethern	et	0 to 09:00, select	"08:00".					
					22 Sep 20	11 🖾 GMT+10 / Daily + 🚱 🐽					
Service Navigator			Service Compar	ison							
IDN +			Instance	FNN	Allas	Location	Product	Bandwidth	Availability	Australia (Schol	Pest (and
4											
	10000	12. 200	aemu-b-001-Gi0/1	N7009083	Unknown	12 Adelaide St	BIP Ethernet	2 More	@ 100%	508.05 kb/s	505.05 kb/s
16	Product		bxep-s-062-Gi1-0/19	N8020324	Unknown	267 Tivendale Rd	P-MAN	4 1/5/9	@ 100%	371.95 b/s	255.65 5/9
sount No. *	State	· ·	bxep-s-062-Git 0/6	N8030320	Unknown	267 Tivendale Rd	P-MAN	4 Mb/s	@ 100%	6.05 Mb/s	8.08 Mb/s
	Search		cakx-b-201-Gi0-1	N2718909	Unknown	1-29 Sturt St	P-MAN	20 1/6/8	@ 100%	482.55 b/s	482.58 b/s
			cc6a-b-002-Gi0/1	NECOE464	Unknown	18 Burnet Rd	P-MAN	10 ko/s	-	-	-
			ccq8-b-201-Gi0/1	N3507605	Unknown	41 Jersey Rd	#-MAN	4 1/5/9	@ 100%	2.101/0/9	2.101/16/8
			corl-b-201-Gi1/0/1	1/2509778	Unknown	9 Roussell Rd	BIP Ethernet	24 Mb/s	@ 100%	18.21 Mo/s	141/5/8
			eput-b-201-1/10	1/2008254	Unknown	390 - 422 Hams St	BIP Ethernet	40 3/tp/s	@ 100%	24.2 Mp/#	24.2 5/5/8
			eput-b-202-1-6	N2608255	Unknown	390 - 422 Harris St	BIP Ethernet	40 1/b/s	@ 100%	87.74 kb/b	87.74 kb/s
N Ahas Produc	Location		lom6-b-001-Gi0/1	N6005954	Unknown	Unknown	PAIAN	2 5/5/9	@ 100%	1.34 Mola	1.34 55/8
			ptpo-b-281-3/19	N2020052	Unknown	Pitl Street Exchange 76-75 Pitl St	BIP Ethernet	100 kb/s	@ 100%	62.06 Mp/a	82.05 Mb/e
0090 Unknown BIP Ethe	net 12 Adelaide St	0	ptpo-b-282-3/4	1/2019767	Unknown	Pitt Street Exchange 76-78 Pitt St	BIP Ethernet	100 1/6/8	@ 100%	339.3 b/b	338.42 b/s
0303 Urenown IP-MAN	267 Tivendale Rd		ptpo-b-282-3/19	1/2019767	Unknown	Ptt Street Exchange 76-75 Ptt St	BP Ethernet	100 Mb/s	@ 100%s	352.21 b/s	234.04 b/s
Used interest and the second	267 Threndale Kd		synj-b-002-Gi1/0.6	1/2035044	Unknown	Riverside Corporate Park 1 Julius Ave	BIP Ethernet	21/5/8	@ 100%	1.86 Mb/s	1.86 Mb/s
1924 Chendrin Skiewa	1-12 2011 21	~									
		13 100-0									
CO TELT METAL		101000									
A A	08813R 1/30 08817R 194938 05127R 09987R 182078 071918 06121R 105118 205158 205158										

Figure 8.11 Service Comparison Ethernet page

te entered time and date states the earch functionality for Service Nev	Service Compared of the selected increment.	<pre>ison ➤ FR/ATM/ E.g. to see the "1 hour" increm</pre>	ELite	09:00, select "09:00".					
				22 Sep 2011 OMT+10 Daily * Get					
rvice Navigator		Service Comparison							
•		FIN	Abas	Location	Product	Bandwidth	Availability	Average (b/h)	Paul (5/s)
								1	
		Y00000028474N_0.000		95 ALBERT ROAD	ELte	2.Mp/s	@ 100%	-	-
	rpouct	Y00000025477N_0.000		120 RAVENSWOOD ROAD	ELDA	2 Mb/s	@ 100%	-	-
nthip. [*] S	tate "	Y00000029608N_0.000		UNIT 3 1 RUSSELL ST	CIP ELite	1 1/0/8	@ 100%	-	-
	Search	Y00000029608%_0.000		UNIT 3 1 RUSSELL ST	CP ELte	1 Mb/s	(2) 100%		
		Y00000035716N_0.000		26 CIVIL RD	BIP ELte	11/6/8	(2) 100%		-
		Y000000505884N_6.000		19 TOLMER PL	BPELte	2 Mb/e	@ 100%	-	-
		Y00000050584N_0.000		19 TOLMER PL	BP ELte	64 kb/s	@ 100%		
		Y00000051863N_0.000		U 2 60 - 72 OLIVER ST	5P ELte	2 Mb/s	@ 100%	-	-
		Y00000051863/L_0.000		U 2 60 - 72 OLIVER ST	BPELte	64 30/8	@ 100%	-	-
Alias Produc Type Lo	cation	Y216021302N_000		229 EULOO RD.	ADSL BPA	2 Mb/s	(2) 100%		-
		Y216030530N_000		50 SPARKS AVENUE	Frame Relay	2 Mb/s	@ 100%	-	-
002847 EDIE PIC 937	RAVENSWOOD BOAD	¥216061077N_000		20 STUART ST	ADSL BPA	256 85/8	@ 100%		-
X002960 CTP FLIte PVC UND	T 1 18USSEU ST	Y216075268N_000		17-19 OCTAL ST	ADSL BRA	1 Mb/s	(a) 100%	-	-
002960 · CIP ELIte PVC UNI	T 3 1 RUSSELL ST	¥216081873N_000		VIRGO ROAD	Frame Relay	512 kb/a	@ 100%	-	-
		Y216086113N_000		70 HARDVS RD	ADSL BPA	1 Mb/s	(2) 100%	-	_
	18 101	Y216092831N_000		261 BERINGARRA AVE.	ADSL BPA	1 Mb/s	@ 100%	-	-
TEST PETAN		Y216093228N_000		261 BERRNGARRA AVE	Frame Relay	1 Mo/s	(a) 100%	-	-
V00000294		Y216123240N_000		1-29 STURT ST	ADSL BPA	11/6/9	-	-	-
- C+ Y000000284		Y216131065N_000		152 MAHONEY'S RD	ADSL BPA	1 Mb/s	@ 100%		-
CONCLUSS CONCLUSS									

Figure 8.12 Service Comparison FR/ATM/ELite page

8.5.Telstra Network

This tab provides the user with indicative information on the performance of data traversing the Telstra core and edge networks.

Performance data is displayed for all 6 Classes of Services (CoS). Note that CoS is only applicable to IP Networks services. As a result the default Precedence level 0 is displayed when the user initially accesses the Telstra Network tab.

The following metrics are displayed:

- Availability.
- Jitter.
- Round Trip Transit Delay.
- Packet Discard.

The user can view network performance between the following state capitals:

- Sydney.
- Melbourne.
- Adelaide.
- Perth.
- Brisbane.
- Darwin.
- Canberra.
- Auckland (as a destination only).

The user is also able to access Round Trip Transit Delay performance data between key capital cities and large regional cities within the same state.

- NSW Sydney to Albury, Broken Hill, Coffs Harbour, Dubbo, Newcastle, Parramatta, Wagga Wagga and Wollongong.
- QLD Brisbane to Bundaberg, Cairns, Mackay, Rockhampton and Townsville.
- VIC/TAS Melbourne to Albury, Ballarat, Geelong, Launceston, Mildura, Morwell and Warnambool.
- SA Adelaide to Alice Springs, Mt Gambier.
- NT Darwin to Alice Springs.
- WA Perth to Geraldton, Kalgoorlie and Karratha.

Summaries Stelaurik Services	Telstra Network	Recentury Relp
Telstra Network > RTD	RTD	
Note	Availability	
1. The entered time and date states the end of the selected increment. E.g.	JBer	" increment from 08:00 to 09:00, select "09:00".
Class of bervice is not applicable for Frame Kelay, ATH and Ethernet Ltv Network solutions (Default on Page Load is Prec 0).	Packet Loss	erer to Prec C only. All cleases are appricable for 2P
Network solutions (Default on Page Load is Prec 0).	PacketLoss	

Figure 8.13 Telstra Network

8.5.1. RTD Report Page

selected increment. E.g. to see the "L hour" increment from 05:00 to 05:00, select "05:00". W. ATM and Ethernet Like services, please refer to Prec 0 only. All classes are applicable for the 22 Sep 2011 C C C C C C C C C C C C C C C C C C	12 fr=10 > Duty + Go + 64.87ms - 50.82ms 17.174ms 17.121ms	NEL 14.944ms 20.37ms 4.726ms 17.5ms	PCR 34 644mg 72 3735mg 44 724mg 	510 28.52fm 17.65fm 17.45m 62.427m -	
Destination ADC A	11-10 > Dev + Go R 21.427ms 20.32ms 72.724ms 17.121ms	1452. 14 54.0m 20 432m — 4 750m 17 5m	PER 34.644m 27.7130m 44.724m 47.24m 42.444m	5YD 28 524ma 17 36 fma 17 43 fma 82 427ma 	
nd Trip Delay ADC ADC 410 m 41000	80 4.427ms 	1862. 14 Seans 30 433ms 	PER 24.644m 27.712m 44.724m 42.244m 62.444m	SYD 28.520ms 17.051ms 17.415ms 62.427ms 	
Destinution ADC ADE 53 244m 41,430m 41 650m 15.000m 42 495m 22,542ms 22 7780ms	848 4.427m 	1852. 14 54.mm 20 437m 44 730m 17 3me	PER 34.044ms 73.312ms 44.724ms ~ 62.444ms	510 23.526ms 17.651ms 17.415ms 62.427ms -	
4 430mg 4 200mg 4 430mg 4 200mg 15 000mg 42 400mg 4 2 32 121mg 23 542mg 27 780mg	4 4 4 4 4 5 0 202ms 7 7 7 74ms 17 7 121ms	14 344ma 30 437ma 44 736ma 17 3ma	74,044mg 34,044mg 73,713mg 44,724mg 	28 520ms 17 651ms 17 415ms 62 427ms -	
4 4 450ms 4 4 650m 15 500m 4 4 4 650m 	- 20.320% 73.754% 97.121%	30.433ms 	72.712ms 44.724ms 	17.051ma 17.415ma 62.427ma 	
15.00ms 40.40ms 22.13ms 23.542ms 27.788ms	30.920m 73.764m 17.121ms		44.724ms 62.444ms	17.415ms 02.427ms 	
22,131ms 225,542ms 227,788ms	72.764ms 17.121ms	44.756ma 17.5ma	 62440mg	62.427ma 	
28.542ms 27.788ms	17.121es	17.5na	82.444ms	-	
state Round Trip Delay					
Albury Broken Hill Coffs Harbour	Dubbo Newcasti	stie Paramatta	Sydney W	agga Wagga	Wollongong
		<u> </u>	7.955ms -		-
HR		-	25.94ms		-
arbour		-	7.95ms		-
		5	7.92019 -		-
		3	1.00178		20 C
7 962ma 36 969ma 8 0 tms	7 565mg 1.009mg	1.007mg	11	951ma	1.016ma
Waosa			11.941ma -		-
		2 <u>1</u>	1.015ma -		-
NII - - - about - - </th <th> 7.965m</th> <th> 1.008ms</th> <th></th> <th></th> <th> 20.4vm</th>	 7.965m	 1.008ms			20.4vm

Figure 8.14 – RTD page

8.5.2. Jitter Page



Figure 8.15 – Jitter page

8.5.3. Availability



Figure 8.16 - Availability

8.5.4. Packet Loss

	Summaries Network Se	rvices Telstra Network Inventor	y Help					
Telstra Network > F	Packet Loss							
Note								
1. The entered time and date states the contract of Service is not applicable for	he end of the selected increme	nt. E.g. to see the "1 hour" increment	ant from 08:00 to 09:00, select "C	9:00". ble for tP				
Network solutions (Default on Page Lo	oad is Prec 0).	net une services, predse rerer to r	ec o only. An classes are apprica					
			27 Sep 2011	GMT+10 E Daily T Go H				
Precedence Navigator	Packet Loss							
Prec 0		Destination		0.01		850		
Prec 1	ADE	ADE	AUC	840	0.001%	PER	0%	
Prec 3	BRI	0%	0%	-	0%	0%	0%	
Prec 4	MEL	0.002%	0.001%	0%		0.001%	0%	
Prec 5	PER	0%	0%	0%	0%		0%	
	510	0%	478	V76	0%	476		



8.6.Inventory

Inventory > FR/ATM/ELite Ethernat Inventory Navigator FR/ATM/ELite Inventory FRAMELia	Summaries Return	rk Services Telstra Retwork Breed	tory thelp	
Inventory Navigator FR/ATM/EUte Inventory FRAMELIa	Inventory > FR/ATM/ELite	674	net	
	Inventory Navigator FR/	ATM/ELite Inventory FRA	TMELA	2.3.3

Figure 8.18 Inventory menu – Retail

8.6.1. Ethernet Inventory- Report Page

This page provides the user with an inventory overview on the Ethernet services (IPMAN and Ethernet MAN). It does not contain any performance related data.

The user is provided the following inventory information:

- Service FNN.
- Alias.
- Account Number.
- Customer Name.
- CIDN.
- Product, BandWidth(Mb/s).
- Class of service.
- MultiCast.

The page layout is given in the following figure:

entory $> E$	therne	et												
ntory Navigate	DF				Ethernet Inven	tory Report								
4	1				Instance	FNN	CIDN	Alińs	Product	Banchwidth	Account Num	ber Class of Service	Muticast	Location
6					10.000 C	1	1000		1	a de la companya de l				1
			-		aemu-b-001-Gi0/1	1/700908	6100000000	Unknown	BIP Ethernet	2 Mb/9	270300000	Cos 6 queue	Unknown	12 Adeialde St
+	Pr	roduct.	+ 2	*	bxep-s-062-Gi1/0/19	1603032	610000000	Unknown	P-MAN	4 Mb/e	025540000	Cos 6 queue	Unknown	207 Tivendale Rd
140 B		tests.	¥.	10	Dxep-8-052-0110-5	N803032	6100000000	Unknown	07-00-05	4 MD/B	020040000	Cos 6 queue	Unknowin	207 Tivedae Ho
1140-		range .		140	cd8x-b-201-Gi0/1	142710992	6100000000	Linkheure	IR.MAN	10 10/8	270300000	Cos 6 cueve	Dekanara	18 Russet Dri
	6	Search			ccoll-b-201-Gi0/1	1/350760	6100000000	Unknewn	P-MAN	4 Mb/a	270300000	Cos 6 queue	Unknown	41 Jeraev Rd
					cort-b-201-Gi1/0/1	1(250977	6100000000	Unknown	8P Ethernet	24 Mb/s	279300000	Cos 6 queue	YES	9 Roussel Rd
					eput-b-201-1/10	1/200825	6100000000	Unknown	BIP Ethernet	40 Mo/a	270300000	Cos 6 queue	YES	390 - 422 Harris St
					eput-b-202-1/6	N200825	6100000000	Unknewn	BIP Ethernet	40 Mb/s	270300000	Cos 6 queue	Unknowin	390 - 422 Harris St
					10m8-b-001-Gi01	N600595	6100000000	Unknown	P-IIAN	2 Mb/s	270300000	Cos 6 queue	YES	Unknown
					ptpo-b-201-3/19	N202005	6100000000	Unknewn	BIP Ethernet	100 kb/s	270300006	None	NO	Pitt Street Exchange 76-76 Pitt St
					ptpo-b-282-31	1/201976	6100000000	Unktown	BIP Ethernet	100 1/6/8	270300000	None	NO	Pitt Street Exchange 76-75 Pitt St
department of					bibo-p-585-24A	14201976	6100000000	Unknown	DP Emernet	100 10/5	270300000	Nore	NQ	PRI Street Exchange /6-//6 PRI St

Figure 8.19 – Ethernet Inventory page

8.6.2. FR/ATM/ ELite Inventory- Report Page

This page provides the user with an inventory overview on the ATM/FR/ELite services. It does not contain any performance related data. The page layout is given in the following figure:

This page provides the user with an inventory overview on the ATM, Frame Relay and Ethernet Lite services. It does not contain any performance related data.

The user is provided the following inventory information :

- Service Full National Number (FNN).
- CIDN.
- Customer Name.
- Alias.
- Product.
- A-end Address.
- SLA.
- Account Number.
- Bandwidth.
- Zone.
- PVCs.
- Local Circuit ID.
- Subscriber No (Remote).
- Remote Circuit ID.
- Untagged Rate.
- Tagged Rate.
- Remote Address (B-end).
- NTU Mode.

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Figure 8.20- ATM/FR/ELite Inventory page

9. TROUBLESHOOTING

9.1.No Data Available

	Summaries Network Service	ces Telstra Network Inventory I	Help					
Summaries > Servic	e Alerts > FR/AT	M/ELite	n 08-00 to 09-00 select "09-00"					
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			🔳 19:00 01 Jun 2011 🔤 0	GMT+10 🕨 Hourly 🔻 Go 🕨				
Service Alerts - Availability								
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No data available								
Service Alerts - Utilisation								
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No data available								
			Telstra Cor	poration Inc.				

The message No Data Available may appear for the following reasons:

- 1. There is no data available for the selected time period.
- 2. The selected metrics may not be applicable for the service.
- 3. There may be a data error in the report

Actions to resolve:

- Select a new time period. If there is still no data, check the user guide to determine whether the selected metric is applicable for the service.
- Check outage notifications on the Help Page for any data errors.
- Log fault with the NGDR Help Desk.

9.2. Web Server Inaccessible



NGDR is accessed via a web browser. If the browser cannot connect to the web server, the message above appears.

Action to resolve:

- Check that your computer has network access by browsing to other pages on the Intranet.
- If the above message appears when trying to connect to NGDR, contact the NGDR helpdesk.

9.3.NGDR Portal Down

Service Temporarily Unavailable	
The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later.	

Error message indicates NGDR Portal cannot service incoming requests.

Actions to resolve:

- Retry the connection after a few minutes.
- If the message still appears, contact Telstra's NGDR helpdesk.

9.4. NGDR Portal Display Issue

There may be some instances where the Internet Explorer web browser (or other web browsers) used may not display the NGDR reports to the user properly. This may be related to the web browser caching issue.

Actions to resolve:

In this instance, it is advised that the user clear out any temporary internet files and cookies and restart the web browser.

For Internet Explorer, the browsing history can be located in the "Tools", "Internet Options".

10.ACRONYMS

The following acronyms are referred to in this document.

Term	Definition
AEST	Australian Eastern Standard Time
ATM	Asynchronous Transfer Mode
CIDN	Customer ID Number
CIR	Committed Information Rate
CoS	Class of Service
DDR	Data Delivery Rate
DLCI	Data Link Connection Identifier
DSL	Digital Subscriber Line
EIR	Excess Information Rate
ELite	Ethernet Lite
FNN	Full National Number
FR	Frame Relay
GWIP	Government Wideband IP
IP	Internet Protocol
IPMAN	Internet Protocol Metro Area Network
IPWAN	Internet Protocol Wide Area Network
IP Vis	IP Visualisation Tool
MB	Megabyte/s
MBS	Megabits per second
NGDR	Next Generation Data Reporting
PDF	Portable Document Format
PIR	Peak Information Rate
PVC	Permanent Virtual Circuit
RTD	Round Trip Delay
SDN	Switched Data Network
SDNR	Switched Data Network Reporting
SIR	Sustained Information Rate
тхт	Text
VP.VC	Virtual Path. Virtual Circuit

11.GLOSSARY

Term	Explanation
Access Rate	Bandwidth of the access link from your premises to the Telstra network
Charging Zone	Access services and PVCs are categorised into zones for charging purposes.
	Please refer to
	Our Customer Terms for more information.
Data Delivery Rate	The amount of data successfully delivered across the network from point A
	to point B or the amount of data that arrived at point B versus the amount
	of data sent from point A, expressed as a percentage
Discarded	Packets dropped in the network
Distance Charge Code Backup	If you have backup PVCs configured, this is the charging zone applicable to
	the backup PVC (see Charging Zone)
Distance Charge Code Primary	If you have backup PVCs configured, this is the charging zone applicable to
	the main or primary PVC (see Charging Zone)
Egress	Data exiting the Telstra network towards your premises
Frame	A Frame Relay packet
Graphical	Reports provided in a chart or diagram format
Ingress	Data sent into the Telstra network from your premises
Management Protocol	Often referred to as Local Management Interface or LMI, this is the protocol
	chosen for the Customer Premises Equipment (CPE) to communicate and
	synchronise with the network – only applicable to Frame Relay?
PVC Identifier	Generic term used to identify a PVC on a Port (FNN). This refers to a DLCI in
	Frame Relay terms or a VPI.VCI in ATM/BDSL terms
PVC Status	This shows PVCs that are either 'Active' or 'Propagated'. The latter means
	there is an outstanding order awaiting completion e.g. increasing CIR
	bandwidth.
PVC Type	For ATM/BDSL PVCs this shows PVC type such as VBR-NRT, VBR-RT etc
Service Assurance	The service package chosen for response and restoration of faults
Tabular	Reports provided in a table or spreadsheet style format
Tagged	Generic term for burst traffic over and above subscribed data rate. Also
	known as discard eligible, EIR, CLP1
Untagged	Generic term for traffic within or below the subscribed data rate. Also
	known as CIR, CLP0

12.REFERENCES

Ref #	Document Title	Telstra Doc Data	
		DME	Ver.
[1]Info\	√ista Manuals	TAF0001-	
[2]Solu Pro	tion Blueprint - IT Transformation Network Service Assurance oject - Next Generation Data Reporting	TAF0001-334204	V8.0
[3]Info\	/ista Detailed Design.doc	TAF0001-423051	1p13
[4]IVPM	1/SID/VD Detailed Design.doc	TAF0001-423053	3p16
[5]PM R	Requirements Definition document	TAF0001-337650	
[6]NSA-	- Performance Management FS PM 1.2 Functional Specification	TAF0001-397209	1p13
[7]PM1	.1-1.2 device list	TAF0001-385237	
[8]Visto	مستعمل المستعمل المست المستعمل المستعمل الم	TAF0001-	
[9]NSA	PM Solution Architecture Definition (SAD)	TAF0001-337655	1p20
[10]NSA Sp	A – Performance Management FS PM 1.2 Functional ecification	TAF0001-513737	2p5
[11]Add	Jendum Functional Specifications PM1.2 - External User Pages	TAF0001-669758	1p7

Table 12-1 References

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