

INDEX

A

access aggregation small-scale ISP networks, 132 VoIP networks, 175 analyzing availability enterprise networks, 163 Cisco 1538 routers, 167 Cisco 3600 routers, 165 VoIP over HFC networks, 173, 176 data to the Internet, 179, 218 network-level availability, 201-202, 205.211 off net local calling, 182, 220 off net long distance calling, 183, 220 on net local calling, 180-181, 219 system-level availability, 184-190, 193-194, 198 annual reliability, 9-10 AS5300s availability calculating, 156-158 in parallel topology, 209 VoIP over HFC networks, 198 small-scale ISP networks parallel availability calculations, 148 redundancy, 158 system level calculations, 135-139 assumed availability figures, VoIP over HFC network, 200-201 availability cost of, 10 end-to-end predicting with divide-and-conquer method, 101-102 small-scale ISP networks, calculating, 149-160 enterprise networks analysis of, 163 Cisco 1538, 167 Cisco 3600s, 165

equation, 12, 21 converting between DPM and percentage method. 13-14 parallel availability equation, 24 serial availability equation, 23 need for. 5-6 network-level, small-scale ISP networks, 147 of multiple components, 23 parallel availability estimating, 25 enterprise networks, 168 fail-over mechanism, 26 N+1 redundancy, 27 partial outages, 15 serial availability enterprise networks, 169 estimating, 24 serial/parallel availability, estimating, 28-29 system-level, small-scale ISP networks, 135-140, 144, 147 VoIP over HFC, 173, 176 data to the internet, availability analysis, 179,218 network-level availability, 201-202, 205, 211 off net local calling, availability analysis, 182, 220 off net long distance calling, availability analysis, 183, 220 on net local calling, availability analysis, 180-181.219 system-level availability, 184-194, 198 availability block diagrams creating, 29, 31 uBR 7246, 123

Β

backbone Cisco 12000 routers, calculating downtime, 218 VoIP over HFC networks, availability calculations, 189–190 backup power supplies, N+M redundancy, 27 battery backup, mitigating power loss, 74–76 Bellcore method of computing MTBF, 47 Bellcore TR-332, 46 bill of materials (BOM), 20 block diagrams, reliability of small-scale ISP networks, 143 BOM (bill of materials), 20

С

cable modems uBR 7246, 122 availability block diagram, 123 head-end construct availability, 211 MTBF, 124 MTTR, 124 uBR 924, availability calculations, 119, 121 calculating availability, 21 DPM method, 10-11 end-to-end availability, small-scale ISP networks, 149-150 multiple components, 23 parallel availability, 25 percentage method, 9-10 redundant components within a single device. 51. 54-55 serial availability, 24 serial/parallel availability, 28-29 **SHARC. 131** simple network devices, 48-51 system-level, AS5300s, 156-158 system-level, Cisco 800 routers, 153, 156 fail-over mechanisms in availability predictions, 93, 96-98 FIT, 20 MTBF, Cisco IOS software, 59 **MTTR**, 12 N+1 redundancy, 134 partial outages, 15 uptime/downtime, 21-22 Catalyst 5500s, system level calculations in small-scale ISP networks, 139, 143 Catalyst 8540, availability calculations in VoIP over HFC networks, 193-194 catastrophic failures, 44 censored observations, 62

change management, mitigating human error in downtime, 92 circuit boards FIT. 20 serial availability, estimating, 24 Cisco 12000 routers availability calculations, 125-126 block diagram, 126, 129 parallel topology, 205 downtime in VoIP over HFC network, calculating, 218 Cisco 7513 routers, system level calculations in small-scale ISP networks, 143-148 Cisco 800 routers, calculating availability, 153, 156 Cisco 8540 switch routers, availability in parallel topology, 205 Cisco devices, MTBF, 20 Cisco IOS software availability in parallel configuration, calculating, 68-69 MTBF, calculating, 59 reboot time, 58 Class 4 switches, 183 Class 5 switches, 183 comparing MTBFs, enterprise and service provider networks, 62 converting between DPM and percentage methods, 13 - 14cost of availability, 10 CPE (customer premise equipment), 119 in VoIP over HFC networks availability calculations, 184-185

CPUs, calculating redundancy on devices, 144

D

data flow parallel topology, 35–36 parallel/serial topology, 36 path analysis, 29 availability block diagrams, 29–31 serial topology, 33–35 defects per million. *See* DPM designing networks, goal-oriented, 111, 114 devices annual reliability, 9-10 availability equation, 21 measuring, 19-20 multiple components, 23 parallel, 25 predicting, 46 serial, 24 serial/parallel, 28-29 uptime/downtime, calculating, 21-22 Cisco 3600 routers, availability analysis, 165 fail-over mechanisms, 26 failures, recognition time, 16 misconfiguration, 81-82 MTBF Cisco products, 20 predicting, 46-47 MTTR estimating, 20-21 improving, 50 predicting, 47-48 network components, parallel availability equation, 24 parallel availability, calculating, 54 partial outages, calculating, 15 serial availability, calculating, 52, 55 single redundant components, 51, 54-55 switches, Cisco 1538, availability analysis, 167 system components, serial availability equation, 23 dial tone, loss of, 7 distribution of Cisco IOS software failure, 64 Disturbances Analysis Working Group, 71 divide-and-conquer method, predicting end-to-end availability, 101-102 VoIP network example, 102-110 DOCSIS (Data Over Cable System Interface Specification), uBR 7246 fail-over rates, 211

downtime calculating, 21-22 catastrophic failures, 44 Cisco 12000 routers, VoIP over HFC networks, 218 electrical downtime, 71-78 environmental factors, 70 failures per million hours, calculating, 88-92 FIT (failure in ten billion), 47 human error as factor, 45, 79 enterprise networks, 171 historical analysis, 80-81 mitigating, 85-92 misconfiguration as factor, 81-82 MTTR, estimating, 20-21 network segments, calculating, 55-56 small-scale enterprise networks, calculating enterprise networks, 167-168 ISP networks, 150-151 software as factor, 57 interfailure method of calculation, 62. 65-66 survival method of calculation, 58-62 DPM (defects per million) converting to percentage, 13-14 measuring high availability, 8-11 dropped calls, calculating, 217

Ε

egress traffic, VoIP over HFC network, 174 electrical downtime, 71–72 mitigating, 72–73 with battery backup, 74–75 with generator backup, 76–78 end-to-end availability predicting with divide-and-conquer method, 101–102 VoIP network example, 102–111 small-scale ISP networks, calculating, 149–150, 159–160 enterprise networks. See also ISP networks availability analysis, 163-167 downtime, calculating, 167-168 human error, effect on availability calculations, 171 MTBF, comparing to service provider networks, 62 network calculations parallel components, 168 serial components, 169 system-level calculations, 165–167 Enterprise Operational Profiles, 62 environmental factors of downtime, 70 electrical. 71-72 mitigating, 72-78 estimating MTTR, 20-21 parallel availability, 25 N+1 redundancy, 27-28 serial availability, 24 serial/parallel availability, 28-29 exponential cost of availability, 10 exponential distribution of failure, 64

F

fail-over mechanisms, 26 including in availability predictions, 93, 96-98 load sharing, 93 standby redundant, 93 "Failure Terminated Test Case", 62 failures exponential distribution of, 64 FIT, 19 interfailure, lognormal dispersion, 64 per million hours, calculating, 88, 91-92 failures in 10 billion (FIT), 19 fault tolerance annual reliability, 9-10 DPM, measuring, 10-11 fail-over mechanisms, 26 FIT (failures in 10), 19 improving handling processes, 16 N+M redundancy, 27

FIT (Failures in Ten Billion), 19, 47 BOM (bill of materials), 20 serial availability, estimating, 24 five nines, 9–10

G

gap analysis, calculating failures per million hours, 88, 91–92
GD (General Deployment) software, 65
generator backup, mitigating power loss, 76–78
goal-oriented network design, 111, 114

Η

hardware availability, predicting, 46 **MTBF**, 47 MTTR. 47-48 head-end, 174 in VoIP over HFC networks, availability calculations, 187-189 HFC (hybrid fiber coax) plant, 174 availability calculations, 173, 176 data to the Internet, 179, 218 network-level, 201-202, 205, 211 off net local calling, 182, 220 off net long distance calling, 183, 220 on net local calling, 180-181, 219 system-level, 184-190, 193-194, 198 connection to Internet, 176-177 head end, 174 historical analysis of human error causing downtime, 80-81 human error affecting enterprise network availability, 171 as factor in downtime, 79 historical analysis, 80-81 contributing to downtime, 45 small-scale ISP networks, 151-152 mitigating, 85-92 change management phase, 92

I-J

improving MTTR, 50 network availability, operations process, 86-88, 91-92 incorporating process contributions to downtime, 82-85 ingress traffic, HFC network scenario, 174 installation, contribution to downtime, 81-82 interfailure calculating MTBF, 62, 65-66 lognormal dispersion, 64 Internet access service, availability in VoIP over HFC network, 213-214 online purchasing, registration process, 5-6 ISP networks, small-scale, 131-132, 134 downtime, calculating, 150-151 end-to-end availability calculations, 159 - 160Internet access with ISDN router, 152-153, 156-160 Internet access with modem, 135-152 network-level availability, 147-152 reliability block diagram, 143 single point of failure, 139-140 system-level calculations, 135-139, 143-144

K-L

Kececioglu's Reliability Engineering Handbook, 65 large-scale VoIP over HFC networks, availability analysis, 173, 176 connection to Internet, 176–177 data to the Internet, 179, 219 network-level, 201–202, 205, 209–211 off net local calling, 182, 220 off net long distance calling, 183, 220 on net local calling, 180–181, 219 system-level, 184–190, 193–194, 198 load sharing, fail-over mechanisms, 93 lognormal dispersion of interfailure times, 64 loss of dial tone, 7 loss of power enterprise networks, 167–168 mitigating, 72–73 with battery backup, 74–75 with generator backup, 76–78

Μ

"mean survival time" studies, 60 meantime between failure (MTBF), 9 measuring availability partial outages, 15 Parts Count Method, 19-20 high availability, 8 DPM method, 10-11 percentage method, 9-10 medical emergencies, 911 phone calls, 8 Mil-Hdbk-217 specification for computing MTBF, 46-47 misconfiguration, contribution to downtime, 81-82 mitigating human error as downtime factor, 85-92 change management phase, 92 power loss, 72-73 with battery backup, 74-75 with generator backup, 76-78 modems. See cable modems MTBF (Mean Time Between Failure), 9-11 in Cisco devices, 20 predicting for hardware TR-332 method, 47 Telcordia Parts Count Method, 46 software, calculating, 57 interfailure method, 62, 65-66 survival method, 58-62 uBR 7246. 124 uBR 924, 120 MTTF (Mean Time To Failure), 11 MTTR (Mean Time To Repair), 12 estimating, 20-21 improving, 50 of uBR 924. 120 predicting for hardware, TR-332 method, 47-48 uBR 7246, 124

Ν

N+1 redundancy, calculating, 134 N+M redundancy, 27 NATKIT, 60 NERC (North American Electric Reliability Council), 71-72 network availability, improving with operations process, 86-92 network components, parallel availability equation, 24 network control service, availability in VoIP over HFC network, 214-215 network control/management, VoIP network, 175 network design, goal-oriented, 111, 114 network segments, 55-56 network-level availability small-scale ISP networks, 147-152 VoIP over HFC network, 201-202, 205, 209-211 parallel AS5300 PSTN gateway services, 209 parallel components, 202 parallel Internet connections, 202, 205 parallel routers, 205 parallel switch routers, 205 parallel uBR 7246 head-end construct availability, 211 redundant segments, 202 serial components, 202 networks small-scale ISP Internet access with ISDN router. 152-153, 156-160 Internet access with modem, 135–139, 143-144, 147-152 voice, regulation of, 8

0

off net local calling, VoIP over HFC networks, 182, 220 off net long distance calling, VoIP over HFC networks, 183, 220 on net local calling, VoIP over HFC networks, 180–181, 219 online purchasing, registration process, 5–6 operating systems, calculating redundancy on devices, 144 operations process for increasing network availability, 86–88, 91–92

P-Q

parallel availability AS5300s, calculating, 148 Cisco 7513, calculating, 147–148 equation, 24 estimating, 25 fail-over mechanism, 26 in enterprise networks, 168 N+1 availability, 27-28 parallel components availability, calculating, 54 VoIP over HFC network, 202, 205, 209-211 parallel topologies, 35-36 parallel/serial topologies, 36 parallel-parallel redundancy, 179 partial failures, 15, 44 Parts Count Method, 19-20 path analysis, 29 availability block diagrams, 29-31 percentage method conversion to DPM, 13-14 measuring high availability, 8-10 uptime/downtime, calculating, 21-22 POTS (plain old telephone service), loss of dial tone, 7 power loss, mitigating, 72-73 with battery backup, 74-76 with generator backup, 76-78

predicting availability downtime human error as factor, 45 incorporating process contributions, 82 - 85end-to-end network availability, divide-andconquer method, 101–102 VoIP network example, 102-110 enterprise network availability downtime calculations, 167-168 human error calculations, 171 network calculations, 168-170 system-level calculations, 165-167 hardware availability, 46 MTBF. 46-47 MTTR, 47-48 including fail-over mechanisms, 93, 96-98 process contributions to downtime, 81-85 PSTN (private switched telephone network) service, availability in VoIP over HFC network, 217 purchasing online, registration process, 5-6

R

RBDs (reliability block diagrams) creating, 104-106, 110 for network segments, 55-56 VoIP over HFC network data to the Internet, 179 on net local calling, 180 reboot time, Cisco routers, 58 recognition time, device failure, 16 redundancy AS5300s, small-scale ISP networks, 158 Cisco 5500s as single point of failure, 139–140 fail-over mechanisms, 26 MTBF. 9-10 N+M, 27 SHARC spreadsheet, 27 parallel-parallel, 179 regulation of telephone service, 8 regulation of voice networks, 8

reliability annual, 9-10 block diagrams, small-scale ISP networks, 143 cost of, 10 measuring, Parts Count Method, 19-20 partial outages, calculating, 15 telephone service, 7 repair, MTTR, 20-21 restrictions, SHARC, 131 rounding off numbers, SHARC spreadsheet, 139 routers backbone (VoIP over HFC network), 189-190 Cisco 12000 availability, calculating, 125–126 availability block diagram, 126, 129 downtime, calculating, 218 Cisco 3600, availability analysis, 165 CPE (VoIP over HFC network), 184 head-end (VoIP over HFC network), 187-189 reboot time, 58 routing protocols, selecting, 44

S

scenarios, creating RBDs, 104-106, 110 selecting network topology, 44 serial availability calculating, 23 estimating, 24 in enterprise networks, 169 serial availability equation serial components availability calculating, 52, 55 VoIP over HFC network availability calculations, 202 serial topologies, 33, 35 serial/parallel availability, estimating, 28-29 service construct availability (VoIP over HFC networks) Internet access service, 213-214 network control service, 214-215 PSTN service, 217 service contracts, estimating MTTR, 20-21 service outages, 44

service provider networks, 163. See also enterprise networks MTBF, comparing to enterprise networks, 62 SHARC (System Hardware Availability and Reliability Calculator), 27, 131, 139 shopping online, registration process, 5-6 simple network devices, calculating availability, 48 - 51simple parallel availability, N+1 redundancy, 27-28 single point of failure cost of eliminating, 35-36 small-scale ISP networks, 139-140 small-scale enterprise networks availability analysis, 163 Cisco 1538, 167 Cisco 3600s, 165 downtime, calculating, 167-168 small-scale ISP networks, 131-134 downtime, calculating, 150-151 end-to-end availability, calculating, 159-160 network-level availability, 147-152 reliability block diagram, 143 single point of failure, 139-140 system-level calculations AS5300s, 135-139 Catalyst 5500s, 139, 143 Cisco 7513, 143–144 software as factor in system availability, 67-68 Cisco IOS, calculating MTBF, 59 GD (General Deployment), 65 MTBF, calculating, 57-62 parallel configuration, 68-69 partial failures, 44 service outages, 44 spreadsheets, SHARC, 131 rounding off numbers, 139 standby redundant fail-over mechanisms, 93 survival method, calculating software MTBF, 58-62 switches Catalyst 5500, system availability calculations for small-scale ISP networks, 139, 143 Cisco 1538, availability analysis, 167 Class 4/5, 183 in VoIP over HFC networks, availability calculations, 193-194 system components, serial availability equation, 23

system-level calculations in enterprise networks, 165–167 SHARC, 131 small-scale ISP networks, 153, 156, 158 AS5300s, 135–139 Catalyst 5500, 139, 143 Cisco 7513, 143–144 software as factor, 67–68 VoIP over HFC network, CPE router, 184–190, 193–194, 198

Т

Telcordia Parts Count Method, 19-20, 46 telephone networks loss of dial tone, 7 service regulations, 8 topologies parallel, 35-36 parallel/serial, 36 selecting, 44 serial, 33, 35 TR-332 method of predicting MTBF, 47 traffic data flow in parallel topology, 35-36 in parallel/serial topology, 36 in serial topology, 33, 35 egress, VoIP over HFC network, 174 ingress, HFC network scenario, 174 load sharing fail-over mechanisms, 93 path analysis, 29 availability block diagrams, 29-31

U

uBR 7246, 122 availability block diagram, 123 head-end construct availability in VoIP over HFC networks, 211 MTBF, 124 MTTR, 124 uBR 924, availability calculations, 119, 121 UPSs (uninterruptible power supplies), N+M redundancy, 27 uptime, calculating, 21–22 utilities, SHARC, 27

V-Z

voice networks, regulation of, 8 VoIP over HFC network assumed availability figures, 200-201 availability calculations, 173, 176 data to the Internet, 179, 219 network-level, 201-202, 205, 209-211 off net local calling, 182, 220 off net long distance calling, 183, 220 on net local calling, 180-181, 219 system-level, 184-190, 193-194, 198 connection to Internet, 176-177 head-end, 174 service construct availability Internet access, 213-214 network control service, 214-215 PSTN service, 217

Web sites

NERC, 71 Telcordia, 19