



# Network Monitoring and Management

## How Cisco IT Outsourced Network Management Operations



## A Cisco on Cisco Case Study: Inside Cisco IT

# 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

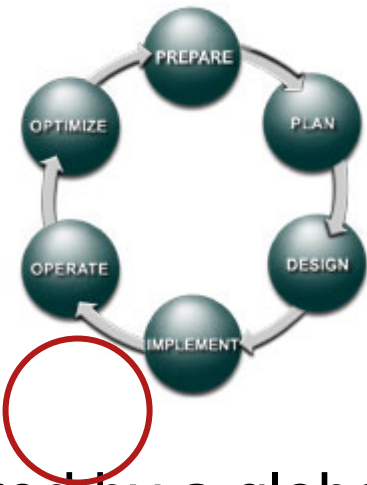
# Solution

## 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

	Americas	Europe and Emerging Markets	Asia Pacific and Japan
WAN Management	X	X	X
LAN Management	X	X	X
Wireless LAN Management	X	X	X
Uninterruptible Power Supply Monitoring	X	X	X
IP Telephony Management: Circuits and Change Management	Planned	X	X
IP Telephony Full Operational Management	Planned	Planned	Underway in India for partners
Security Management	Pilot underway	Under discussion	Under discussion
Cisco TelePresence Management	X	X	X

# 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

To read the entire case study, or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT

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