CISCO Connect

Modernizing to Secure Against AI Automated Threats

Cisco Professional Services

Faster Operations.

Greater Security.

Uninterrupted Performance.

Brit Hennig
Leader, Sales – Services and Software

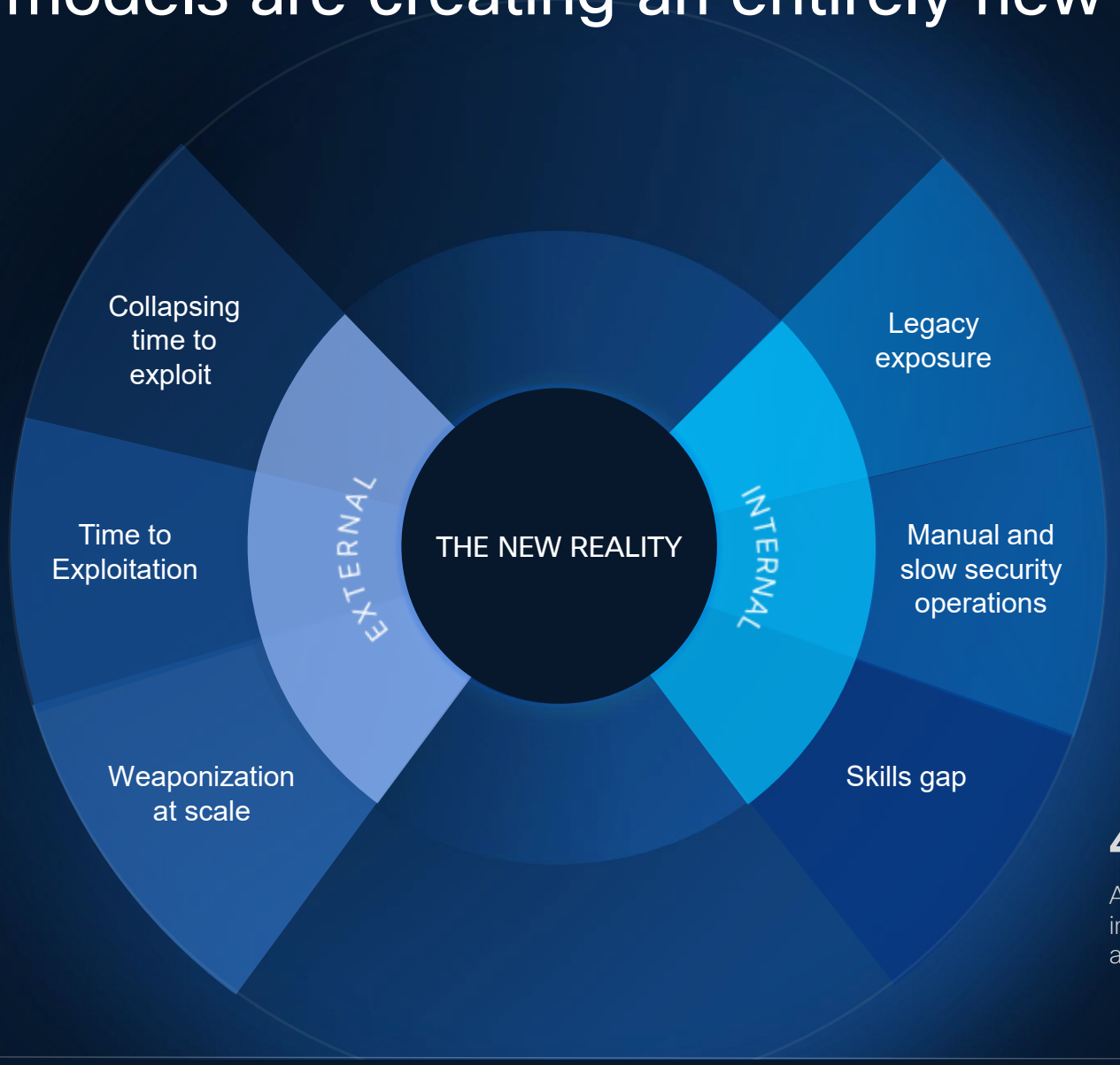
October 21, 2026

Frontier AI models are creating an entirely new level of risk

8 hours
The average time to exploit vulnerabilities in 2026

-7 Days
Relative to Patch Availability

3 → 1
CVEs weaknesses chained into complete attack paths



40%
of the 100 top-targeted vulnerabilities hit end-of-life systems

45 days
median time to patch critical known-exploited vulnerabilities (KEVs)

40%+
Attributed skills gap to slower incident response and inability to adopt new technologies

Yesterday's infrastructure and operating model are not ready for AI-era cyber threats

Sources in notes

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Infrastructure and operating model needs to evolve

Current challenges

Prioritization paradox

Structural debt

Operational velocity and capacity gap

Widening skills gap

What's needed

Always-on landscape clarity

Proactive structural resilience

Operations and threat response

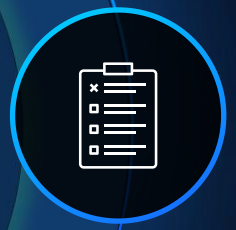
Specialized expertise

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Always-on landscape clarity

to advance the operating model



Exposure Assessment

Mapping the attack surface

Know what assets do you have, what is at risk, and what to do next.

Modernization roadmap insights

Identify and prioritize lifecycle risk with tailored refresh paths.

Critical exposure remediation guidance

Collapse the discover, assess, and act loop.

A comprehensive, step-by-step defender’s playbook

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Exposure Assessment

Streamline your defense with a guided playbook in Cisco IQ

1

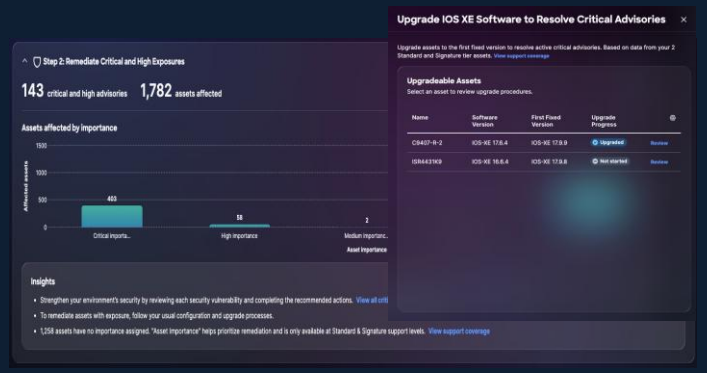
Attack surface mapping



- Complete asset visibility
- End-of-Life (EoL), Last Day of Support (LDoS) visibility
- Personalized security advisory exposure mapping

2

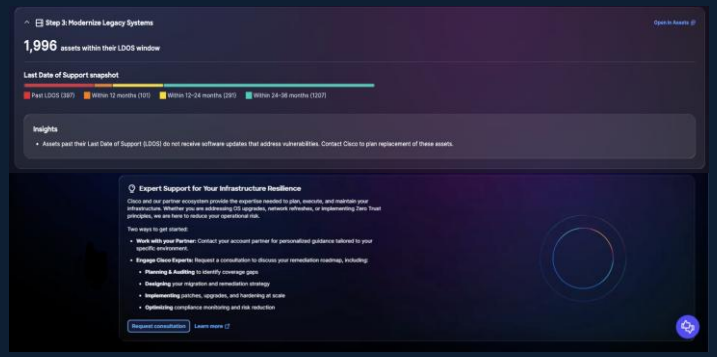
Exposure remediation guidance



- Threat mapping and risk scoring
- Prioritized criticality and remediation
- Safest, automated OS upgrade path

3

Modernization lifecycle insights



- Lifecycle status visibility
- Lifecycle mapping and risk impact insights

Unlock AI-driven intelligence with Cisco Support – Standard

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Defend while modernizing with specialized experts

Design, test and verify OS upgrades: Validate OS upgrades to ensure system integrity, performance, and security.

Streamlined OS upgrades with pre/post validation: Develop and deploy automation to speed OS upgrades while ensuring system integrity, performance, and security.

Dynamic segmentation for containment: Dynamic segmentation isolates networks, containing blast radius.

Establish Golden Images and an n-2 operation: Remove variation to speed change management and tighten operational security.

Strategic network refresh: Conduct remediation planning and systematically identify and replace aging EoL/LDoS, hardware, and software.

Modernize deployment pipeline: Shift to a repeatable, automated "Services as Code" model.



Accelerate outcomes through expertise of Cisco Professional Services and our partners

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Infrastructure and operating model needs to evolve

Current challenges

What's needed



Prioritization paradox

Always-on landscape clarity



Structural debt

Proactive structural resilience



Operational velocity and capacity gap



Operations and threat response



Widening skills gap

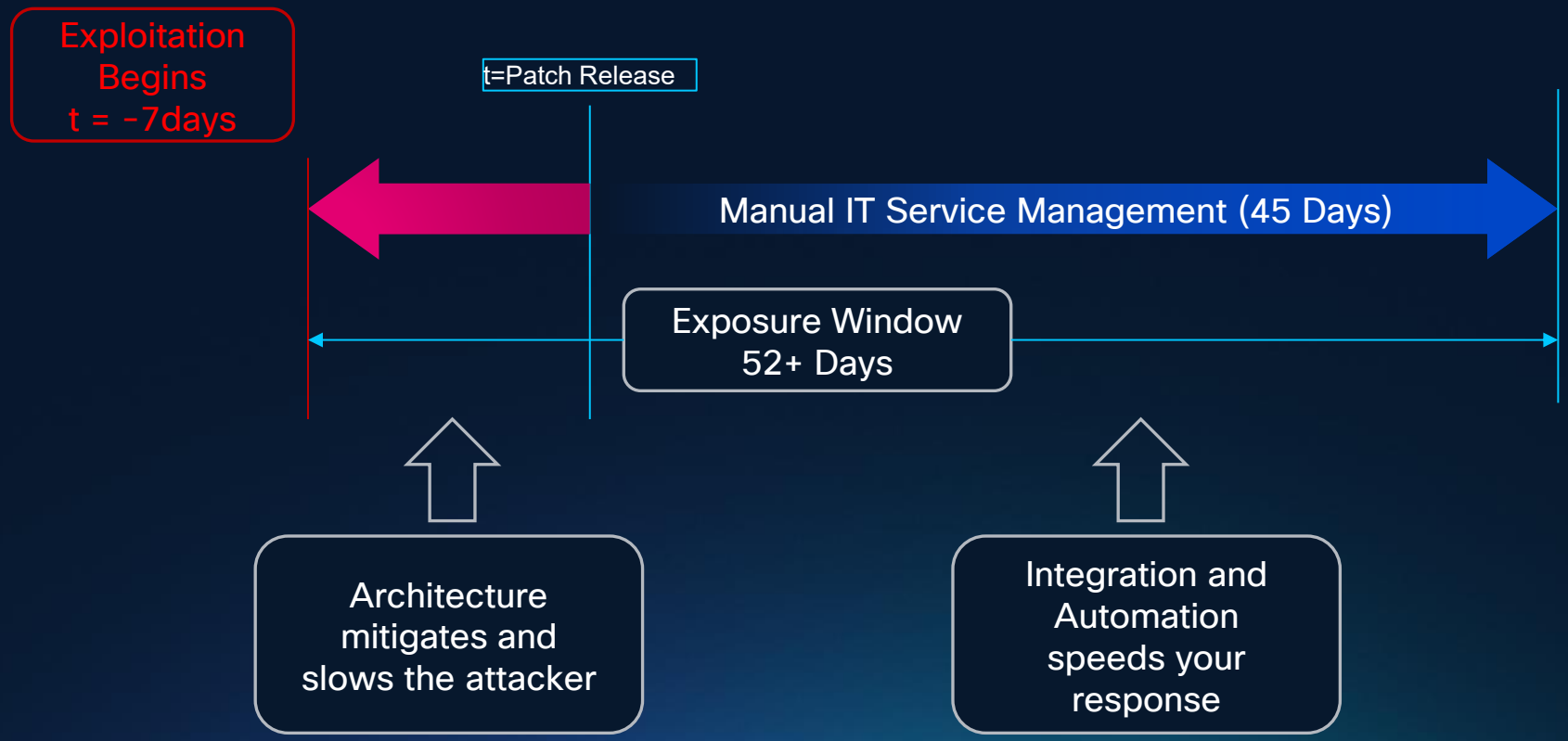


Specialized expertise

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You cannot outrun their timeline – but you can shrink your exposure



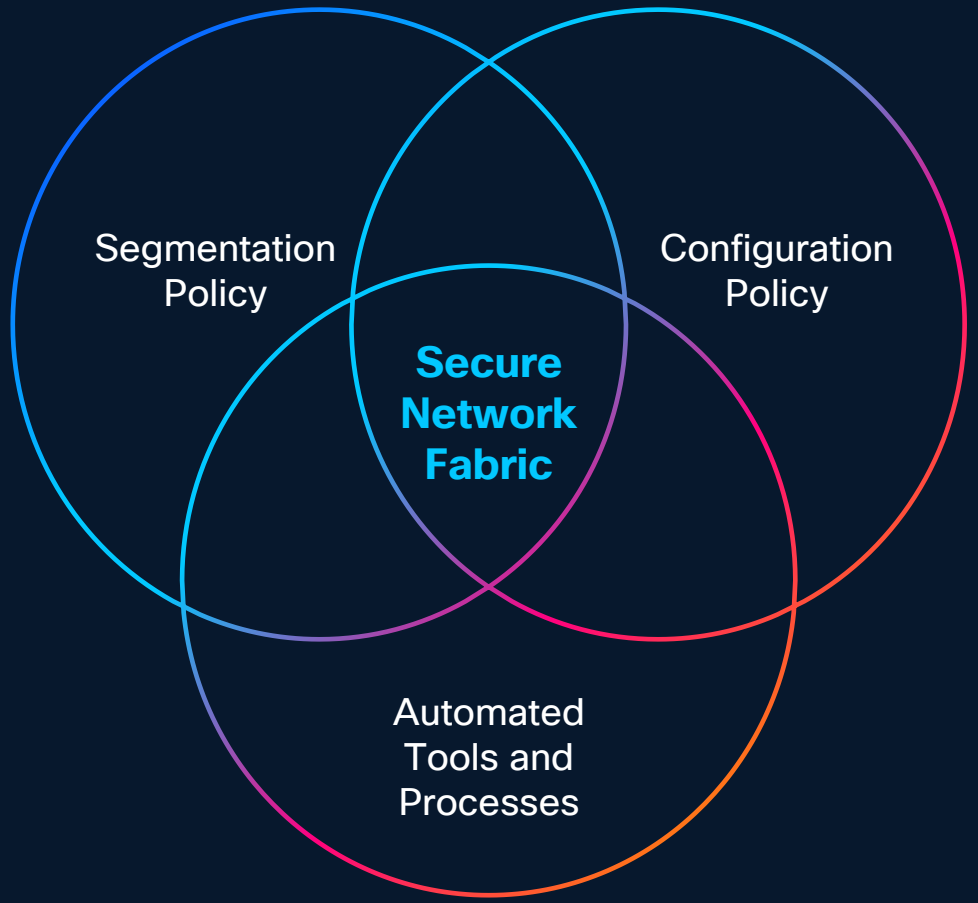
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Design Criteria that are critical to win the race

Segmentation ...
- Slows and limits the attack surface

Configuration Policy ...
- Standardization enables automation
- Currency speeds processes

Information flows ...
- Remove the gaps between the processes



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We need to reduce the time lost in process

Agile Operations is now a Security Imperative

Detect	Triage	Diagnose	Approve	Validate	Deploy
Alert noticed, event logged	Ticket queued, owner found	scope confirmed	CAB cycle, window booked	Lab booked, regression run	Staged rollout, verified
7 days	**4 days**	**6 days**	**7 days**	**5 days**	**16 days**

45 days of process latency – most of it spent waiting in queues

Problem Identification: The problem is not your tools



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Speeding your ITSM processes at every step

What you already own, and what we build with you

Event — Incident — Problem — Change — Validate — Deploy



Speed your Operations

Speed or Encode Decision Making
& Speed Execution

TECHNICAL SUPPORT ENTITLEMENT

What you can access today

PROFESSIONAL SERVICES

What we can build with you

Move X Days of Elapsed Time to Hours

SIX PRACTICES, ONE QUESTION

Monitoring and Event Management

What you already own, and what we build with you



Today: Manual Process

- Advisory lands in a monitored mailbox
- Untracked manual workflow
- Exposure worked out by hand, device by device
- Severity guessed without asset context
- Poor status visibility

Goal: Encode Decision Making & Eliminate Labour

Cisco Support & Cisco IQ

Basic Asset and Field Notice reports against stored inventory

Standard Advisory reports correlated against stored inventory

Integration and Automation:

Cisco IQ Connector Advisory reports against LIVE inventory

Cisco IQ APIs findings land in ServiceNow, not a portal

Move 7 Days of Elapsed Time to ≈ 24 Hours

Time Recovered: 6 Days

Event to Problem Management – Collapsed

What you already own, and what we build with you



Today: Manual Process

- Advisory lands in a monitored mailbox
- Best engineer pulls configurations
- Advisory read line by line against each device
- Logs and configs pulled separately from each domain
- Vendor tickets opened with questions, creating delays

Goal: Encode Decision Making

Cisco Support & Cisco IQ

Standard Configuration and hardening deviations, ranked

Signature Recommendations

Integration and Automation:

Cisco IQ Connector Advisory information against LIVE configs

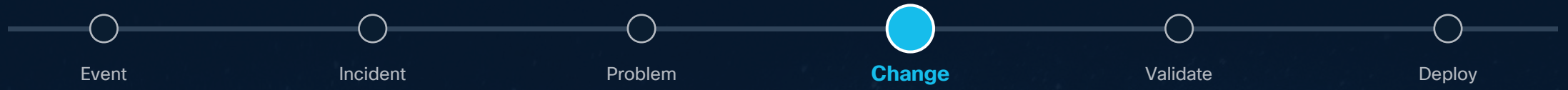
Cisco IQ APIs Identified Known Errors and Recommendations land in ServiceNow. Actionable.

Move 7+4+6 Days of Elapsed Time to ≈ 48 Hours

Time Recovered: 15 Days

Change Management – why the gate exists

What you already own, and what we build with you



Where does the time go?

Preparation

Deliberation

Rework

Queuing

Approval lapses

Goal: Change the Category

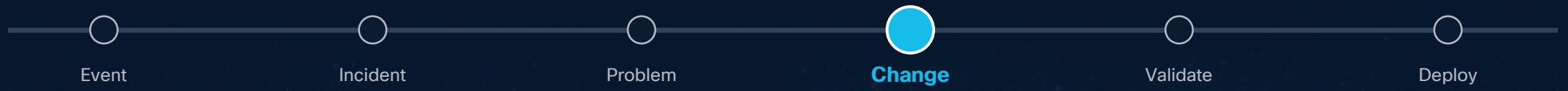
Estimated 7 Days of Elapsed Time

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Time Recovered: 15 Days

Change Enablement – approve fewer, not faster

Standard changes are preauthorized by definition – approved once as part of the defined policy



Today: Every Change is a Special Case

- No common policy
- Risk assessed by committee discussion
- Rollback reworked each time
- Every instance returns to the board
- Nothing qualifies for preauthorization

Goal: Change the Change Category
Pre-authorize more changes

Cisco Support & Cisco IQ

Signature planned change impact evaluated before it runs

Configuration Insights the policy baseline

Professional Services

Method of procedure built against your policy, then codified

Rollback a property of the system

Move 7 Days of Elapsed Time to Pre-Authorized Standard Changes

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Time Recovered: 22 Days

Service Validation & Testing

Remove the standing readiness to test — and the cost of testing again



Today: Manual

- No lab standing ready
- Lab has drifted from production config
- Test plan rewritten each time
- Regression Results compiled into a sign-off pack

Goal: Automate Service Validation and Regression Testing

Cisco Support & Cisco IQ

Signature recommendations arrive ready for execution

Hardening rules evaluated and updated continuously

Professional Services

Continuous Automation and Integration testing automated against policy

Digital Twin environment on demand — no drift

Move 5 Days of Elapsed Time to ≈ 8 Hours

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Time Recovered: 26 Days

Deployment Management

Deployment scales with the number of consoles, not the size of the change



Today: Manual

- No lab standing ready — one has to be built
- Manual runbooks, one per platform
- Staged rollout across the fleet, site by site
- Post-deployment verification by hand, if at all
- Rollback requires a fresh change request

Goal: Automate Service Validation and Regression Testing

Cisco's Platform Approach

Policy-driven platforms intent stated once, then propagated

Automation you own in Action

Professional Services

Enablement Skills built internally for Operational Excellence.

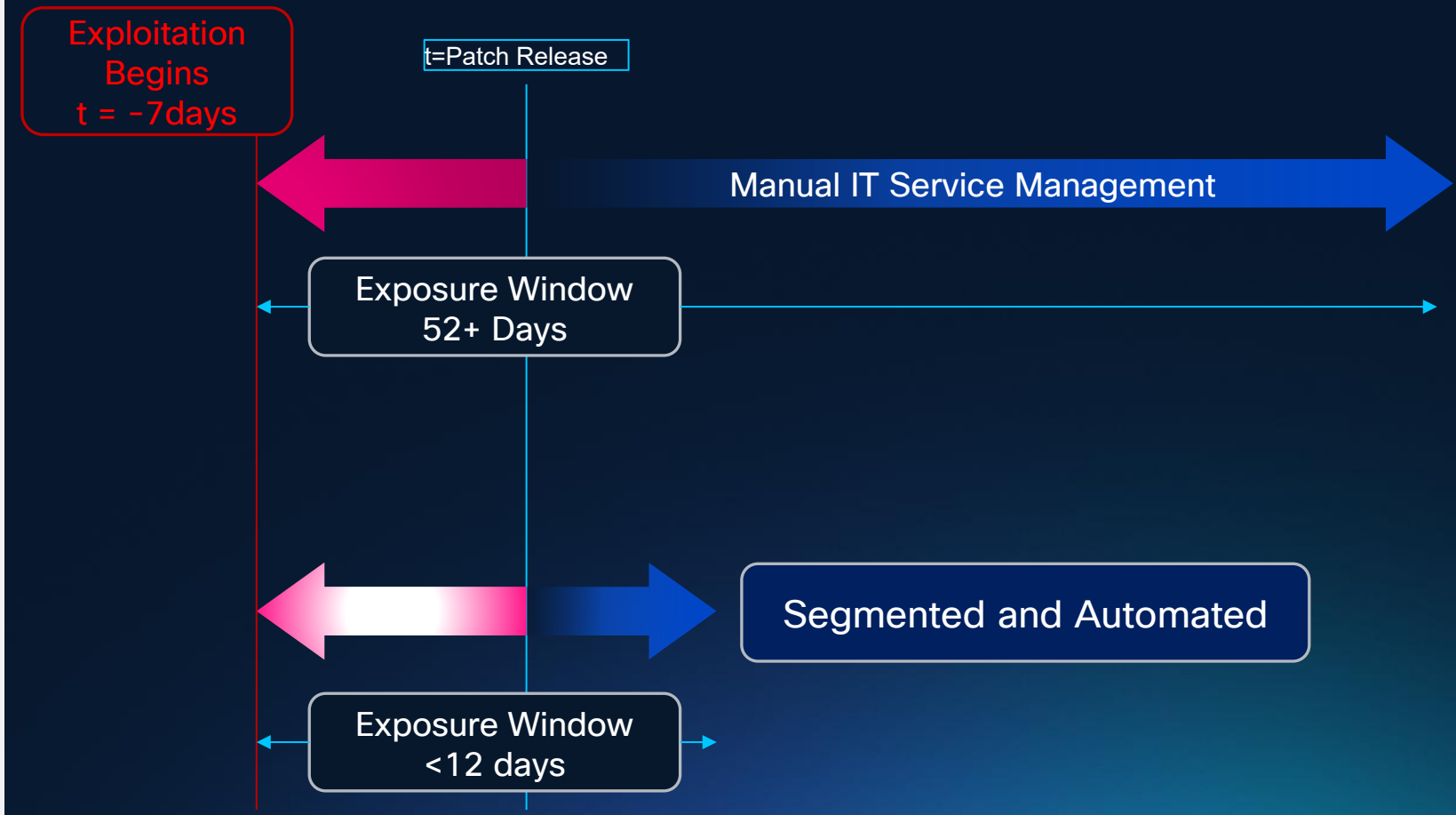
Automated upgrade Rapid Execution

Move 16 Days of Elapsed Time to ≈ 24 Hours

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Time Recovered: 41 Days

Shrink your exposure



EXPOSURE WINDOW

Avg: 45 days

Target: < 80 hrs

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Operational Choices



You Operate it

Cisco assists the evolution of your processes



Cisco Operates the Automation

Cisco Services as Code



Cisco Operates the Network

Cisco Cisco Managed Services

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Helping you evolve your Infrastructure and operating model

What's needed

- Always-on landscape clarity
- Proactive structural resilience
- Operations and threat response
- Specialized expertise

Next Steps

- Implement and Integrate Cisco IQ → Assess Compliance and Remediate
- Design and evolve to a Segmented, Policy driven Intent Based Network → Integrate and Automate your Operations

Accelerate outcomes through expertise of Cisco Professional Services and our partners

Defend → Modernize → Accelerate

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Thank you



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