



Professional Services

Virtual Automation Engineer-in-Residence (EIR)

Professional Services

NetBrain customers desire continued support from our Professional Services team to ensure their on-going success after initial NetBrain implementation.

Having strategically identified the key areas which brought success to other customers, our Professional Services Offerings are designed to offer customers clear options to implement and support NetBrain within their Enterprise; from initial installation and configuration, through to strategic engagements such as the automation of currently manual workflows and providing visualization of third party data sources through integration with NetBrain allow you to achieve a single pane of glass visibility into your network estate.

Our Professional Services team consists of expert engineers with a wide, diverse, skillset that are trained to help your organisation accomplish your transformative goals. We accomplish this by architecting, planning and implementing the correct solution to meet your requirements.

Overview

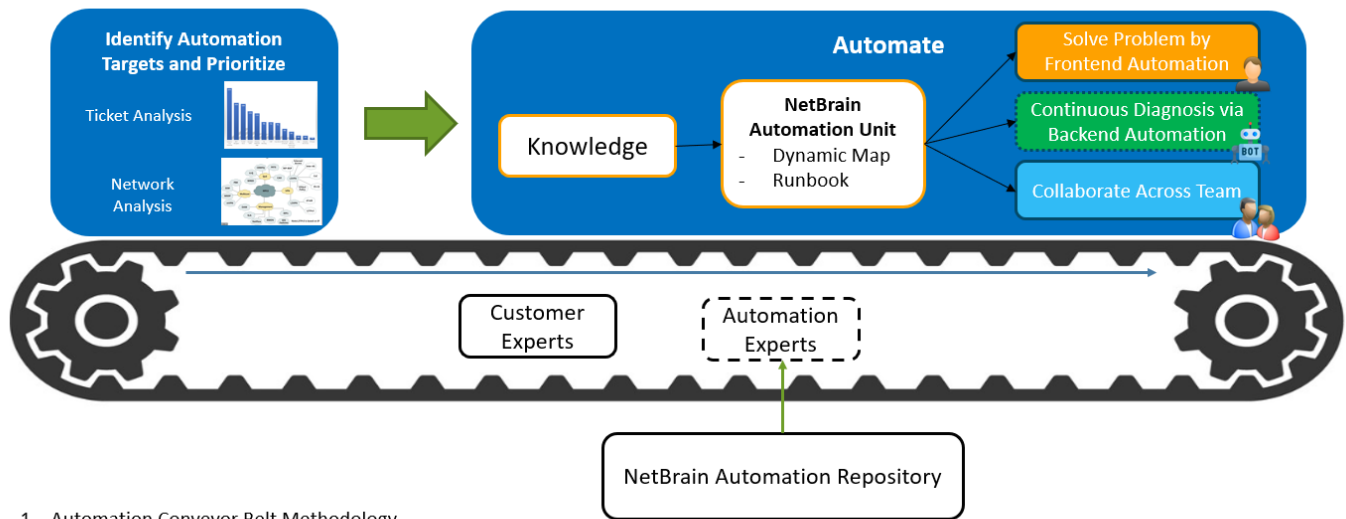
Our Automation Subscription Service is designed for customers who wish to partner with NetBrain to deliver maximum value from their NetBrain platform and automate every ticket resolution. The service is tailor-made to enable long-term strategic value to your organization.

Cultural and mindset change requires consistent presence and reinforcement. Our Automation Services embeds a virtual NetBrain Automation Engineer-in-Residence (EIR) within your IT Network Operations organization and act as the resident automation expert to architect your automation solution, enable your engineers to automate and become a technical resource for complex automations. Our Engineer-in-Residence acts as both the architect and catalyst to accelerate your journey to automation.

We believe the best automation platform is one that's adapted to your network and your problems. Our virtual EIR will interview your knowledge holders; analyze your network design principles, your Troubleshooting workflow, your application/tools troubleshooting workflows to identify and improve operational efficiencies within your organization, reducing MTTR and allow IT teams to deliver services faster.

We believe to automate every ticket, every ticket resolver in your organization needs to and can build automation. The virtual EIR will focus on enabling all your engineers to start automating with zero and no code principles on the NetBrain platform. The engineer will focus on enabling the troubleshooter's regardless of their technical experience and will partner with different teams across the organization to achieve success, this include Network Operations team members, DevOps engineers, Network architects and designers. In parallel, the EIR will enable your senior engineers to enhance these automations further using our advanced automation features.

Our Netbrain EIR will use our proven Automation Conveyor Belt Methodology to develop and deliver value that will help transform your troubleshooting workflow and achieve business outcomes.



- 1 – Automation Conveyor Belt Methodology
- 2 – Automation Engineer in Residence (NetBrain Automation Service Engineer) Enable customer to build automation
- 3 - Customer knowledge holders, Create automation content
- 4 – NetBrain Automation Repository built from customer and public domain best practices

NetBrain Team:

- **Virtual Automation Engineer-in-Residence (EIR):** Your Automation EIR specializes and is an expert in NetBrain automation. They will work hand in hand with your team in automation architectures – how NetBrain value can be magnified by integration with other tools, and your key knowledge holders and NetOps teams to enable more automation to be created. The Virtual EIR will work closely with your Net Brain administrator and the Net Brain Services Engineer to ensure best practices are applied to maintain Net Brain Product health.
- **Services Engineer:** NetBrain Services Engineers specialize in adapting the NetBrain Automation platform to customers of all sizes and requirements.

Engagement Details

Duration: 12 months

Below are the tasks NetBrain will assist you with as part of your Automation Service

Category	Activity	
Automate Problem tickets; Post Mortems and Incident tickets	Identify and prioritize automation targets working with your team, including but not limited to:	✓
	Assess historical ticket information to categorize and prioritize key ticket types to automate	✓
	Assess customer network and technologies implemented to apply automation learned from repositories	✓
	Produce an Architecture and Roadmap document that identify's gaps, recommendations and actionable goals	✓
	Automate with your internal and external teams: <ul style="list-style-type: none"> • Identify where subject matter troubleshooting knowledge is located within your organization <ul style="list-style-type: none"> ○ Architect automation solutions, including Dataviews, Qapps, Integrations with key 3rd party applications (i.e SNOW,Solar Winds) , SPoG, Runbooks as needed . ○ Be the coach for advanced automation (Qapps, Gapps, etc.) 	✓
Capability and Organization Development	Enable customer engineers on advanced automation methods to continuously automate new and emerging ticket types, including: <ul style="list-style-type: none"> • End User flow and content development training • Automation architecture workshops • On the job training and enablement 	✓
	Integrate ticket resolution into existing post-mortem and post-change processes. Work with your team to integrate automation efforts into your post-mortem and post-change processes to continuously automate <ul style="list-style-type: none"> • Complete automation workshops 	✓