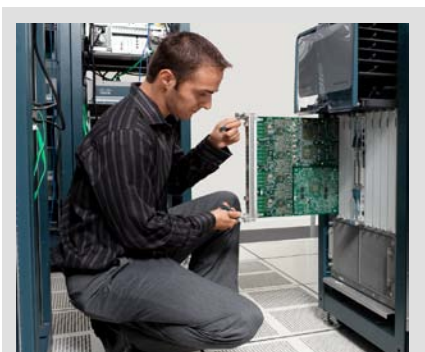


Cisco IT Operations and Network Management Services

Help reduce the total cost of ownership for new solutions by supporting timely operations readiness and effectiveness.



Benefits

Cisco IT Operations and Network Management Services help your IT operations team to:

- Quickly adopt a new solution or technology by enabling smooth handover from your engineering team
- Prepare to support cost-effective day-by-day operations
- Achieve and maintain a high level of tool-based process automation
- Prepare for the operations tasks necessary to support a new solution or technology

Challenge: Managing Operations Costs When Adding New Network Solutions and Technologies

Approximately 70 percent of the total cost of ownership of a new network solution lies in IT operations. To help control IT operations costs, organizations adding any new solution or technology need to prepare the existing IT operations environment, including operations processes, operations staffing and expertise, and the network management architecture. Total cost of ownership can further be controlled by aligning operations to evolving business requirements for effective and efficient technology transition.

Solution: Prepare Your IT Operations and Network Management Architecture to Operate New Network Solutions and Technologies

In collaboration with your team, Cisco can help to prepare your IT operations environment and team to enable your engineering teams to quickly and effectively transfer new solutions and technologies. We do this by assessing your network management architecture capabilities and tools and recommending improvements and working with you to plan, design, implement, and integrate your network management systems. Then, we help you to prepare and improve your IT operations environment for new network solutions and technologies.

Services include:

- Cisco® Network Management Architecture Services
- Cisco IT Operations Planning and Design Services

Cisco Network Management Architecture Services

Robust network management solutions provide your IT operations team with visibility to what is going on in your network. Your network management architecture typically requires adaptations or changes after you have integrated new solutions or technologies, so that your team can maintain a high level of process automation, effectively support your network-based infrastructure services, and respond quickly to services incidents. Network Management Architecture Services support these objectives through assessments, recommendations, and support for implementing and integrating network management systems.

Network Management Architecture Assessment Service

The Network Management Architecture Assessment Service reviews your existing tool capabilities for operating the network. It provides a management architecture roadmap that aligns with network operations leading practices and

future operations requirements so your IT operations team can achieve and maintain a high level of tool-based process automation. Architecture improvements might be recommended in areas such as:

- Leading practice alignment
- Functionality and scalability
- Tool availability, performance, and security
- Tool gaps, interoperability, manageability, and ease of use
- Network device data collection strategies

Targeted focus areas for the network management architecture assessment typically include:

- Current network management model, current network architecture, and future direction
- Network management system (NMS) architecture and application matrix
- Configuration, fault, performance, and device-security management
- Current network management strategy and initiatives

Network Management Systems Planning and Design Service

This service helps you plan and design your network management architecture and systems for fault, configuration, performance, and device-security management so your IT operations team can effectively operate a new network solution or technology. The service also supports the implementation and integration of network management systems based on your existing, documented network management architecture. Service activities and deliverables include:

- Map the network management requirements for the new solution into a high-level architecture design to:
 - Document the data collection strategy and the high-level management instrumentation configuration on Cisco network elements such as syslog and Simple Network Management Protocol (SNMP) traps
 - Document high-level integration points for network management systems to map to requirements for the new solution or technology
 - Provide a framework for making detailed design decisions that refine the high-level design, culminating in a detailed design document
- Document activities, accommodations, and workarounds, if any, for implementing the proposed system into your production operations environment
- Provide implementation and configuration support
- Deliver a ready-for-use testing document that records the procedures and tests to perform before putting the system into operation
- Transfer information about deliverables developed during the planning and design phases, through a scheduled session

Cisco IT Operations Planning and Design Services

IT Operations Planning and Design Services help your IT operations team to take over a new solution or technology from your engineering team and prepare to support cost-effective day-by-day operations.

IT Operations Support Planning Service

The IT Operations Support Planning Service helps prepare your IT operations team for the operations tasks necessary to support a new solution or technology. This service helps define staffing, expertise, roles, and responsibilities; and to develop tools, skills, and detailed processes that will enable smooth transfer of new technologies and solutions into IT operations. We work with your team to:

- Identify and analyze tool requirements and make recommendations for improving tools to support an agreed-upon set of processes such as incident management, problem management, configuration management,

change management, release management, performance management, capacity management, and security management

- Document workflow diagrams, unique process requirements, roles and responsibilities, staffing and expertise requirements, and a skills matrix

Operations Gap Resolution Service

Gap resolution helps you implement operational capabilities to improve your operations environment, based on gaps identified through IT operations support planning. We work with your team to:

- Develop and introduce processes and procedures
- Create troubleshooting guidelines
- Transfer operations knowledge
- Design key performance indicators for processes and methods of measuring
- Define network management systems or device instrumentation

Why Cisco Services

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and run your network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability and Ordering

The Cisco IT Operations and Network Management Services are available globally and can be purchased from Cisco and Cisco Certified Partners. Service delivery details might vary by region.

For More Information

For more information about Cisco Services, visit www.cisco.com/go/services.

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