

Contents

Preface	ix
1. CRITICAL SUCCESS FACTORS OF NETWORK MANAGEMENT	1
1.1 Driving forces for improving network management	2
1.2 What users want from network management	3
1.3 What we face today	6
1.4 Critical success factors for network management	13
1.4.1 Network-management processes and procedures	14
1.4.2 Network-management products overview	15
1.4.3 Human resources supporting network-management functions	18
1.5 Network-management market segmentation	22
1.6 Network-management strategic directions and benefits	25
2. NETWORKING TRENDS	28
2.1 Networking status	28
2.2 Expectations for the next 10 years	30
2.3 Generic network elements	32
2.4 Connecting network elements and topology	44

2.5	Services offered by carriers	50
2.6	Bandwidth management	60
2.7	Driving forces for standardization	63
2.8	Summary	74
3.	GENERIC ARCHITECTURE OF A NETWORK-MANAGEMENT PRODUCT	76
3.1	Generic network-management product architecture	76
3.2	Proprietary and de facto architectures	86
3.2.1	IBM network-management architecture	87
3.2.2	An overview of Simple Network Management Protocol	89
3.2.3	Network-management architectures from Network Element Management System's providers	93
3.3	ISO-based network-management architectures	98
3.3.1	AT&T's network-management architecture	103
3.3.2	DEC's network-management architecture	105
3.3.3	Hewlett-Packard's network-management architecture	107
3.4	Network-management architectures from users	108
3.5	Cooperative solutions	108
4.	INFORMATION EXTRACTION AND COLLECTION INSTRUMENTS	112
4.1	Monitoring principles	112
4.2	Instruments supporting physical network management	115
4.2.1	Line monitors or datascofes	115
4.2.2	Modem control systems	118
4.2.3	CSU/DSU monitoring and control	126
4.2.4	Monitoring T1-multiplexer and channel banks	128
4.2.5	PBX and Centrex monitoring	131
4.2.6	Network monitors	132
4.2.7	Hardware monitors	139
4.2.8	Value-added features of physical network management	140
4.3	Instruments supporting logical network management	142
4.3.1	Accounting packages	143
4.3.2	Application monitoring	143
4.3.3	Communication monitors	144
4.3.4	Security monitors	153
4.4	Local area network monitoring	153
4.5	Information extraction using network-management services	156
4.6	Trends with information extraction instruments	159

5. SYSTEMS FOR INFORMATION COMPRESSION, PROCESSING AND DATA BASING	161
5.1 Overview of solutions	161
5.2 Generic network-management data-base architecture	164
5.3 Configuration and inventory-related data segments	168
5.4 Data segments for data-communications performance	170
5.5 Data segments for voice communications performance and accounting	174
5.6 Trends with data basing and related instruments	178
6. SYSTEMS FOR PERFORMANCE PREDICTION	179
6.1 Rules of thumb and statistical techniques	179
6.2 Operational analysis	181
6.3 Analytic methods for voice channels	186
6.4 Simulation	186
6.5 Benchmarking and remote terminal emulation	189
6.5.1 Methodology of testing networks	189
6.5.2 Principal modules	191
6.6 Use of artificial intelligence	196
6.7 Summary and trends	198
7. CONFIGURATION MANAGEMENT	199
7.1 Introduction, status, and objectives	199
7.2 Processes and procedures of configuration management	201
7.3 Configuration management functions	205
7.3.1 Inventory management	205
7.3.2 Network topology services	211
7.3.3 Service-level agreements	218
7.3.4 Designing, implementing, and processing trouble tickets	222
7.3.5 Order processing and provisioning	229
7.3.6 Change management	232
7.3.7 Directory services	238
7.4 Instrumentation of configuration management	240
7.4.1 Special products supporting configuration management	242
7.4.2 General-purpose data bases	248
7.4.3 Computerized cable management	250
7.4.4 Applicability of artificial intelligence to supporting configuration management	254
7.5 Human resources demand of configuration management	256
7.6 Summary	262

8. FAULT MANAGEMENT	263
8.1 Introduction, status, and objectives	263
8.2 Processes and procedures of fault management	265
8.3 Fault management functions	267
8.3.1 Network status supervision	267
8.3.2 Dynamic trouble tracking	287
8.3.3 Backup and reconfiguration	303
8.3.4 Diagnostics and repair	307
8.3.5 End-to-end testing	311
8.4 Instrumentation of fault management	323
8.4.1 Monitoring and testing devices	324
8.4.2 Network element management systems	326
8.4.3 Terminal emulation or console management	329
8.4.4 Integrator products	331
8.4.5 Fault management for ISDN-based architectures	341
8.4.6 Instrumenting distributed local area networks	346
8.4.7 Applicability of expert systems	352
8.5 Human resources demand of fault management	356
8.6 Summary	366
9. PERFORMANCE MANAGEMENT	367
9.1 Introduction, status, and objectives	367
9.2 Performance-management processes and procedures	368
9.3 Performance-management functions	369
9.3.1 Definition of performance indicators	369
9.3.2 Performance monitoring	378
9.3.3 Thresholding and exception reporting	386
9.3.4 Analysis and tuning	389
9.3.5 Establishing operational standards	400
9.4 Instrumentation of performance management	404
9.4.1 Comparison of software-based monitors	404
9.4.2 Comparison of software- and hardware-based monitors	407
9.4.3 Availability reporting by using a configuration and performance data base in combination	412
9.4.4 SNA response time and its components	415
9.4.5 Use of modeling instruments for optimizing performance	431
9.5 Human resources demand of performance management	436
9.6 Summary	444
10. SECURITY MANAGEMENT	445
10.1 Introduction, status, and objectives	446
10.2 Security management processes and procedures	448

10.3 Security management functions	449
10.3.1 Risk analysis	450
10.3.2 Evaluation of security services	451
10.3.3 Evaluation of security management solutions	454
10.3.4 Alarming, logging, and reporting	461
10.3.5 Protection of the network-management systems	464
10.4 Instrumentation of security management	466
10.4.1 Monitoring devices	466
10.4.2 Encryption devices	469
10.4.3 Limiting access to end-user devices	470
10.4.4 Improving LAN security management	472
10.5 Human resources demand of security management	474
10.6 Summary	482
11. ACCOUNTING MANAGEMENT	483
11.1 Introduction, status, and objectives	483
11.2 Accounting management processes and procedures	485
11.3 Accounting management functions	487
11.3.1 Identification of cost components	487
11.3.2 Establishing charge-back policies	491
11.3.3 Definition of charge-back procedures	492
11.3.4 Processing of vendor bills	499
11.3.5 Integration of network accounting into the corporate accounting policy	499
11.4 Instrumentation of accounting management	500
11.4.1 Processor-based accounting packages	500
11.4.2 General-purpose administration products	501
11.4.3 Telemanagement products	502
11.4.4 Accounting instruments for local area networks	508
11.5 Human resources demand of accounting management	509
11.6 Summary	516
12. NETWORK-CAPACITY PLANNING	517
12.1 Introduction, status, and objectives	517
12.2 Network-capacity planning processes and procedures	518
12.3 Network-capacity planning functions	523
12.3.1 Determining and qualifying current workload	523
12.3.2 Projecting future workload	539
12.3.3 Developing the network-capacity plan	556
12.3.4 Implementation	572
12.4 Instrumentation of network-capacity planning	576
12.4.1 IBM's solutions for network-capacity planning	576
12.4.2 AT&T's solutions for network-capacity planning	588

12.4.3	Third-party solutions for network-capacity planning of voice and data networks	591
12.4.4	Modeling local area networks	595
12.5	Human resources demand of network capacity planning	596
12.6	Summary	604
13.	NETWORK-MANAGEMENT DIRECTIONS AND SOLUTIONS	605
13.1	Network-management integration	605
13.2	Network-management centralization	609
13.3	Network-management automation	614
13.4	Network-management data base	618
13.5	Leading network-management products	619
13.5.1	Proprietary products	619
13.5.2	OSI-based products	625
13.5.3	User solutions	626
13.6	Network-management services	634
13.7	Selection of network-management products and services	649
13.8	Summary	653
14.	COST JUSTIFICATION OF IMPLEMENTING NETWORK-MANAGEMENT SOLUTIONS	655
14.1	Introduction	655
14.2	Quantification of effects	656
14.3	Analysis of cost components	658
14.4	Financial analysis	666
14.4.1	Payback analysis	670
14.4.2	Cash flow analysis	674
14.4.3	Return on investment (ROI) Present-value analysis	674
14.5	SUMMARY	675
15.	FUTURE TRENDS OF MANAGING COMMUNICATION NETWORKS	676
	References	683
	Index	694