

What is an Automation Service?

Automation Services are a foundational element to our approach for enabling our customers to achieve the highest levels of NetBrain Automation and derive maximum value from their NetBrain platform by using the most important information available: Your own incident and network data.

Your network is unique, dynamic, and it almost always needs troubleshooting. Your NetBrain Automation Engineer can help you design and implement an NetBrain Automation solution that works for your infrastructure, supports your SLA goals, and is agile enough for you to customize as the demands of your network continue to evolve.



The NetBrain Automation Service offering is available as a **12 month engagement**.

How Does the Automation Service Work?

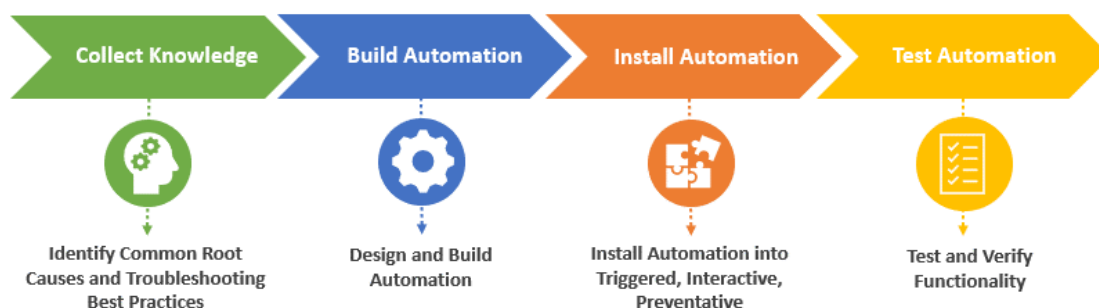
With a reputation for going above and beyond, our Automation Engineers have been able to assist CIOs, IT Directors, and Engineers worldwide by reducing their MTTR with the power of NetBrain Automation. They are experts in multi-vendor environments, emerging technologies, and are passionate about performing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

Your NetBrain Automation Engineer will execute our Automation Value Delivery (AVD) process to gather, analyze, build, and prioritize high value automation based on incident case data and network features unique to your environment. This process utilizes a continuous development cycle, allowing us to train, enable, and measure monthly progress. To ensure success, we will require your incident case data from the last *6-12 months* to help us quickly get started by designing a comprehensive and achievable Automation roadmap that can be jointly implemented in your NetBrain environment over the duration of the engagement.

Following a peer-level review with your NOC engineers, DevOps engineers, and network architects, your NetBrain Automation Engineer will begin the process of strategically executing on the designed roadmap with your engineers to create fully customized automation deliverables in your very own continuous automation build sprints.

 <h3>Automation Acceleration (AVD)</h3> <p><i>Automate your critical incident tickets and network features</i></p> <p>Your NetBrain Automation Consultant will analyze your incident data to develop a strategy and assist with implementation to achieve complete automation coverage of your most problematic incidents.</p> <p>Key Deliverables:</p> <ul style="list-style-type: none"> ▪ Analysis of incident data looking for trends, commonality, and understand troubleshooting methods ▪ Develop Automation Roadmap ▪ Support implementation of all top pain point categories ▪ Adapt built-in NetBrain Automation for your network topology 	 <h3>Training and Enablement</h3> <p><i>Enable a culture of collaborative, NetBrain automation</i></p> <p>What better way to learn than from the best? Your NetBrain Automation Consultant will be a mentor to your best and brightest engineers to teach them how to think like a NetBrain Automation Architect.</p> <p>Key Deliverables:</p> <ul style="list-style-type: none"> ▪ One-on-One Automation Mentorship with your NetBrain Consultant ▪ Live, Instructor-led trainings for wider audiences that will enable your entire organization on NetBrain Automation Best Practices
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In these automation build sprints, your NetBrain Automation Engineer will assist you in designing, building, installing, and testing automation using the workflow below for your top automation targets:



Collect Knowledge	Analyze each incident ticket across all incident categories
	Establish common root causes for frequently occurring problems
	Identify troubleshooting best practices and resolution details
Build Automation	Determine which NetBrain Automation Unit(s) ¹ are best suited for use with the incident ticket root cause
	Build Automation Unit(s) and enable the customer Center of Excellence
Install Automation	Establish how Automation Unit could be expanded or enhanced to support troubleshooting across the entire network for similar devices and incidents
	Install Automation Unit(s) into Triggered ISTM Automation ² ; Configure trigger criteria and develop mapping of triggers to corresponding automation
	Install Automation Unit(s) into NetBrain Runbook and Guidebook Interactive Automation to establish ad hoc diagnostic approach for troubleshooting
Test Automation	Install Automation Unit(s) into custom Adaptive Monitoring probes for Preventative Automation ³
	Validate and verify developed Automation in live customer network scenarios

¹ Automation Unit is defined as NetBrain Data View Template (DVT), Qapps (no script), Network Intent, Adaptive Monitoring Probe.

² Requires NetBrain platform to be integrated with a compatible and supported ITSM system for triggered automation.

³ Creation and use of Adaptive Monitoring probes require the NetBrain IBA add-on module, purchased separately.

Finally, throughout the entire Automation Service engagement, your NetBrain Automation Engineer will provide critical one-on-one mentorship for you to develop your very own NetBrain Automation Center of Excellence within the organization to ensure sustained development and adoption of automation concepts for ongoing process improvement.

What is the Value of an Automation Engineer?

Unlike our Jumpstart Services Offering where we help onboard network devices into the platform and get your started on the path with NetBrain Automation, your Automation Engineer is entirely focused on the training, enablement, and delivery support of your established NetBrain Automation roadmap throughout the entire duration of the engagement.

	Automation Engineer Extend Your Automation with Our Expertise
Automation Acceleration (AVD)	<p>Work with the NetBrain Automation Center of Excellence (COE) to analyze 6-12 months of your incident data</p> <p>Create a comprehensive analysis report with your incident data using commonly occurring keywords, technology, vendors, etc. and present to key stakeholders in the organization for further in-depth review</p> <p>Work closely with NOC Engineers, DevOps Engineers, and Network Architects to develop a clear and actionable NetBrain Automation Roadmap to execute during the services engagement</p> <p>Assist with Development and Implementation of Interactive NetBrain Automation Guidebooks and Triggered Automation Runbooks¹</p> <p>Provide a complete post-project report and Automation Roadmap update for future development opportunities</p>
Project Progress Reporting	<p>Development of Quarterly and Annual progress reports capturing key metrics and KPIs related to organizational adoption of NetBrain Automation</p>
Key Performance Indicators (KPIs)	<p>Number of new automations developed by the NetBrain Automation Engineer and your own Center of Excellence</p> <p>Number of incident ticket categories with developed NetBrain Automation</p> <p>Execution metrics of all NetBrain Automation Types (Interactive, Triggered¹, Proactive²)</p> <p>Engineer progress towards their NetBrain Automation Certifications delivered through the NetBrain University training platform</p>
Training and Enablement	<p>Function as a NetBrain Automation mentor to your organization; deliver critical ad hoc training anytime you need it to help achieve what is possible in your network</p> <p>Provide Live, Instructor-Led Training Class Experiences with Lab Activities³ to enable your very own Automation Center of Excellence with essentials of NetBrain <i>NetBrain 101: End User Essentials</i> <i>NetBrain 201: Building Automation Essentials</i></p>

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

² Creation and use of Adaptive Monitoring probes require the NetBrain IBA add-on module, purchased separately.

³ Lab system and accompanying materials will be provided by NetBrain day of training. Lab system will be available while customer has an active maintenance and support contract with NetBrain.

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