Cisco Network Availability and Operations Optimization Service

Effectively adopt, manage, and scale technologies and applications in your converged network environment by optimizing your operational processes and network management tools.

Service Benefits

The Cisco Network Availability and Operations Optimization Service helps you optimize your operational processes and network management environment and strengthen design resiliency so you can:

- Achieve or exceed your goals for high availability
- Reduce operating expenses and training costs
- Meet current and future business and operational requirements
- Improve operational maturity and network manageability
- Improve the delivery of IT services and the productivity of support teams
- Efficiently adopt, manage, and scale new technologies

Good Practices Mean Better Business

Cisco Services' time-tested approach to achieving high availability brings together service management frameworks and our deep knowledge of how to effectively operate Cisco technology and optimize operations infrastructures.

Service Overview

A reliable, highly available network is mission critical to the successful delivery of services to support business needs. As organizations continue to migrate to more collaborative, global, and agile structures, this has never been truer.

Supporting the latest business processes and applications calls for more than just preparing the network infrastructure. It calls for evolving your operational processes, IT teams, and network management tools to effectively manage new and existing technologies. This is operational excellence, and it is critical to achieving high availability, reducing operational expense, and proactively monitoring the network.

Achieving Operational Excellence and High Availability

The Cisco® Network Availability and Operations Optimization Service is designed to improve the availability, resiliency, and visibility of your network and the stability of the services running on it. It delivers these benefits through a portfolio of deliverables and activities focused on network systems and advanced technologies in 3 critical areas:

- Resilient design to reduce the effects of outages on the business
- Robust network management solutions that provide visibility to network faults and enable effective planning through performance and capacity management
- Optimized operational processes that are part of a continuous service improvement strategy

Resilient Design

Resilient design of the network is about features that enable switches and routers to communicate with each other and maintain highly available services. Resilient design addresses single points of failure so that if there is a failure, traffic can be rerouted, reducing the effect of outages on your business. Cisco can help you improve availability and resiliency through assessments, analyses, and recommendations. (See Table 1.)

Table 1. Activities and Deliverables Supporting Resilient Design

Activities and Deliverables	Benefits
Network resiliency assessment • Review your network architecture and design with a focus on resiliency requirements. • Analyze strategic locations within the IP infrastructure, including topology, protocols, configurations, network services, power, and environment. • Compare your current practices to leading practices and make recommendations to improve network resiliency and availability. (Report.)	Helps you achieve or exceed your goals for high availability by examining critical locations for alignment with design standards and Cisco's recommended practices
High-performance network assessment Perform availability modeling, configuration analysis, and failure impact analysis on your network architecture or design. (Report.)	Helps you improve availability through a proven assessment process

Robust Network Management Solutions

Robust network management solutions provide visibility to the operations environment, enabling effective planning and agile response to issues. They facilitate processes to enable network stability. Cisco can help you prepare your network management architecture to support new technologies, optimize your network management environment, and tune and optimize your network management tools. (See Table 2.)

Table 2. Activities and Deliverables Supporting Robust Network Management Solutions

Activities and Deliverables	Benefits
Network management architecture roadmap review Analyze and recommend improvements to your network management architecture, goals, and capabilities. (Report.)	Helps you to meet current and future business and operational requirements by assessing your current network management architecture, identifying management requirements for existing and new technologies, and evolving your network management architecture
Customized network management planning, design, and implementation support • Analyze your network management solution requirements. • Lead development of high-level and low-level solution designs and integration plans. • Stage the solution, participate in acceptance testing, and deploy the solution. • Provide knowledge transfer to support solution operation.	• Design and deploy a network management solution that facilitates operational leading practices and meets your business and operational needs • Smoothly incorporate a new network management solution into your operational environment with a proven planning, design, and implementation methodology
Customized network management optimization support • Provide support for optimizing your network management architecture and network management products and/or deployment. • Support network management product selection, integration, and upgrades.	• Optimize your network management environment to align with your business requirements • Prepare your network management architecture to support new technologies

Optimized Operational Processes

Optimizing operational processes helps reduce IT costs and allows your teams to focus on your business priorities. Cisco can review your operational processes and network management solutions pertaining to critical areas of service management and provide support for optimizing them and making your network more manageable. (See Table 3.)

Table 3. Activities and Deliverables Supporting Optimized Operational Processes

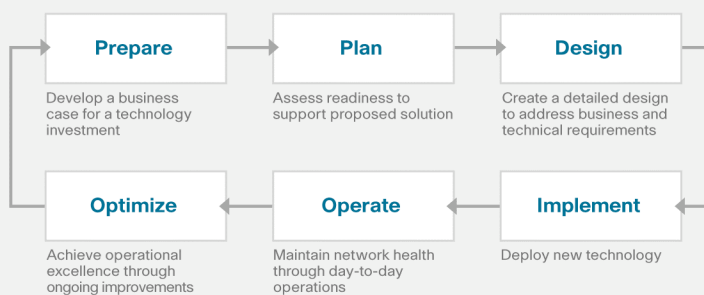| Activities and Deliverables	Benefits
Operations risk management assessment Review and recommend improvements to your operational processes and network management solutions. (Report.)	Improve operational maturity by focusing on and aligning with Cisco and industry leading practices
Unified communications operations risk management assessment Review and recommend improvements to your operational processes and network management solutions pertaining to your unified communications products and technologies; provide recommendations. (Report.)	Improve operational maturity of your Cisco Unified Communications solution by focusing on and aligning with Cisco and industry leading practices
Unified communications operations support planning workshop Review and provide guidance regarding your proposed unified communications solution and your current approach to supporting your data and voice infrastructure.	Helps prepare your team to support unified communications products and technologies by reviewing your operations, network management, and support structure.
Availability and operations gap resolution support Provide remediation support to help address operational gaps.	• Optimize your operational processes to align with Cisco and industry leading practices • Improve accountability and responsibility for critical operational process areas by establishing a governance model • Improve network manageability and operational maturity
Customized operations and service management optimization support • Optimize operational processes in one or more operations and service management areas. • Develop and enable measurement of key operational performance indicators. • Align your operations with your business needs, integrate leading practices, and facilitate operational processes. • Develop and guide implementation of a customized process governance for adhering to and/or adopting recommended practices.	• Improve the consistency of operational processes and the efficiency of your operations staff by incorporating leading practices for planning, changing, and troubleshooting the production network environment • Facilitate process workflow and monitor process compliance by using your network management tools more effectively • Achieve operational excellence by more effectively gathering and using key performance indicators

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

The Cisco Lifecycle Services Approach

Prepare — Develop a business case for a technology investment

Plan — Assess readiness to support proposed solution

Design — Create a detailed design to address business and technical requirements

Optimize — Achieve operational excellence through ongoing improvements

Operate — Maintain network health through day-to-day operations

Implement — Deploy new technology

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Cisco and Partner Expertise: Better Together

Cisco engineers and Cisco Certified Partners are among the industry's elite in providing integrated, collaborative, adaptive solutions. Jointly with our partners, we form the largest collection of industry certified experts in the world, supporting the most complex networks to meet and exceed the needs of our customers.

Availability and Ordering

The Cisco Network Availability and Operations Optimization Service is available globally and can be purchased from Cisco and Cisco authorized resellers or distributors. Service delivery details might vary by region.

For More Information

The Cisco Network Availability and Operations Optimization Service is part of the Cisco Advanced Services portfolio of offerings that help you define, engineer, and optimize network and network-related solutions to enable and accelerate your business success. For more information about Cisco Advanced Services, visit www.cisco.com/go/advancedservices.

Cisco Services.
Making Networks Work.
Better Together.

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Printed in USA

C78-528561-00   03/09