

What is NetBrain DomainOne?

With the ever-growing demands of the resources in your organization, many customers don't have the time to dedicate to the management and operations of their NetBrain platform. Well, you don't have to struggle or do it alone anymore. Our NetBrain DomainOne Service is designed to not only ensure your NetBrain application layer is managed and maintained by resources that have an expert level of knowledge of NetBrain, but to ensure that those same resources will also come to have a profound understanding of your expectations acting as an *embedded resource within your organization providing capacity augmentation*.

Your NetBrain DomainOne Engineer will report virtually and will comply with all corporate security policies and culture, practices and methodologies, workflow tools, management style, and any applicable technical platform(s). You will have full control over the deliverables, projects, and teamwork utilizing your own best practices for project management, progress tracking tools, and day-to-day communications.



The NetBrain DomainOne Services engagement is primarily offered as a **12 month engagement**.

How Does the NetBrain DomainOne Service Work?

NetBrain DomainOne Engineers specialize in the operational tasks associated with maintaining the NetBrain platform. Your DomainOne Engineer will keep the NetBrain Platform running in optimal condition to ensure that your problem solvers can successfully complete their network troubleshooting activities. In addition to day-to-day operational management of the NetBrain device data, system tasks, and device onboarding, they will be responsible for implementation of software installs, upgrades, and control across the entire NetBrain application layer to keep you on the bleeding edge of NetBrain automation.

Once familiarized with the customer environment, the NetBrain DomainOne Engineer will quickly perform a holistic assessment of the environment and create a documented action plan for resolution. These tasks coupled with any pre-existing customer defined priorities or needs such as version upgrade, difficulties with map accuracy, pathing problems, etc. will establish the initial desired strategy.

Throughout this engagement, the NetBrain DomainOne Engineer will provide opportunities for cross-training through critical shadowing and reverse-shadowing sessions with the customer teams. Customer team members will become more invested in contributing to the project as their knowledge grows, which expedites refinements to existing workflows, brainstorming the best ways to solve challenges and issues within the network, as well as assessing the weaknesses of existing troubleshooting methodologies.

Operational Readiness	Platform Readiness
 <p><i>Managing the Application Layer</i></p> <p>Your NetBrain DomainOne Engineer will keep the application layer of your NetBrain system current, running, and optimized leveraging our best practices to ensure NetBrain is available when you need it most.</p> <p>Key Deliverables:</p> <ul style="list-style-type: none"> Application of NetBrain software upgrades and driver updates Maintain the NetBrain application layer ensuring operational uptime Optimize the execution of the NetBrain application layer Execution of critical system maintenance tasks 	 <p><i>Keeping the "Digital Twin" of your physical network accurate</i></p> <p>Is your NetBrain platform optimally managed and maintained by people that know it best? Let the NetBrain DomainOne Engineer free up your valuable resources to focus on managing the network.</p> <p>Key Deliverables:</p> <ul style="list-style-type: none"> Maintain device data accuracy for historical troubleshooting Support resolution of discovered network device discrepancies Validate and maintain application paths Confirm continued execution of automated system and critical application tasks

What Is the Value of a DomainOne Engineer?

Many customers struggle to find the time to educate themselves on proper NetBrain platform maintenance resulting in a less than optimally managed platform. DomainOne Engineers will cover this resourcing gap leading to a much cleaner infrastructure that will afford the customer the confidence in the data accuracy in the platform and allow for the customer to focus on the reduction of MTTR using dynamic path, Runbooks, Data View Templates (DVTs), etc. that depend on a clean and maintained database to operate at their fullest potential.

Your NetBrain DomainOne Engineer(s) responsibilities and tasks will include, but not be limited to the following:

	<p style="text-align: center;">NetBrain DomainOne Maintain Your Investment in Network Automation</p>
<p>NetBrain Platform Maintenance and Management</p>	<p>Execution of NetBrain upgrades to latest NetBrain Releases as required and approved</p> <p>Proactively apply latest NetBrain Service Patches during approved maintenance windows</p> <p>Apply NetBrain Service Patches (Support Case Driven) during maintenance windows</p> <p>Maintain NetBrain Software Application Layer and Operational Uptime</p> <p>Perform NetBrain Database maintenance tasks, as required</p> <p>Work directly with customer infrastructure team to proactively enhance the design of the NetBrain platform as needs change and grow</p>
<p>Maintain Accuracy of the NetBrain customer “Digital Twin”</p>	<p>Maintain ACLs and Live Access to Discovered Network Devices</p> <p>Validate Data Accuracy with NetBrain Platform Validation Framework</p> <p>Resolve Network Device Discovery issues</p> <p>Support Resolution of detected duplicate IP Addresses with Customer</p> <p>Maintain Internet / MPLS Cloud objects</p> <p>Maintain Customized NetBrain Map Layouts for Visualization of Critical Network Areas</p> <p>Manage NetBrain Automated Discovery and Benchmark system tasks</p> <p>Maintain and validate critical application paths</p>
<p>Tier-0 Technical Support</p>	<p>Create / Manage NetBrain Technical Support Cases on behalf of customer</p> <p>Debug/diagnose issues within the NetBrain platform to limit direct contact with NetBrain Technical Support</p> <p>Support customer internal SLA requirements</p>

What is Required from the Customer for Success?

NetBrain believes great things are born in tight collaboration. Having read about how the NetBrain DomainOne service offering can help your organization, here are the things that your NetBrain DomainOne Engineer will need from you to be successful:

- Own and provide the “infrastructure layer” of the NetBrain platform – Compute Nodes, Network, Storage Arrays, and Backups.
- Provide a named “service owner” to oversee the deliveries of the DomainOne Services Engineer and promote their activities to internal customer stakeholder(s) and team(s).
- Provide named resources to support the activities associated with any maintenance scheduling, service requests, coordination of work service requests, and provide resources to assist with requests as applicable.
- Support a regularly scheduled review and prioritization of tasks to ensure timeliness of deliverables to your internal stakeholders that use the NetBrain Automation Platform.
- Support ad hoc requests to meet with your NetBrain DomainOne Engineer to review identified issues with the NetBrain platform and potential remediation strategies.
- Provide access to tools and utilities necessary to complete the day-to-day operational tasks (Required licenses, ITSM/ITOM platform access, etc.).
- Ensure that your NetBrain DomainOne Engineer has remote, secured access to the environment (or contactor laptops) to support off-site activities to enable 24x7 operational support.

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