The History of NOC Monitoring

Network Operations Center (NOC) monitoring is now an integral part of any network, but, like all standard practices, that wasn't always the case. Prior to the 1920s, there was no such thing as network management, let alone a NOC. AT&T didn't come up with a way to manage their network until they grew so large that peak demands caused delays. Below is a general timeline showing the evolution and critical events that NOC monitoring had a hand in.

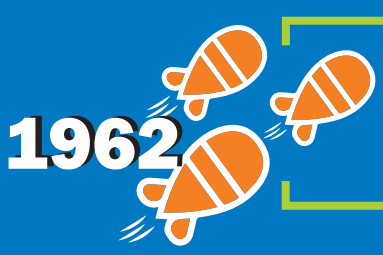


1920's

Network Management: AT&T Established Regional Traffic Control Bureaus in Chicago, Cleveland, and New York. These bureaus acted as a clearinghouse and provided information about incidents affecting traffic to integral switching centers. These centers closed in the late 1950s.

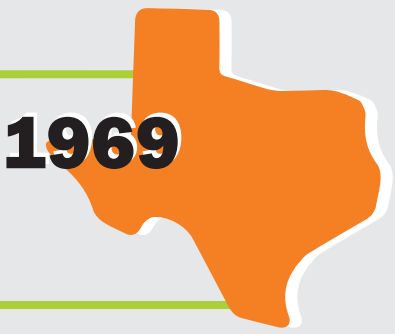
1960's

Network Control Center: Switch & route in real time. A single Control Center in NY could manage the relevant switching centers in response to unusual situations.



1962

Cuban Missile Crisis: AT&T placed controls to prevent the huge volume of Miami-bound calls from overwhelming switches and circuits in the Southeast.



1969

Houston we have a Control Center: The lunar landing was a technological feat accomplished through creative problem solving and extensive communication. Communication was done through a control center labeled Mission Control, based in Houston. The center has been updated throughout the years, and a modernized version is still used today.



1977

Network Operations Center: The NOC replaced the Control Center. This center was outfitted with domestic and international status boards, which would update 5 times a minute. Computers also informed managers with needed data to reroute calls.



1980's

Modernizing the NOC: The management of the network became increasingly automated, placing more importance on the "monitoring" function. Network managers used computer systems and terminals to find relevant information on any switch or route. They would use those systems to issue commands to areas in the network.



TODAY

3rd Party Services: NOC monitoring is now available as a paid service. Companies like CHR Solutions provide expert-level NOC monitoring to organizations that don't have the ability to retain the necessary in-house resources. This allows small to mid-sized companies to stay on top of all network issues, and enhance productivity.



TOMORROW

The Internet of Things (IoT) is going to force advances in everything NOC. Gartner predicts 24 billion IoT devices will be active by 2020. The sheer volume of devices involved in a network will skyrocket, requiring more robust monitoring tools. With so many devices requiring monitoring, further automation, likely powered by AI, will occur. This will allow NOC technicians to keep up with the sudden increase of devices without being overworked.

CHR Solutions

713.351.5196 • www.CHRManagedServices.com