

Cisco Network Support Automation Service

Intelligently automate your network support operations

The Cisco Network Support Automation Service helps IT to automate network support operations. Installed networks must be continuously managed, which demands significant time, effort, and resources from network operations. Because network management activities are so fundamental to the healthy functioning of an enterprise, they are simply too vital to be automated without the right plan, expertise, and tools. This advanced service combines expertise with best practices and tools to deliver reliable network support automation, so that IT can automate with confidence.

This Advanced Services offering is designed to reduce the time and daily effort of network operations by deploying reliable and multi-faceted automation coupled with a “single pane of glass” that provides visibility into support automation.

This service can help enterprises achieve best practices goals quickly and efficiently because it helps them intelligently automate and accelerate the entire network support process through automation of diagnostics and remediative actions to decrease mean-time-to-repair. This service extends beyond simple incident and problem identification to include configuration and capacity management.

Implementation of this service allows enterprises not only to lower operational costs but also to shift resources to focus activities that directly drive execution of business strategy, such as supporting vital business initiatives and deploying new applications and functionality for end users.

Services Overview

To implement the network automation service, Cisco conducts interactive sessions with the customer to get an overall view of the network and to determine where and how best to automate network workflows.

Cisco then works in conjunction with the customer to implement and integrate the automation software within the network. Cisco Technical Assistance Center (TAC) best practice workflows are configured and customized to fit with the customer’s network. In essence, the expertise of the Cisco TAC remediation processes area is provided to customers through process workflows that can be run automatically or through guided manual operations. The service is obtained via a yearly subscription after the workshops and implementations are completed. Importantly, this service is designed to work behind the customer’s firewall thus providing a secure environment for network support.

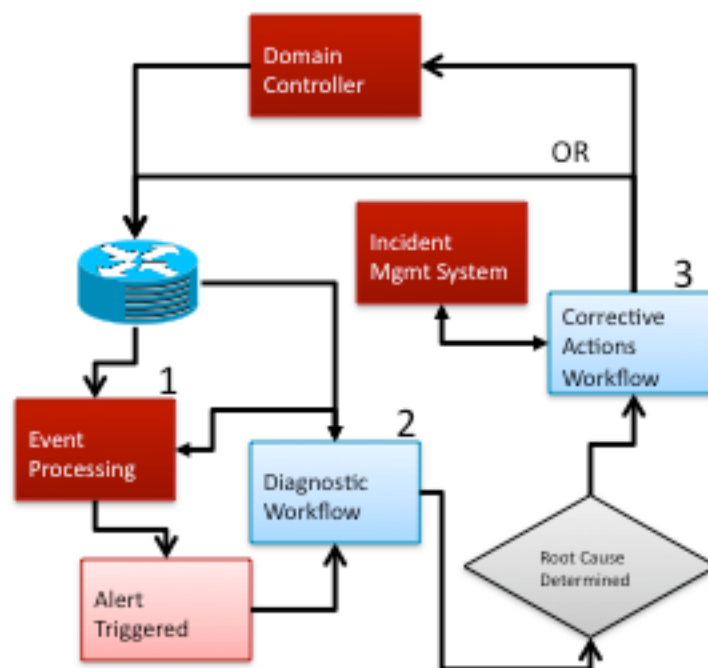
Working with the Cisco team, customers gain an enhanced understanding of their network’s current capabilities. A comprehensive roadmap is constructed that allows the team to identify the desired network support automation goals and objectives. The roadmap serves as a vital tool for generating recommendations that optimize the value gained from the automation process and provide a technical blueprint.

Then, the Cisco services team and the customer's team will build and deploy workflows that automate the targeted procedures, diagnostics, and remediative actions. The technology foundation that the services team will use to develop and deploy the automation includes the Cisco Tidal Intelligent Automation platform with network automation capabilities. Cisco TAC best practice knowledge will be implemented through the automation workflows. The workflows have been devised to improve and automate the network, and they result in higher network quality and lower operational costs. With much of the routine troubleshooting and maintenance eliminated, customers can apply their resources to more strategic business initiatives.

Intelligent Network Automation At A Glance

Based upon a specific alert from a specific network device

- 1) An Alert is sent directly from the device or an event processing tool (HP, CA, BMC, IBM or custom)
 - Additional information can be pulled from the device
 - Historical records can be analyzed
- 2) This triggers a Diagnostic workflow to determine the root cause
 - Changing device configuration
 - Updating Incident records
 - Triggering approvals and human work flow (such as reseating a card)
- 3) Corrective actions or workflows are then executed.



Deliverables

After a three-day workshop has been conducted, the creation of detailed automation plan will be crafted with the following attributes:

- Target Automation Technical Architecture
- Complete assessment of automation process around network event processing, diagnostics, and corrective actions that leverage TAC best practices
- Integrate Incident management processes
- Delineate cross-functional support procedures
- Implement blueprint and plan of the system
- Create a detailed process and tool blueprint, required infrastructure to support it, and an implementation plan

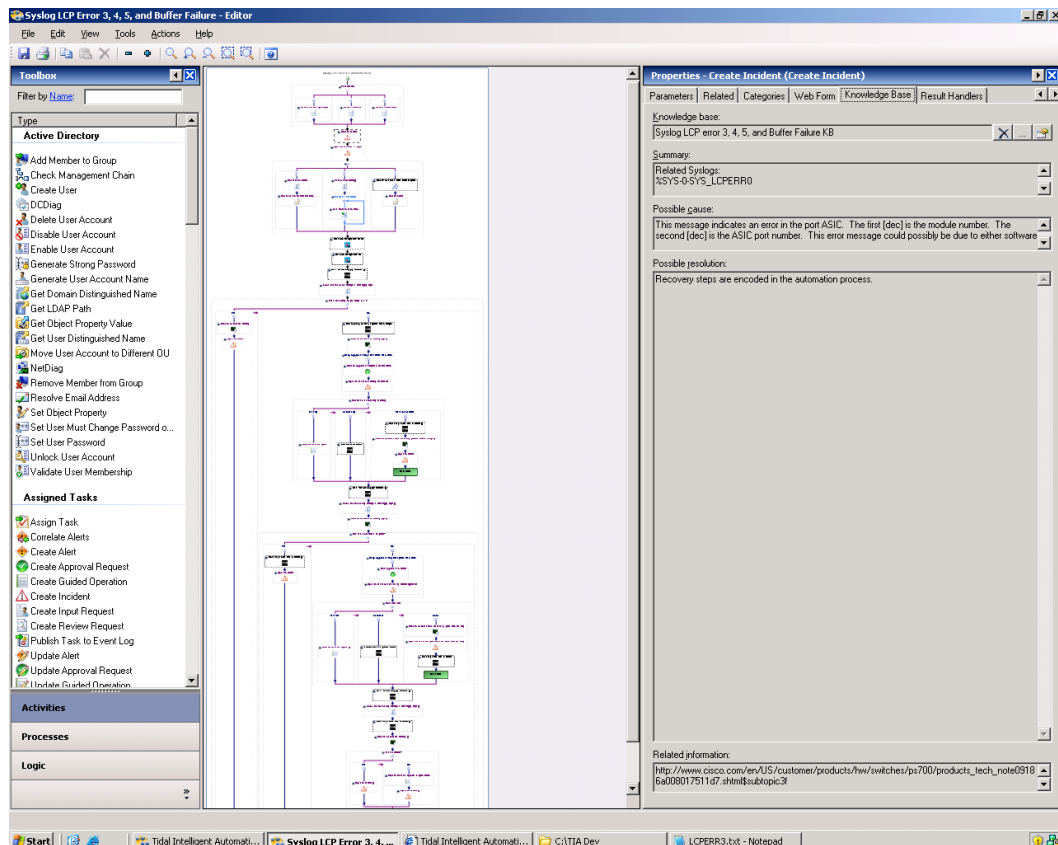
Upon creation of the automation plan, implementation will occur:

- Install the Tidal IT Process Orchestration software and configure the core instance
- Advanced service personnel will integrate, configure, and install the automation packs
- Configure and customize the automation flows to match requirements
- Perform integrations into IT operations management software and ticket systems
- Build new workflows to meet specific requirements
- Train staff
- Document operating best practices
- Create working instances of the IT Process Orchestration software with workflows running

The ongoing yearly subscription service helps keep the automation performing well by providing the following:

- Access to maintenance and new releases
- Updates to best practice workflows
- Access to Automation Service Architect for review of ongoing automation state and new opportunities
- Receive appropriate updates to software and automation packs along with access to automation architect and resources needed (if required) to keep the implementation current

Figure 1. This screenshot shows a Network Support Automation remediation workflow. If this action does not fix the problem, subsequent steps are automatically taken.



For More Information

To learn more about Cisco Network Automation Service and other Tidal products and services from Cisco, please visit us at www.tidalsoftware.com.

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