



Transforming Datacenter Service Operations

Cisco Tidal Enterprise Orchestrator

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Automation Breaks The 70/30 Rule

Innovations – Creating Business Value

Innovation

- Break-away services, new market entries
- Improved IT productivity, agility, capabilities
- New service delivery models

Traditionally Accounts for
20%–30% of OPEX

Access Advanced IT Capabilities, Orchestrate New Applications & Services

Operations – Maintaining Business Value

Keep the lights On!

- Maintain availability and service levels
- Operations related to organizational or business change

Traditionally Accounts for
70%–80% of OPEX

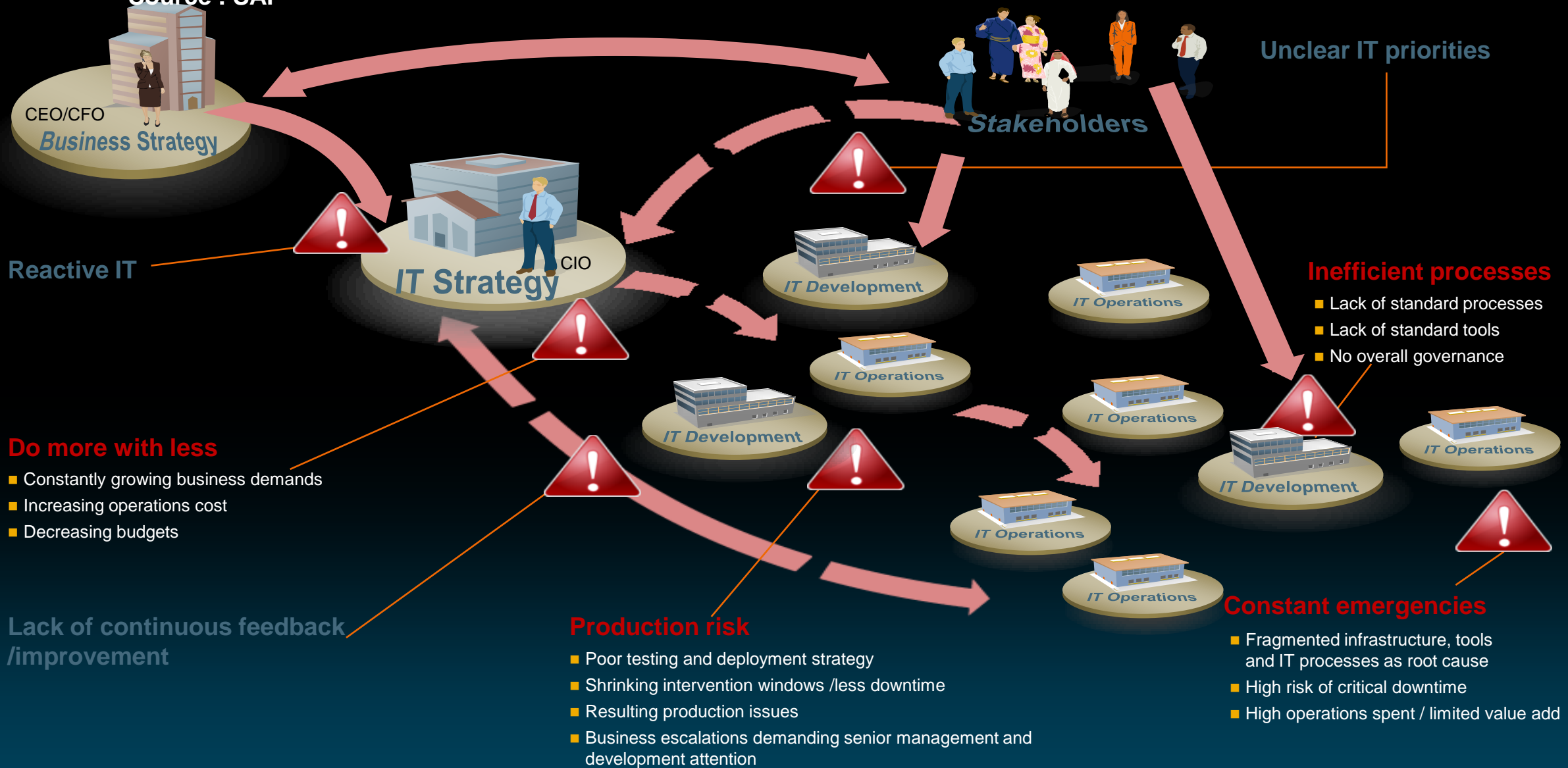
Automate Operations, Stabilize IT, Free Up High Value Resources



Cisco Intelligent Automation

Today's IT Challenges: Reactivity, Inefficiency

Source : SAP



Reactive IT

Unclear IT priorities

Inefficient processes

- Lack of standard processes
- Lack of standard tools
- No overall governance

Do more with less

- Constantly growing business demands
- Increasing operations cost
- Decreasing budgets

Lack of continuous feedback /improvement

Production risk

- Poor testing and deployment strategy
- Shrinking intervention windows /less downtime
- Resulting production issues
- Business escalations demanding senior management and development attention

Constant emergencies

- Fragmented infrastructure, tools and IT processes as root cause
- High risk of critical downtime
- High operations spent / limited value add

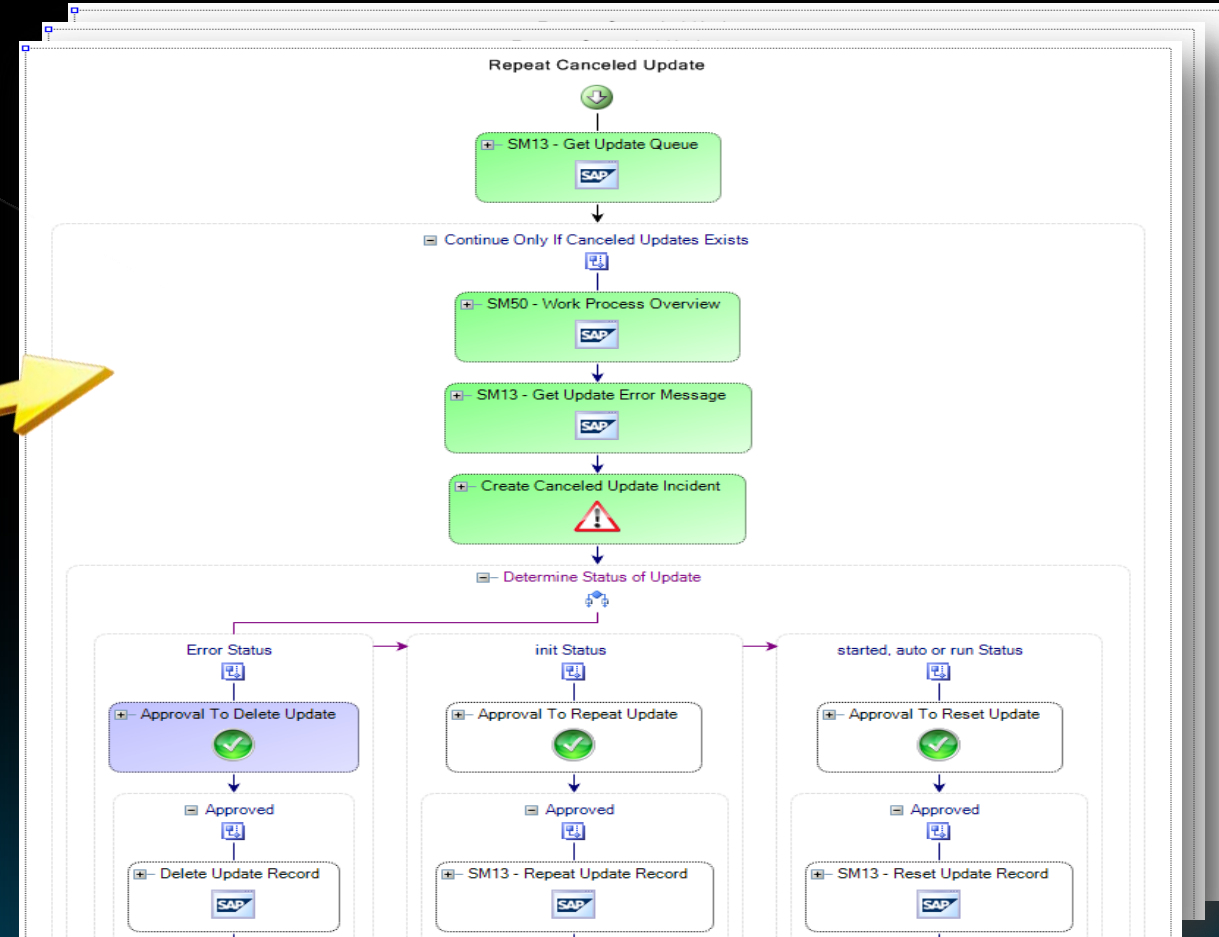
Cisco Run Book Automation: Before and After



Health Checks

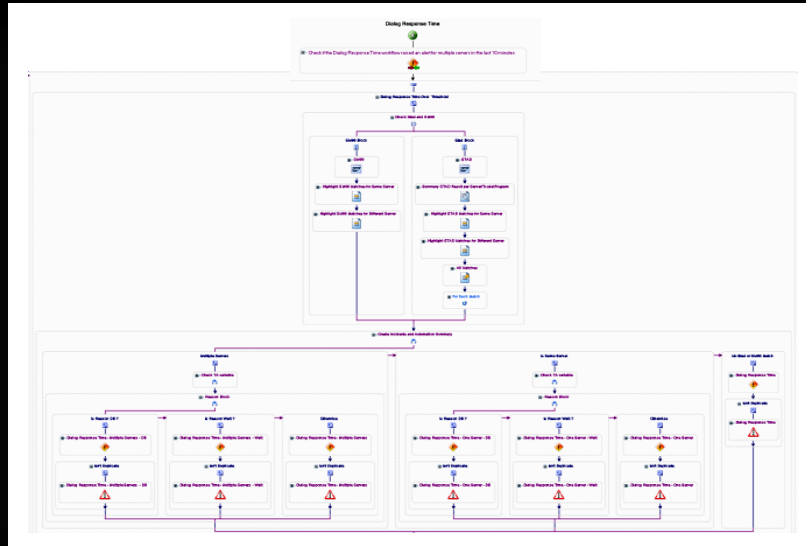
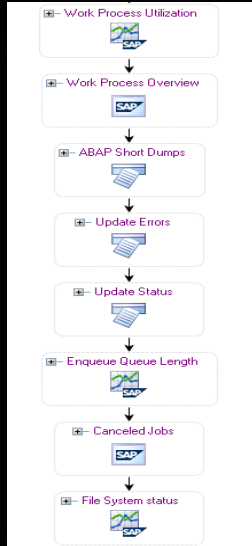
System Refresh

Before: Manual procedures



After: Automated Workflows

Sample Views



New Subscription

Dialog Response Time (msec)

Dialog Steps per Minute

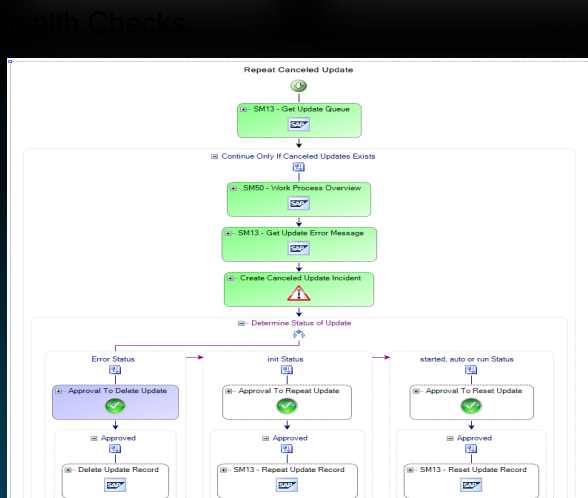
Users Logged In

Incident Category

Views / Reports

Incidents

Time	Alerts	System	Server	Incident Name	Severity	Automation Summary	Short Description
1/22/2010 2:53:02 PM	Alerts	R47	sapr4700_R47_00	Dialog Response Time - One Server	Normal	Automation Summary	TIA detected high 'Dialog Response Time' 2855 msec on server sapr4700_R47_00 at 1/22/2010 2:4 PM (UTC-08:00).
1/22/2010 2:09:13 PM	Alerts	R47		Database Space Is Low - Autogrow Configured	Normal	Automation Summary	One or more databases free space is below the defined threshold of 20 %. Autogrow is configured.



Web Based Approval Process

Repeat cancelled updates
(Observe the process in real time)

Impact of Manual Processes for Service Operations

Unplanned downtime and fire fighting

Level 3 (Expert) resources spend **60%** of time supporting production



Time wasted on repeatable maintenance tasks

>60% of Operational cost for basic maintenance, available scheduled downtime



Manual, ad-hoc processes for change management

Weeks for end-to-end system refreshes, patch/fix integrations



No centralized visibility or process integration or reuse

20+ different tools resulting in disconnected processes





CISCO