

Ensure Networks for ACI

Overview

Ensure Networks for ACI is an optimization and migration support subscription program designed to accelerate your workload migration into the ACI fabric and provide ongoing coaching/mentoring to your team around day to day operations, monitoring and provisioning.

The deliverables provided by Ensure Networks are a combination of regularly scheduled and on-demand events with BTA architects/engineers across all domains within the Data Center including but not limited to automation, security, virtualization, compute, storage, application optimization and business continuity as it relates to ACI.

Scheduled deliverables are coordinated with your team by a BTA Delivery Manager. These occur weekly, monthly, and quarterly based on our experience with over 500 production ACI deployments. BTA provides documented outputs including but not limited to ACI health and capacity reports, best practice recommendations, and as-built documentation updates. Deliverable outputs are reviewed with your team periodically.

On-Demand deliverables are workshops or new ACI use case consulting covered under the umbrella agreement. BTA provides architectural guidance for migration planning, migration documentation reviews, and migration windows as you prepare and move workloads into ACI.

On-Demand engagements also help your team with architectural guidance during interrupt driven events like a problem in which you've engaged Cisco TAC. We bring the system wide view of not only ACI but the integration touchpoints with the systems that connect with and interoperate with ACI.

Whether the deliverables are scheduled or on-demand the BTA Ensure Networks team is available to assist your organization through your ACI Fabric journey.

Benefits

- Maximize resources through well planned and implemented workload migrations.
- Continue education through mentoring sessions tailored to your goals.
- Mitigate risk by leveraging experienced architects and proven best practices
- Continuously optimize your ACI infrastructure
- Regular documentation updates
- Proactively plan future business needs for your ACI infrastructure.
- Roadmap and adoption of new features, functionality, and software.

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Deliverables (High Level)

- Monthly ACI Fabric Health Checks
- Proactive Forecasting
- Migration Planning Services
- Configuration Best Practices
- Mentoring and Monthly Webinars
- Problem Management Assistance
- Business Metrics Review (Monthly/Quarterly)

Deliverables (Detail)

Monthly ACI Fabric Health Checks

Know the health of your ACI Infrastructure. A Monthly ACI Fabric Health Check is a process that documents the current state of the ACI infrastructure. Recommendations are included to resolve any system issues and align fabric health with configuration best practices.

Proactive Forecasting

Future Planning Sessions

Future planning sessions are scheduled weekly. These sessions review and document the needs of the business to evolve your ACI infrastructure. The BTA team will document the planning session and track the planned evolution of the ACI infrastructure.

New Feature Planning

New feature/enhancement planning is a quarterly deliverable that maps new features within Cisco ACI to your business goals.

Software Recommendations

New ACI software is released Quarterly. BTA experts will evaluate the new ACI software and features and help plan the adoption of new software based on your business needs. Based on business goals BTA will provide an ACI software recommendation to help you grow with the ACI technology.

Migration Services

Migration Planning

BTA will help plan the migration of workloads into the ACI Fabric. Migration planning covers working with your operations teams to review/develop the methods of procedure and for migration and the appropriate test and backout plans before scheduling the migration.

Migration Documentation Guidance

BTA will review the documented migration plans and assist with details to obtain approvals within the organization. BTA will ensure the migration steps and backout plan are accurately documented.

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Migration Window Architectural Support

BTA will provide remote architectural support for two (2) four-hour (4-hour) change windows per month. Additional support windows can be added to the service (for additional cost) as needed or at any time in the future.

Configuration Review

ACI Configuration Review

BTA will conduct a detailed configuration review of the ACI Fabric once per quarter.

As-Built documentation updates

Following the configuration review, BTA will provide updated As-Built documentation once per quarter.

Run Book Updates

BTA will provide Run Book updates for previously prepared Run Book documentation once per quarter.

Configuration Best Practices

As part of the quarterly configuration review and As-Built documentation updates, BTA will provide configuration reporting that includes ACI optimization recommendations to ensure the Fabric configuration is aligned with configuration best practices.

Training and Mentoring

Monthly ACI Webinar

BTA Architects will provide monthly knowledge transfer sessions to your technical team. The trainings will be one (1) to two (2) hours and be tailored to topics that apply to your business and ACI infrastructure.

Problem Management Guidance

Architectural Guidance while Working with Cisco TAC

BTA Architects will provide architectural guidance and will assist with providing technical details to Cisco TAC.

Detailed review of Cisco TAC recommendations

BTA Architects will review hardware and software recommendations made by Cisco TAC and provide guidance through implementation of TAC's recommendations.

Business Review

BTA will schedule and lead a business review once per quarter. The review will present the current state of the ACI Fabric(s) and use cases it is supporting, discuss future requirements/capabilities and the tasks accomplished during the previous quarter. The business review is an opportunity to provide direct feedback to BTA leadership. The feedback from your organization will be used by BTA in the continuous improvement of the Ensure Networks Service.

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Ensure Networks for ACI Service Levels	Silver	Gold	Platinum
	Up to 9 Leaf Switches	10-24 Leaf Switches	25+ Leaf Switches
		Multi-Pod, Multi-Site, Remote Leaf	Multi-Pod, Multi-Site, Remote Leaf

Ensure Networks Deliverable Scheduling	Silver	Gold	Platinum
ACI Fabric Health Check			
Health Check Report	Monthly	Monthly	Monthly
Proactive Forecasting			
Use Case Planning Session	Quarterly	Monthly	Weekly
New Features Planning		Quarterly	Quarterly
Software Recommendations	Quarterly	Quarterly	Quarterly
Migration Services			
Migration Planning	1 per Month	2 per Month	3 per Month
Migration Documentation Guidance	1 per Month	2 per Month	3 per Month
Migration Window Architectural Support	1 per Month	2 per Month	3 per Month
Configuration Best Practices			
Configuration Review	Quarterly	Quarterly	Quarterly
As-Built Documentation Updates	Quarterly	Quarterly	Quarterly
Run Book Updates			Quarterly
Configuration Best Practice Recommendations	Quarterly	Quarterly	Quarterly
Training and Mentoring			
Monthly ACI Webinars			Monthly
Problem Management Guidance			
Architectural Guidance while working with Cisco TAC	1 per Quarter	3 per Quarter	Unlimited
Detailed Review of Cisco TAC recommendations (per Quarter)	1 per Quarter	3 per Quarter	Unlimited
Business Review			
Activities Report and Leadership review	Quarterly	Quarterly	Quarterly