

Cisco Server Networking and Virtualization Remote Management Service



Service Overview

The Cisco® Server Networking and Virtualization Remote Management Service (RMS) provides comprehensive server management that frees your IT staff from day-to-day tactical matters and leaves them more time to deal with strategic issues. In addition, it provides the monitoring and management of the core server functions that constitute the infrastructure of the server environment, including the management of your server devices and operating systems. The Cisco Server Networking and Virtualization RMS allows you to maintain a single view of your service infrastructure regardless of server function and location. The service supports client systems from a wide variety of server vendors, including Dell, Hewlett-Packard, and IBM, using Microsoft Windows as well as specific UNIX and Linux operating systems. This service also supports server clusters as well as server consolidation, both OS virtualization using Microsoft Hypervisor, Microsoft Virtual Server, Sun, and VMware and hardware consolidation with the support of blade servers.

Features and Benefits

The Cisco Server Networking and Virtualization Remote Management Service can provide users with a number of benefits, including:

- Reduced and controlled operating costs from offering support at a predictable, fixed cost per server
- Commitment to improved quality (service improvement) through:
 - Reduced downtime
 - Improved availability
 - Better performance
- Increased competitive advantage from:
 - Keeping pace with technology to provide clients with state-of-the-art innovation

The Cisco Server Networking and Virtualization RMS allows you to maintain a single view of your service infrastructure regardless of server function and location.

- Allowing IT to focus on the core business, differentiating technologies, thus enabling clients to invest their time, energy, and money on their core businesses, as opposed to supporting IT infrastructure services

Cost savings can be an end result, but this service is geared toward providing high-quality monitoring and management services. Improvements are most often derived from increases in staff productivity and satisfaction related to improvements in service delivery.

The Cisco Server Networking and Virtualization Remote Management Service is built around standard and repeatable procedures and configurations. The servers are managed and maintained remotely by our global network operations centers (NOCs).

Standard Service

Our Standard Service provides around-the-clock remote monitoring and notification based upon industry-standard Information Technology Infrastructure Library (ITIL®) best practices. Through the global NOCs, Cisco will proactively resolve incidents, perform root cause analysis on problems, and implement standard changes. Activities and deliverables as part of the Standard Service offering include incident management, problem management, and service-level management:

- Incident detection, recording, analysis, and notification
- Ticket generation and remediation recording in a knowledge base
- Performance threshold notifications for early warning of pending problems
- Engineering support: incident diagnosis and resolution, service restoral
- Problem engineering: identification, root cause analysis, resolution
- Performance trending: identification, root cause analysis, resolution
- Ticket trend analysis and problem identification
- Web portal for access to tickets, availability, and performance statistics
- Standard device-level reports for performance and availability

Elective Service

The Elective Service option goes beyond basic monitoring and management to provide you with access to Cisco engineers to support change, release, configuration, and patch management. Delivered as a usage-based block of monthly hours, this service enables you to utilize Cisco expertise for customer-requested activities and changes to your unified computing environment. These scheduled, requested services range from routine moves, adds, changes, and deletes (MACDs) to implementing patches or updates to devices.

Elective Service hours may be used for the following:

- Licensing
 - Apply license updates and changes
 - Track and report on software license usage
- Configuration changes to software and devices
- Vendor software upgrades for feature enhancements and security-related purposes
- Patches for vendor devices and applications

Supported Devices

The Cisco Server Networking and Virtualization Remote Management Service supports all currently shipping rack, tower, and blade servers from Dell, HP, IBM, and Sun, plus two previous generations. (See Table 1.)

Table 1. Supported Hardware Systems

Supported Server Hardware Systems
Dell
HP
IBM
SUN

Supported Operating Systems

The Cisco Server Networking and Virtualization Remote Management Service supports a variety of standard and virtual operating systems. (See Table 2.)

Table 2. Supported Operating Systems

Supported Server Operating Systems
Microsoft Windows 2000 Server (all editions)
Microsoft Windows Server 2003 (all editions)
Microsoft Windows Server 2008 (all editions)
HP-UX
AIX
Sun Solaris
Redhat
SuSE

Virtual Operating Systems

Table 3 identifies the virtual operating systems supported for the Cisco Server Networking and Virtualization Service.

Table 3. Supported Virtual Operating Systems

Supported Virtual Operating Systems
VMware
Microsoft Windows 2008 HyperV
Citrix XenServer

About Cisco Remote Operations Services

Cisco Remote Operation Services (ROS) is an organizational unit of Cisco. Cisco ROS delivers a suite of services designed to proactively manage, monitor, and protect complex networks and advanced technologies remotely, based on an ITIL® operations model. Cisco ROS anticipates, identifies, and resolves issues with greater accuracy and efficiency and in a more cost-effective manner than most customers typically achieve on their own. Cisco ROS helps customers to quickly realize the business objectives of deploying Cisco advanced technologies, without the usual IT staff complexities or disruption to network performance that a customer might expect with such an implementation.

Why Cisco Services

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

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 excellent results together.

Availability and Ordering

Cisco Server Networking and Virtualization Remote Management Services are available globally. Service delivery details may vary by region.

For more information about this and other Cisco Remote Management Services, visit www.cisco.com/go/ros or contact your local account representative.



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