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K-NOC

Kastel Network Operations Center

KNOC
Operations

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→ Network Monitoring

→ Backup and Recovery

→ Incident Response

→ Security Monitoring

→ Troubleshooting and Issue Resolution

→ Performance Optimization

→ Routine Maintenance

KNOC
Tools and Technologies

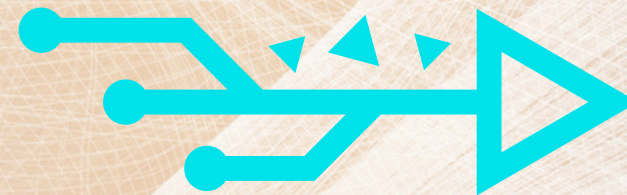**Network Monitoring Software** — For tracking the performance and status of devices and systems.

Incident Management Systems — To log and manage network incidents and resolutions.

Security Information and Event Managemen — For security event monitoring and log analysis.

Communication Tools — To facilitate coordination within the KNOC team and with other departments or external parties.
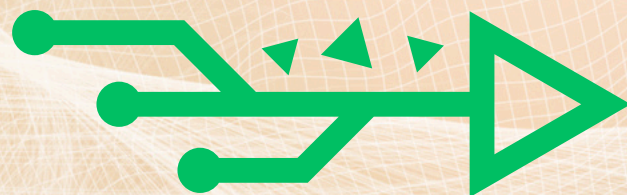
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Team structure

Technicians/Engineers → They perform the day-to-day monitoring, troubleshooting, and maintenance tasks.

Team Lead/Manager → Oversees NOC operations, escalates issues, and ensures SLAs (Service Level Agreements) are met.

Security Analysts → Specialized in detecting and responding to security incidents and vulnerabilities.

Support Staff → Provides backup and assists in specific operational tasks or escalations.

Importance of
KNOC

| Minimizes Downtime |

By detecting and resolving issues quickly, NOCs help minimize network downtime, which is critical for businesses relying on constant connectivity.

| Improves Performance |

Continuous monitoring helps maintain optimal network performance, reducing bottlenecks or slowdowns.

| Enhances Security |

Security monitoring can identify and neutralize threats early, preventing costly data breaches.

| Reduces Operational Costs |

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KNOC

Kastel Network Operations Center is a team that monitors and manages the company's network 24/7.

They fix problems, keep the network secure, and make sure everything runs smoothly. Whether managed by the company or an outside provider, KNOCs help keep the IT systems safe, efficient, and reliable.

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