



Cisco Crosswork Situation Manager

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Product Overview

IT and network operations teams are challenged with separating actionable data and real issues from all the “noise” produced by modern network infrastructures. The introduction of specialized tools has not made it easier to identify issues, understand the implications, and resolve problems in a timely fashion. Previous filter- and rules-based approaches cannot keep up with the increasing rate of change throughout the network. To keep pace, operators are adopting new approaches, with more agile methodologies involving more roles in IT and network operation activities.

Imagine a scenario where a backhoe operator cuts the fiber linking two data centers. Imagine everything the operations team must do to address the outage. Now imagine that same scenario where in response to the fiber cut, your network automatically reroutes data traffic, notifies the team responsible for construction and maintenance in the affected area, and invites team members to a meeting to solve the problem. Finally, imagine all of that happening without anyone touching the system. These are the capabilities Cisco Crosswork Situation Manager delivers to your organization.

Using patented algorithmic and machine-learning technologies, Cisco Crosswork Situation Manager helps you identify performance-affecting incidents in real time while simultaneously enabling smart workflows to resolve the issues.

With Cisco Crosswork Situation Manager, you can automatically reduce alert volumes and proactively detect problems through smart correlation of alerts (situations). Once an issue has been identified, the Cisco Crosswork Situation Manager streamlines collaboration and automates workflows across teams and tools using built-in features such as the “situation room.” Cisco Crosswork Situation Manager is constantly learning, capturing knowledge gained from an operator’s experience and then automatically storing and sharing it for future reuse through features such as probable root cause analysis and algorithmic knowledge.

The result is a reduction in the overall number of incidents affecting production systems and in the time to detect and resolve incidents that do occur (MTTD and MTTR), improving your quality of service and reducing the overall cost of addressing downtimes and outages.



Cisco Systems, Inc.
www.cisco.com

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at www.cisco.com/go/offices.

Documentation

For detailed information, see:

- [Cisco Crosswork Situation Manager Operator Guide](#)
- [Cisco Crosswork Situation Manager Administration Guide](#)
- [Cisco Crosswork Situation Manager Data Sheet](#)

See also the following documentation at docs.moogsoft.com:

- [Integration Guide](#)
- [Implementor Guide](#)
- [Configuration Guide](#)
- [Calibration Guide](#)
- [Release Notes](#)

Support

For support questions, contact the [Cisco Technical Assistance Center](#).

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