

Memorial Day Tech TIPS

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Last year we worked like mad dogs on Memorial Day weekend. Preparing a customers hodge-podge network and putting in place a ground up build out of a planned network hopeful to support VoIP, file sharing, interoffice faxing, and some pretty cools solutions using plain old proven technological solutions with a few twists.



The saga continues after a 5 month wait for a point-to-point T1 installation. Five months! Here are some notes of our misadventures.

SLAs- for the the SMB/E's these are pretty much concrete and often non-negotiable unless you are dealing with a hungry CLEC or the customer has the resources to out maneuver the provider- usually a good telecom lawyer.

Due Dates- forget about due dates. Just show up and when the provider fails to deliver- the customer sees you are there, doing your part.

End-to-End Testing- you want what! Who does end-to-end testing anymore? Point-to-point spans that haven't been tested end-to-end are more than likely to have issues just ask Murphy.

Cabling- never let a provider run cabling for your spans. Have a cabling PRO do the job ahead of time. We didn't give the customer a choice - we just did the riser wiring from the underground straight to the customer closet housing the network gear. You know what you get and you get what you pay for.

TDM Vendors- never ask a traditional manufacturer for "diffserv values" of their gear. Make them put it in writing along with all the other data needed by the router guys to do their job. Avoid using any documentation from the factory when you find too many outdated comments, warnings and notices.

Technical Support – call in the same issue two or three times and then pool the answers. Now you have a good selection to choose from. Wait a few weeks and call back with the same issue. Now compare the answers.

Above all else- remember to bow to the IT gods including the router gurus. They never sleep, work 24x7 and can make life great or not so great. Maintain a sense of humor and enjoy the ride- it's an opportunity to learn and fail and still get paid for doing it.

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