



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

B

- 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

C

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, 13–14
cost 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

E

- 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

H

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, 159–160
 - Internet 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

M

- “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

N

- 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

O

- 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, 82–85
 - end-to-end network availability, divide-and-conquer 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
- 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

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

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, 48–51
- simple 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

T

- 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