Network Operations On A Public Utility Internet

Karl Auerbach

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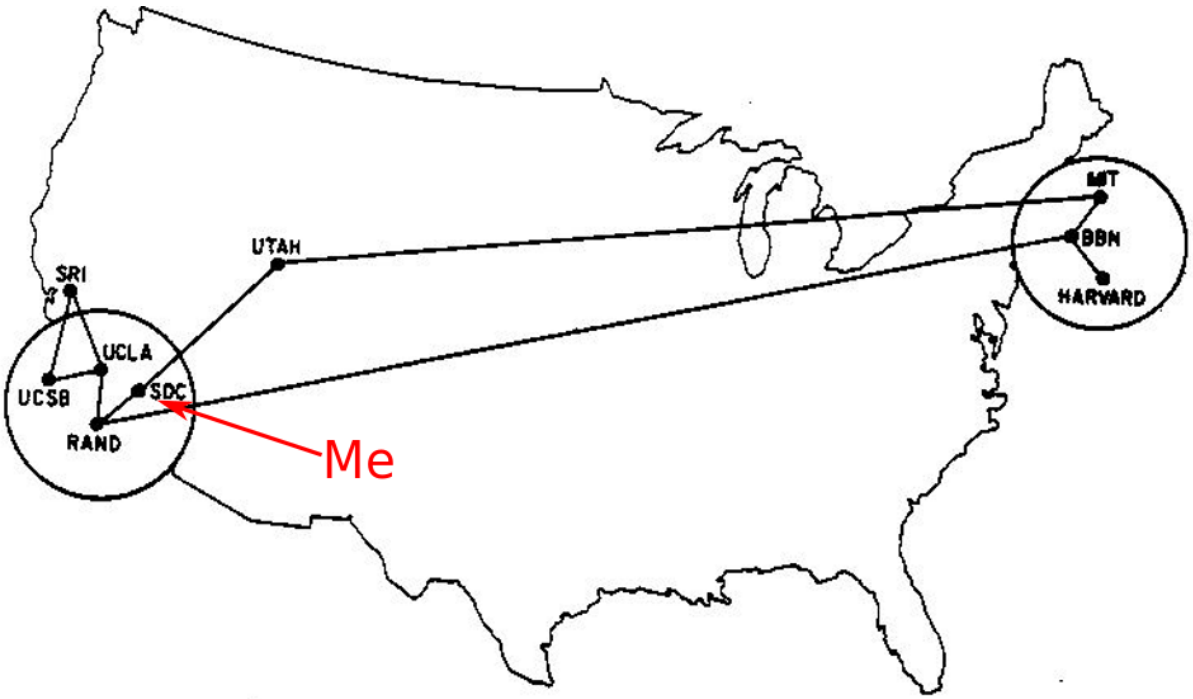
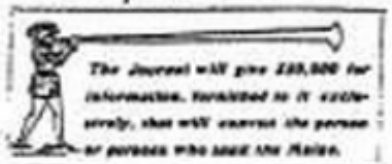


$50,000 REWARD.—WHO DESTROYED THE MAINE?—$50,000 REWARD.



The Journal will give $50,000 for information, furnished to it exclusively, that will convict the person or persons who sank the Maine.

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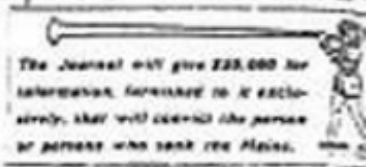

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NO. 3,372. ... NEW YORK, THURSDAY, FEBRUARY 17, 1898.—16 PAGES. PRICE ONE CENT

DESTRUCTION OF THE WAR SHIP MAINE WAS THE WORK OF AN ENEMY

$50,000!

$50,000 REWARD!

For the Detection of the Perpetrator of the Maine Outrage!

The New York Journal hereby offers a reward of $50,000 CASH for information, FURNISHED TO IT EXCLUSIVELY, which shall lead to the conviction and conviction of the person, persons or government responsible for the destruction with the loss of 258 lives of American sailors.

The $50,000 CASH offered for the above information is in addition to any reward heretofore offered.

The Journal is hereby authorized to state that the above reward will be paid promptly on the conviction of any person who was instrumental in causing the destruction of the battleship Maine.

FOR THE PERPETRATOR OF THIS OUTRAGE AND ACCOMPLICES.

W. R. HEARST.

Assistant Secretary Roosevelt Convinced the Explosion of the War Ship Was Not an Accident.

The Journal Offers $50,000 Reward for the Conviction of the Criminals Who Sent 258 American Sailors to Their Death.

Naval Officers Unanimous That the Ship Was Destroyed on Purpose.

$50,000!

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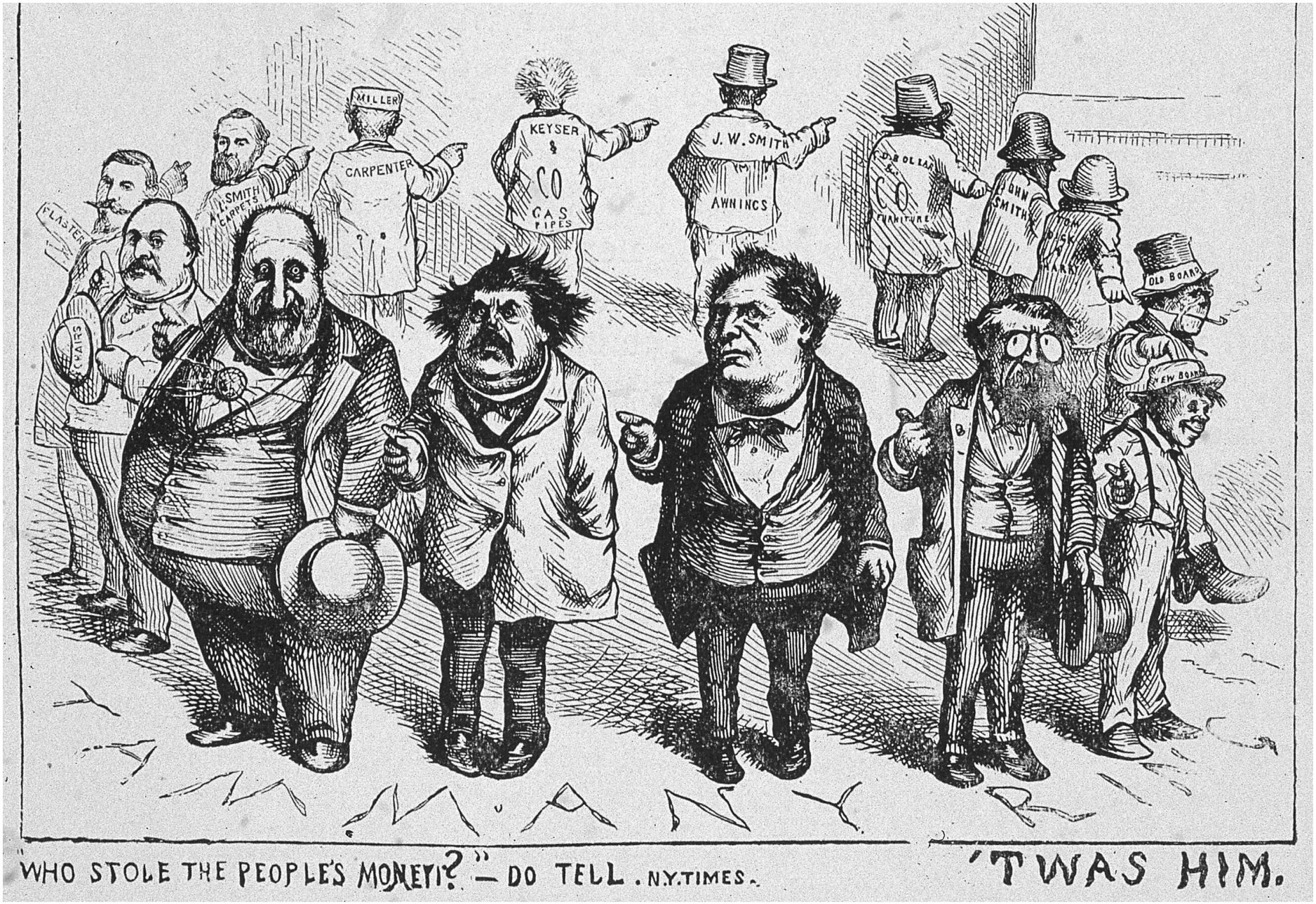
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J. W. SMITH
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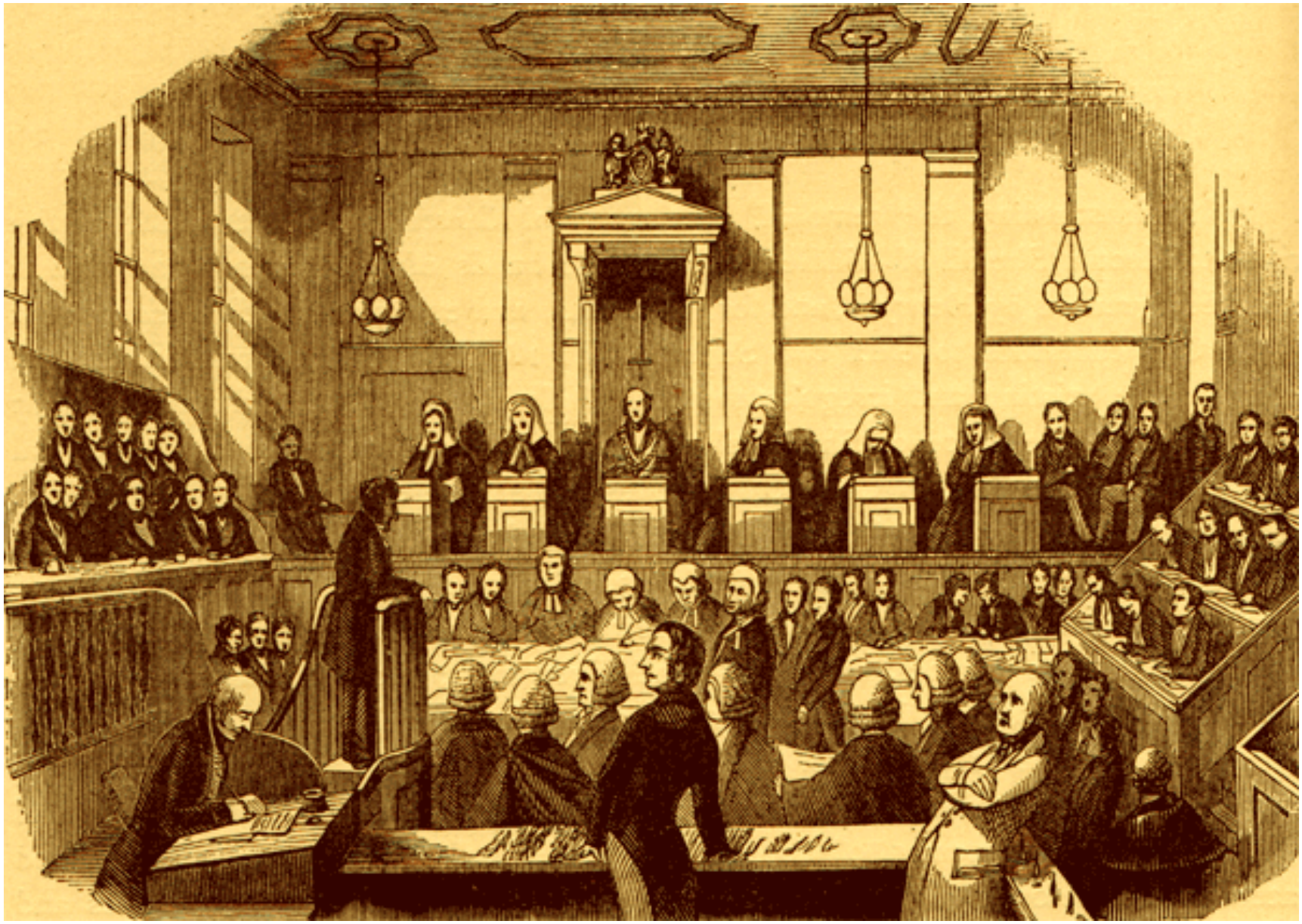
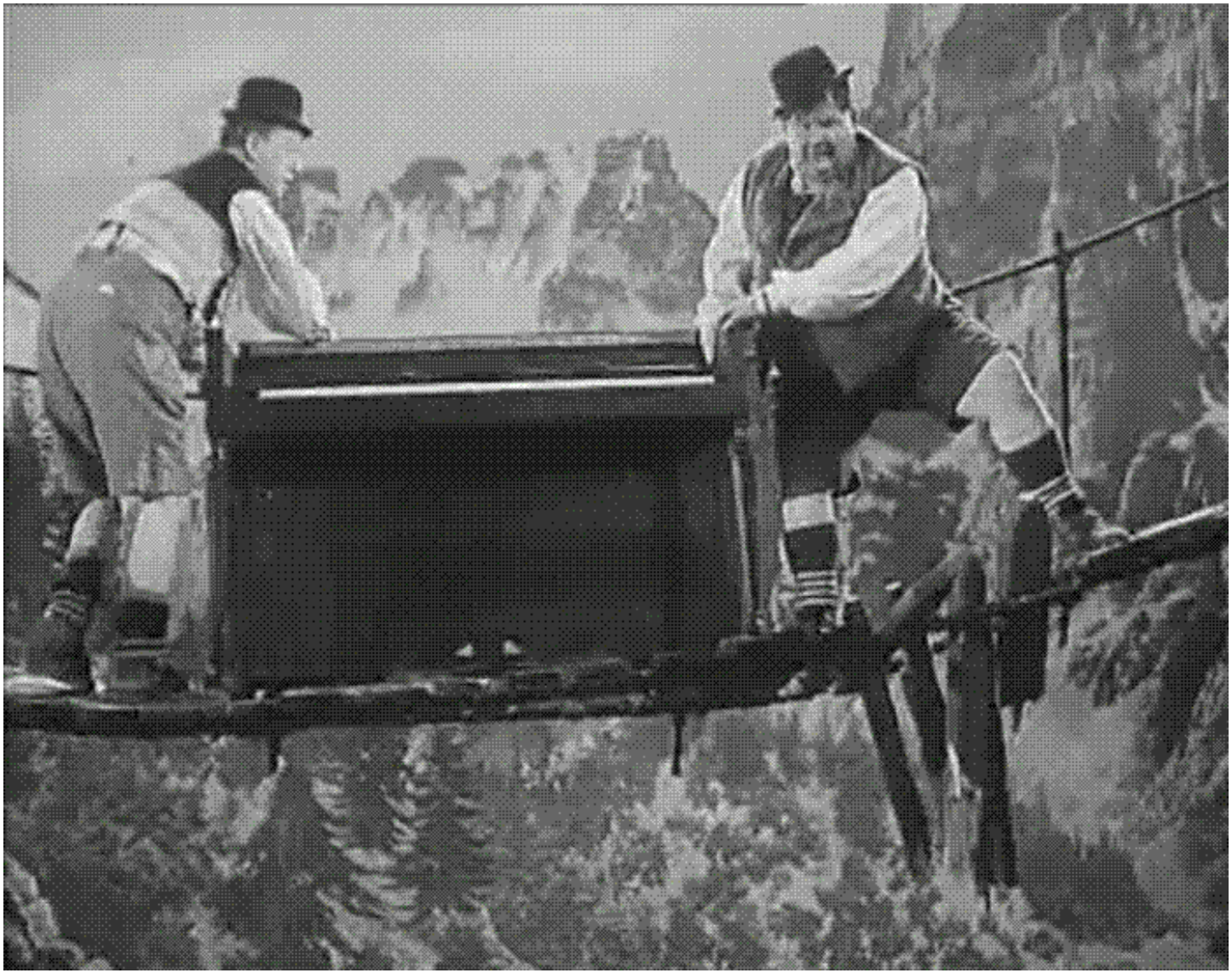
OLD BOARD
NEW BOARD
WHO STOLE THE PEOPLE'S MONEY? — DO TELL. N.Y. TIMES.
'TWAS HIM.



***Alice v. Bob* - Judgment Rendered**



Obvious Things

That you are probably already doing

- Use your trouble ticket system – and be verbose.
- Don’t do anything that can’t be tracked back to a ticket.
- Have written procedures and follow them.
- Use checklists to make sure that procedures are followed.
- Work with others in the industry to adopt design rules and best practices.

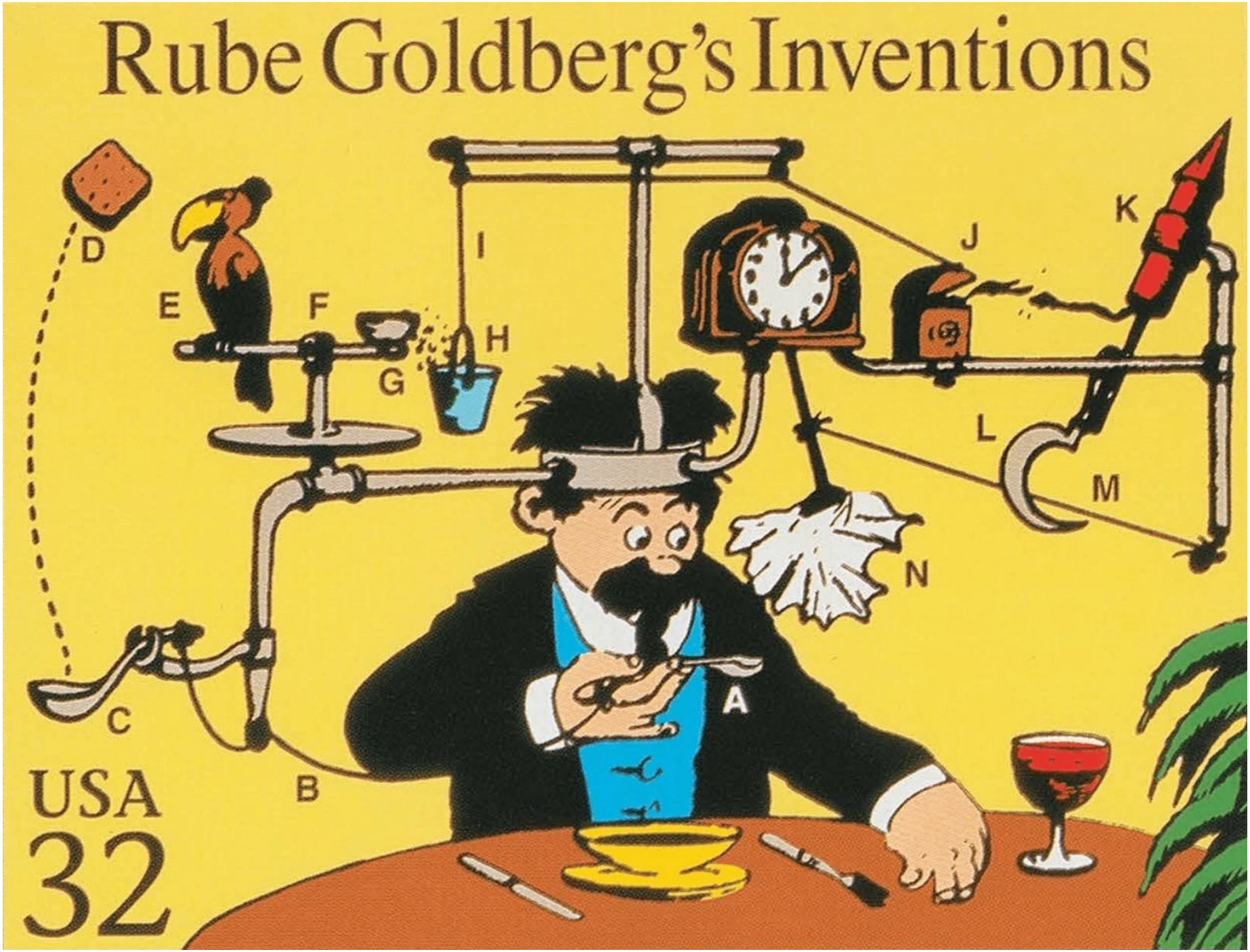
Less Obvious Things

- Have, and use, a triage procedure to assign priorities. Use it even when you are not overloaded.
- Make sure that people who do tasks are properly qualified. Consider periodic re-validation of skills and yearly refresher classes.
- Keep before and after records of configuration changes.
- Don’t trust what vendors tell you – verify.
- Test equipment and software before upgrades.
- Have a sandbox for that testing.
- Think about what could fail; have contingency plans.
- Have insurance.
- Have baseline measures of your traffic flows and routing patterns: Generate warnings when there are sudden changes that have not been seen previously.

Things To Consider

- Keep archival copies of everything.
- Have a regular schedule for purging old materials and archives. Religiously follow it.
- Avoid ad hoc procedures. If you encounter a new situation create a written procedure for it before resolving it even though every neuron in your body is screaming “fix it now”.
- Don’t unilaterally invent new procedures for yourself unless yours are clearly and demonstrably better. And when you do invent be sure to document your reasoning. Articulate with clarity why you are deviating from the norm. Your reasons should be compelling.
- Equipment and service agreements should push responsibility back onto the vendors.
- Remember that you may have obligations to notify the public or regulatory bodies.
- Before you work with competitors be sure to get the advice of an anti-trust lawyer.
- Make sure your corporate structure is strong – corporate formalities are important to keep liability from leaking onto management, shareholders, or owners.
- Develop databases of known network pathologies so that when you see symptoms you can quickly look up what that might indicate and what diagnostic tests are in order.

"To make it look like an accident"


Rube Goldberg's Inventions
A
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DAD! I WANT MORE DESSERT AFTER DINNER. I'M ACTING AS MY OWN LOBBYIST TO REQUEST A RULE CHANGE.
I AM PREPARED TO GIVE YOU A DOLLAR EVERY TIME ICE CREAM IS SERVED AFTER A MEAL.
FORGET IT!
THAT'S NOT LOBBYING, THAT'S BRIBERY.

OKAY, WHAT IF INSTEAD I GIVE YOU A DOLLAR EVERY DAY JUST BECAUSE I LIKE YOU, BUT IF YOU EVER STOP SERVING ICE CREAM, I STOP GIVING YOU MONEY.
IT'S A DEAL!
SHOULD WE BE TEACHING HIM CIVICS AT SUCH A YOUNG AGE?
HE'LL FIND OUT EVENTUALLY, BARBARA.
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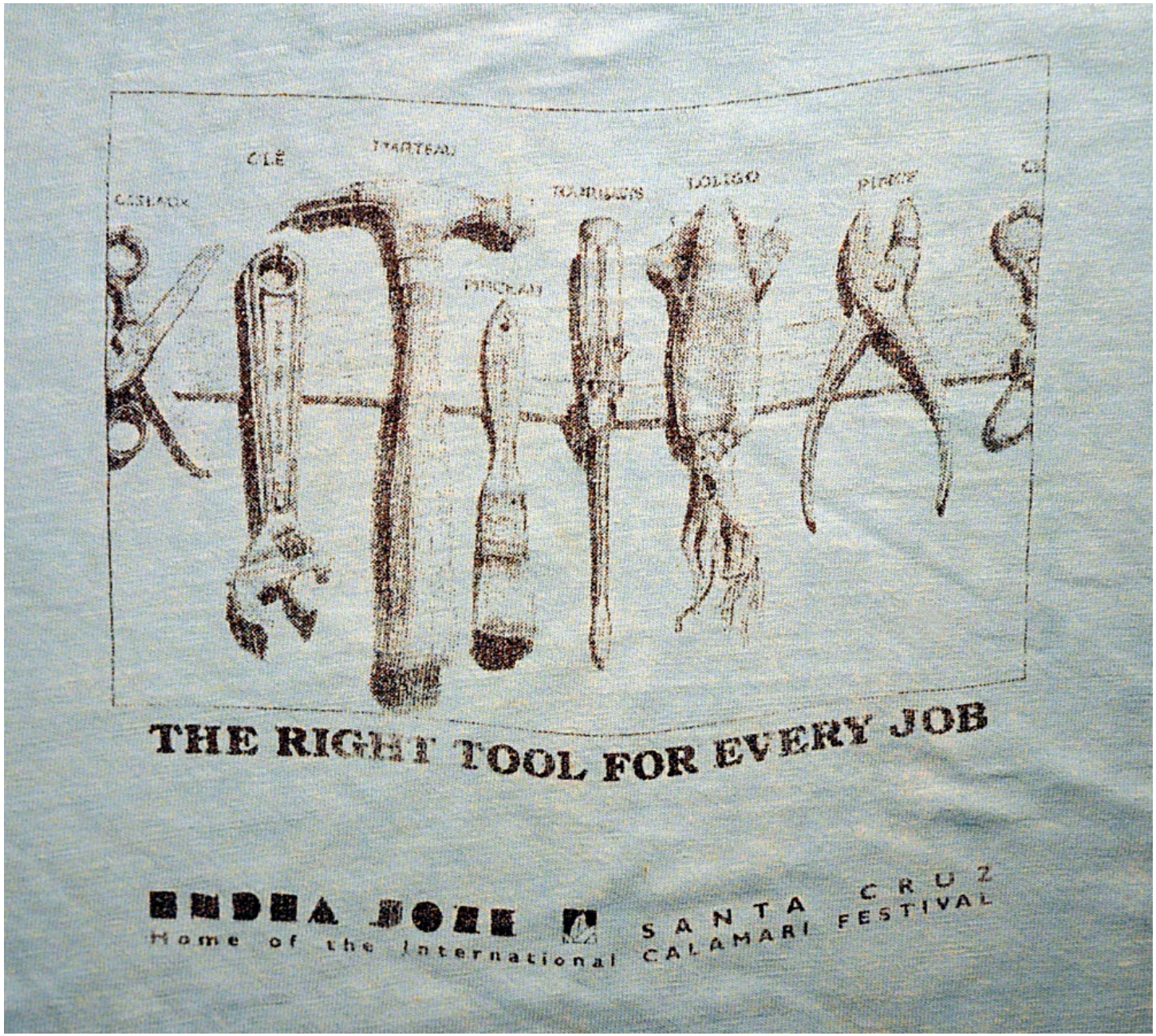
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