



# BMC Remedy ITSM Integration with Cisco ACI

Single console visibility and proactive incident management

## The solution

Cisco® Application Centric Infrastructure (Cisco ACI™) is a holistic architecture with centralized automation and policy-driven application profiles. Cisco ACI delivers software flexibility with the scalability of hardware performance. The Cisco ACI application-driven policy framework automates provisioning and managing of resources, thereby delivering a network that is deployed, monitored, and managed in a fashion that supports DevOps and rapid application change.

The BMC Remedy ITSM suite is a transformative service management platform that drastically improves IT service delivery. BMC Remedy streamlines and automates the processes around IT service desk, asset management, and change management operations. Further, it enables you to directly access the impact of your IT infrastructure on business services, thus aiding better resource management and planning.

## Challenge: The changing IT landscape

IT operations have come a long way. No longer tucked into the corner of a data center, IT operations are core to business's needs, delivering critical applications to users. With the sudden burst in the number of devices supporting countless apps, the transition does not come as a surprise, but this change has added enormous pressure on the IT to deliver. Modern IT operations have to function in a continuous dev-ops model, manage numerous tools, and make sense of all the noise in an environment that lack any decipherable data and analytics to deliver modern applications that have a tangle of interdependencies across a distributed environment.

## How it works

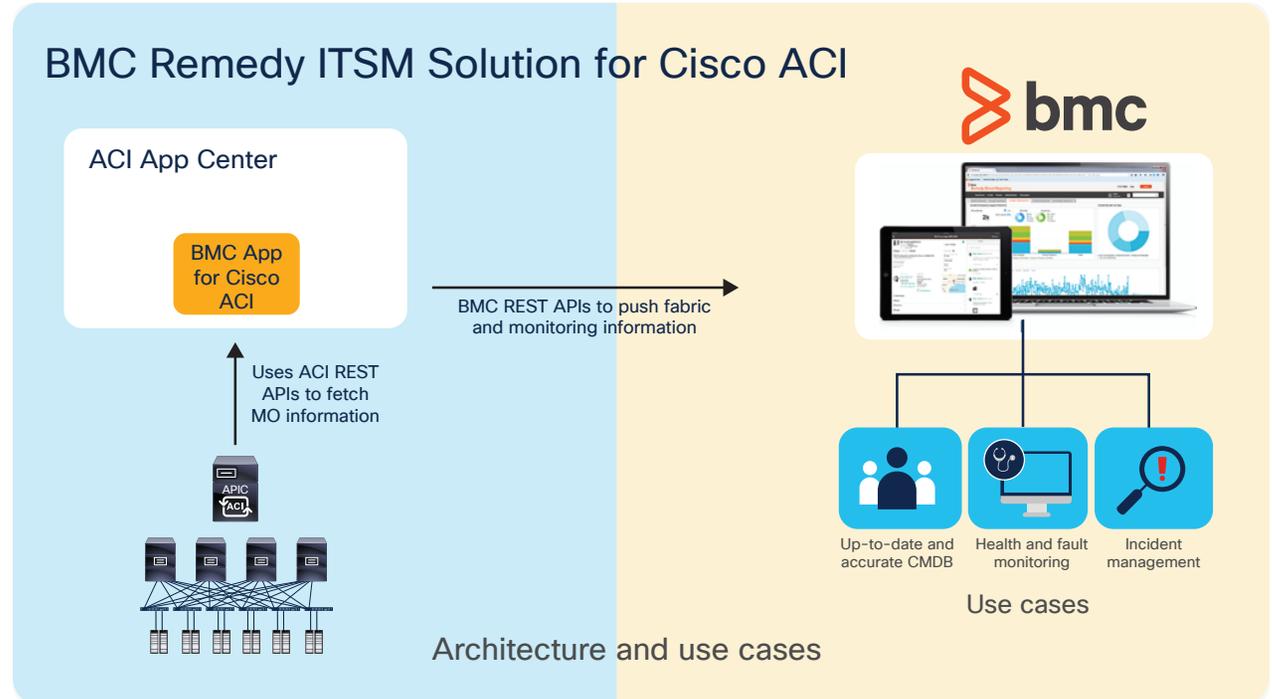
As shown in figure 1, the BMC Remedy ITSM integration with Cisco ACI is a two-component solution:

- BMC Remedy ITSM app for Cisco ACI
- BMC Remedy ITSM instance

BMC App for Cisco ACI acts as an intermediary that uses northbound REST APIs to fetch information such as inventory, incidents, faults, and health scores from the APIC and further uses BMC REST APIs to push them into the BMC instance, unlocking a number of use cases in the process.

Getting the most out of your IT investment and delivering robust and agile IT operations starts with a clear view of your IT infrastructure. The BMC Remedy ITSM Integration with Cisco ACI provides single-console visibility of your entire IT infrastructure and automatically correlates it to the associated business services, resulting in business-aware IT operations. Automated incident and problem management workflows drastically improve resolution times and help prevent future incidents. Further, the solution provides automated ticket creation and tracking workflows, helping resolve issues and requests efficiently.

Figure 1. Architecture of BMC Remedy ITSM Solution for Cisco ACI



## Use cases and benefits

### Up-to-date and accurate CMDB

With BMC app for Cisco ACI installed on the APIC fetches Cisco ACI inventory information and pushes it into the BMC Configuration Management Data Base (CMDB). ACI Inventory—which consists of both physical (nodes information, chassis information, power supplies, etc.) and logical (tenants, endpoint groups, contracts, policies, etc.) information along with their inter-relationships—are visible in a single consistent view in various BMC consoles: BMC Remedy Smart IT Asset (**Figure 2**), BMC Remedy ITSM Asset Management, and BMC Atrium CMDB. The solution runs discovery on the ACI fabric periodically, keeping CMDB up to date and error free.

Figure 2. BMC Remedy Smart IT Asset Console

CI ID	CI Name	Asset Type	Product Name	Status	Serial Number
	uni/tn-mgmt	Hardware	Tenant	Deployed	
	topology/pod-1/node-1/sys...	Hardware	Chassis	Deployed	
	topology/pod-1/node-101	Computer System	Node	Deployed	
	uni/tn-infra/ap-access/epg-...	Computer System	End Points	Deployed	
	uni/tn-common	Hardware	Tenant	Deployed	
	uni/tn-test1	Hardware	Tenant	Deployed	
	topology/pod-1/node-1	Computer System	Node	Deployed	
	uni/tn-testing	Hardware	Tenant	Deployed	
	David's Laptop	Computer System		Deployed	1234
	topology/pod-1/node-1/sys...	Hardware	Fan Trays	Deployed	
	topology/pod-1/node-1/sys	Computer System	System	Deployed	
	uni/tn-infra	Hardware	Tenant	Deployed	
	topology/pod-1/node-201	Computer System	Node	Deployed	

### Health and fault monitoring

This solution provides automated health-score and fault-monitoring capabilities that allow the user to keep track of the ACI fabric. Faults and health scores that are not consistent with user-defined limits cue immediate ticket creation in BMC Remedy. The solution automatically fills all of the relevant property fields (category, severity, timestamp, etc.) and initiates ticket-routing workflows, thus drastically reducing troubleshooting time and creating robust and agile IT operations.

Figure 3. Health and fault-ticketing workflows

The figure shows two screenshots of the BMC Remedy Smart IT interface. The left screenshot displays an incident titled "Health Degradation of dn - uni/tn-infra/ap-access/epg-default" with incident number INC609, marked as Critical and updated 12 minutes ago. It shows the affected asset as "uni/tn-infra/ap-access/epg-...". The right screenshot shows an incident titled "Faulty Instance with dn - topology/pod-1/node-201" with incident number INC133, marked as Critical and updated 37 minutes ago. It shows the affected asset as "topology/pod-1/node-201". Both screenshots include customer information, site details, and incident descriptions.

### Proactive incident management

Beyond discovery, the solution closely monitors and tracks service failure, disruptions, infrastructure incidents, and change requirements, providing current and historical information in a consolidated manner. The user can use BMC Remedy Problem Management workflows and record recurring problems and associated solutions in the Known Error Data Base (KEDB), building a rich repository of past incidents and actions thus creating a proactive incident management system.

## About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises, including 92 of the Forbes Global 100.

## Conclusion

Now, more so than ever, IT Service Management has emerged as a necessary component in benefitting an organization's bottom line. BMC Remedy ITSM integration with Cisco ACI helps the enterprise to extend ITSM capabilities from IT services to the network fabric as well. With single-console visibility of an entire data center, extensive incident management capabilities, and clear insights into the correlation between IT infrastructure and IT services delivery, BMC Remedy ITSM Integration with Cisco ACI enables enterprises to manage their IT operations more efficiently and further equips them to make more informed IT investments.

To learn more, please visit: [www.cisco.com/go/dcecosystem](http://www.cisco.com/go/dcecosystem).