Cisco IT @ Work Case Study
Cisco IT Outsources Global Network Monitoring and Management to Cisco Remote Operations Services (ROS)

Cisco Information Technology
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Overview

- **Challenge**
  
  Enable Cisco IT to focus on core competencies

- **Solution**
  
  Outsource network management and monitoring to Cisco ROS

- **Results**
  
  Trusted partnership; more strategic use of Cisco IT resources

- **Next Steps**
  
  More responsibilities
Challenge

*Enable Cisco IT to Focus on Core Competencies*

- Monitoring and managing Cisco LANs and Cisco global WAN is time consuming
  - More than 10,000 devices

- Cisco IT staff previously managed all activities
  - Core activities: strategic IT programs and new technology
  - Contextual activities: repeatable, consistent, day-to-day tasks

- In some regions, Cisco IT staff took turns being on call 24 hours a day to respond to events such as circuit outages
  - Diminished productivity
  - Sometimes resulted in poor change management
Solution

**Outsourced Monitoring and Management to Cisco ROS**

- Cisco ROS handles “Operate” phase within Cisco lifecycle strategy: Prepare, Plan, Design, Implement, Operate, and Optimize
  
  Core competency for Cisco ROS is Operate phase

  Core competency for Cisco IT is developing and supporting new technologies that confer a strategic advantage

- Remote monitoring services are delivered by a global team of CCIEs and other experienced engineers

  Cisco ROS follows standard industry practices, including IT Infrastructure Library (ITIL)-based processes.
Solution

*Available Cisco ROS Remote Monitoring Services*

- Foundation technology: routing and switching infrastructure
- Core routing: Cisco Carrier Routing Systems (CRS), optical, and others
- Cisco Unified Communications
- Network security
- Cisco TelePresence
# Cisco ROS Responsibilities for Cisco IT

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<td>Cisco TelePresence Management</td>
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Results

Trusted Partnership

- More strategic use of Cisco IT resources
- Improved responsiveness
- Faster identification and resolution of infrequent problems, a result of global monitoring rather than regional monitoring
- Improved productivity and quality of life for Cisco IT staff
  - No more nighttime pager duty
- Global scalability
“By the time Cisco releases new technologies to its customers, we already know what to watch and how to configure devices for optimum performance. The same Cisco division that supports Cisco IT can support Cisco customers, as well.

James Jones
Customer Support Engineer
Cisco Remote Operations Service
Next Steps

More Responsibilities in More Geographies

- IP telephony
- Security management
- Other advanced technologies as Cisco IT becomes familiar with them and develops best practices
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