

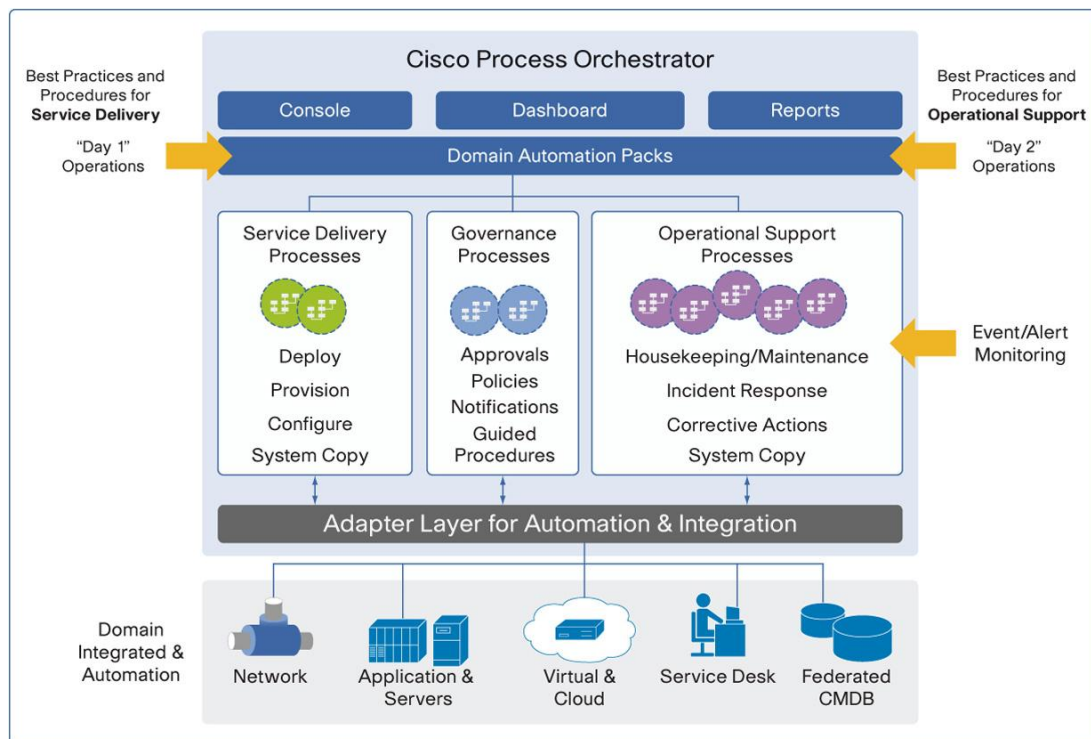
Cisco Process Orchestrator

Product Overview

Cisco® Process Orchestrator takes full advantage of the Cisco Intelligent Automation platform as a foundation to deliver automated, integrated, and orchestrated processes for service delivery and operational support. The Intelligent Automation platform is designed to be the foundation on which to standardize, unify, and automate best practices for IT processes that are used in complex, heterogeneous environments.

Cisco Process Orchestrator integrates event and alert management data with best practices for operational support processes. This helps enable IT to combine decision-driven event processing with automated intelligent incident response. Cisco Process Orchestrator incident response, along with domain automation packs, provides the necessary intelligence to automate triage and diagnostic processes, and support automated corrective actions. With automated best practices in place, IT can also reduce the time and effort spent on repetitive maintenance procedures, housekeeping tasks, and rudimentary support routines. This helps IT organizations to control costs, improve efficiency, and speed service delivery to the business.

Figure 1. Cisco Process Orchestrator Integration of Events and Alert Management



Cisco Process Orchestrator helps to improve service quality by automating the end-to-end service delivery process. This allows organizations to achieve vendor interoperability and automate service delivery processes across the IT landscape. Complex IT processes that require cross-department collaboration and vendor system integration can easily be centrally used, constructed, monitored, and reported on to support highly secure and compliant service delivery of standardized processes. Figure 1 describes how Cisco Process Orchestrator integrates event and alert management data with best practices for operational support processes.

Example Use Scenarios

Following are examples of four areas that Cisco Process Orchestrator can automate to provide better control, greater visibility, and ultimately, reduced costs:

- **Incident response** - Automates commonly repeated processes for incident and alert diagnosis and resolution. This type of automation can reduce alert floods, empower frontline operations, and reduce escalations.
- **Change and compliance orchestration** - Helps IT uniformly manage change across all infrastructure tiers for applications. This helps enforce process compliance and provides an automatic audit trail.
- **Maintenance** - Automates routine maintenance and commonly repeated tasks for application health checks. This leads to improved IT productivity and frees crucial resources for more strategic uses.
- **Tools integration and orchestration** - Automates end-to-end processes across IT tools and silos. This reinforces IT best practices, provides smooth integration across silo tools, and offers unified visibility and control. Example: Virtual service management for improving service delivery.

Features and Benefits

Enterprises can lower the cost of operations and allocate resources to influence business initiatives rather than spending on system maintenance and firefighting. Cisco Process Orchestrator features facilitate support automation across multiple domains and standardize best practices for service delivery and operational support - contributing to reduced operating costs and risk and improved quality of service.

Cisco Process Orchestrator mitigates many of the business impacts of manual processes because it provides automation that is consistent, repeatable, traceable, and centralized. Product features include:

- **Automation engine** - This engine provides the environment in which automation workflows are built and run. It not only orchestrates automated processes but also improves the alerting, reporting, monitoring, and management of the tasks it automates. The automation engine also supports process flow checkpoint restarts and multi-tenancy.
- **Visual configuration environment** - This comprehensive, drag-and-drop workflow creation environment allows users to build sequences of operations in a logical flow.
- **Logic connectors** - These are connectors for parallel sequential processing, while loops, completed status blocks, and conditionals (if, then, else) are accessed through the drag-and-drop interface. They make it possible to capture domain-specific triage and diagnostic steps and procedures.
- **Event-driven processes** - These processes can be triggered by events or scheduled. The event engine also supports decision-driven complex event processing for intelligent alert filtering and correlation.

- **Work spaces** - These are built-in views (operations, administration, and expert) for stakeholders managing activities, processes, and tasks.
- **Notification of alerts and incidents** - This provides full support for email notification and assignment or integration into existing vendor service desks or management platforms.
- **Reporting engine** - This engine includes built-in ROI and auditing models.
- **Automation packs and adapters** - Automation packs include pre-defined best practice process flows that automate certain types of tasks for specific technologies and domains. Automation packs are currently available for Microsoft Windows environments, enterprise resource planning (ERP) applications, and Cisco network services. Adapters include support for integration with service desk, configuration, and monitoring tools. Automation packs currently available are listed in a separate section of this data sheet.

In addition to the benefits that accompany greater efficiency, the automation provided by this feature can dramatically improve compliance management. Once automated, operational processes are performed under an umbrella of compliance enforcement.

Cisco Process Orchestrator functionality also helps IT to become more proactive and less reactive, because predictable, automated processes run more smoothly and issues are detected and resolved quickly. This automation delivers the added benefit of maximizing uptime and optimizing planned down time.

The business value and the many benefits delivered by Cisco Process Orchestrator ultimately stem from the increased efficiency delivered by its rich feature set.

Available Automation Packs

Cisco Process Orchestrator is usually ordered in conjunction with one or more automation packs. The following packs are currently available:

- Assessment for SAP Business Warehouse Accelerator (BWA)
- Automation for SAP Business Objects (BOBJ) Accelerator
- Automation for SAP Business Objects (BOBJ) Enterprise
- Automation for SAP Business Warehouse (BW) and BWA
- BMC Remedy
- Cisco Unified Computing System™ (UCS)
- Cloud Common
- Cisco Cloud Portal (includes Service Catalog)
- Cloud Physical Server Automation
- Cloud Service Orchestration
- Cloud Virtual Server Automation
- Common Activities (a set of items which span applications)
- Core (a set of items which span applications)
- Core Automation for SAP
- Core Automation for SAP BW, BWA and BOBJ
- Incident Analysis for SAP
- Microsoft Active Directory

- Microsoft Windows Server
- System Copy for SAP
- Task Automation for SAP

Adapter Activity Libraries

• BMC Remedy	• Cisco UCS™ Manager	• Cloud Integration
• Cisco Cloud Portal	• Email Integration	• Generic Database Integration
• IBM DB2	• JMX Integration	• Microsoft Active Directory
• Microsoft SCOM 2007	• Microsoft SQL Server	• Microsoft Windows
• Networking	• OLAP Database	• Oracle Database
• SAP ABAP Integration	• SAP Java Integration	• SAP BWA Integration
• SNMP Integration	• Terminal (SSH, Telnet)	• Cisco Server Provisioner
• VMware vCenter	• VMware ESX and ESXi	• Web Service Integration

Platforms Supported by Adapters

- SAP
 - Incident Analysis activities
 - SAP 46c sp50 or higher
 - RFCs that depend on Cisco Process Orchestrator ABAP add-on are only supported on SAP 7.0 sp13 or higher
 - Task Automation activities
 - SAP 4.70 or higher
 - RFCs that depend on Cisco Process Orchestrator ABAP add-on are only supported on SAP 7.0 sp13 or higher
 - System Copy activities
 - SAP 4.70 or higher
 - RFCs that depend on Cisco Process Orchestrator ABAP add-on are only supported on SAP 7.0 sp13 or higher
 - SAP Java Application Server (requires JRE 1.6 on the Cisco Process Orchestrator Server)
 - 7.0, 7.1x
 - Business Warehouse activities
 - SAP BW 3.5, 7.0
 - BWA 7.2 or higher - For BWA TREX scripts
 - RFCs that depend on Cisco Process Orchestrator ABAP add-on are only supported on SAP BW 7.0 sp16 or higher
- Microsoft Exchange Server
 - 2003 R2-32 or 64 bit
 - 2007-32 or 64 bit
- Microsoft SCOM
 - 2007 R2

- Active Directory
 - 2000, 2003, 2008
- Microsoft SQL Server
 - MSSQL 2005, 2008, 2008 R2
- Oracle
 - **9i, 10g, 11g**
- IBM DB2 8x, 9x
 - DB2 Mainframe, DB2 UDB
- SNMP
 - SNMPv1, SNMPv2c, SNMPv3
- Terminal Adapter
 - Terminal activities (Telnet and SSH)
 - Telnet - Any Telnet device
 - SSH - Any device running SSH v2
 - Unix/Linux and SFTP activities
 - Unix/Linux, Solaris, HPUX,AUX
- Remedy
 - Version 7.1, 7.6
- VMware Adapter
 - ESX/ESXi Server v3.5
 - Virtual Center v2.5
 - ESX/ESXi v4.0
 - vCenter v4.0
 - ESX/ESXi v4.1
 - vCenter v4.1
- Windows Adapter
 - 2003, 2008 Server, 2008 Server R2
- Unified Computing System (UCS)
 - UCS Manager 1.3, 1.4
- Network Best Practices Remediation (Cisco Device Models)
 - 2851, 2950, 3750, 6503, 6506, 6509, 7206, 7606
- Cisco Server Provisioner
 - Provisions Linux, Windows 2008/Win 7, Win 2003/XP, and images all Oss, VMware ESX and ESXi

Primary Requirements

Following are installation requirements for Cisco Process Orchestrator:

- Server
 - Windows 2003 - 64 bit, Windows 2008 - 64 bit, Windows 2008 R2 - 64 bit
- Database (process and reporting)
 - MSSQL 2005, MSSQL 2008, MSSQL 2008 R2 with Microsoft Reporting Services
 - MSSQL 2005, MSSQL 2008, MSSQL 2008 R2 with SAP Business Objects reporting BOXI 3.1 SP2 & SP3
 - Oracle 11G R2 (Enterprise Edition) with SAP Business Objects reporting BOXI 3.1 SP2 & SP3
- Client
 - XP Service Pack 2 - 32 or 64 bit
 - Vista - 32 or 64 bit
 - Windows 7 - 32 or 64 bit
 - Windows 2003, 2008 - 32 or 64 bit
 - Internet Explorer 6.0, 7.0, 8.0, 9.0
 - Firefox 3.5x, 3.6x

For More Information

For more information about this or any other Cisco product or service, please visit

<http://www.cisco.com/en/US/products/ps11100/index.html>.



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