

Cisco Unified Provisioning Manager 1.3

Cisco Unified Communications

Cisco Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks, facilitating easy collaboration every time from any workspace.

Product Overview

Cisco® Unified Provisioning Manager is a component of the Cisco Unified Communications Management Suite, consisting of Cisco Unified Provisioning Manager, Cisco® Unified Operations Manager, Cisco® Unified Service Monitor, and Cisco® Unified Service Statistics Manager. Designed specifically for managing Cisco Unified Communications solutions, the Cisco Unified Communications Management Suite offers comprehensive provisioning, monitoring, and troubleshooting capabilities throughout the solution lifecycle.

Cisco Unified Provisioning Manager is a provisioning tool for Cisco Unified Communications initial deployments and implementations (Figure 1). With automated processes for initial deployment and “day 2” moves, adds, and changes, Cisco Unified Provisioning Manager facilitates rapid installation and maintenance of Cisco Unified Communications components. With this tool, Cisco customers have achieved 10:1 productivity improvement for time to deployment.

Figure 1. Cisco Unified Provisioning Manager’s Single Provisioning Dashboard



Cisco Unified Provisioning Manager significantly reduces the ongoing costs and expertise required to manage the changes that occur once the network is operational. A knowledgeable administrator is able to configure policy at various levels that will enforce who is able to do delegated management; for whom that delegation applies; how business-level services apply to voice and messaging applications; and which types of end users (subscribers) are permitted to order which standard services.

Through the use of this policy and standard configuration approach, provisioning and activating subscriber services are greatly simplified, while the overall ability to manage and provide services that make use of the underlying Cisco Unified Communications applications is retained. Costs are reduced, time to dial tone is reduced, and errors are practically eliminated. Subscribers are more satisfied, and your IP communications professionals have more time to focus on higher-value activities than repetitive operational issues.

Features and Benefits

Business-Oriented Approach with Workflow Automation

Cisco Unified Provisioning Manager permits standard services (phone, line, and voicemail, for example) to be ordered for subscribers (the owner of the individual phone, voicemail, or other service). Cisco Unified Provisioning Manager processes all changes to the underlying Cisco Unified Communications applications as a service request or an order. An order may be created to make a subscriber-level change (to a phone or line, for example) or an IP communications-level infrastructure change (such as provisioning a new calling search space or route pattern). All orders in the system are tracked and viewable, both across orders and by subscriber name or ID. A simple wizard-driven approach is used for ordering services. Cisco Unified Provisioning Manager permits delegation of the order management capability so that requests for service additions, changes, or cancellations can be done without requiring an underlying knowledge of the voice applications that are delivering those services. Cisco Unified Provisioning Manager provides the same ordering experience regardless of the technology delivering the Cisco Unified Communications services.

Infrastructure Templates

Configuration templates provide the ability to autoconfigure the Cisco Unified Communications voice infrastructure in a consistent way. Templates can be created to initially configure or reconfigure Cisco Unified Communications components. When pushing a template to a device, users may specify an optional keyword list, which defines the values of the keywords to be used (replaced) during the provisioning operation. The Cisco Unified Provisioning Manager template capability permits the definition of standard configurations that can be used in situations such as rolling out new offices, locations, remote sites, or organizational overlays.

Batch Provisioning

Subscriber services may be ordered using the web interface on an individual basis for a single subscriber. However, when deploying a large number of services, it is often desirable to combine these together into a single batch, which can be scheduled to run at a later time. Cisco Unified Provisioning Manager permits a single batch to contain multiple types of orders: add, change, or cancel. It also permits multiple types of services to be specified in a single batch operation; for example, a batch can contain a combination of phone and voicemail additions or changes.

Batches can be run immediately upon uploading to Cisco Unified Provisioning Manager or may be scheduled for execution at a later time.

Role-Based Access

Cisco Unified Provisioning Manager provides two dimensions to roles, depending upon whether the person is a user of the system or a subscriber of services. User roles define access to certain functions exposed through the web interface to the user of the system. The subscriber role refers to the role that a subscriber will have within an organization; the role dictates the services for which subscribers are entitled. User roles are predefined in the system. Subscriber roles are configurable by the administrator.

Table 1 lists the features and benefits of Cisco Unified Provisioning Manager.

Table 1. Features and Benefits

Feature	Benefit
Infrastructure Configuration (Day 1 Support)	
Template-based provisioning	<ul style="list-style-type: none"> • Consistent, rapid deployment of new infrastructure elements
Consolidated view of Cisco Unified Communications devices	<ul style="list-style-type: none"> • Single view of a subscriber and the subscriber's services
Role-based access	<ul style="list-style-type: none"> • Delegation of infrastructure management and Moves, Adds, Changes, Deletions (MACD) functions to domain administrators and domain help desk personnel
Provisioning policy settable at several levels	<ul style="list-style-type: none"> • Automated provisioning based on preset policies for services, service areas, and subscriber types
Inventory tracking	<ul style="list-style-type: none"> • Access to information about all services, devices, and subscribers • Inventory can be searched and reported on
Autopopulation/synchronization	<ul style="list-style-type: none"> • Easy addition of Unified Provisioning Manager to an existing Cisco Unified Communications network
Moves, Adds, and Changes (Day 2 Support)	
Batch provisioning	<ul style="list-style-type: none"> • Mass user additions or changes • Consistent approach for easier system maintenance
Workflow-based provisioning	<ul style="list-style-type: none"> • Wizard-based MACDs • Enforcement of configurable business policies for processing of subscriber requests • Provides auditing

Products Managed by Cisco Unified Provisioning Manager 1.3

Cisco Unified Provisioning Manager provides management for Cisco® Unified Communications Manager and the Cisco Unified Communications Manager side of Presence provisioning and Unified Mobility, client provisioning for Cisco® Unified Personal Communicator, Cisco® Unity, Cisco® Unified Communications Manager Express, Cisco® Unity Express, and Cisco® Unity Connection.

Note: See the Cisco Unified Provisioning Manager Supported Devices Table for specific versions that have been certified in testing at

http://www.cisco.com/en/US/products/ps7125/products_device_support_tables_list.html.

System Requirements

Table 2 lists the system minimum requirements of Cisco Unified Provisioning Manager.

Table 2. System Requirements

Server Requirements	Up to 1,000 Phones	Up to 10,000 Phones	Up to 30,000 Phones
CPU	Single 3.0-GHz Intel P4 processor	Dual 3.0-GHz Intel P4 processor	2-machine deployment with both: <ul style="list-style-type: none"> • 1 dual 3.0-GHz Intel P4 processor for web and application servers • 1 dual 3.0-GHz Intel P4 processor for database
Memory	2-GB RAM	4-GB RAM	4-GB RAM on each machine
Disk space	1 30-GB hard disk	1 60-GB hard disk	<ul style="list-style-type: none"> • 1 30-GB hard disk on machine for web and application servers, and • 1 80-GB hard disk on machine for database
Network	100-Mbps network interface card (NIC)		
System software	Windows Server 2003 with Service Pack 1 or Service Pack 2, Standard or Enterprise Edition		

Ordering Information

Cisco Unified Provisioning Manager 1.3 will begin shipping on September 8, 2008. Customers can order these new products through normal Cisco sales channels as of August 8, 2008. Base part number includes licensing for the indicated number of phones. Add-on licenses are available to increase the maximum number of phones supported. Cisco Unified Provisioning Manager can be ordered as part of a management suite bundle or as a standalone product.

Table 3 lists ordering information. To place an order, visit the [Cisco Ordering Homepage](#).

Table 3. Ordering Information

Product Name	Part Number
Cisco Unified Communications Management Suite Bundle for 1K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0 Premium	CUCMS-A-1K-K9
Cisco Unified Communications Management Suite Bundle for 5K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0 Premium	CUCMS-A-5K-K9
Cisco Unified Communications Management Suite Bundle for 10K Lic PM 1.3, OM 2.0 Premium, SM 2.0 and SSM 1.0 Premium	CUCMS-A-10K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 500 phones)	CUPM-1.3-500-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 1000 phones)	CUPM-1.3-1K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 2000 phones)	CUPM-1.3-2K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 5000 phones)	CUPM-1.3-5K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 10,000 phones)	CUPM-1.3-10K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 20,000 phones)	CUPM-1.3-20K-K9
Cisco Unified Provisioning Manager 1.3 (maximum of 30,000 phones)	CUPM-1.3-30K-K9

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage. For more information about Cisco services, see [Cisco Technical Support Services](#) or [Cisco Advanced Services](#).

For More Information

For more information about Cisco Unified Provisioning Manager, please visit <http://www.cisco.com/go/cupm>, contact your local account representative, or send an email to the Cisco product marketing group at ask-ipc-management@cisco.com.



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