

# SD-Access Operations Planning Service

## Build an operational model powerful enough for The Network. Intuitive.

When you make the decision to transform your business with the new era of networking – where you can connect billions of devices, identify them almost instantly, know what’s trustworthy, and draw insights from data that crosses them – it’s a game changer. It’s so transformational that your existing operating model with need to transform too. So we have designed a service that will guide you through the process of building your new operating model so you’re ready to unleash the power of your new automated network.

SD- Access Operations Planning prepares you to operate and manage your new SD- Access solution. We will analyze your current operations and collaborate with your operations staff. Together, we'll develop a detailed operations plan along with procedures that will accelerate your operational readiness and reduce the risk of unplanned downtime.

Through a number of structured workshops, we will

- Determine operational readiness and identify gaps
- Define the required future state SD-Access operational model based on ITIL
- Develop a strategy for organizational changes, staffing, process and tools based on your underlying requirements
- Recommend configuration, incident, event, release and availability process and procedures

## Benefits

- Speed adoption of SD-Access infrastructure, security automation and assurance
- Ensure consistency of solution integration into people, process, tools and technology
- Reduce risk by identifying and addressing gaps in current operations model

## Call to action

Unlock the full potential of your SD-Access Investment.

To learn more about this and other SD-Access services, contact your local sales representative or visit [www.cisco.com/go/enservices](http://www.cisco.com/go/enservices)



## Get the recommendations and tools you need to execute your operational support plan

We will bring together your functional teams at an onsite workshop to discuss the overall plan, evaluate your current operational maturity and identify any critical gaps that could hinder the adoption throughout your organization. We'll follow the kick-off session with several remote workshops where our subject matter experts will go in-depth on key areas, such as incident management, availability management, and change management.

At the conclusion of the workshops, we will provide you with the tools, insights, and recommendations you need to define your operational support plan, including:

- Organizational structure diagrams
- Roles and responsibilities matrix template
- Skills matrix template
- Training and development plan matrix
- Recommended processes flows
- Example metrics and KPIs