Cisco Info Center Consolidated Operations Management

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Cisco® Info Center, based on the market leading Tivoli® Netcool® technology from IBM®, is a suite of products that delivers real-time, centralized event management for complex next-generation network and IT environments. With scalability that exceeds millions of events per day, Cisco Info Center offers round-the-clock management and high automation to help you deliver continuous uptime of business, IT, and network services.

Leading enterprises and public sector organizations rely on Cisco Info Center to consolidate the management of multiple management domains and tools under a “single pane of glass” view. The software helps make it easier for enterprises to manage problems across heterogeneous networks and IT domains and thereby reduce costs, and improve overall staff productivity.

Leading service provider and military operations use Cisco Info Center to manage their complex, next-generation networks and applications in real time, helping optimize the availability of fixed and wireless services. The software helps accelerate time to market of new services, maximize service quality and improve operator efficiency.

Cisco Info Center is a suite of software that is available on a variety of platforms, such as Microsoft Windows Vista, Sun Solaris, and Linux on IBM System z®. The software is designed to scale from the smallest to the largest, most-complex environments, across business applications, virtualized servers, network devices and protocols, Internet protocols, and security and storage devices. Breadth of coverage, rapid deployment, ease of use, high resilience, and exceptional scalability and performance are just some of the reasons leading organizations worldwide are using Cisco Info Center to manage the world’s largest, most-complex environments.

Figure 1. Example Cisco Info Center

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Cisco Info Center provides industry-leading event management with customizable, web-based dashboards for service providers and enterprises to facilitate end-to-end visualization, navigation, and reporting across Cisco and third-party networks for real-time consolidated operations management in a single display (Figure 1).

Highlights

Cisco Info Center helps facilitate the following:

- Provides consolidated real-time views across a wide range of multivendor domains including IP networks; Multiprotocol Label Switching (MPLS) VPNs; optical networks, mobile wireless; and data centers
- Provides multilayer event correlation, enrichment, and root-cause analysis (RCA) through a suite of tightly integrated product options, designed to minimize operational expenses
- Automates event de-duplication, isolation, and resolution, increasing productivity and optimizing service availability
- Fast-tracks high-priority events to specific individual operators or to groups, minimizing problem resolution time
- Integrates both Cisco and third-party element management systems and devices including Cisco Multicast Manager, Cisco ROSA for Cable environments, Cisco Transport Manager, Cisco Active Network Abstraction (ANA), and more than 400 Cisco device MIBs.
- Supports current and evolving standards, including ITIL®, eTOM, IPv4 and IPv6, and uses Federal Information Processing Standards (FIPS) 140-2 approved cryptographic providers
- Captures, analyzes, and presents data generated over time into meaningful historical reports

Features and Benefits

- **Manager of managers:** This feature allows data from multiple tools and vendors to be consolidated in a single system with a single GUI improving the effectiveness of the network operations environment.
- **Real-time management views:** Operations staff and executives have “anytime, anywhere” access to device and network status and actionable information through the Cisco Info Center GUI. Highly customizable dashboards offer a wide range of images, maps, charts, tables, and event lists to help provide immediate visibility of the network status.
- **Root-cause analysis:** Network faults are visualized with real-time analysis of the root cause, reducing the time needed to troubleshoot network issues. Consequential fault events are automatically correlated to the root-cause fault event in real time.
- **Advanced correlation:** Automatic real-time enrichment of events with data from external data sources, such as provisioning or inventory systems, helps operators determine the service impact of a network fault.
- **Faster deployment:** More than 100 built-in integrations with other management applications and network technologies allow Cisco Info Center to be quickly integrated within a customer’s existing environment.

Use Highly Scalable Event Processing to Manage Complex, Dispersed Environments

Many customers use Cisco Info Center to manage tens of millions of events daily. Furthermore, the software can be deployed in a distributed, parallel, or hierarchical fashion to support complex operations environments that span diverse geographic boundaries. Because it couples scalability with a flexible architecture, the software can deliver robust event management to support environments of any size, far beyond those available from other vendor management tools.

Cisco Info Center bridges the management gap across traditional IT domains as well as legacy and next-generation networks, to help organizations improve the end-to-end availability and resiliency of critical business services. As the

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software detects developing problems from across the service infrastructure in real time, they are processed in Cisco Info Center ObjectServer, a high-speed, in-memory database.

Through a combination of de-duplication, filtering, correlation, including state- and device-based correlation rules, and advanced problem escalation and automations, Cisco Info Center can help dramatically reduce events to a manageable volume. For many organizations, this can translate into event reductions from tens of thousands of events down to one.

Monitor Complex Service Infrastructures

Cisco Info Center Probes actively collect business and technology events from thousands of sources in real time. These lightweight agents and applications listen for events and traps, and monitor applications, systems, network, and security devices across the business. You can also develop and customize Netcool Probes to support virtually any kind of “event” from virtually any data source, such as those generated by proprietary business applications, smart devices, and many more.

Cisco Info Center can monitor thousands of environments, offering built-in intelligence. You can also configure thresholds based on your organization’s unique requirements to generate alarms based on criteria you define.

Examples of supported environments include, but are not limited to, infrastructure services and protocols, such as Simple Network Management Protocol (SNMP), IP routers and switches, Ethernet switches, Layer 2 and Layer 3 MPLS, optical networks, cable networks, wireless and wireline network switches, such as Class 5 voice switches and private automatic branch exchange (PABX) voice switches; and Signaling System 7 (SS7 or C7), Global System for Mobile Communications (GSM), Universal Mobile Telecommunications Service (UMTS), Code Division Multiple Access (CDMA) radio access networks, network transport, multiservice components, optical equipment, and virtualized server environments and many more.

Support the Latest Standards

Across the world, enterprises, governments, and service providers are increasingly making the shift from the IPv4 standard to Internet Protocol Version 6 (IPv6). As an example, the IP register and administrator American Registry for Internet Numbers (ARIN) recently put out a statement advising the Internet community that migration to IPv6 is necessary for any applications that require ongoing availability from ARIN of contiguous IP number resources. Cisco Info Center OMNIbus software monitors both the current IPv4 and the evolving IPv6 networks to support mixed and pure environments of any type.

In addition, Cisco Info Center OMNIbus uses cryptographic providers approved for FIPS Publication 140-2, a U.S. government computer security standard used to accredit cryptographic modules. These include IBMJCEFIPS (certificate 376), IBMJSSEFIPS (certificate 409), and IBM Crypto for C (certificate 384) for cryptography. Using approved cryptographic providers for FIPS 140-2 can help significantly ease security audits.

Solution Components

The Cisco Info Center suite includes the following products:

- Cisco Info Center ObjectServer: High-speed, memory resident database
- Cisco Info Center Webtop: Graphical user interface
- Cisco Info Center Gateways: For integration with third-party applications including trouble-ticketing systems
- Cisco Info Center Probes: Passive listeners, which manage the event flow processes
- Cisco info Center Network Manager: For heterogeneous network discovery and topology-based root-cause analysis
- Cisco Info Center Impact: For event enrichment and automation

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- Cisco Info Center Reporter: Captures, analyzes, and presents data generated over time into meaningful historical reports

Ordering Information

For more information on Cisco Info Center and ordering details, please contact the product marketing group at ask-cic@external.cisco.com.

For More Information

For more information about Cisco Info Center visit http://www.cisco.com/go/cic or contact your local Cisco account representative.

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