

Cisco IT Data Center and Operations Control Center Tour



Conclusion

9. Conclusion

Figure 1. Dick Corso in the Data Center



Dick: “The key message is, we changed our management process over time, and learned from our mistakes. We got more diligent. We created more consistency. We were able to give a lot more visibility into problems that had always existed but were not always measured. Because of this consistency and the improvements from increased visibility, we were able to take on more responsibility—all the Cisco data centers. In spite of the increase overall of monitored elements, we have created a trend toward decreased incident volume. And we have been able to standardize our processes so well that we could safely and comfortably outsource our OCC to an external vendor, and to distribute the functions between San Jose and Bangalore.

“Standardization and reliability have gone a long way in this organization. We’ve standardized and become much more reliable in the way the OCC team is managed, and the way the data center IT team is managed. In addition, we’ve standardized and become much more reliable in the way the network is configured, with backups and remote monitoring and management.

“All those things put together create a robust environment that everybody depends on day to day. It’s like a utility, and everyone expects it to be up and running every hour of every day. And if something goes wrong, then we fall back to redundant locations, redundant

power, or a redundant network, and no one on the outside notices that anything has gone wrong.

“So there’s a success story here, and it goes a lot further than just the OCC team. The success story that I can tell you is not just a success story of operations, it’s a success story of Cisco IT and how Cisco IT has come together to build a data center solution.”

Figure 2. Dick and Ian in the Data Center



End Conclusion

We hope you have enjoyed this part of the Cisco IT Data Center tour. You can contact your Cisco sales person to arrange an Executive Briefing Center visit, and request a live tour of the Cisco main production data center and operations control center.

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Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS
(6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International
BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
Capital Tower
168 Robinson Road
#22-01 to #29-01
Singapore 068912
www.cisco.com
Tel: +65 317 7777
Fax: +65 317 7799

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