Datasheet of the IKTA4/095 project

I. *Development of customer information system in the Academic Network*

Project start: December 1, 2001, duration: 12 months.

Amount of support: KHUF 35 000, total project cost: KHUF 74 500.

Project leader: ***Tétényi István Dr.***
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Project URL: *<http://www.szataki.hu>*

II. Consortium members (number of members = **2**, the first member is the project co-ordinator)

no	name	support	total cost
1.	Hungarian Academy of Sciences, Computer and Automation Research Institute, Dept. of Internet Technologies	KHUF 25 000	KHUF 45 500
2.	SCI-Network Inc.	KHUF 10 000	KHUF 29 000

III. Public presentations

No presentation is available.

IV. Goals of the project

Development of Customer Information System in the Academic Network

The main object of the project to develop a networking quality assuring system for customers. The aim is to provide know-how, processes for operation, development of standard applications and prototype its to achieve product-level launch. All the followings are to be elaborated:

The main result of the project will be such a networking environment in which the ISP provides not onlfy invoices for the customers but also standard-format reports, measurements and quality services as well. The actual targets are:

1. To provide monthly customised reports that include:

> Generated input/output networking traffic
>
> The daily distribution of data traffic
>
> Filtering and highlighting of irregular traffic
>
> Availability of services for the customer
>
>> system-down periods
>>
>> error statistics
>>
>> the avarage load of communication lines
>
> The statistics and report of the used central and Internet servers
>
> The mostly used directions of data transfer (NetFlow statistics)
>
> Cumulative reports on Virtual Private Networks (VPNs)
>
> Calculated trends about the previous six months
>
> Analysis of usage of different networking devices. Suggestions about development and identification
>
> of possible bottlenecks with budget optimisation.

2. Service-level helpdesk

        Providing real-time reports about the prior 24 hours

        Evaluation of the collected data for the customers

        Interface between the customer and the technical support group

3. Reporting via the WEB

        Unlimited access secured by userid/password

        Possibilities to generate own reports and statistics (based on customer privileges)

        Fast access to stored reports

V. Project results (in case of finished projects)

The project is not finished.

VI. Data on consortium members (number of members = **2**)

1. ***Hungarian Academy of Sciences, Computer and Automation Research Institute, Dept. of Internet Technologies*** (co-ordinator)

URL: <***http://www.szataki.hu***>

Support for the co-ordinator: KHUF 25 000, and its total cost: KHUF 45 500.
Contract number: .

Team leader: ***Tétényi István Dr.***
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2. ***SCI-Network Inc.***

URL: <***http://www.scinetwork.hu***>

Support for the consortium member: KHUF 10 000, and its total cost: KHUF 29 000.
Contract number: .

Team leader: ***Sándor Tamás***
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