

Cisco Workplace Portal Plan and Build Service

Service Data Sheet



Accelerate delivery of your Cisco® Workplace Portal solution with expert analysis, design, and deployment support.

Challenge

When requesting IT services, workers are often frustrated when they have to navigate dozens of different web forms, disparate legacy systems, and manual systems. This frustration is greatly exacerbated by the fact that employee expectations are increasingly shaped by their experiences as consumers. Today's enterprise users demand an intuitive self-service experience for IT services for workplace desktop, communications, and collaboration. Users want the ability to request these services with the personalization, flexibility, and self service they've come to expect as consumers.

With Cisco Workplace Portal, your IT organization can publish a standardized set of business and technical services through an online service catalog. The Cisco Workplace Portal allows IT organizations to:

- Offer a menu of options in a self-service, web-based IT service catalog
- Provide an intuitive, modern user experience

- Provide a consistent way to request IT services using a unified storefront for workplace-related services, including desktop, communications, and collaboration
- Offer online status updates on requests and manage the lifecycle of each service
- Accelerate the delivery of new applications and services for greater workforce productivity

Time to market pressures can make it difficult for resource-constrained IT departments to design and implement an IT service portal and catalog for managing service requests. The Cisco Workplace Portal Plan and Build Service provides the expertise, tools, and best practices to help make sure of a successful deployment, as well as training to enable your staff to confidently add and manage new service offerings as you expand your workplace portal solution.

Solution

Cisco Workplace Portal Plan and Build Service provides comprehensive project management, analysis, design, training, and implementation

assistance. Cisco experts bring deep expertise in business consulting, system configuration, integration, customization, and ongoing process optimization working with your staff to make sure your deployment is a success.

We start the engagement by working with your staff to understand your organization's requirements for IT service provisioning and management. Cisco experts then develop a strategy and detailed design, including the procedures, configurations, and testing required to successfully deploy

and commission your workplace IT portal and service catalog. Through an iterative process of service content design and prototyping, we install, configure, and test your Cisco Workplace Portal solution to help make sure of deployment readiness in your production environment and avoid costly delays.

The Cisco Workplace Portal Plan and Build Service engagement (see Table 1) guides your team through the development of your workplace IT portal and service catalog with the following:

- A best practice approach that identifies priority IT service content that meets your requirements for cost savings, reduction in cycle time, and improved governance
- Prebuilt service content based on industry best practices that accelerates the delivery of standardized self-service content
- A mature and proven methodology that helps support the success of your cloud deployment

Table 1. Cisco Workplace Portal Plan and Build Phases and Deliverables

Phase	Deliverables
Plan	• Conduct a discovery workshop • Analyze business and operational objectives and requirements • Define workplace portal deployment model and scope • Develop project plan • Deliver functional and technical training • Develop the Cisco Workplace Portal architecture
Design	• Develop detailed design and policies for the Cisco Workplace Portal • Install the Cisco Workplace Portal foundation in a development environment • Develop the service content design and prototype • Design technical components • Launch design
Implement	• Install and configure Cisco Workplace Portal • Design and configure Cisco Workplace Portal content • Implement standard and custom systems integration, which might include: • LDAP • Single sign-on (SSO) • Runbook automation system • Orchestration capabilities and workflows • Help desk system • Implement workflow processes supporting the standard and custom system integrations • Design and implement service form prefills, validation, and custom business rules • Design and implement user profile- and organization-mapping attributes • Support testing activities such as test preparation and installation • Support production readiness activities such as production environment installation, training, and documentation • Support customer launch into production

Benefits

The Cisco Workplace Portal Plan and Build service helps you:

- Accelerate delivery and deployment of your Cisco Workplace Portal software
- Reduce deployment costs and risks by using Cisco best practices and proven methodology
- Gain self-sufficiency in maintaining your Cisco Workplace Portal
- Enable a low total cost of ownership with leading operational practices
- Greatly improve end-user satisfaction with IT services and service delivery
- Standardize IT service offerings for workplace-related services
- Make sure of broad user adoption with Cisco best practices for your portal and service content

Why Cisco Services

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad ecosystem of partners, we enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability and Ordering Information

The Cisco Workplace Portal Plan and Build Service is widely available. Contact your local Cisco representative for availability in your area.

For More Information

For more information about the Cisco Workplace Portal Plan and Build Service and other data center management and automation products and services, visit www.cisco.com/en/US/products/ps11168/serv_home.html.

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