

# Cisco Tidal Enterprise Orchestrator

## Product Overview

Cisco® Tidal Enterprise Orchestrator leverages the Cisco Tidal Intelligent Automation platform as a foundation to deliver automated, integrated, and orchestrated processes for service delivery and operational support. The Intelligent Automation platform is designed to be the foundation on which to standardize, unify, and automate best practices for IT processes that are used in complex, heterogeneous environments.

Enterprise Orchestrator integrates event and alert management data with best practices for operational support processes. This enables IT to combine decision-driven event processing with automated intelligent incident response. Enterprise Orchestrator incident response, along with domain automation packs, provides the necessary intelligence to automate triage and diagnostic processes and support automated corrective actions. With automated best practices in place, IT can also reduce the time and effort spent on repetitive maintenance procedures, housekeeping tasks, and rudimentary support routines. This enables IT organizations to control costs, improve efficiency, and speed service delivery to the business.

Enterprise Orchestrator helps to improve service quality by automating the end-to-end service delivery process. This enables organizations to achieve vendor interoperability and automate service delivery processes across the IT landscape. Complex IT processes that require cross-department collaboration and vendor system integration can easily be centrally leveraged, constructed, monitored, and reported on to support secure and compliant service delivery of standardized processes.

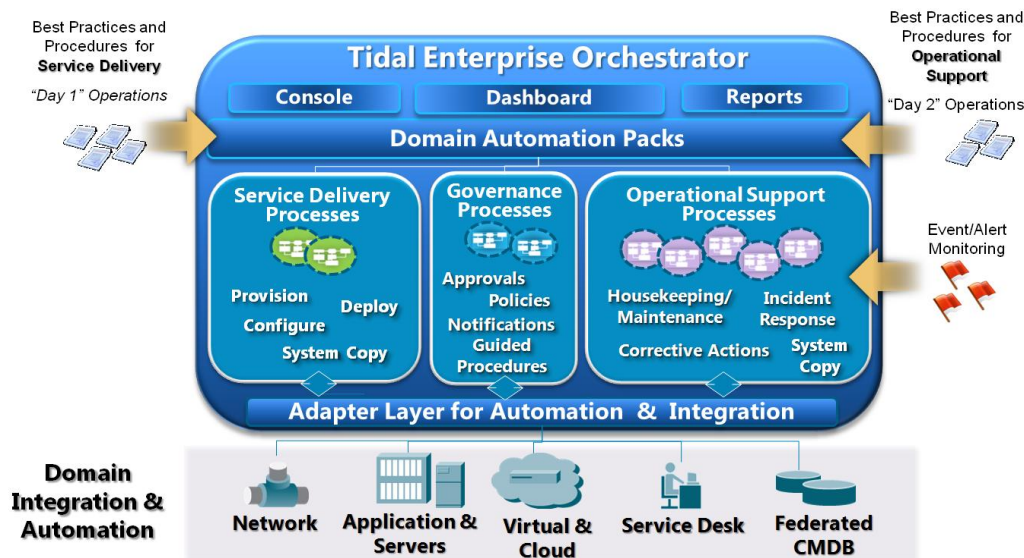


Figure 1. Enterprise Orchestrator integrates event and alert management data with best practices for operational support processes.

## Example Use Scenarios

Following are examples of four areas that Enterprise Orchestrator can automate to provide better control, greater visibility, and ultimately, reduced costs:

**Incident Response** – automates commonly repeated processes for incident and alert diagnosis and resolution. This type of automation can reduce alert floods, empower frontline operations, and reduce escalations.

**Change and Compliance Orchestration** – helps IT uniformly manage change across all infrastructure tiers for applications. This helps enforce process compliance and provides an automatic audit trail.

**Maintenance** – automates routine maintenance and commonly repeated tasks for application health checks. This leads to improved IT productivity and frees key resources for more strategic uses.

**Tools Integration and Orchestration** – automates end-to-end processes across IT tools and silos. This reinforces IT best practices, provides smooth integration across silo tools, and offers unified visibility and control. Example: Virtual service management for improving service delivery.

## Features and Benefits

Enterprises can drive down the cost of operations and allocate resources to drive business initiatives rather than spending on system maintenance and firefighting. Enterprise Orchestrator features enable support automation across multiple domains and standardize best practices for service delivery and operational support—contributing to reduced operating costs and risk and improved quality of service.

Enterprise Orchestrator mitigates many of the business impacts of manual processes, because it provides automation that is consistent, repeatable, traceable, and centralized. Product features include:

**Automation Engine** – This engine provides the environment in which automation workflows are built and run. It not only orchestrates automated processes but also drives the alerting, reporting, monitoring, and management of the tasks it automates. The automation engine also supports process flow checkpoint restarts and multi-tenancy.

**Visual Configuration Environment** – This rich drag-and-drop workflow creation environment allows users to build sequences of operations in a logical flow.

**Logic Connectors** – These are connectors for parallel sequential processing, while loops, completed status blocks, and conditionals (If, Then, Else) are accessed through the drag-and-drop interface. They make it possible to capture domain-specific triage and diagnostic steps and procedures.

**Event-Driven Processes** – These processes can be triggered by events or scheduled. The event engine also supports decision-driven complex event processing for intelligent alert filtering and correlation.

**Work Spaces** – These are built-in views (operations, administration, and expert) for stakeholders managing activities, processes, and tasks.

**Notification of Alerts and Incidents** – This provides full support for email notification/assignment or integration into existing vendor service desks or management platforms.

**Reporting Engine** – This engine includes built-in ROI and auditing models.

**Automation Packs and Adapters** – Automation packs include pre-defined best practice process flows that automate certain types of tasks for specific technologies and domains. Automation packs are currently available for Microsoft Windows environments, enterprise resource planning (ERP) applications, and Cisco network services. Adapters include support for integration with service desk, configuration, and monitoring tools. Automation packs currently available are listed in a separate section of this datasheet.

In addition to the benefits that accompany greater efficiency, the automation enabled by this robust feature can dramatically improve compliance management. Once automated, operational processes are performed under an umbrella of compliance enforcement.

Enterprise Orchestrator functionality also helps IT to become more proactive and less reactive, because predictable, automated processes run more smoothly and issues are detected and resolved quickly. This automation delivers the added benefit of maximizing uptime and optimizing planned down time.

The business value and the many benefits delivered by Enterprise Orchestrator ultimately stem from the increased efficiency delivered by its rich feature set.

### Available Automation Packs

Enterprise Orchestrator is usually ordered in conjunction with one or more automation packs. The following packs are currently available:

- Enterprise Resource Planning (ERP) for Automation - SAP
  - Incident analysis
  - Task automation for administration
  - Task automation for Business Information Warehouse and NetWeaver Business Warehouse Accelerator
  - System copy and refresh procedures
- Windows Server
- Microsoft Exchange Server 2003
- Active Directory
- Cisco Network Support Services
- Cisco Unified Computing System - Sample Scenarios

### Adapter Activity Libraries

- |                    |                             |                                  |
|--------------------|-----------------------------|----------------------------------|
| • SAP ABAP, Java   | • Terminal (SSH, Cisco IOS) | • Database                       |
| • Web Service      | • Remedy                    | • VMware                         |
| • SNMP, PowerShell | • Windows, Active Directory | • Exchange                       |
| • Email, XML, HTTP | • Networking                | • Cisco Unified Computing System |

### Platforms Supported by Adapters

- Microsoft Exchange Server
  - 2003 R2 – 32 or 64 bit
  - 2007 – 32 or 64 bit
- Microsoft SCOM
  - 2007
- Active Directory
  - 2000, 2003, 2008
- Microsoft SQL Server
  - MSSQL 2005, 2008
- Oracle
  - 9i, 10g

- IBM DB2
  - DB2 Mainframe, DB2 UDB
- SNMP
  - SNMPv1, SNMPv2c, SNMPv3
- SSH
  - Cisco IOS commands
- Remedy
  - Version 7.1
- VMWare
  - ESX 3.0, Virtual Center 2.5

## Key Requirements

Following are installation requirements for Enterprise Orchestrator:

- Server
  - Windows 2003 – 32 or 64 bit, Windows 2008 – 32 or 64 bit
- Database (process and reporting)
  - MSSQL 2005, MSSQL 2008 with reporting services
- Client
  - XP Service Pack 2 – 32 or 64 bit
  - Vista – 32 or 64 bit
  - Windows 7 – 32 or 64 bit

## For More Information

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