



# NetBrain Automation Service

Network automation is changing how organizations manage their day-to-day operations, but true automation success requires more than just having great technology and tools. Why have many organizations struggled to achieve their operational goals and struggled to efficiently monitor and enforce standards in their networks? Because they are trapped in a never ending reactive cycle of manually troubleshooting repetitive network problems and lacking the time and expertise to help prevent future problems from occurring.

The NetBrain Automation Service can help you break free from that cycle by having a NetBrain Automation Engineer on your staff. This provides someone with years of NetBrain Automation experience, without the hassle coupled with recruitment and ramp-up. These NetBrain Automation Engineers can help achieve those operational goals by analyzing your ITSM incident data coupled with implementation of fully customized intent-based preventative NetBrain Automation.

Let a NetBrain Automation Engineer be part of your team for a **12 month engagement**.

## A NetBrain Automation Expert of Your Own

With a reputation for going above and beyond, NetBrain Automation Engineers have been able to assist CIOs, IT Directors, and Engineers worldwide by enabling them to quickly decode their network and reducing their MTTR with the power of NetBrain Automation. They are experts in multi-vendor environments, emerging technologies, and are passionate about automation.

Your NetBrain Automation Engineer will report virtually and will comply with all corporate security policies and culture, practices and methodologies, workflow tools, management style, and any applicable technical platform(s).

You will have full control over the NetBrain Automation deliverables, projects, and teamwork utilizing your own best practices for project management, progress tracking tools, and day-to-day communications.

## Analyze the Past (and Your Network) to Prevent the Future

A key driver of the Automation Service engagement, your NetBrain Automation Engineer will request to analyze your ITSM incident data to help identify repetitive and preventable problems in your network. As part of this analysis, they will apply a variety of data mining techniques on this incident data across all incident categories and types.

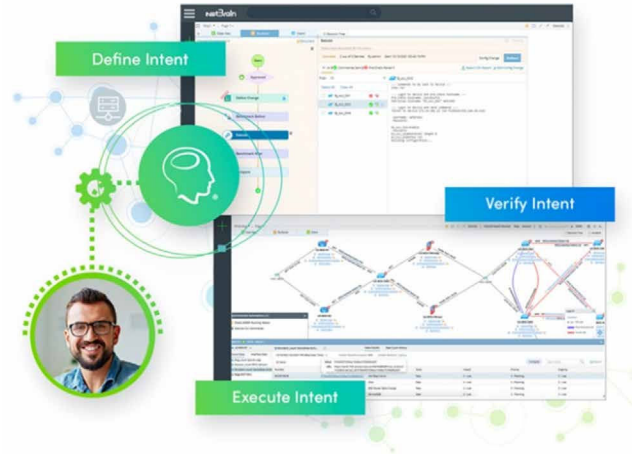
Commonalities in the established root causes and manual debugging techniques used for identified devices, areas of network, technologies will all be collected and provided back to you in a comprehensive report and Intent-based Automation roadmap. The continuous execution of this roadmap over the engagement will establish a baseline of preventative automation for your organization, while your NetBrain Automation Engineer will coach your DevOps team every step of the way to develop your own home-grown NetBrain Automation experts.

## Designed for Automation Success and Customer Enablement

Your NetBrain Automation Engineer will be focused on drivers of training, enablement, and scaling the delivery of your unique Intent-based NetBrain Automation across your entire enterprise to help you achieve automation success and realize your operational goals.

## Enhance Your Experience with Triggered Automation

Your IT Service Management (ITSM) system is not just the archive of your incident data in your network but can also be the key to lowering your MTTR and a critical component in your NetBrain Automation solution. With a compatible ITSM available, your NetBrain Automation Engineer will help integrate the NetBrain platform with the ITSM system allowing your Intent-based NetBrain Automation to operate at machine speed with high efficiency, quickly providing an automated response as new tickets are opened.



<h3>NetBrain Problem Diagnosis Automation Development</h3>	<ul style="list-style-type: none"> <li>Apply advanced data-mining techniques to analyze historical ITSM incident data</li> <li>Perform quarterly analysis of ITSM incident data for new problems and technology</li> <li>Design a clear and actionable Intent-based NetBrain Automation roadmap</li> <li>Enhance the capabilities of your ITSM system with an integration to NetBrain<sup>1</sup></li> <li>Create a suite of triggerable, Intent-based NetBrain Automations</li> <li>Adapt pre-existing NetBrain Automation to support preventative troubleshooting<sup>2</sup></li> </ul>
<h3>Ad-Hoc NetBrain Automation</h3>	<ul style="list-style-type: none"> <li>Develop customized automation units (Parsers, Qapps, Gapps, DVTs, etc.) to help decode key network features and support troubleshooting</li> </ul>
<h3>Training and Enablement</h3>	<ul style="list-style-type: none"> <li>Delivery of live, instructor-led training on NetBrain Automation concepts</li> <li>Provide 1:1 NetBrain Automation mentorship for DevOps engineers</li> <li>Foster an environment of learning, idea sharing, and solutions with peers</li> </ul>

<sup>1</sup>Triggered Automation Runbooks developed where pre-existing NetBrain integrations are available; New integrations are available with separate engagement.

<sup>2</sup>Creation and use of NetBrain Adaptive Monitoring for preventative troubleshooting requires the NetBrain IBA add-on module. Execution of developed automation is limited based on licensing, contact your NetBrain Account Executive for more details.



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