

Digital Resilience across Cisco

Digital Resilience for AI Ready Data Centers and
Future Proofed Workplaces

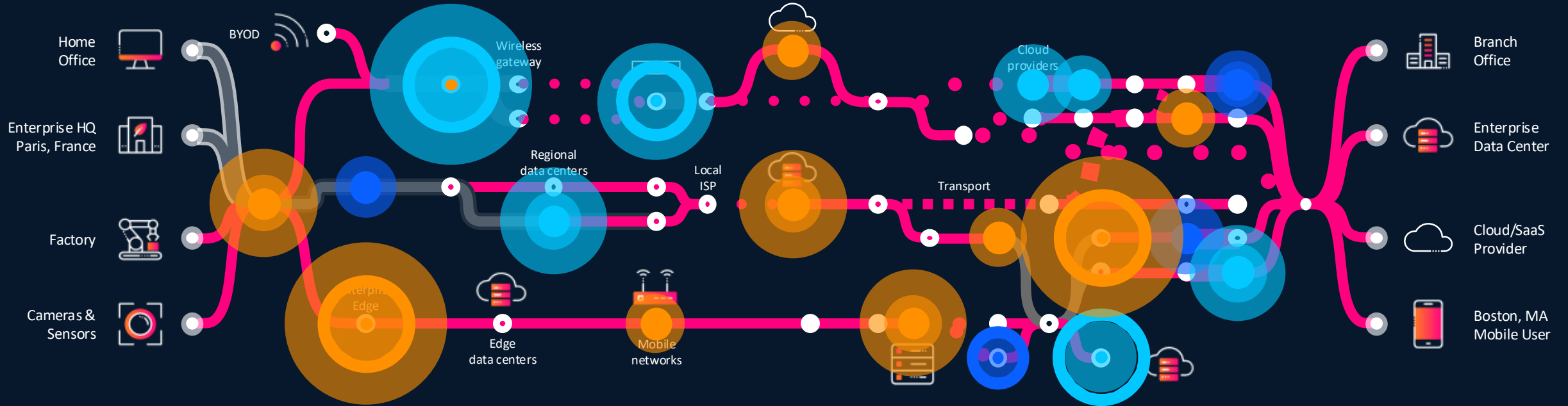
John Pascoe
AgenticOps and Observability Leader



Agenda

1. The complexity challenge
2. Platform experience
3. Cisco's new architecture
4. Digital Resilience foundation
5. Observability for AI Ready Data Centers
6. Observability for Future-Proofed Workplaces
7. Integrated Observability with ITSI
8. Future with AgenticOps

Complexity explosion is getting worse



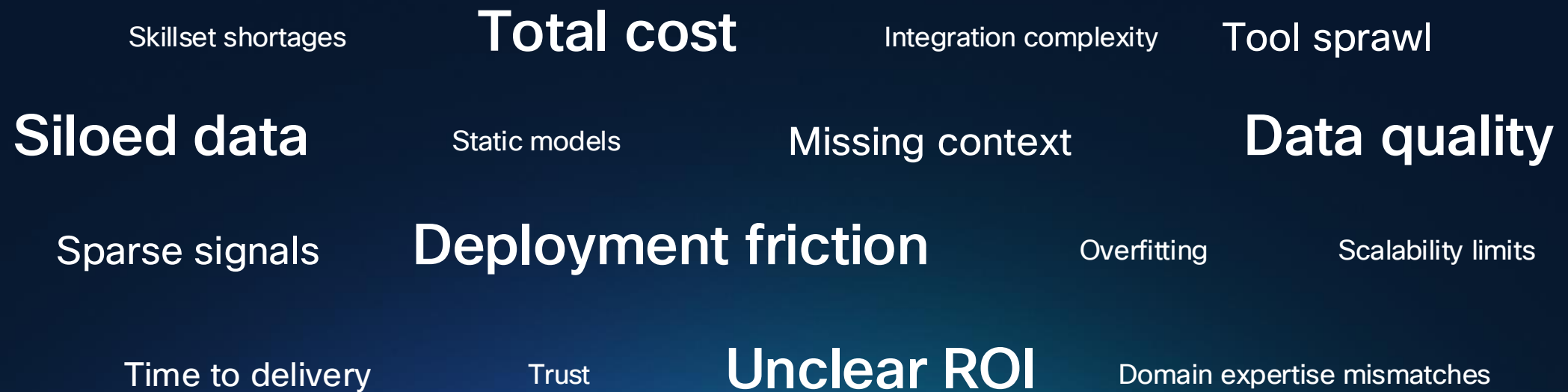
Observability must evolve

Fix and prevent
with AI agents

Observe AI agents
and infrastructure

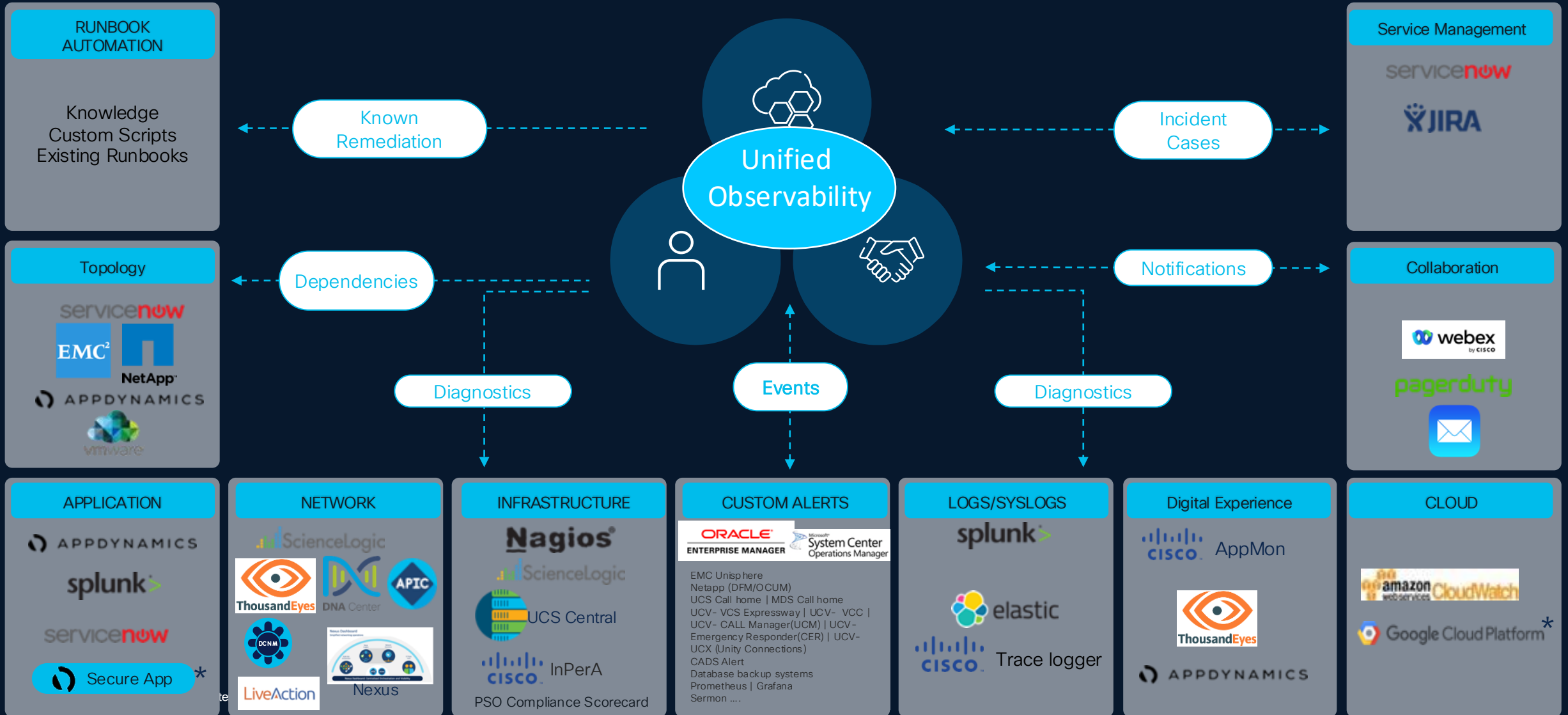
Unify observability
and show business
impact

What makes this so difficult?



Cisco IT Inter-domain Integrations

24 developers to maintain APIs



Cisco Agentic Observability



Splunk Platform

Platform advantage – a consumer example



One Cisco portfolio delivers customer outcomes



AI-Ready Data Centers



Future-Proofed Workplaces

← Secure Global Connectivity →



Digital Resilience



Accelerated by Cisco AI



Digital Resilience for AI-Ready Data Centers



AI-Ready Data Centers

- Power
- Integration with Intersight, Nexus, & AI Pods
- GPU
- Agent/LLM performance
- End-to-end Application visibility



Digital Resilience

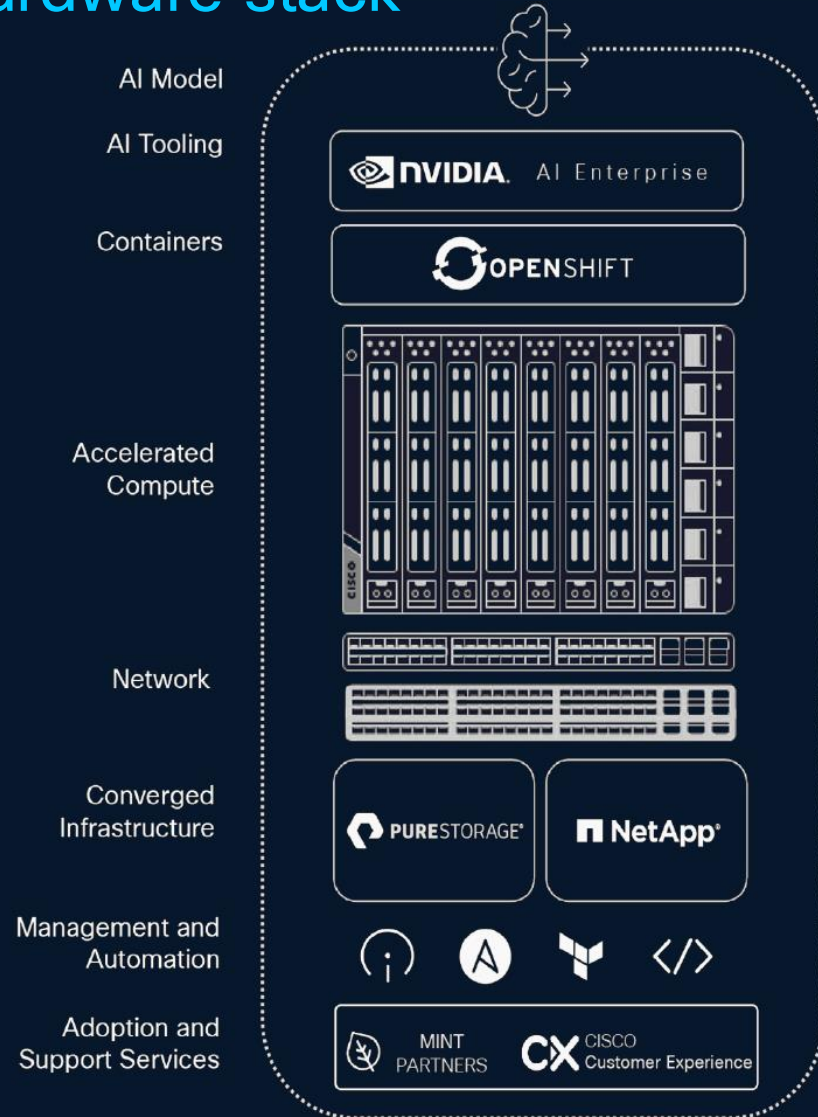


Accelerated by Cisco AI

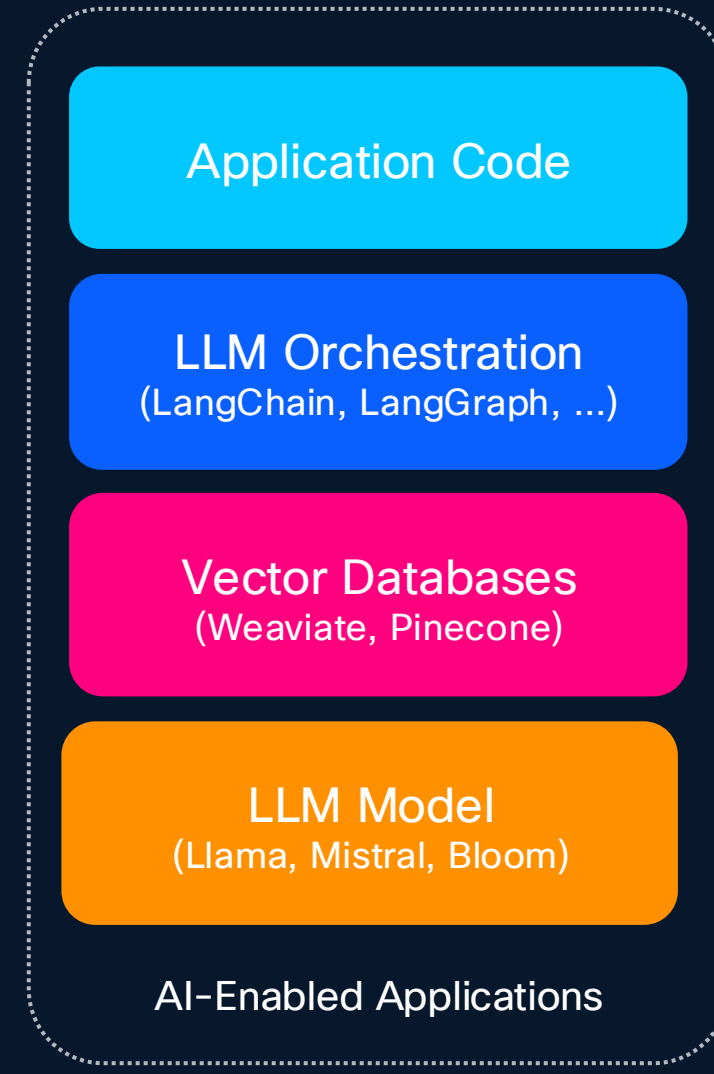


Splunk provides visibility into the Cisco AI-ready POD hardware and software end-to-end

Hardware stack



Software stack



Digital Resilience for Future-Proofed Workplaces

- Integration with Webex, Spaces, and ThousandEyes
- UC Infrastructure – UCM, CUBE, ER
- Call performance – logs, details
- Real Estate utilization for return-to-work
- QoS



Future-Proofed Workplaces



Digital Resilience



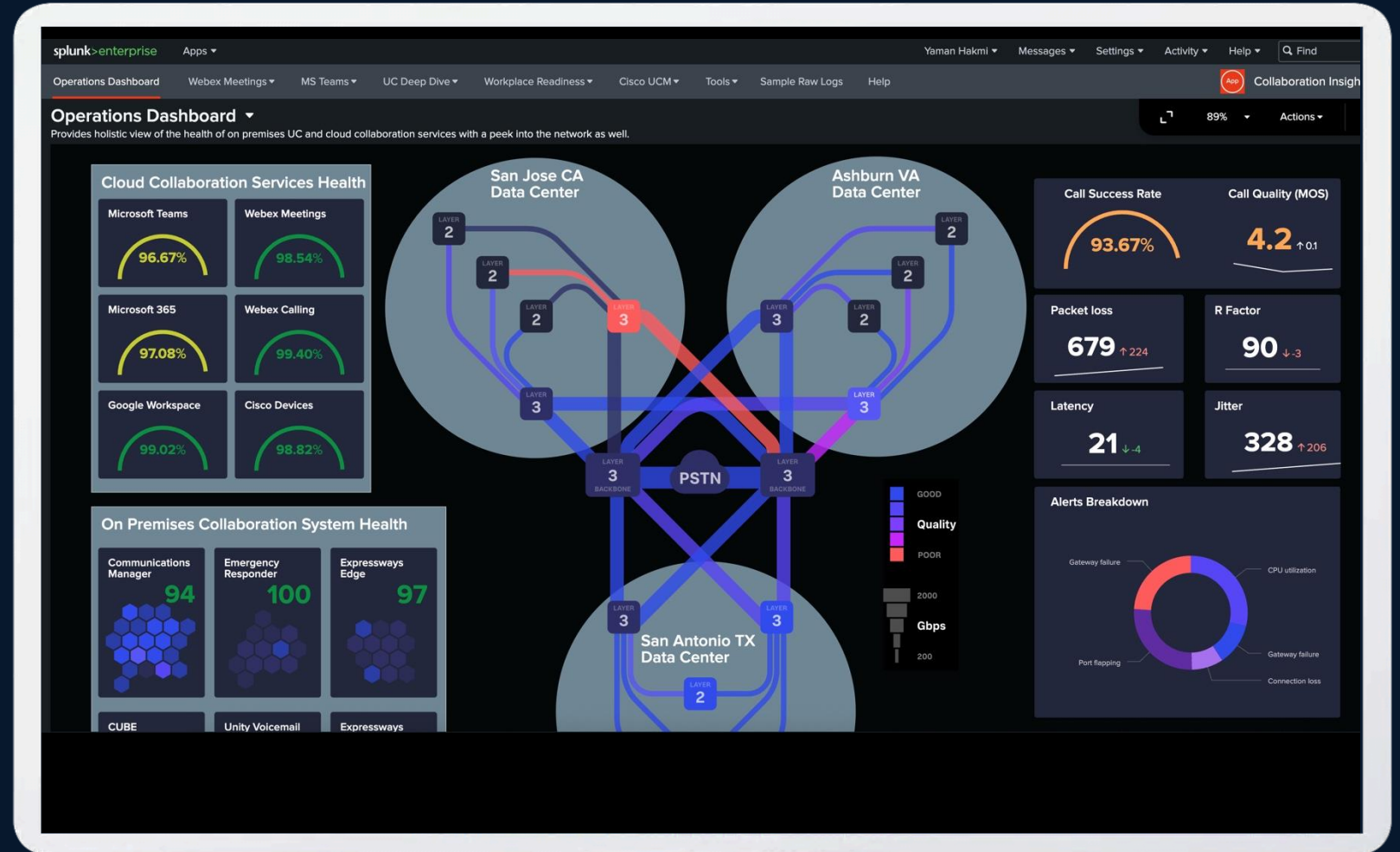
Accelerated by Cisco AI



Observability for Future-Proofed Workplaces

Unified Collaboration Observability

- Spaces
- Calling
- Server health
- MOS
- QoS
- ThousandEyes
- Call logs



Future-Proofed Workplace demo

Splunk for the full Cisco stack

Providing the data platform for end-to-end visibility across the full Cisco stack

Networking

Available today:

- Cisco EN & ACI Apps
- Network Element Mon.

Available TAs for:

NEW

- Catalyst/Nexus/ACI
- Meraki
- UCS Compute
- Identity Services (ISE)
Meraki Dashboard
- Catalyst Center
- Nexus Dashboard

Coming up: ITSI CY26

- Crosswork Cloud (TA)
- SDWAN (vManage)

Security

Available today:

- Talos threat intelligence integration

Available TAs for:

NEW

- Security Cloud App
- Web/Email security
- Network Analytics (Stealthwatch)
- AI Defense

Coming up:

- Secure Workload
- Isovalent (Hypershield)

Collaboration

Available today:

- Contact Center Analytics
- AppD agents for on-prem UCCE/UCCX
- Productivity apps view
- Webex SOAR investigative workflow

3rd Party TAs for:

- CUCM CDRs
- CUBE SBCs

Coming up:

- WxCC Splunk Connector

Observability

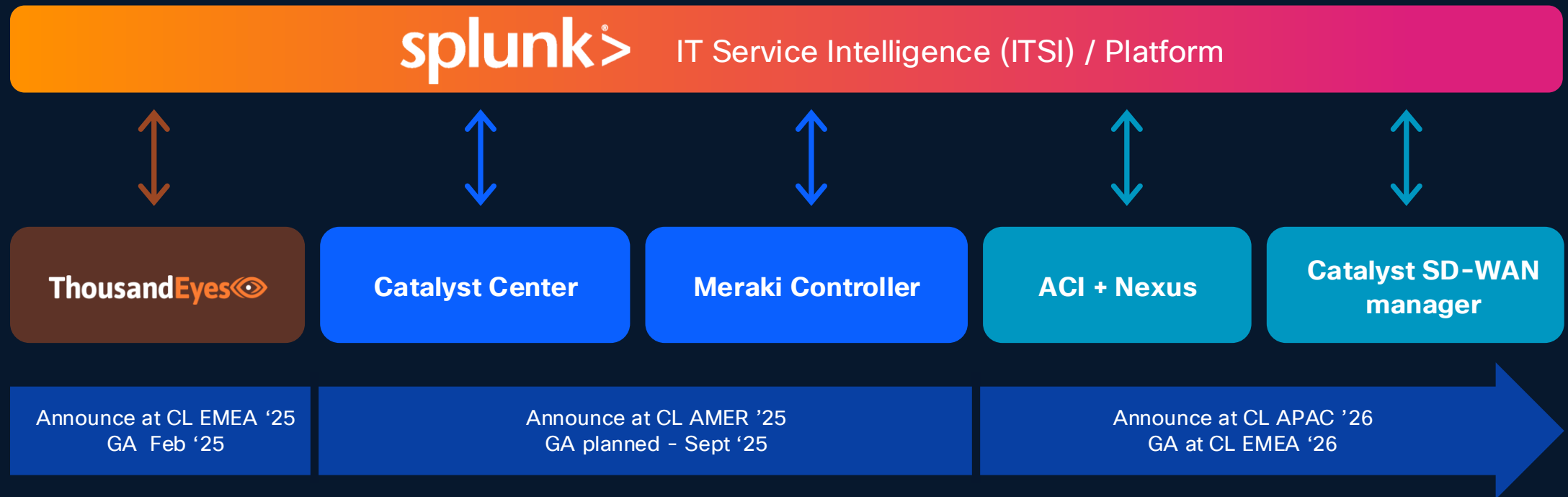
Available today:

- AppD & ThousandEyes DEM experience
- ThousandEyes integration with ITSI
- ThousandEyes DEM in O11Y Cloud

NEW

Business Health Views with ITSI

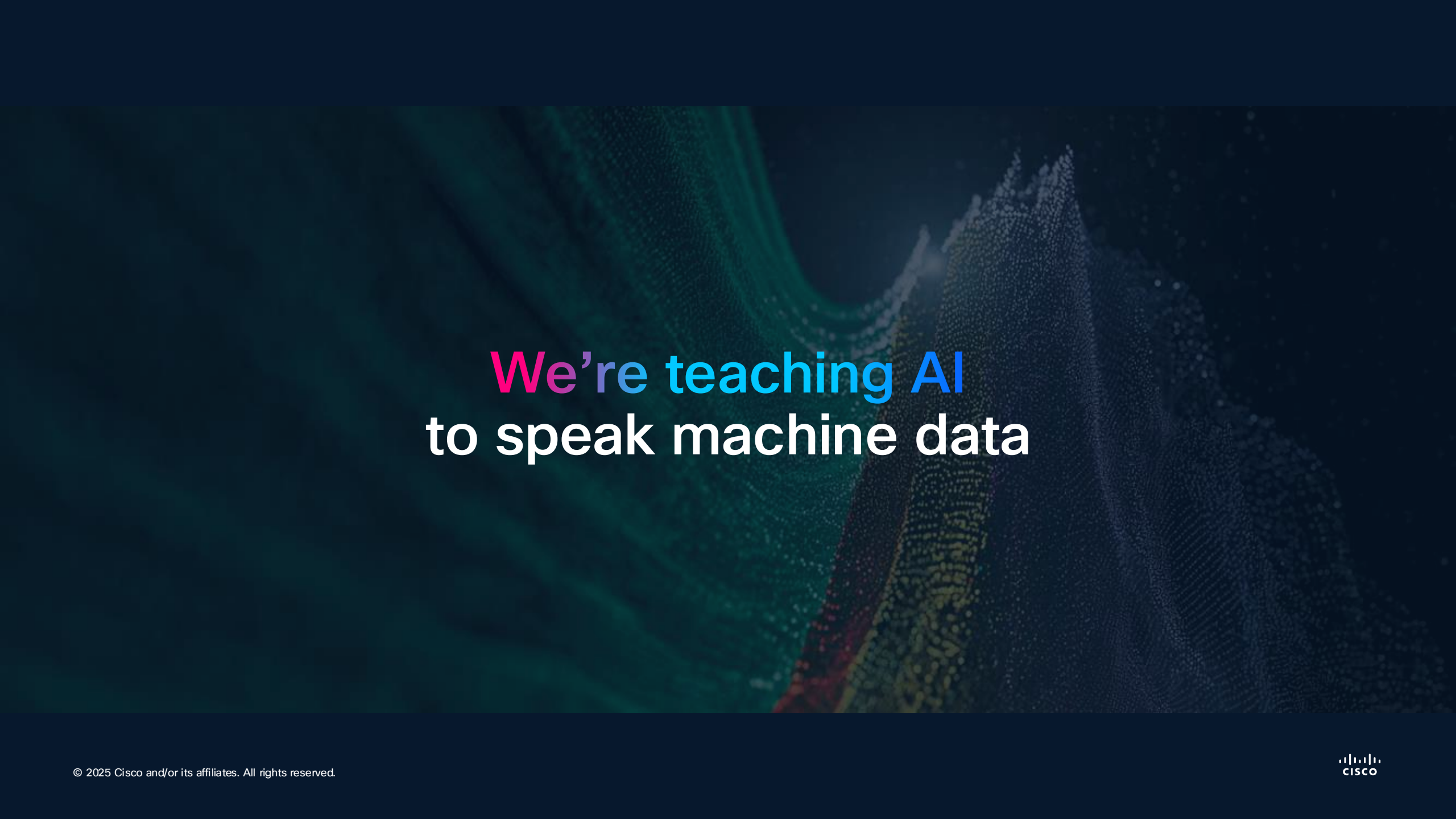
Business KPIs mapped to dependencies, cross-domain correlations for events, noise filtering for alert storms.



IT Service Intelligence (ITSI) demo

Introducing **AgenticOps**

Cross-domain | Multiplayer | Purpose-built model



**We're teaching AI
to speak machine data**

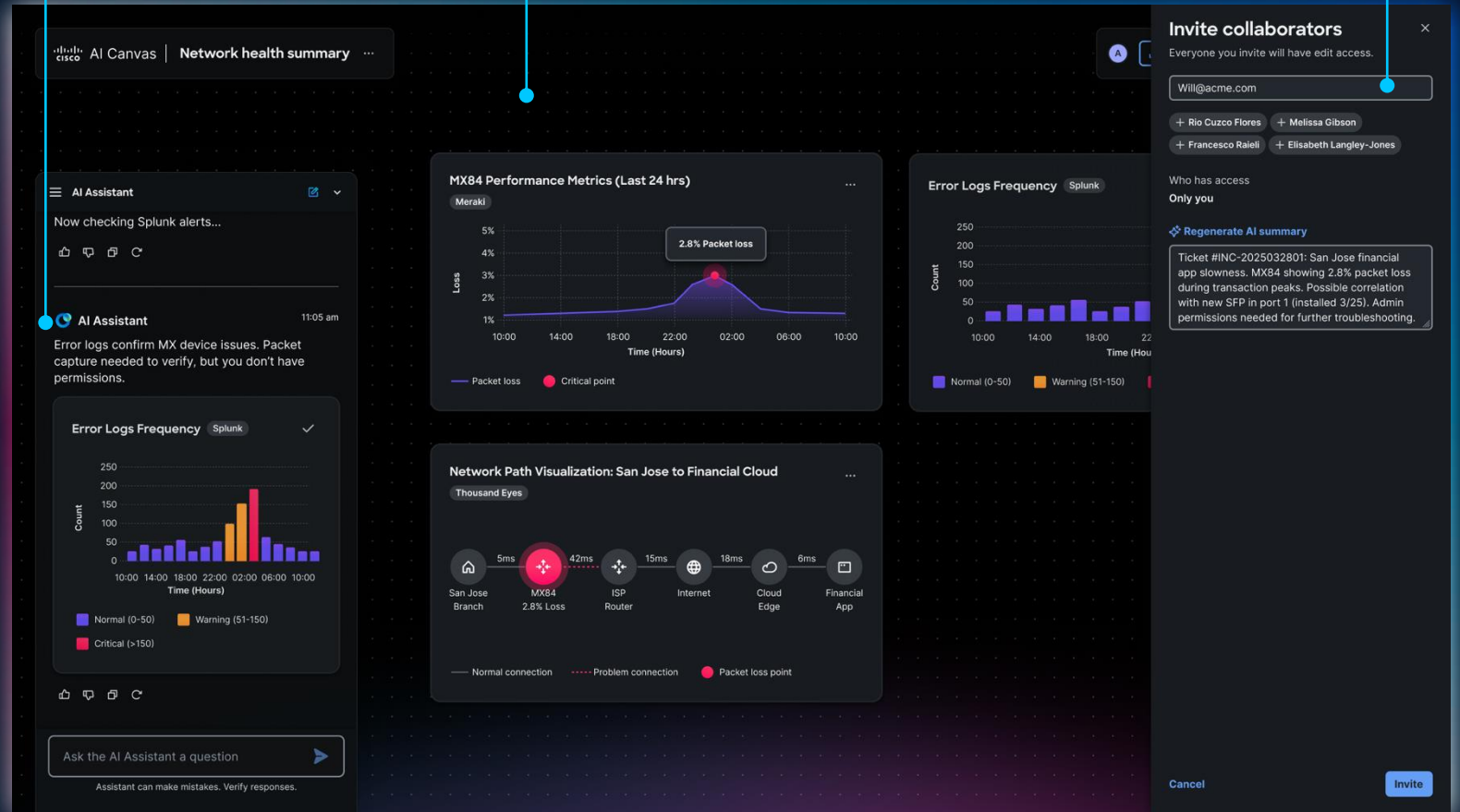
AI Canvas

AI Assistant

Shared Workspace

Users

- Single canvas for cross domain troubleshooting
- Generative UI with reasoning built-in
- Keeps NetOps, SecOps, IT and execs on the same page



Many of the products and features mentioned are still in development and will be made available as they are finalized, subject to ongoing evolution in development and innovation. The timeline for their release is subject to change.



Generate report

View activity

Share

AI Assistant



Get details from servicenow



Assistant can make mistakes. Verify responses.



Cisco Cloud Control

Cisco Cloud Control Micro-Application Host



Platform managed

1. Navigation
2. Global search
3. Global AI Assistant
4. Help
5. Global notification
6. User menu
7. Platform navigator

Thank you



