



PRESENTS

**NETWORLD INTEROP**



# End-to-End QoS

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Robin Layland

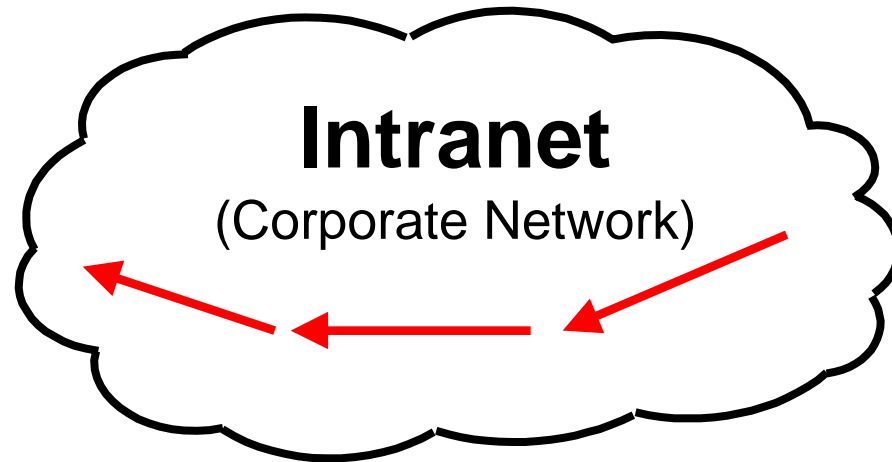
President, Layland Consulting

September 10, 2001

# End-to-End QoS: Within your Intranet

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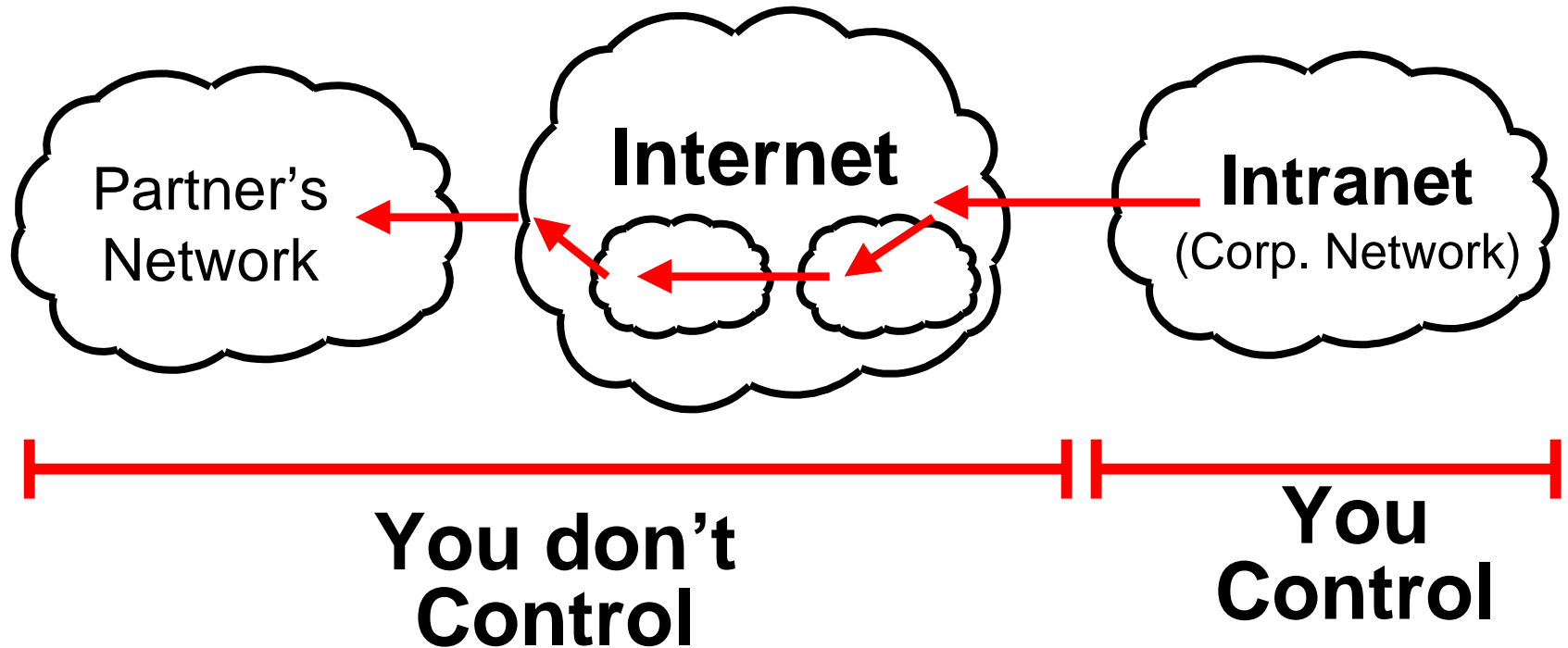
## Ensure Quality Service



- Implement QoS & Policy Management
- Throw bandwidth at problem

# End-to-End QoS: Complicating the Problem

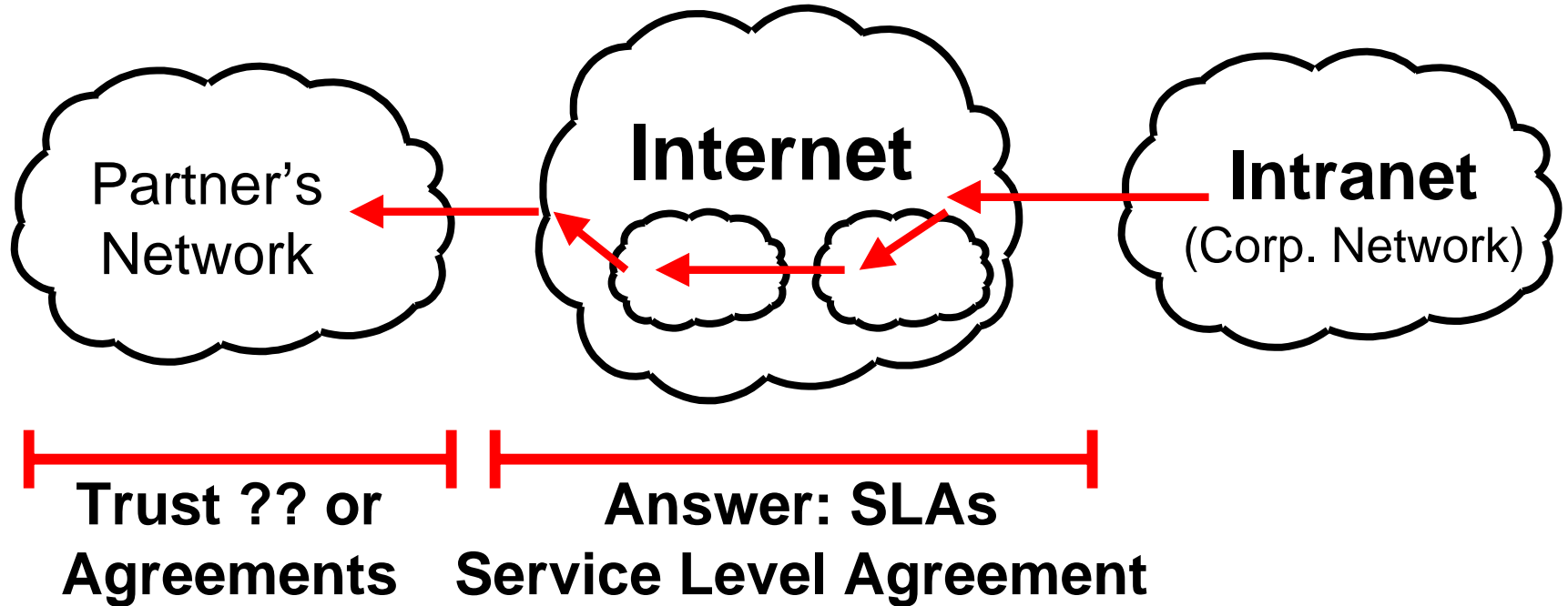
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**Can't implement QoS & Can't throw bandwidth at it  
But its your problem if there is a problem!**

# End-to-End QoS: An Answer

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# SLA: Service Level Agreements

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**Only as good as the service provider  
or the systems standing behind them**

**You need to:**

- **Understand their issues so you can evaluate the offering**
- **Know what problems they have so you can ask how they deal with them**
- **Be able to monitor their performance**

# Issues

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- **What should you ask for in a Service Level Agreement?**
- **What is reasonable?**
- **What is unreasonable?**

**Manickam Sridhar**  
**Chief Technology Officer**  
**Sitara Networks**

# Issues

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- **How do I check on my service provider to make sure they are providing what they promised?**
- **What measurement and reporting tools are available to help me?**
- **What Can I expect from the Service Provider?**

**Jamie Warter**  
**Vice President of Marketing**  
**Brix Networks**

# Issues

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- **If there is a problem how do I determine where it is?**
- **What tools and techniques are available to determine where the problem is?**

**Israel Cidon**  
**Chief Technology Officer**  
**Omegon**