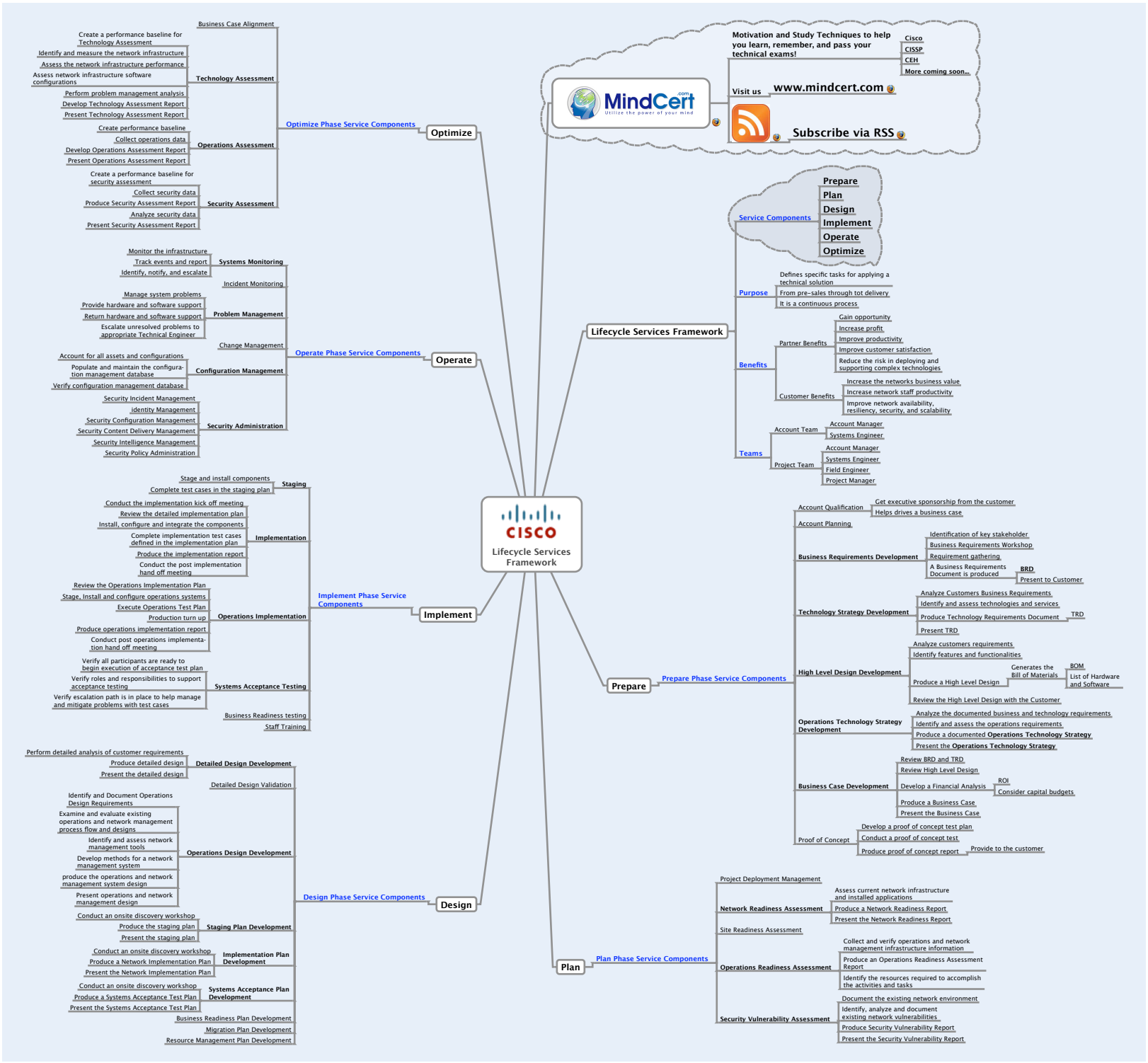
CISCO
Lifecycle Services Framework
Lifecycle Services Framework
Service Components
Prepare
Plan
Design
Implement
Operate
Optimize
Purpose
Defines specific tasks for applying a technical solution
From pre-sales through tot delivery
It is a continuous process
Benefits
Partner Benefits
Gain opportunity
Increase profit
Improve productivity
Improve customer satisfaction
Reduce the risk in deploying and supporting complex technologies
Customer Benefits
Increase the networks business value
Increase network staff productivity
Improve network availability, resiliency, security, and scalability
Teams
Account Team
Account Manager
Systems Engineer
Project Team
Account Manager
Systems Engineer
Field Engineer
Project Manager
Prepare Phase Service Components
Account Qualification
Get executive sponsorship from the customer
Helps drives a business case
Account Planning
Business Requirements Development
Identification of key stakeholder
Business Requirements Workshop
Requirement gathering
A Business Requirements Document is produced
BRD
Present to Customer
Technology Strategy Development
Analyze Customers Business Requirements
Identify and assess technologies and services
Produce Technology Requirements Document
TRD
Present TRD
High Level Design Development
Analyze customers requirements
Identify features and functionalities
Produce a High Level Design
Generates the Bill of Materials
BOM
List of Hardware and Software
Review the High Level Design with the Customer
Operations Technology Strategy Development
Analyze the documented business and technology requirements
Identify and assess the operations requirements
Produce a documented Operations Technology Strategy
Present the Operations Technology Strategy
Business Case Development
Review BRD and TRD
Review High Level Design
Develop a Financial Analysis
ROI
Consider capital budgets
Produce a Business Case
Present the Business Case
Proof of Concept
Develop a proof of concept test plan
Conduct a proof of concept test
Produce proof of concept report
Provide to the customer
Plan Phase Service Components
Project Deployment Management
Network Readiness Assessment
Assess current network infrastructure and installed applications
Produce a Network Readiness Report
Present the Network Readiness Report
Site Readiness Assessment
Operations Readiness Assessment
Collect and verify operations and network management infrastructure information
Produce an Operations Readiness Assessment Report
Identify the resources required to accomplish the activities and tasks
Security Vulnerability Assessment
Document the existing network environment
Identify, analyze and document existing network vulnerabilities
Produce Security Vulnerability Report
Present the Security Vulnerability Report
Design Phase Service Components
Detailed Design Development
Perform detailed analysis of customer requirements
Produce detailed design
Present the detailed design
Detailed Design Validation
Operations Design Development
Identify and Document Operations Design Requirements
Examine and evaluate existing operations and network management process flow and designs
Identify and assess network management tools
Develop methods for a network management system
produce the operations and network management system design
Present operations and network management design
Staging Plan Development
Conduct an onsite discovery workshop
Produce the staging plan
Present the staging plan
Implementation Plan Development
Conduct an onsite discovery workshop
Produce a Network Implementation Plan
Present the Network Implementation Plan
Systems Acceptance Plan Development
Conduct an onsite discovery workshop
Produce a Systems Acceptance Test Plan
Present the Systems Acceptance Test Plan
Business Readiness Plan Development
Migration Plan Development
Resource Management Plan Development
Implement Phase Service Components
Staging
Stage and install components
Complete test cases in the staging plan
Implementation
Conduct the implementation kick off meeting
Review the detailed implementation plan
Install, configure and integrate the components
Complete implementation test cases defined in the implementation plan
Produce the implementation report
Conduct the post implementation hand off meeting
Operations Implementation
Review the Operations Implementation Plan
Stage, Install and configure operations systems
Execute Operations Test Plan
Production turn up
Produce operations implementation report
Conduct post operations implementation hand off meeting
Systems Acceptance Testing
Verify all participants are ready to begin execution of acceptance test plan
Verify roles and responsibilities to support acceptance testing
Verify escalation path is in place to help manage and mitigate problems with test cases
Business Readiness testing
Staff Training
Operate Phase Service Components
Systems Monitoring
Monitor the infrastructure
Track events and report
Identify, notify, and escalate
Incident Monitoring
Problem Management
Manage system problems
Provide hardware and software support
Return hardware and software support
Escalate unresolved problems to appropriate Technical Engineer
Change Management
Configuration Management
Account for all assets and configurations
Populate and maintain the configuration management database
Verify configuration management database
Security Administration
Security Incident Management
Identity Management
Security Configuration Management
Security Content Delivery Management
Security Intelligence Management
Security Policy Administration
Optimize Phase Service Components
Business Case Alignment
Technology Assessment
Create a performance baseline for Technology Assessment
Identify and measure the network infrastructure
Assess the network infrastructure performance
Assess network infrastructure software configurations
Perform problem management analysis
Develop Technology Assessment Report
Present Technology Assessment Report
Operations Assessment
Create performance baseline
Collect operations data
Develop Operations Assessment Report
Present Operations Assessment Report
Security Assessment
Create a performance baseline for security assessment
Collect security data
Produce Security Assessment Report
Analyze security data
Present Security Assessment Report
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