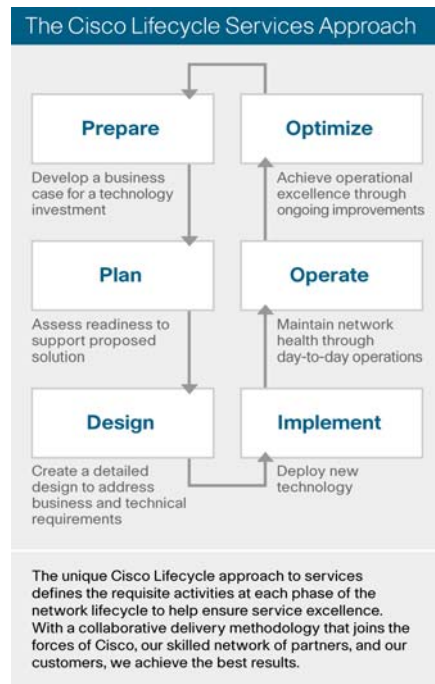


## Cisco Unified Communications Network Management Service

Accelerate planning and deployment of your Cisco® Unified Communications Management Suite to realize greater operational efficiencies and user satisfaction.



### Service Overview

A Cisco Unified Communications environment provides your company with a foundation for transforming business communications by unifying voice, video, data, and mobile applications. Unified communications solutions have proven their ability to simplify transactions, facilitate collaboration, improve business agility and resiliency, and a multitude of other benefits. In order to help ensure a satisfying, quality experience for your end-users, network operations staff must actively and efficiently manage all of the elements of the Cisco Unified Communications system.

The Cisco Unified Communications Management suite, which is composed of the Cisco Unified Operations Manager, Cisco Unified Service Monitor, Cisco Unified Provisioning Manager, and Cisco Unified Service Statistics Manager, is designed to maximize the value and full business potential of your Cisco Unified

Communications solution by providing:

- A consistent dashboard view into the status of your entire unified communications system
- Simplified provisioning of subscribers, servers, and related resources
- Enhanced operations management for real-time management of the entire unified communications system
- Rapid problem solving with real-time alerts, including voice quality on all components and infrastructure

The Cisco Unified Communications Network Management Service greatly accelerates deployment of your Cisco Unified Communications Management suite. Designed for enterprise businesses, the Cisco Unified Communications Network Management Service combines a proven process and methodology, the latest release of Cisco tools, and partnership with Cisco Unified Communications engineering experts.

The Cisco Unified Communications Network Management Service also provides a proven process for integrating the standards-based Cisco management tools with your operation support systems (OSSs) to help ensure functional alignment with your network management needs.

The Cisco Unified Communications Network Management Service includes four activities to help you speed the deployment of your Cisco Unified Communications Management suite:

- Project management
- Network management architecting
- Network monitoring
- Diagnostic testing

### **Project Management**

Cisco engineers with an intimate understanding of Cisco Unified Communications environments will work with you to get the most value out of your Cisco Unified Communication Management suite. During the project management phase, our engineers and certified partners will assess your needs and create a detailed project plan customized to meet your business and technical needs.

### **Network Management Architecting**

Our engineers will work with your network operations team to deploy the Cisco Unified Communications Management suite and also integrate the tools with your existing OSS. Cisco engineers can efficiently identify critical gaps in the technical and operational aspects of deployments and recommend the appropriate changes based on Cisco best practices.

### **Network Monitoring**

Your network operations staff will work against a Cisco Unified Communication Network Management guide and checklist to learn how to conduct and customize tests for your environment. Cisco engineers will collaboratively monitor logs and alarms with network operations staff to check actual operation against test case examples.

### **Diagnostic Testing**

The diagnostic testing activity is focused on reviewing the test cases and providing proactive recommendations and plans that identify the risks of not testing or scheduling supported Cisco network management functionality to address unified communications network issues.

Table 1 shows the activities and deliverables of the Cisco Unified Communications Network Management Service.

**Table 1.** Activities and Deliverables

<b>Activities</b>	<b>Deliverables</b>
Project management <ul style="list-style-type: none"> <li>• Hold kickoff meeting to define the project scope and work breakdown structure, identify risks, and develop mitigation plans</li> <li>• Define a resource plan, project costs, and budget</li> <li>• Develop a project schedule and finalize baseline project plan</li> <li>• Maintain the project plan, including management of risk and change</li> </ul>	Detailed Cisco Unified Communications Network Management project plan
Network management architecture <ul style="list-style-type: none"> <li>• Integrate the Cisco Unified Communications Management suite, including the Cisco Unified Operations Manager, Cisco Unified Service Monitor, Cisco Unified Provisioning Manager, and Cisco Unified Service Statistics Manager</li> <li>• Consult and provide recommendations for integration of Cisco Unified Communications Management suite into existing OSS</li> </ul>	

Activities	Deliverables
<p>Network monitoring</p> <ul style="list-style-type: none"> <li>• Configure node-to-node tests, notification service, and operation management roles for maintenance and management</li> <li>• Customize thresholds, reports, notifications, and critical alert security and verify licensing</li> <li>• Conduct network audit and report based on number of days of operational measurements and service management data from the unified communications system</li> <li>• Verify Simple Network management Protocol (SNMP) trap recipients (for example, MoM [HPOV]) If operational measurement is a trap receiver, configure service quality based notification in operational measurement</li> </ul>	<p>Cisco Unified Communications Network Management guide and checklist</p>
<p>Diagnostic testing</p> <ul style="list-style-type: none"> <li>• Review customer acceptance plan to help ensure that the test case use captures all feature functionality</li> <li>• Apply best practices to diagnostic tests and schedule</li> </ul>	<p>Recommendations for proactive scheduling and testing Cisco network management functionality</p>

## Benefits

The Cisco Unified Communications Network Management Service:

- Accelerates deployment of your Cisco Unified Communications Management suite to easily and efficiently manage your Cisco Unified Communications environment
- Provides a process for integrating the Cisco network management suite of tools into your OSS and helps ensure that the tools function in alignment with your overall network management products and processes
- Helps reduce the total cost of ownership of your Cisco Unified Communications solution through automation, integration, and simplification of network management functions

## Availability and Ordering Information

The Cisco Unified Communications Network Management Service is available through Cisco or Cisco certified partners in the United States and Canada only. Details might vary by region.

## 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.

## For More Information

For more information about the Cisco Unified Communications Management suite, visit <http://www.cisco.com/go/ucmanagement> or contact your local account representative.

**Cisco Services.**  
**Making Networks Work.**  
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