Chapter Review 1

1. Explain the term network management in one sentence.

Network Management all the tools and equipment that are necessary to monitor and troubleshoot communication.

2. We used a patient in intensive care as one analogy to explain network management. Can you think of areas in network management that this analogy does not capture?

Intensive care does not include simple issues as wiring problems. Intensive care uses feedback hourly, but it doesn’t actively scans everything like analyzer does.

3. Can you think of other areas in which you would expect analogies to network management to apply?

Todays technological worl utilizes network management in almost every field, the most fast growing field development is healthcar, which implements networks alarm systems in all areas of risk management.

4. Give two examples of how network management can help an enterprise IT department save money.

The Network admin can detect problematic areas of the network, Configuration changes can be made therefore saving money on technician call.

5. Give two examples of how network management can help a service provider increase revenue.

The use of Network management increases revenue by monitoring and control the amount of resources needed for a network. Which can mean the potential savings on network expenses?

6. A famous requirement for availability is “five nines.” This refers to the requirement that a device or a service must be available 99.999 percent of the time. Assume that you have a device with hardware availability of 99.9995 percent. Now assume that an operational error is made that causes the device to go offline for 5 minutes until the error is corrected. Calculated over a period of a month, how much has the operational error just caused availability to drop?

30(days)\*24(hours)\*60(minutes)\*0.0005 = 21.6minutes

7. How does the perspective under which network management is approached often differ for an enterprise IT department compared to a service provider?

An Enterprise IT department manages its services given from the Service Providers, and acts as a mini network provider within their own network.

8. Name at least two factors that can be important to the business success of a third-party management application vendor that potentially has to compete with a network management offering of a network equipment vendor.

Equipment vendors only give simple management tools. Third -party management application vendors provide management tools that offer additional features.

9. What does the term swivel-chair syndrome refer to, and why is this undesired?

The person needs to use multiple applications to manage the network instead of one application that offers all services.

10. Name two or more reasons for network management applications to be approached as distributed systems.

Network Management application allow monitoring and detecting problems more easily for Network Administrator which makes it appealing. Developers of these applications can target anyone who would like to manage or create their own networks within a network. The application allows the administrator to provide or eliminate access within their networks.

Chapter Review 2

1. Is running a network only a matter of network management technology, or are there other considerations?

Technicians and Administrators are needed to maintain the networks equipment and connectivity In addition to Business skills are also required for the budgeting

2. What does Pat’s employer use to track the resolution of problems in the network?

Ticket management tools are used for creating tickets to keep track of completed work as well as solutions the problem encountered.

3. How does the integration of the work order system with the trouble ticket system make Pat’s job easier?

The work order allows track and manage the work that already completed, and if the procedure was correct. It also gives an opportunity to refer back to solution if the problem occurs again.

4. Which network provider do you think will be more vulnerable to human failures by

operations personnel, Pat’s or Chris’s?

Pats network is better organized. The policies or steps to follow are very important for managing a network.

5. Which of the following can be used as management tools? A. alarm management system, B.spreadsheet, C. pencil and piece of paper, D. all of them.

D. All of them.

6. In how many different places does Chris need to maintain the same phone number, and why could this be an issue?

7. When Chris is worried about compromised security of his company’s network, does the threat come from outside attackers or from within the network?

The most harmful attacks to a network are possible only within the network itself.

8. Connectivity between different company sites is provided by an outside MSP. Why is Chris nevertheless concerned with monitoring traffic statistics across these outside connections?

He needs to make sure that the service is best all the times.

9. When Sandy wants to implement a security policy for the Internet Data Center, at what

different levels does she take security into account?

10. Why is Sandy interested in “old” performance data and traffic statistics, even though she is not monitoring actual network operations?

She can use old data reports in the future if she decides to expand the network.