



Cisco Foundation Technology Remote Management Services

Cisco® Foundation Technology Remote Management Services (RMS) provide cost-effective day-to-day management of your converged network infrastructure with proactive monitoring, problem isolation and resolution, and repair oversight.

Service Overview

Cisco Foundation Technology RMS provide comprehensive monitoring and management of your core LAN and WAN infrastructure, 24 hours a day, 365 days a year. Delivered by an experienced team of Cisco engineers using industry-leading tools and Information Technology Infrastructure Library (ITIL®) based processes, we systematically monitor your routing and switching devices for fault and performance events. Foundation Technology Remote Management Services are composed of flexible standard and elective elements that may be combined to deliver a customized solution that meets your specific needs as show in Table 1.

Cisco® Foundation Technology RMS provide comprehensive monitoring and management of your core LAN and WAN infrastructure, 24 hours a day, 365 days a year.

Table 1. Flexible Remote Management Services Options

Day-to-Day Management Activities	
24-hour monitoring and notification	Standard Service
Incident resolution: receive, respond, resolve P1–P4 tickets	Standard Service
Problem Management: root cause analysis	Standard Service
Standard changes	Standard Service
Standard reports	Standard Service
Customer web portal	Standard Service
Configuration support	Elective Service
Customer-requested changes	Elective Service
Application of software updates and patches	Elective Service

Standard Service
 Elective Service

Features and Benefits

Standard Service

The Standard Service includes remote monitoring, Incident Management, Problem Management, and Service-Level Management for Cisco core routing and switching infrastructure products. From our Global Network Operations Centers, Cisco performs day-to-day monitoring and management activities to identify and resolve incidents, perform root cause analysis on problems, and implement standard changes for the devices in your environment. A sampling of the remote monitoring features includes:

Monitoring and remediation:

- Fault alarm methods
 - Traps/polling
 - Syslogs
 - Extensible Markup Language (XML)
- Advanced correlation
 - Flapping logic
 - Dwell/timers
 - Component parsing
 - Cross-device level
 - Topology relationships
- Alarm book events
- Server system monitoring
 - CPU
 - Disk
 - Memory
 - I/O
 - Power
 - Temperature
 - Availability and server running/not running

Performance monitoring:

- Performance threshold crossing events
 - Ping
 - Simple Network Management Protocol (SNMP) uptime
 - Interface status (administrator/operator)
 - Interface errors
 - Interface utilization
 - Power supply
 - Fan
 - Chassis card



- Temperature
- Memory pool
- Load average

Reporting:

- Set of common reports for all devices
- Historical reports
- Multiple reporting formats
 - PDF
 - HTML
 - CSV/Excel
- Device and interface level monitoring for outage
 - Standard router/switch: Fast Ethernet, Gigabit Ethernet, tunnel, VLAN, serial interfaces
 - Interface input with percentile (for example, 95th percentile)
 - Interface output
 - Interface errors in
 - Interface errors out
 - CPU utilization
 - Memory utilization
 - Temperature (where supported)
 - Servers: standard variables (Memory, CPU, Disk, and Interface stats when provided by SNMP)

Incident Management helps to proactively improve network performance. By continuously monitoring network infrastructure devices, the Cisco Remote Management Services (RMS) team can quickly detect, isolate, and respond to network incidents. This fast, targeted response improves the overall availability and performance of business applications.

Network problems are incidents that are not associated with a known incident error. The Cisco RMS team isolates problems by implementing an alternative procedure that bypasses the problem and brings your network back online as quickly as possible. The Cisco RMS team then determines the problem's root cause and an appropriate solution. If necessary, the Cisco RMS team will schedule time to fix the problem and archive the error as a known incident to promote even more timely resolution of any future occurrences.

Incident Management, Problem Management, and Service-Level Management features include:

- Incident detection, recording, analysis, and notification
- Ticket generation and remediation recording in a knowledge base
- Performance threshold notifications for early warning of pending problems
- Engineering support: diagnose and resolve incidents, problems, and restore service
- Performance threshold notifications for early warning of pending problems
- Performance and ticket trending analysis: identification, root cause analysis, and resolution
- Web portal for access to tickets, availability, and performance statistics
- Standard reports for performance and availability

Foundation Technology Remote Management Services also includes a designated customer relationship manager (CRM), who serves as your primary business interface and escalation resource to Cisco. Your CRM will conduct operational audits and schedule monthly, quarterly, and annual reviews with you to discuss performance trends, identify remediation, and develop plans to make sure the service continues to meet your requirements.

Elective Service

Elective Service goes beyond basic monitoring and management to provide you with flexible options to address specific needs and help ensure optimal performance of your Cisco network infrastructure. Elective Service is a usage-based block of engineering hours that are used for customer-requested activities and changes to your environment. These scheduled, requested services range from routine move, add, changes, and deletes (MACDs) to proactive assistance with capacity planning and device configuration.

Elective Service engineering hours may be used for a variety of services, including:

- Cisco application software upgrades for feature enhancements
- Configuration changes to Cisco software and devices
- Move, add, change, or delete any component of a managed device or application
- Provisioning of applications and interfaces
- Patching Cisco applications and devices

Supported Products

Foundation Technology Remote Management Services are available for all of the core Cisco routing and switching devices with more devices being added on an ongoing basis. Table 2 shows the currently supported devices for these services. Devices are divided into pricing groups based on their monitoring capabilities and complexity. Check with your Cisco sales representative for the most up-to-date list of supported devices.

Table 2. Foundation Remote Management Services Supported Products

Group 1	Group 2
Cisco 800 Series	Cisco 1000 Series Routers
Cisco Catalyst® 1200 Series Switch	Cisco 1400 Series Routers
Cisco Catalyst 1600 Token Ring Switch	Cisco 1600 Series Routers
Cisco Catalyst 1700 Series Switch	Cisco 1700 Series Routers
Cisco Catalyst 1800 Token Ring Switch	Cisco 1800 Series Integrated Service Routers (Fixed)
Cisco Catalyst 2100 Series Switch	Cisco 1800 Series Integrated Services Routers (Modular)
Cisco Catalyst 2600 Series Switch	Cisco 2000 Series Routers
Cisco Catalyst 2800 Series Switch	Cisco 2500 Series Routers
Cisco Catalyst 3750 Metro Series Switches	Cisco 2600 Series Routers
Cisco Catalyst 3750 Series Switches	Cisco 3000 Series Routers
Cisco Catalyst 3750-E Series Switches	Cisco 4000 Series (4000/4500/4700/4000-M /4500-M/4700-M)
Cisco Catalyst 3560 Series Switches	Cisco 2800 Series Integrated Services Routers
Cisco Catalyst 3560-E Series Switches	Cisco 3600 Series Routers
Cisco Catalyst 3550 Series Switches	Cisco 3700 Series Routers
Cisco Catalyst 2900 Series Switches	Cisco 3800 Series Integrated Services Routers
Cisco Catalyst Express 520 Series	Cisco 4000 Series Routers
Cisco Catalyst Express 500 Series Switches	Cisco Catalyst 4000/4500 Series Switches
Cisco Catalyst Express 500 Series Switches	Cisco Catalyst 4900 Series Switches
Wireless Access Points (WAPs)	Cisco Wireless LAN Controller 5XX
	Cisco Wireless LAN Controller 20XX
	Cisco Wireless LAN Controller 21XX
	Cisco Wireless LAN Controller 44XX
	Cisco Wireless Services Modules (WiSMs)
	Cisco Wireless LAN Solution Engine (WLSEs)
Group 3	Group 3
Cisco 7000 Series Routers	Cisco 7500 Series Routers
Cisco 7100 Series Routers	Cisco 7600 Series Routers
Cisco 7200 Series Routers	Cisco Catalyst 6500 Series Switches
Cisco 7300 Series Routers	Cisco AS5300 Series Universal Gateways
Cisco 7400 Series Routers	Cisco AS5400 Series Universal Gateways

Selectively out-tasking support for your Cisco routing and switching products through Cisco Foundation Technology Remote Management Services provides you with industry-leading support and network management guidance, while you maintain control of your network hardware and topology.

Service Activation

Getting started with Cisco Remote Management Services is typically a 45 to 60-day process. However, the implementation times might be longer or shorter depending upon the size and complexity of the managed network, as well as the deployment schedule for new network installations. The Cisco Remote Management Services team works closely with you to transition your network management operations to Cisco. Transition management activities include:

- Holding initial customer interview and kickoff meeting to launch the project
- Information gathering and sharing, including location, device, and maintenance information
- Establishing key contacts
- Establishing management connectivity and access to the infrastructure
- Developing detailed inventory of managed devices
- Provisioning configuration management database and management tools
- Establishing ongoing operational support process and change management procedure
- Determining service notifications: alerts, contacts, escalations
- Providing customer training on web portal, operational, and communication processes
- Activating ticketing

Benefits of Cisco Foundation Technology Remote Management Services

Selectively out-tasking support for your Cisco routing and switching products through Cisco Foundation Technology Remote Management Services provides you with industry-leading support and network management guidance, while you maintain control of your network hardware and topology.

You will receive consistent services based on proven methodologies, tools, and talent:

- Industry-recognized, ITIL® based processes
- Cisco's world-renowned technical talent
- Deep domain expertise on networking technologies
- Best-in-class tools for monitoring and managing network routing and switching environments

Assure the operation readiness of your network environment by proactively monitoring your systems, assessing availability trends, and defining remediation plans.

Complement your internal skills and achieve operational efficiencies by leaving the work of monitoring, remediating, configuring, and integrating network routing and switching components to Cisco experts.

Lower your total cost of ownership (TCO) through reduced operating expenses by improving the efficiency of your network and the staff supporting it.

About Cisco Remote Operations Services

Cisco Remote Operations Services (ROS) is an organizational unit of Cisco. Cisco ROS delivers a suite of services designed to proactively manage, monitor, and protect complex networks and advanced technologies remotely, based on an ITIL® operations model. Cisco ROS anticipates, identifies, and resolves issues with greater accuracy and efficiency and in a more cost-effective manner than most customers typically achieve on their own. Cisco ROS helps customers to quickly realize the business objectives of deploying Cisco advanced technologies.

Why Cisco Services

Cisco understands that the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities. Cisco Services make networks, applications, and the people who use them work better together.

The unique Cisco Lifecycle Approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve excellent results together.

Availability and Ordering

Cisco Remote Management Services are available globally. Service delivery details may vary by region.

For More Information

For more information about this and other Cisco Remote Management Services, visit www.cisco.com/go/rms or contact your local account representative.



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