### Εισαγωγή στον Προγραμματισμό

Εισαγωγική ενότητα (25%) : Βασικές έννοιες και τομείς της Επιστήμης Υπολογιστών 5<sup>η</sup> και 6<sup>η</sup> ομιλία

Παναγιώτης Τζουνάκης

Φθινόπωρο 2021





# World Wide Web: Παρασκήνιο & Θεμέλια

### Αντικείμενα παρουσίασης:

- Κέντρα Λειτουργίας Δικτύων (Network Operation Centers – NOCs)
- Οργανισμοί (Organizations)
- Σύλλογοι / Κοινότητες (Societies / Communities)
- Υποδομές (Infrastructures)
- Υπηρεσίες (Services)
- Δραστηριότητες (Activities)



# World Wide Web: Παρασκήνιο & Θεμέλια

### Στόχοι παρουσίασης:

- Present the most important real artificial network.
- Identify the infrastructures that make the web function.
- Identify the different interconnected networks.
   These networks are different, but there are harmonious correspondences which guarantee the overall functionality.





# Σύντομο ιστορικό

http://en.wikipedia.org/wiki/History\_of\_the\_Internet

Government-built Internet or private-sector-build?

NEITHER & BOTH! Nowadays,

Internet = "commons-based peer production."

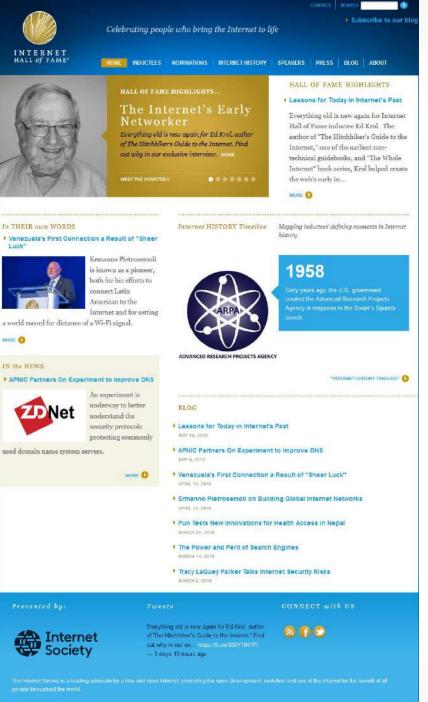
Build by a human open, decentralized, peer network

+

Web is built on Top of the Internet









ittp://www.internethalloffame.org

Celebrating people who bring the Internet to life

INDUCTEES

NOMINATIONS INTERNET HISTORY SPEAKERS PRESS BLOG ABOUT

In this section:

2012 Inductees ▶ 2013 Inductees

2014 Inductees 2017 Inductees

Inductees Alphabetically

#### INDUCTEES

HOME / INDUCTEES / 2017 INDUCTEES

ERNET HALL OF FAME INDUCTEES

**GLOBAL CONNECTORS** 





Jaap Akkerhuis



Ira Fuchs



Yvonne Marie Andrés

Alan Emtage



Shigeki Goto

Nabil Bukhalid



Mike Jensen



Ed Krol



Ermanno Pietrosemoli



Tadao Takahashi



Craig Partridge

Tracy LaQuey Parker



Florencio Utreras



Jianping Wu





# World Wide Web Hall of Fame @ First International Conference on the World-Wide Web (1994)

- Tim Berners-Lee, CERN
- Marc Andreessen, Netscape Communications Co., formerly at NCSA
- Eric Bina, Netscape Communications Co., formerly at NCSA
- Kevin Hughes, Honolulu C.C., now at Enterprise Information Technologies
- Rob Hartill, Los Alamos National Lab, formerly at U. Wales College at Cardiff
- Lou Montulli, Netscape Communications Co., formerly at U.
   Kansas

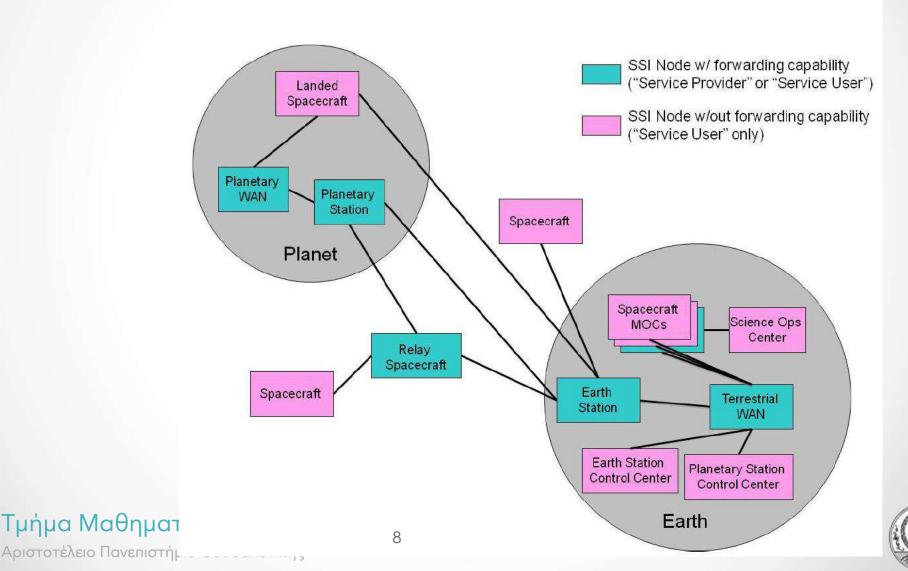


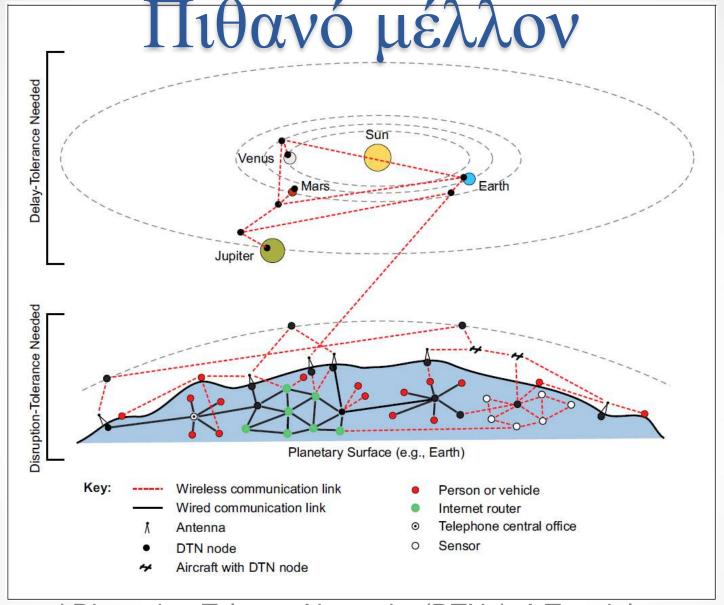


## Πιθανό μέλλον

http://ipnsig.org/wp-content/uploads/2012/07/SISG-Operations-Concept-for-SSI-final-version.pdf

Operations Concept for a Solar System Internetwork (SSI)
IOAG.T.RC.001.V1





Delay- and Disruption-Tolerant Networks (DTNs): A Tutorial

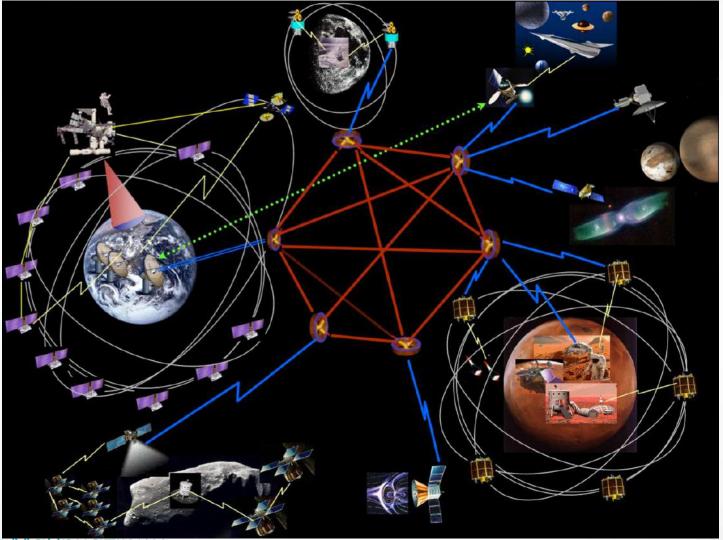
http://ipnsig.org/wp-content/uploads/2012/07/DTN\_Tutorial\_v2.04.pdf





#### Update: <a href="https://www.nasa.gov/content/dtn">https://www.nasa.gov/content/dtn</a>

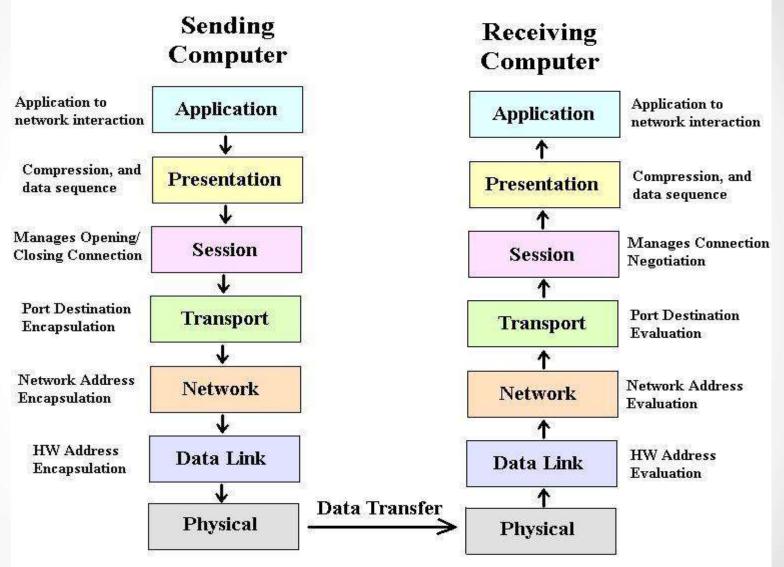
#### NASA Disruption Tolerant Networking







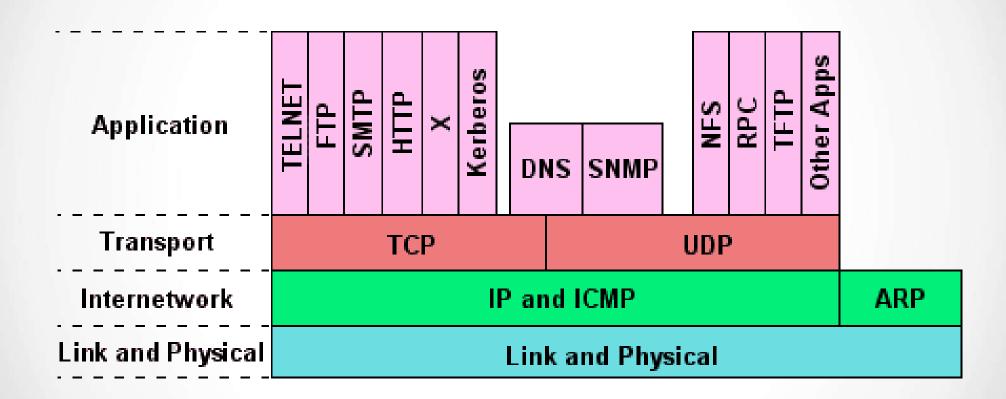
#### **Network Layer Interaction**







### Ad hoc Internet protocol stack







#### **OSI Model**

#### << Back

Layer #	Name	Mnemonic	Encapsulation Units	Devices or Components	Keywords/Description	
7	Application	All	data	PC	Network services for application processes, such as file, print, messaging, database services	
6	Presentation	People	data		Standard interface to data for the application layer. MIME encoding, data encryption, conversion, formatting, compression	
5	Session	Seem	data		Interhost communication. Establishes, manages and terminates connection between applications	
4	Transport	То	segments		End-to-end connections and reliability. Segmentation/desegmentation of data in proper sequence. Flow control	
3	Network	Need	packets	router	Logical addressing and path determination. Routing. Reporting delivery errors	
2	Data Link	Data	frames	bridge, switch, NIC	Physical addressing and access to media. Two sublayers: Logical Link Control (LLC) and Media Access Control (MAC)	
1	Physical	Processing	bits	repeater, hub, transciever	Binary transmission signals and encoding. Layout of pins, voltages, cable specifications, modulation	

#### OSI comparision with TCP/IP Protocol Stack

OSI#	<b>OSI Layer Name</b>	TCP/IP#	TCP/IP Layer Name	<b>Encapsulation Units</b>	TCP/IP Protocols
7	Application	F 7	Application	data	FTP, HTTP, POP3, IMAP, telnet, SMTP, DNS, TFTP
6	Presentation	4		data	
5	Session			data	
4	Transport	3	Transport	segments	TCP, UDP
3	Network	2	Internet	packets	IP
2	Data Link	1	Network Access	frames	
1	Physical	1		bits	

Hosted at Novgorod State University

http://www.vlsm-calc.net/models.php





### Εξέλιξη του Internet

1. Simplification of lower network layers, after the "Protocol Wars" (OSI, SNA, DECNET, appletalk, etc., ..... and TCP/IP) of the 1980s, and early 1990s.

"We reject kings, presidents and voting. We believe in rough consensus and running code.": David Clark at a 1992 talk describing the Internet Engineering Task Force





### Εξέλιξη του Internet

2. Convergence of applications, technologies and networks

Voice

Video

Data

Storage

V

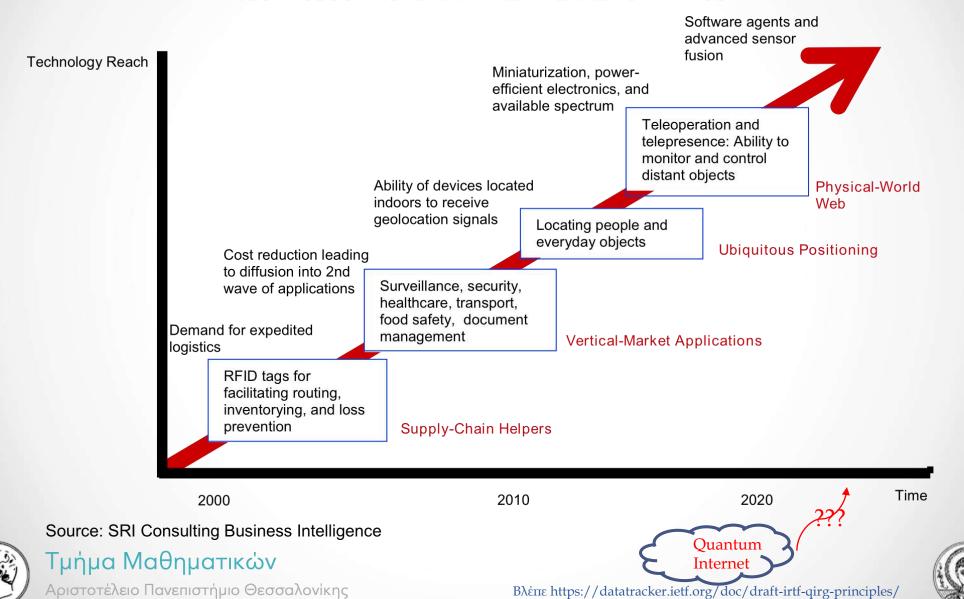
Broadband IP network





### Εξέλιξη του Internet

#### TECHNOLOGY ROADMAP: THE INTERNET OF THINGS



# Εισαγωγή ευρυζωνικών υπηρεσιών (broadband services)

- High Return On Investment per user, leading to sustainable and (in long term) profitability
- Cut costs & increase productivity in public sector
- Sectors for immediate application: health, education, lift of social / geographical exclusions





### Broadband services

- Basic network services are prerequisite
   DNS, directory services, e-mail, web, ftp, etc.
- Value added network services
  - Application & document sharing, video/audio only conference, video e-mail, online gaming, streamed video, digital music, VoIP, sync/async distance learning, etc.



# Προσφορά ευρωζωνικών υπηρεσιών

There is no single "killer application"!!!

SOLUTION: services 'bouquets':

- High speed
- o "always on" characteristic
- oflat fee





# Ταξινόμηση υπηρεσιών

- security & data services
  - o VPN, firewalls, parental controls
- entertainment
  - o Video on Demand, Music on Demand, Internet Radio
- Advanced telecommunications
  - VoIP, Video telephony, mobility
- Tele-control / smart buildings
  - o security, surveillance, utility management





# Οργάνωση

- Networks (Classes A E, + CIDR, IPv4/IPv6)
- Autonomous Systems (AS)
- Network Operations Centers (NOCs)
- Internet Operation =

"Collaboration, Collaboration, Collaboration"!!!

Since 9/2010 the Task Force on Network Operation Centers (TF-NOC) brings together NOC managers, engineers, developers, operators, controllers and project managers interested in NOC functions ...

See http://wiki.geant.org/display/SIGNOC/SIG-NOC+Special+Interest+Group+-+Network+Operations+Centre

http://www.geant.org





# Οργάνωση

#### Staff:

- roles (request routing, specialized addressing of requests)
- coverage (place time of response / address of issues),
- Jurisdiction responsibilities (administrative boundaries, obligations)
- NOC organization (centralized hierarchy, distributed structures, external assignments)
- Integration of tools and methodology of work





# Οργάνωση

Profile of network users and NOC services

 A framework of NOC obligations against users (Service Level Agreements - SLAs, Service usage Regulations)

 Methods – Tools to communicate with users and manage them





# Οργάνωση: Documentation at NOC

- What kind of information is documented at NOC?
- Internal / external documentation
- Tools to create, maintain, promote documentation
- Best Practices





# Διοίκηση

Internet governance: shape the evolution and use of the Internet
Who? Governments, private sector, civil

How? Develop and apply

What? norms, rules, decision-making procedures, and programs



society



# Διοίκηση: Όργανα διακυβέρνησης

- Internet Assigned Numbers Authority (IANA) ==>>
   Internet Corporation for Assigned Names and Numbers (ICANN)
- Regional Internet Registries (RIRs)
  - o ARIN, RIPE NCC, APNIC, LACNIC, AfriNIC
- Internet Society (ISOC)
- Internet Architecture Board -->> ISOC
- Internet Engineering Task Force (IETF) -->> ISOC
- Internet Engineering Steering Group (IESG)
- Internet Research Task Force
- Internet Research Steering Group
- Internet Governance Forum





#### Internet bodies

- Internet Engineering Task Force (IETF)
- Internet Assigned Numbers Authority (IANA)
- ICANN the Internet Corporation for Assigned Names and Numbers
- Internet Society (ISOC)
- Number Resource Organization
- Regional Internet Registry (RIR)
- Internet Research Task Force (IRTF)
- Internet Architecture Board (IAB)

#### **United Nations bodies**

- Internet Governance Forum
- World Summit on the Information Society
- Working Group on Internet Governance





### Internet & Web standards

- Recommendations published by the World Wide Web Consortium (W3C)
- Internet standard (STD) documents published by the Internet Engineering Task Force (IETF)
- Request for Comments (RFC) documents published by the Internet Engineering Task Force

Internet Draft -> Proposed Standard (RFC) -> Internet Standard

- Standards published by the International Organization for Standardization (ISO)
- Standards published by Ecma International (formerly ECMA)
- The Unicode Standard and various Unicode Technical Reports (UTRs) published by the Unicode Consortium
- Name and number registries maintained by the Internet Assigned Numbers Authority (IANA)





### Semantic Web

Convert the web of unstructured and semi-structured documents into a "web of (linked) data"

#### Frequently Asked Terms:

- Web 3.0
- Dataset
- Linked Data
- Open Data
- Resource Description Framework (RDF)
- DBpedia
- Ontologies

- Web Ontology Language (OWL)
- SPARQL
- Simple Knowledge Organization Systems (SKOS)
- Open Knowledge Foundation (OKFN)
- Comprehensive Knowledge Archive Network (CKAN)





### Διοίκηση:

### Χρηματοδότηση

### Sources

- AUTh annual budget
- AUTh Research Committee
- Competitive Research projects

### Indicative Expenditure categories

- Hardware, software, equipment
- Other / maintenance support
- disposables
- Personnel salaries
- Travel expenses





#### 1) Monitoring:

- Traffic monitoring
  - Observation and measurement of the evolution of the traffic on an interface or line.
- Fault monitoring
  - Checking and tracing of failures and errors in network equipment and lines.
- Physical Infrastructure monitoring
  - Observation of physical parameters like temperature, humidity, open doors, etc.
- Flow monitoring
  - Observation of the sets of packets passing a point in the network during a certain time interval.
- Routing monitoring
  - Viewing of the IP routes from/to an AS and the routing protocols employed.
- Multicast monitoring
  - Observation of multicast topology and availability.
- Logging
  - Storage of the records of events from devices.



#### 2) Problem management:

- Alarming
  - Getting warnings about problems or incidents.
- Diagnostic
  - Following a procedure in order to identify the source of a problem.
- Sniffing/analyzing
  - Investigating inside the packets of data to find the origin of a problem or malfunction.

#### 3) Performance management

- Passive or active measurement of the throughput of a connection to analyze its efficiency.
- 4) Multi-domain management
- Management of connections that traverse several management domains.
- 5) Reporting and statistics
- Querying of data sources for reference and statistics.





#### 6) Ticketing

Process for the tracking of incidents, problems or tasks

#### 7) Change management

· Controlling and recording of changes in values, technologies, etc.

#### 8) Configuration management and backup

 Control and backup of the configuration for the routers, switches and other pieces of equipment.

#### 9) Chat/communication/coordination

Communication with people, either in the same institution or in other institutions.

#### 10) Knowledge management/documentation

Storing and sharing knowledge information to improve the efficiency in an organization.

#### 11) Security management

 Control of physical and logical resources to avoid third parts from attacking the resources of an institution.





#### 12) Inventory management

 Organization and control of information about an institution's devices, materials and products.

#### 13) Resources management

 Organization and control of logical resources such as IP addresses, AS numbers, circuits numbers, topology documentation, etc.

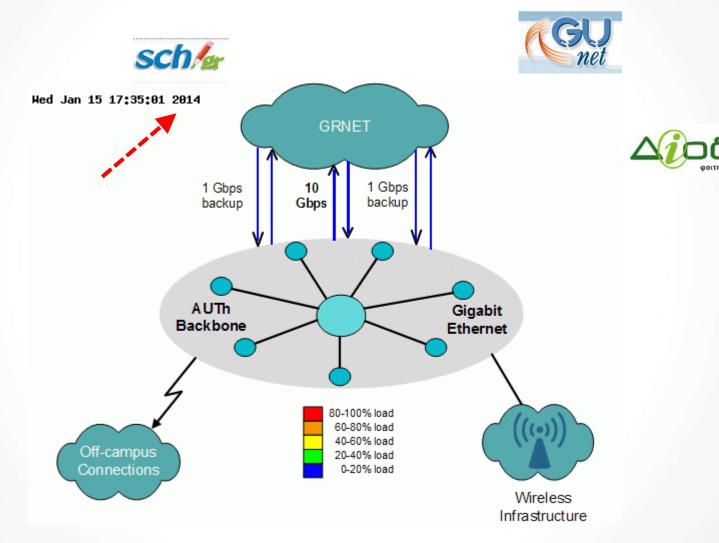
#### 14) Out-of-band access

Access to the network devices of an institution from an external network





### Internet infrastructures at A.U.Th.





### The Network

- Intranet:
  - Networking for secretariats, datacenters, etc.
  - 0 10.0.0.0, 192.168.0.0
- Internet (IPv4):
  - o 155.207.0.0 (AUTH-NET)
  - o 192.104.147.0 (AUTH-TO-OTHERS)
  - o Autonomous System: AS-5470
  - o auth.gr, απθ.gr
- Internet (IPv6 enabled):
  - o ID: W1-GR-00002188





### The Network

 Infrastructures at AUTh (fiber optic cabling, wireless links, switches, routers, servers, etc.)

- Services maintained and offered at AUTh (email, voice, video, web services, etc.)
- E-infrastructures/"middleware": LDAP, PKI, AAI)

 Tools for administration and monitoring of the network (netcop, nagios, etc.)



https://it.auth.gr/el

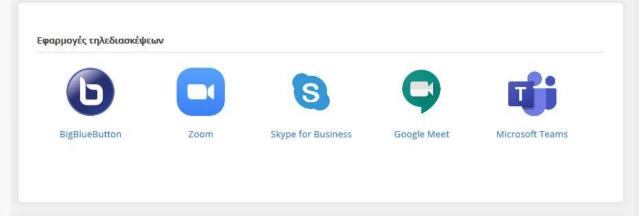


it.auth | κέντρο Ηλεκτρονικής Διακυβέρνησης ΑΠΘ

#### Πραγματοποιήστε μία τηλεδιάσκεψη

Είστε διδάσκων ή θέλετε να πραγματοποιήσετε μία τηλεδιάσκεψη με την ομάδα σας;

Δείτε τις οδηγίες για εφαρμογές τηλεδιασκέψεων (Zoom, BBB, Skype for Business, Google Meet) που παρέχονται στα μέλη του ΑΠΘ σε αυτήν την ιστοσελίδα.



#### Σύντομες οδηγίες

Θέλω να αποκτήσω ασύρματη πρόσβαση στο δίκτυο

Θέλω να αλλάξω/επαναφέρω τον κωδικό μου

Ποιό είναι το περιβάλλον που συγκεντρώνει όλες τις ηλεκτρονικές υπηρεσίες του ΑΠΘ σε ένα σημείο;

Περισσότερα...

# Τμήμ



#### Είμαι

Φοιτητής

Διδάσκων

Προσωπικό

Απόφοιτος

Υπηρεσίες για όλα τα μέλη του ΑΠΘ

#### Κατάσταση υποδομής και υπηρεσιών



Πρόβλημα σε κύριο σύστημα παραγωγής που επηρεάζει όλους τους χρήστες

#### Υποστήριξη



Live Chat



2310 999000 2310 999100



support@auth.gr

#### Δημοφιλέστερες υπηρεσίες



To email μου



Ιδρυματικός λογαριασμός



Ασύρματη πρόσβαση



Υπηρεσίες ηλεκτρονικής γραμματείας φοιτητών

#### Χρήσιμα links

Ευρετήριο προσώπων Ευρετήριο μονάδων ΑΠΘ Υάρτης σημείνη παρουσίας ΔΠΟ.



### Cabling: Activities

- Study and supervision of new installations and expansions of network cabling infrastructure
- Location and repair of faults and maintenance of network cabling structure
- Maintenance and cleaning of network node locations
- Operation of the Cabling Management System (CMS) and data entry to it





### Cabling: Activities

- Monitoring and administration of Uninterruptible Power Supplies (UPS) for NOC
- Study, supervision and maintenance of electrical power facilities in NOC and network premises
- Study and supervision of air conditioning facilities (NOC premises, data centers and network node locations)





#### **Network Documentation**

- Floor plans including network outlet positions (in Visio)
- Imprinting of copper distribution boxes in .doc format
- Imprinting of fiber optic distribution boxes in .xls format
- Data structures for network outlets per building, per floor in MySQL DB. Web based management application (NOCWeb).
- Files of measurement data and respective viewers for outlet certification





# Floor plan with network outlets



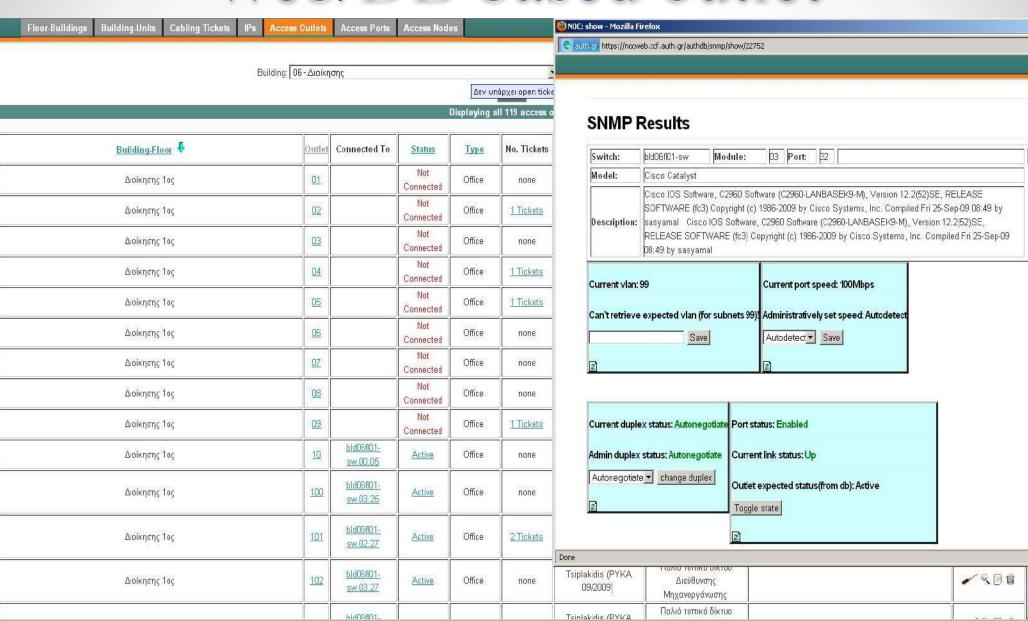
Αριστοτέλειο Πανεπιστήμιο Θεσσαλονίκης Τμήμα Μηχανικών Χωροταξίας και Ανάπτυξης Βέροια- Κτίριο Α (γραμματεία)







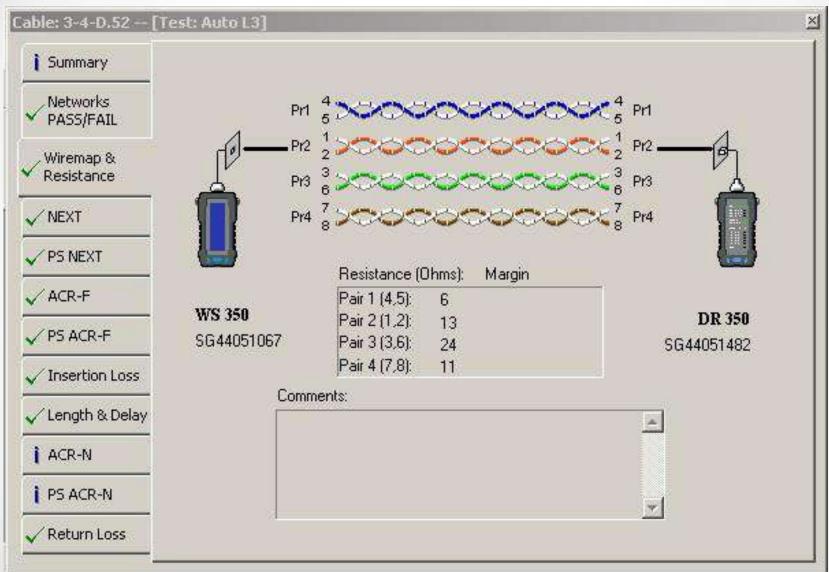
### Web/DB based outlet



CALL AND

Done

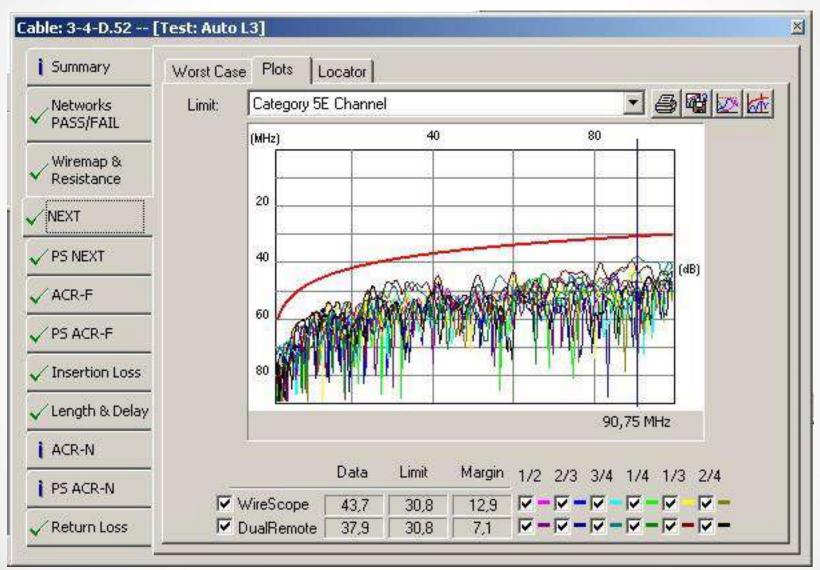
### Outlet measurement &







### Outlet measurement & certification







### Cabling: Problem solving

- Registration of user problems through ticket opening from helpdesk.
- Locating faulty network outlets by checking data bases, floor plans, distribution boxes files and certification measurements
- Technician on site call
- Check of cabling and outlet
- Damage repair





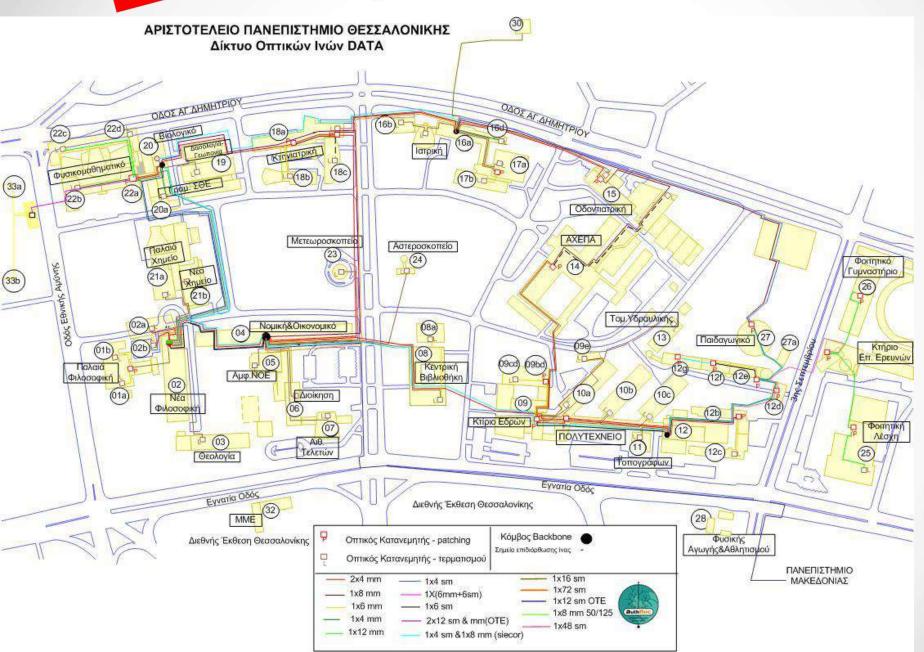
### Cabling: Tools

- Fiber and copper cabling control instrument (cable tester).
- Network function control instrument (network tester).
- Tools to terminate copper (UTP) outlets
- Tools to terminate cables at patch panels in network nodes.
- Various small tools for UTP and power cabling (stripper, screw drivers, multimeters, etc).





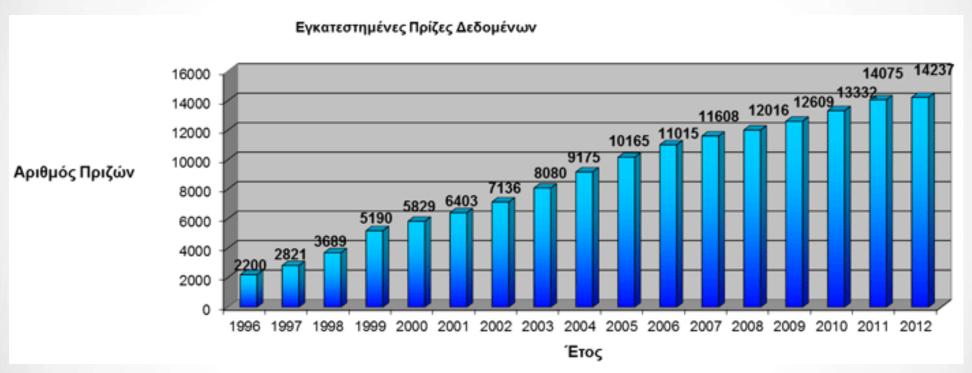
# ©2014Fiber optics network at AUTh





#### Indicative statistics

### Long-term gradual deployment!



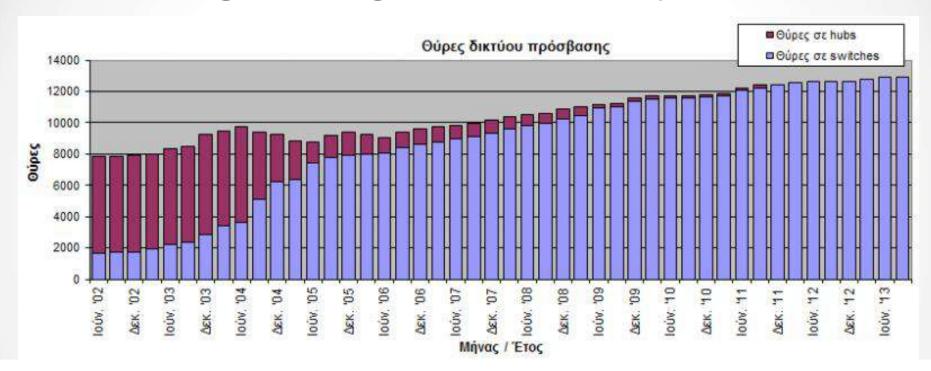
17 network expansion phases 1995 - 2011





#### Indicative statistics

### Long-term gradual deployment!

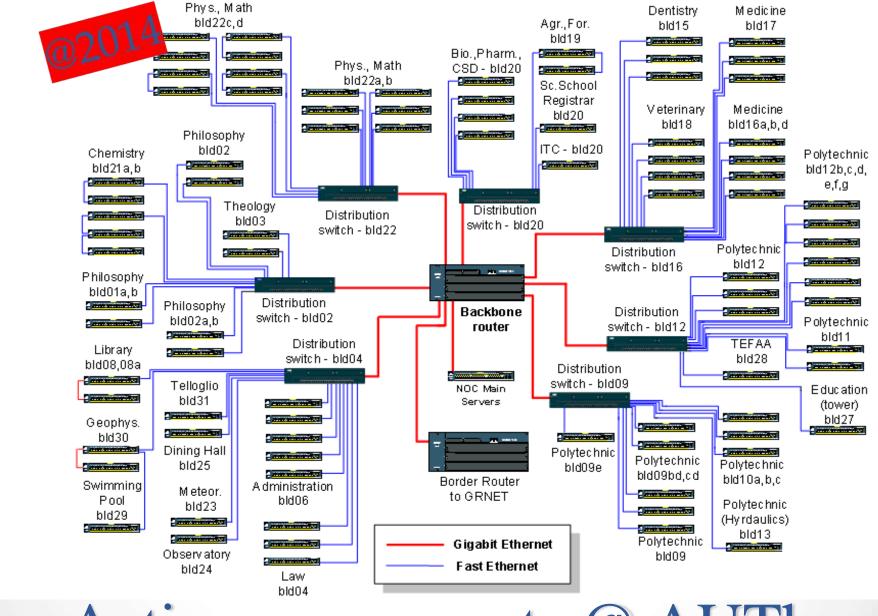


User access ports:

Transition from shared to switched ethernet 2002 - 2011







Active components @ AUTh

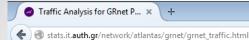


### Activities

- Routers and ethernet switches
- Connections to remote units
- Connections to the Internet through GRNET
- Detection and resolution of security and network abuse incidents ("in-house" software development)
- Installation and configuration of firewalls
- Network traffic and usage statistics (MRTG, IP accounting)









#### Traffic Analysis for GRnet Primary Link

System: atlantas.ccf.auth.gr

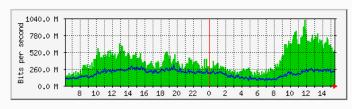
Interface: Vlan503

Max Speed: 10 Gbps

### MRTG statistics

The statistics were last updated **Wednesday**, **15 April 2015 at 15:30**, at which time **'atlantas.ccf.auth.gr'** had been up for **81 days**, **2:37:04**.

#### 'Daily' Graph (5 Minute Average)

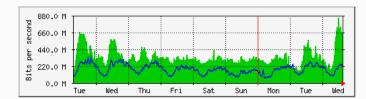


 Max
 Average
 Current

 In
 1013.3 Mbps (10.1%)
 384.5 Mbps (3.8%)
 543.0 Mbps (5.4%)

 Out
 332.4 Mbps (3.3%)
 187.4 Mbps (1.9%)
 219.9 Mbps (2.2%)

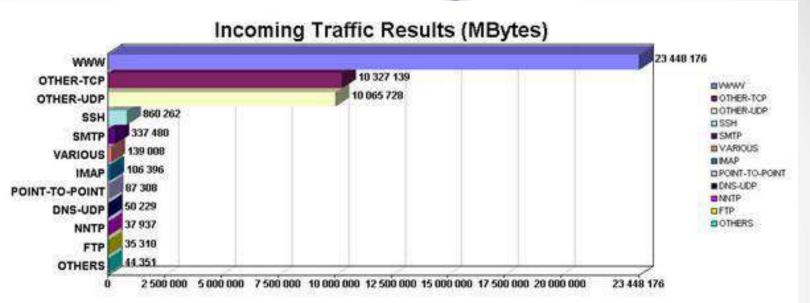
#### 'Weekly' Graph (30 Minute Average)

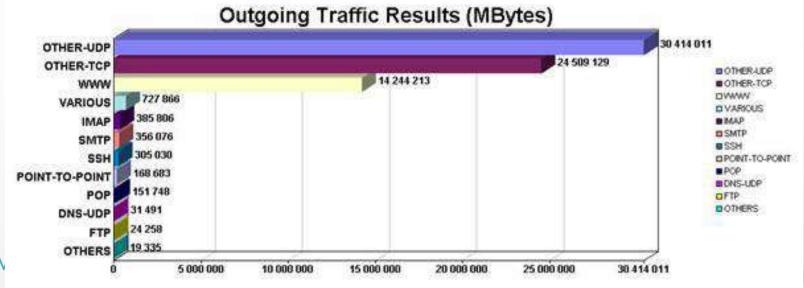






# IP accounting data









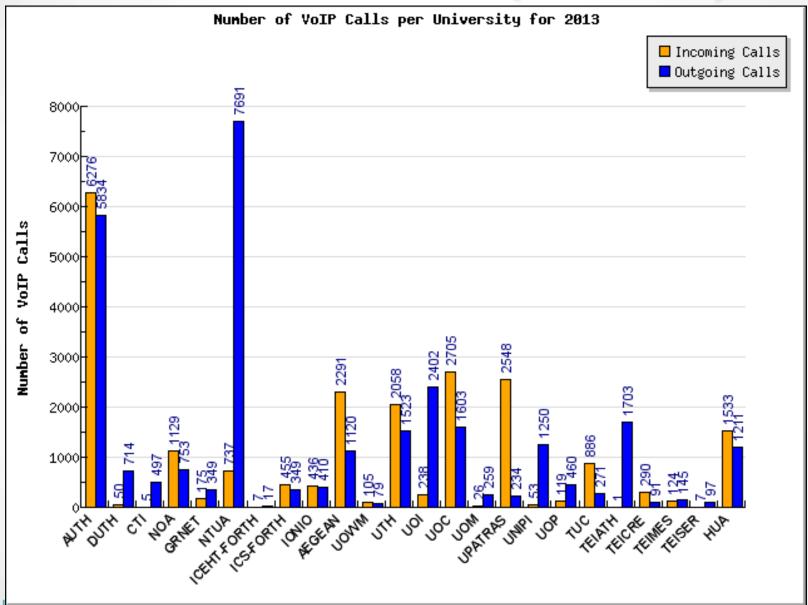
### Activities

- IP telephony and Voice over IP
  - Call switching to other academic institutions
  - Telephony provision to 4 remote units
  - IP telephony for NOC
- "Contact Center" for NOC helpdesk (serving AUTh and Greek School Network users)
- Wireless LANs (hundreds of access points under NOC administration)
- Dial-up service (through PSTN)
- 2<sup>nd</sup> level support for the GSN





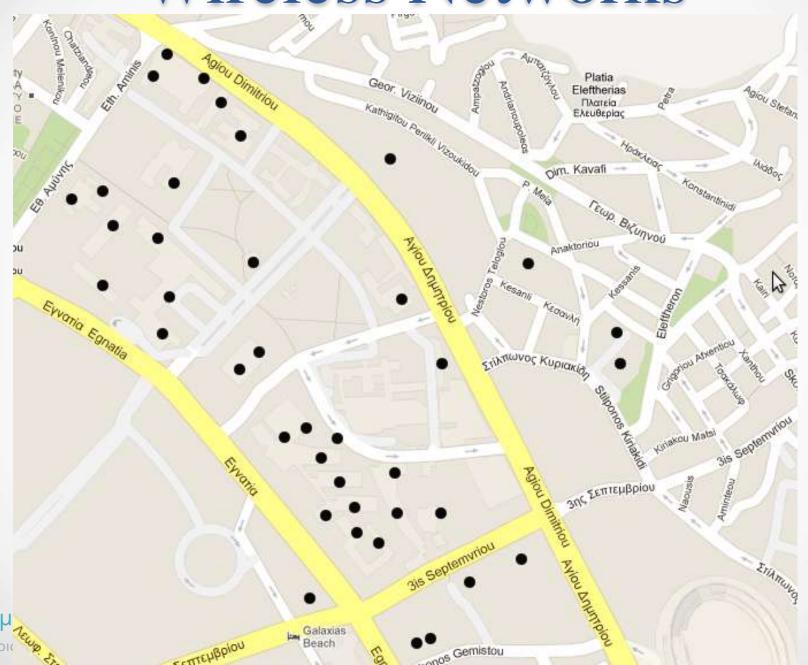
# VoIP statistics (GUnet)







# Wireless Networks





# Wireless networks (AUTh startup)

#### Καλώς ήρθατε στο ασύρματο δίκτυο

του Αριστοτελείου Πανεττιστημίου Θεσσαλονίκης!

Η πρόσβαση στο δίκτυο δεδομένων του ΑΠΘ μέσω ασύρματης υποδομής παρέχεται από το Κέντρο Λειτουργίας Δικτύου του ΑΠΘ.

#### ΕΝΗΜΕΡΩΣΗ:

Συνδεθήκατε σε ένα δίκτυο με περιορισμένη πρόσβαση, στο οποίο μπορείτε:

- Να αποδεχθείτε την κεντρική αργή πιστοποίησης HARICA
- Να δημιουργήσετε τον ιδρυματικό λογαριασμό σας, αν δεν διαθέτετε ήδη
- Να πάρετε οδηγίες για τη ρύθμιση της ασύρματης συσκευής σας για πρόσβαση στα δίκτυα:
  - eduroam (συνιστώμενο)
  - AUTh web connect (για περιστασιακή χρήση)

Για τεχνική υποστήριξη, επικοινωνήστε με το ΚΛΔ

#### Προχωρείστε στο noc.auth.gr



Δικτύου Α.Π.Θ.

Συνέχεια







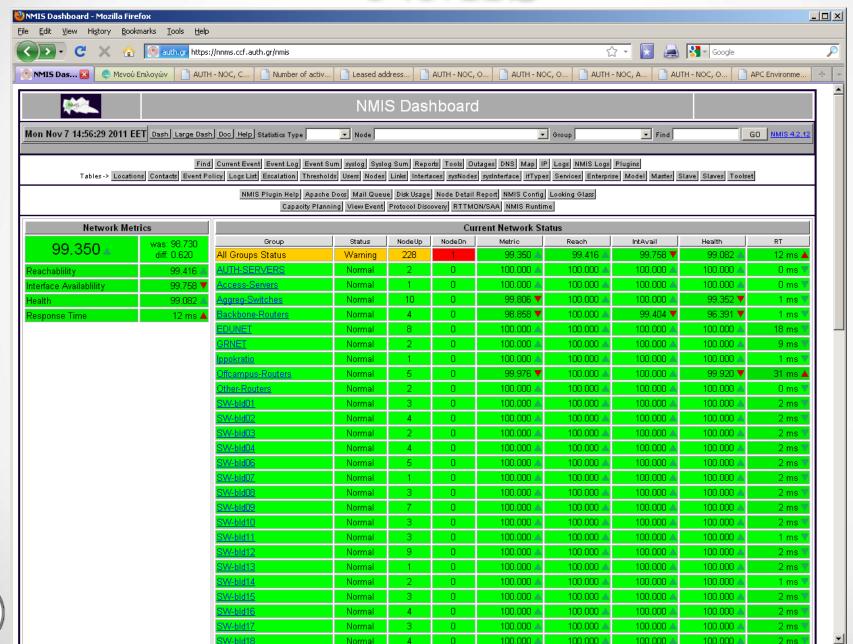
#### Platforms for management & services

- Network Monitoring:
  - NMIS (freeware)
  - Scripts developed "in-house"
- Statistics:
  - MRTG, Cacti, RRDtool, nfdump (freeware)
  - Scripts and sw application developed "in-house"
- Telephony & telephone user helpdesk system
  - Cisco Unified Communications Manager
  - Contact Center Express (Cisco)
- Access points Management
  - Wireless LAN Controller (Cisco)
  - Wireless Control System (Cisco)





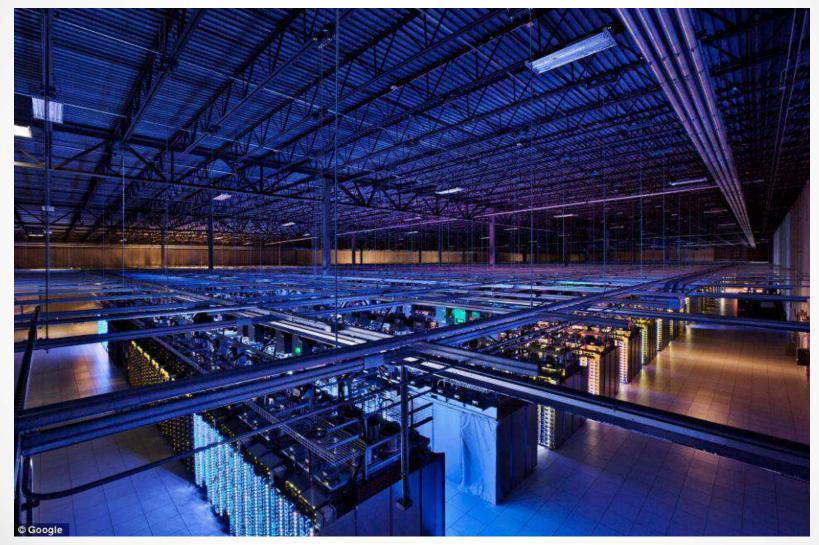








# Google 115.000 m<sup>2</sup> Datacenter @ Iowa

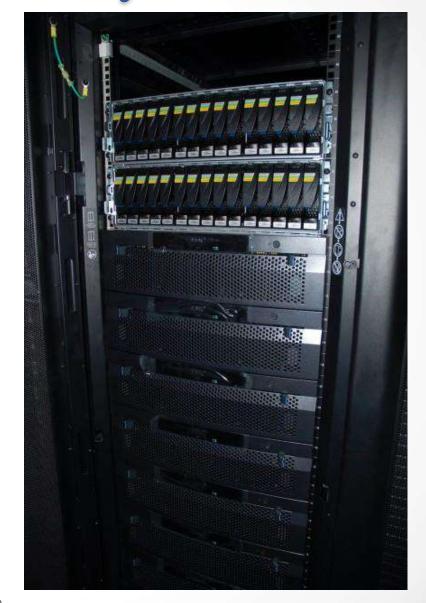






### Datacenter @ Ministry of Education









# AUThs' Central Datacenters at NOC: economies of scale at the University level

- Strategy
- Infrastructures
- Blade servers
- Network Attached Storage (NAS)
- Virtualization





# Strategic issues

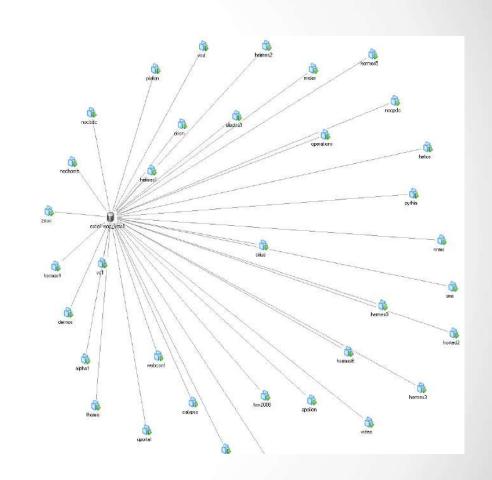
- Data protection
  - Central repository (storage consolidation)
  - Synchronization between two points (replication)
- Protection from hardware failures
  - Protection from faults in HW (servers + disks)
  - Live virtual machine migration
- Optimum resource exploitation
  - o processor, memory, storage, network
  - Dynamic management
  - Easy allocation
- Economies of scale





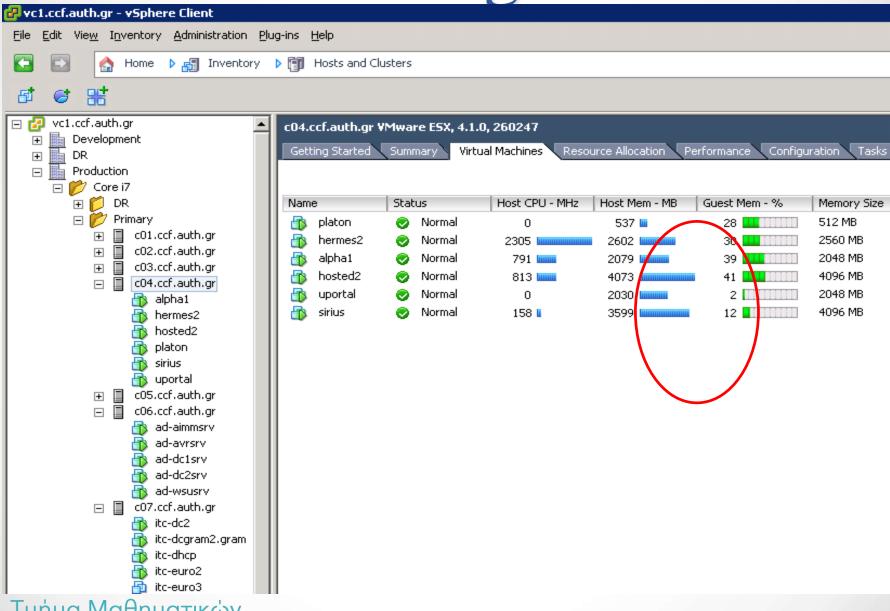
### Virtualization implementation

- 2006 first try of «virtual servers» through vServers
- 2009 after trials and comparison, the VMware commercial solution is adopted
- 2011- 30+1 hosts host 103
   VMs
- Enough "horse power' to double VM population





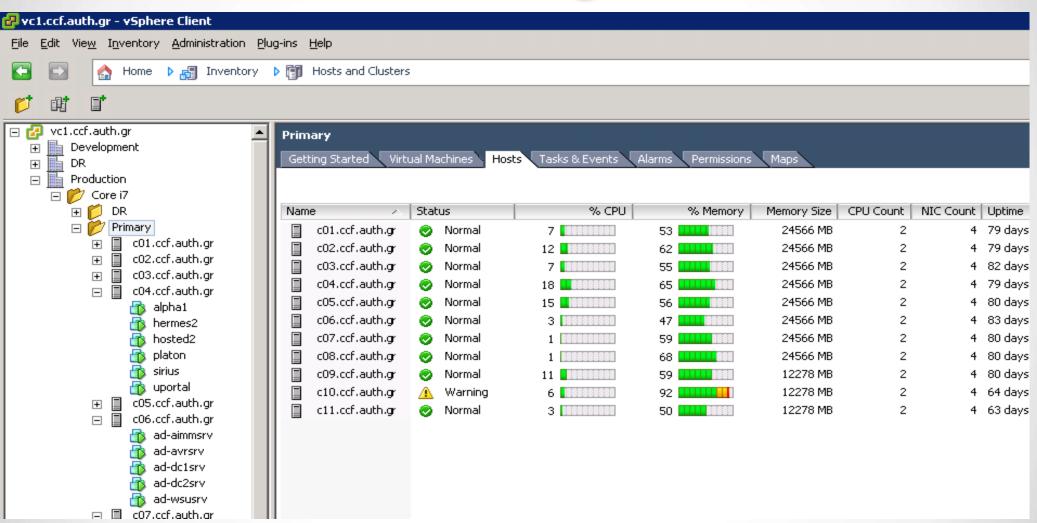
# VM management







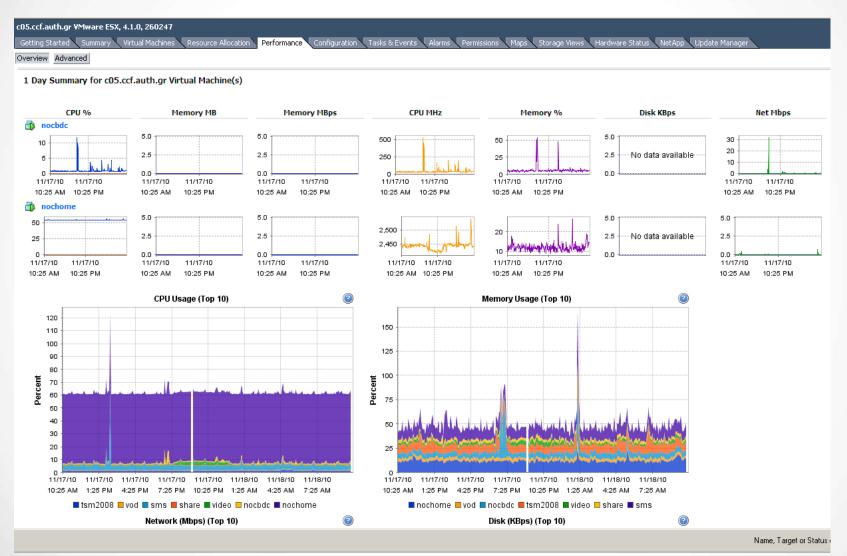
# Host management



67



# Resource monitoring







# Virtualization advantages

- Make servers independent of specific hardware
- Live migration of a VM between blades
- Live resource addition (disks, memory, CPU)
- Flexibility in management
- Manager without need for physical access
- Survival from catastrophes and failures (business continuity)
- Centralized mechanism to make backup copies
   snapshots of whole VMs are taken easily
- Centralized monitoring of state («health») of VMs





### NOC Services (indicative)

Electronic mail (e-mail)

- W
- Personal Online Storage Personal Webpages
- Wireless Access (Wi-Fi)
- Access to electronic resourceduroum I)
- Detailed description of services : <a href="http://noc.auth.gr/services">http://noc.auth.gr/services</a>
- Detailed service usage instructions : http://noc.auth.gr/manuals





# Landscape of services

#### Personal

User authentication is required in order to access services:

NOC, ITC, University Library, Secretariats, other Service Providers

#### Web services

Website development AUTh and NOC

Infrastructure for website hosting
Other AUTh units

Interfaces development
Press news, tele-education

Directory services, e-university

#### **Network Access**

Connection to AUThnet

- Wired
- Wireless
- Through a secure channel

#### Voice and Video

Cooperative activities

- telephony
- Video transmissions
- teleconference







### Personal

Services available to all members of AUTh after user authentication

- mail antispam antivirus
- Web pages + personal data storage
- digital certificates
- login.auth.gr access to services without password exposure (through Single Sign On - SSO)



#### Web services

Web services address users inside or outside AUTh

- Websites for NOC and AUTh
- Interface for institutional user account
- Application for press news press.auth.gr
- Web site hosting for units and users (plesk)
- Application for electronic lessons (eclass)
- Search engines and point maps
- webmail.auth.gr server





#### Voice and video services

Services that support activities and meeting live

- web conferencing
- video lecture streaming
- voice over IP
- instant messaging





## Special Services

- Queries from AUTh units to the University Catalog (ΠΥΚΑ)
  - Access to AUTh members' data
- (e-mailing lists)
  - o members of collaboration teams exchange email
- mass-mail tool
  - Massive e-mail delivery to all users, or special interest groups.
     Recipients addresses are pooled dynamically from user management platform
- Proxy services
  - Accelerated access to web pages through web proxy
- Quarantine of virus infected computers
  - o special VLAN for communication through quarantine server
- Computer time synchronization (clock.auth.gr)





#### Middleware

Infrastructure service, supporting production services

- Computer naming-addressing (DNS-DHCP)
  - Assignment of IP address and FQDN to computers at AUTh
- University Catalogue (ΠΥΚΑ)
  - Data base containing data for AUTh members
- User management platform (uManage)
  - Handling of institutional user accounts at AUTh
- Directory Services (LDAP)
  - Serves queries from all production services for user data
- Authentication Authorization Accounting (RADIUS AAA)
  - User access and rights control for core υπηρεσίες
- Authentication Authorization Infrastructure (AAI)
  - Access control especially for web services





## User Management

uManage – software developed in-house to facilitate management of user accounts at AUTh

#### Consists of:

- Websites for users
  - register.auth.gr
    - Automated registration using one-time password
  - accounts.auth.gr
    - Management of account's settings and services
- Website for administrators
  - umanage.ccf.auth.gr
    - o Creation, renewal, expiration, locking, check for proper functionality of user accounts
- backend
  - database, sql procedures-triggers, soap web interfaces
  - scripts to update LDAP
  - cronjobs for account expiration and informational message sending





## Directory Services

Offer info about users and services users are granted

- ПҮКА db
  - Connected to secretariat db + Personnel db
- Master LDAP
  - o schema attributes
- Slave LDAP redundant servers
- Queries for user data from:
  - NOC production services
  - Other AUTh units
  - User mailers and search tools





#### Access control AAA

#### Access control for production services

- Radius AAA cooperates with core services wifi, wired, dialup, voip, vpn,
  - Authentication + Authorization from LDAP
  - Accounting to databases



#### Access control AAI

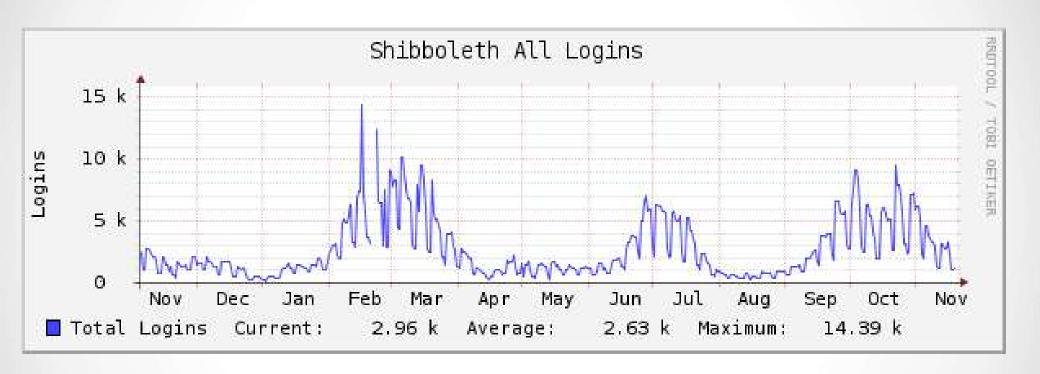
Access control for web services using Authentication Authorization Infrastructure

- Identity provider
  - Single sign-on (PubCookie)
  - Identity Provider (Shibboleth)
- Service providers at AUTh and third parties
  - Federated service
  - User-controlled attribute release
    - Secretariat services, Technical Depts, HEAL-LINK, GRNET, GUNET





#### Cacti statistics





# The Greek School Network (GSN)

- Largest public network in Greece
- Connects more than 14.300 schools, 3.400 educational units and libraries
- Closed educational intranet student safety is a primary target.
- Value added network services for the education
- Based on open source development
- User support and training for the services GSN provides
- Network infrastructure complementary to GRNET
- Broadband access GSN is a central target





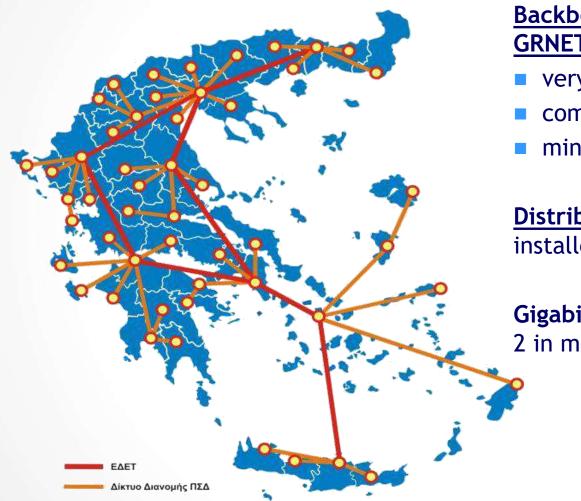
# **GSN** operations

- Part of ministry's strategic planning to introduce and utilize ICT in education
- Implemented by a cooperating human network:
  - Ministry of education
  - 2 Research Centers, 9 Universities, 2 TEI
  - AUTH participates through NOC which is responsible for:
    - User helpdesk (at Thessaloniki, Pella, Serres)
    - Service Level Agreement (SLA) framework for ICT services
    - Computer Security Incident Response Team CSIRT for the GSN
- Best Practice at a national and international level





# Network backbone



#### Backbone network provided by GRNET:

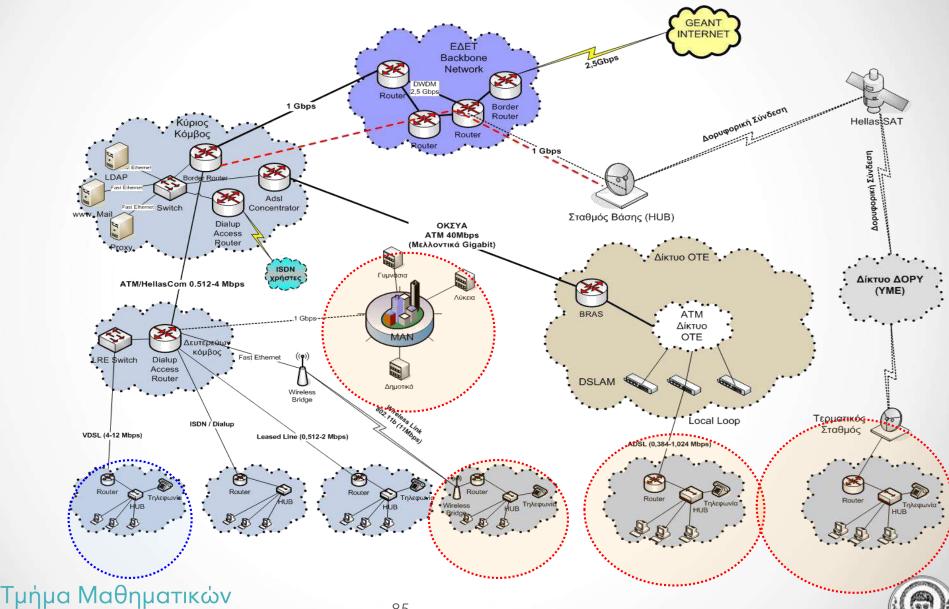
- very good collaboration
- complimentary operations
- minimizing OPEX

<u>Distribution network</u>: 51 nodes installed inside OTE premises

**Gigabit** interconnections to GRNET-2 in more than 10 major cities



#### **GSN Network architecture**



#### User helpdesk

#### Provides assistance to AUTh and GSN users

- Handles user requests and provides help to solve technical problems
- Organizes briefings, collects, organizes and presents statistics for NOC services
- Coordinates training activities and edits training material
- Creates user manuals and provides information for NOC services (telephone and on counter at AUTh campus)



#### User helpdesk

#### Handles requests for:

- o creation/renewal of user accounts
- Connection/registration to the network for new and moving computers
- Creation/update of e-mail aliases
- Creation/update of computer CNAMEs
- Hosting of webpages/websites at web.auth.gr
- Connection/registration of new wireless infrastructure networks





## User helpdesk

- Problem solving and technical assistance provision for:
  - Acquisition of digital certificates and connection through the VPN service
  - Computer connections to the network (wired, wireless, dialup)
  - e-mail settings for lots of applications and operating systems
  - Settings for personal storage space
  - Settings for all e-services provided by NOC



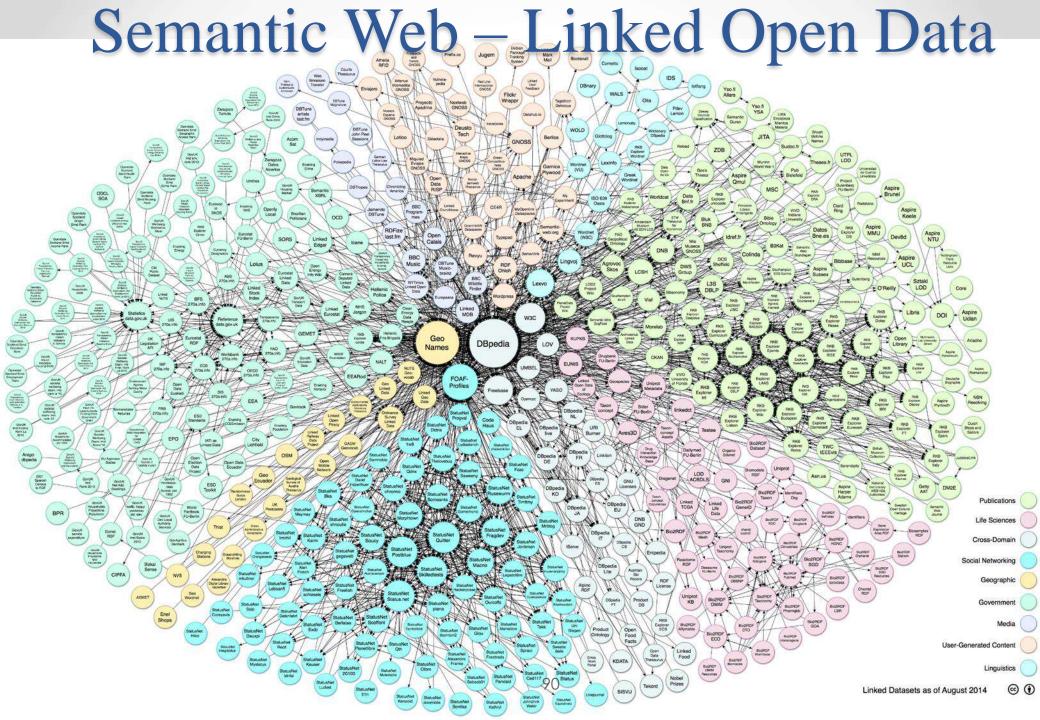


## Helpdesk activities

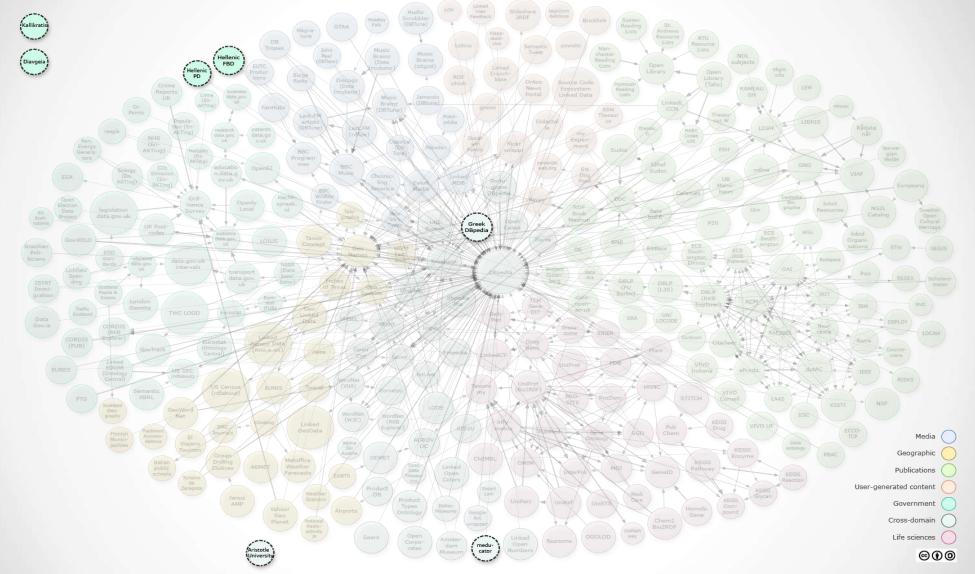
- NOC helpdesk is in charge of security incident handling for computers connected to AUTHnet. It handles:
  - $\circ$  Complains involving computers from AUTh (including 'home' computers from  $\Delta IO\Delta O\Sigma$ )
  - Cases of illegal content distribution (copyrights violations)
  - Cases of virus infected computers that try to infect other computers on the Internet







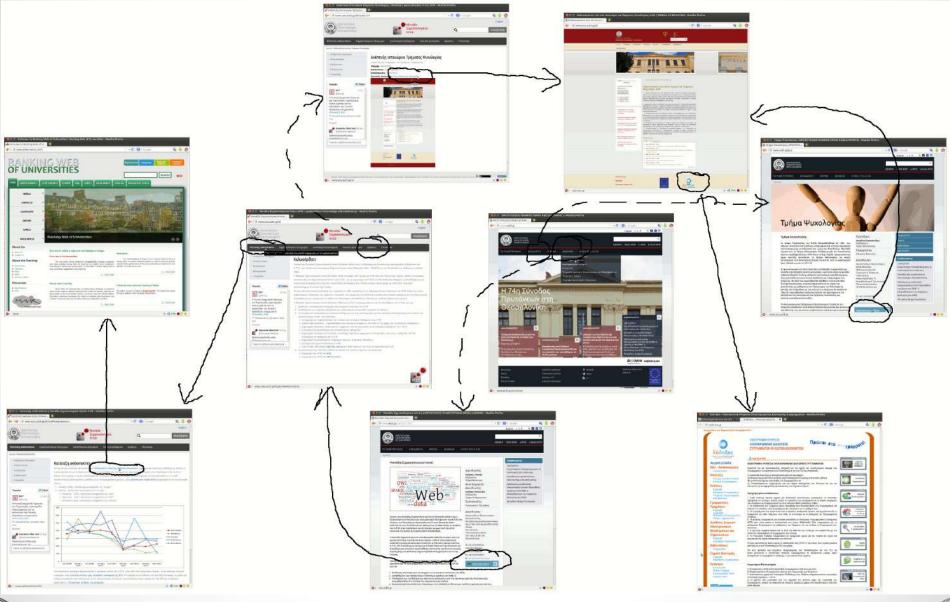
#### AUTh presence in Linked Open Data







#### Web of Documents (Web1.0)

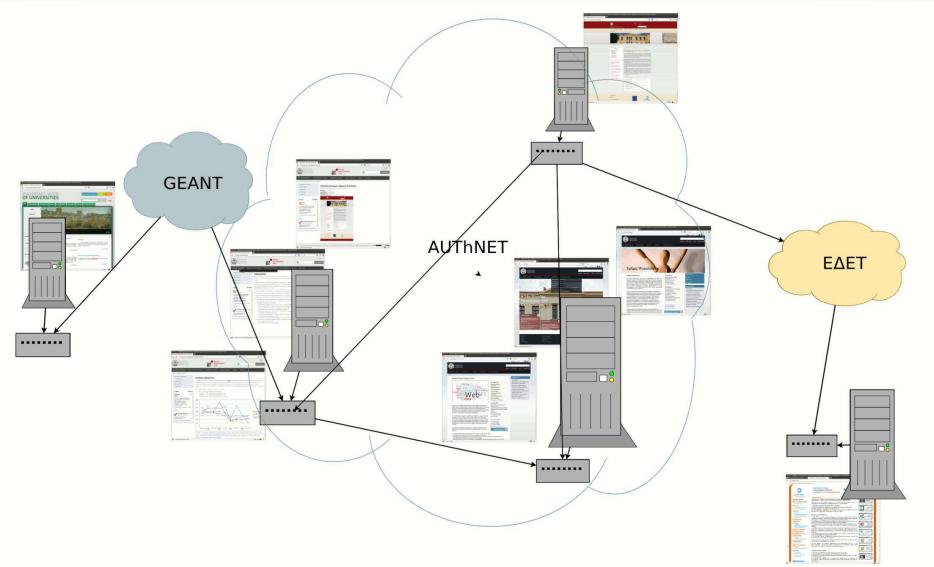






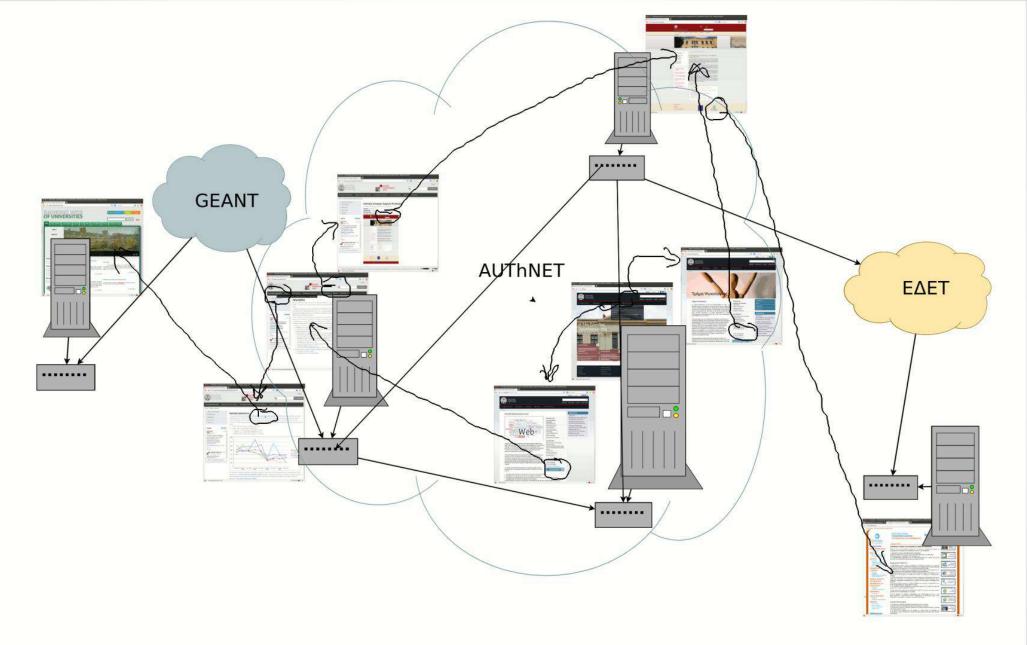


#### Υποκείμενες Υποδομές στο Web1.0



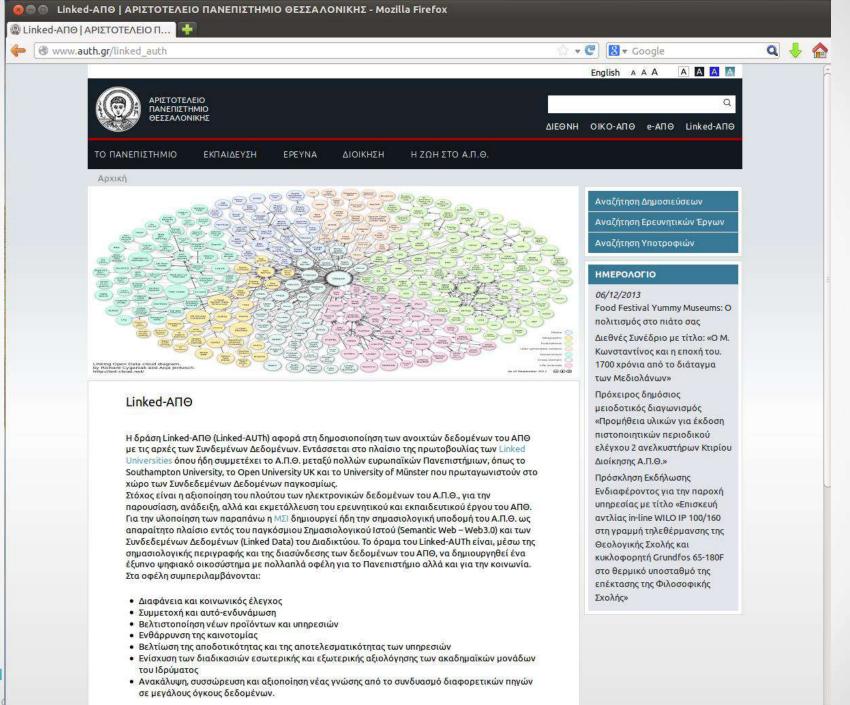






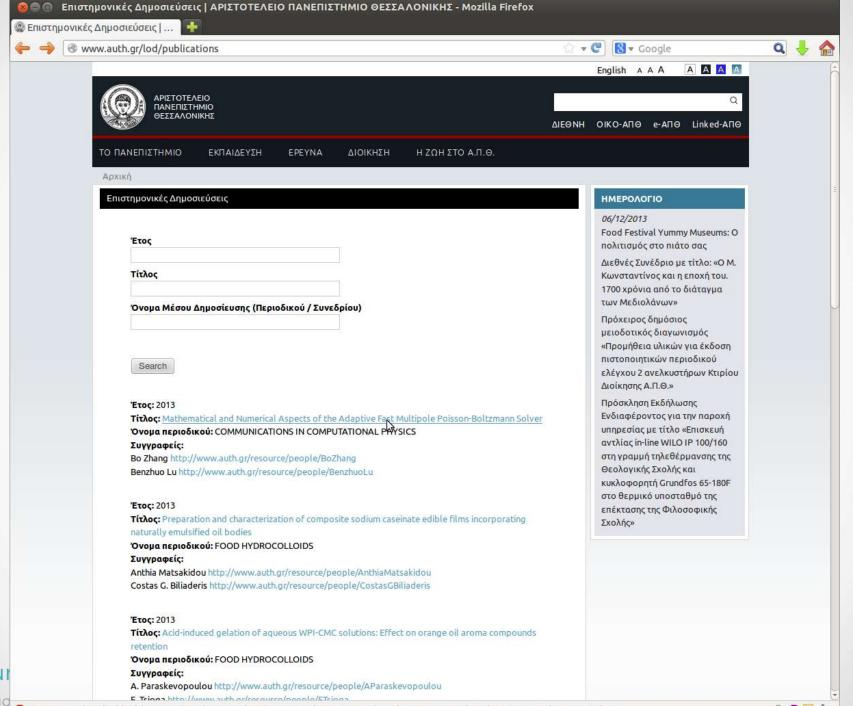






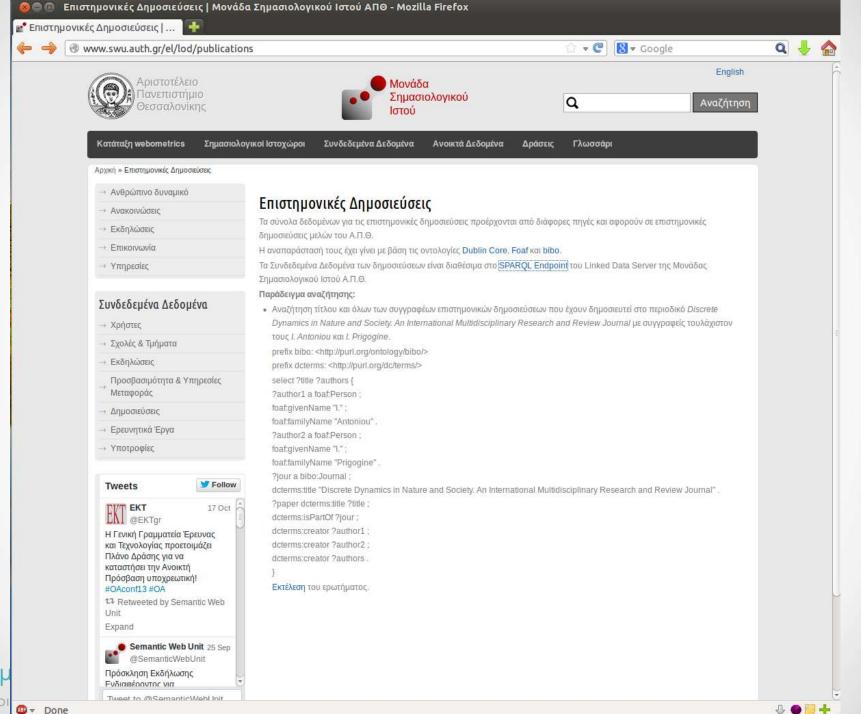


Η δημοσιοποίηση των ανακτών δεδομένων του Δ Π Θ ως Διασινδεδεμένα Ανοιχτά Δεδομένα δίνει



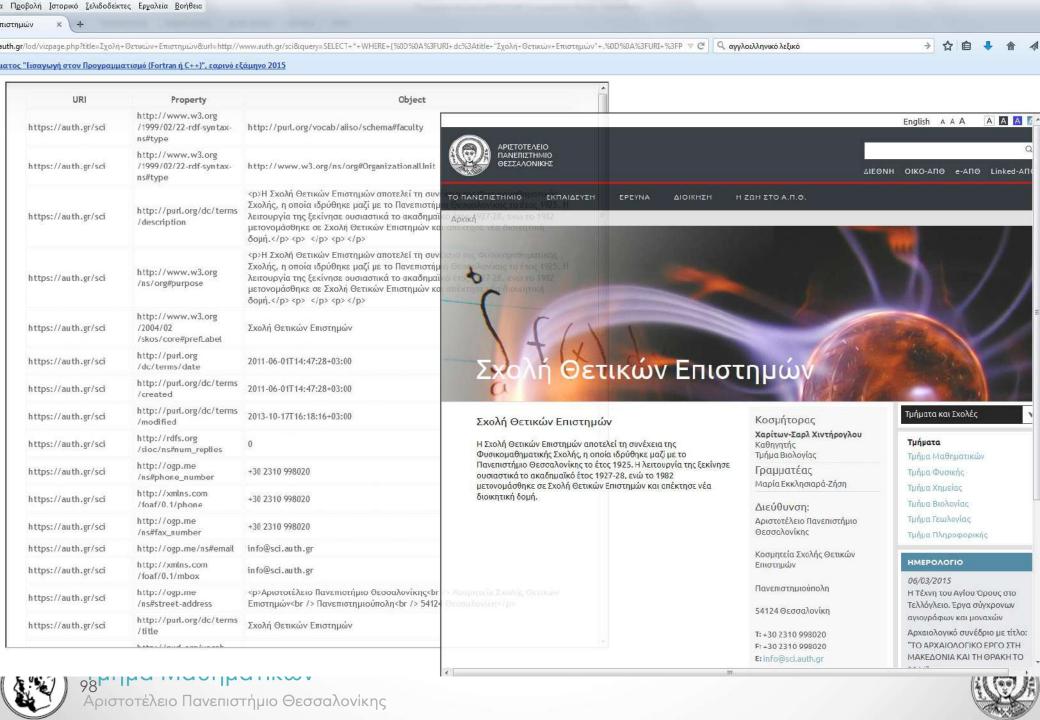




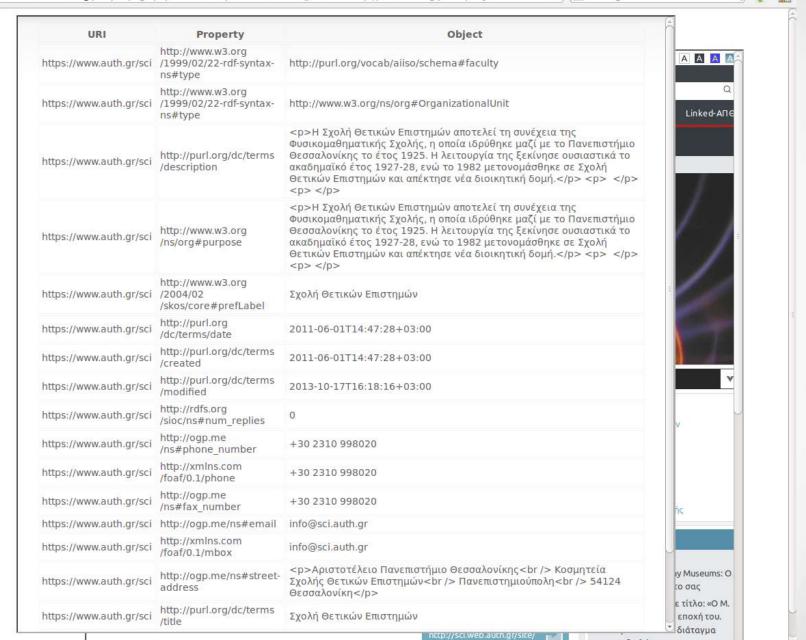


















991

#### Relevant Movies!

Lo and Behold, Reveries of the Connected World (2016) <a href="http://www.imdb.com/title/tt5275828/">http://www.imdb.com/title/tt5275828/</a>

The Circle (2017) <a href="http://www.imdb.com/title/tt4287320/">http://www.imdb.com/title/tt4287320/</a>

Zero Days (2016) <a href="http://www.imdb.com/title/tt5446858/">http://www.imdb.com/title/tt5446858/</a>

Banking on Bitcoin (2016) <a href="http://www.imdb.com/title/tt5033790/">http://www.imdb.com/title/tt5033790/</a>

Deep Web (2015) <a href="http://www.imdb.com/title/tt3312868/">http://www.imdb.com/title/tt3312868/</a>

Trust Machine: The Story of Blockchain (2018) <a href="https://www.imdb.com/title/tt7407496/">https://www.imdb.com/title/tt7407496/</a>





#### Bonus tracks:



http://www.matrix24.gr/2018/03/kalifornia-epiase-doulia-se-fastfountadiko-to-proto-rompot-psistis/



The X-Files S11E07 Story Line: In a world of ever-increasing automation and artificial intelligence, Mulder and Scully find themselves targets in a deadly game of catand-mouse.

https://www.imdb.com/title/tt6803124/?ref\_=ttep\_ep7

#### Exercise 1: Separate reality from sci-fi....





# Ερωτήσεις & Απαντήσεις

