

What is the Managed NetBrain Service Premium?

With the ever-growing demands of the resources in your organization, they just don't have the time to dedicate to the management and maintenance of your NetBrain platform. Well, you don't have to struggle or do it alone anymore. Our Managed NetBrain 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 Managed NetBrain Service Engineers 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.

Managed NetBrain Service Premium subscribers will receive the added benefits of a yearlong subscription to the industry-first NetBrain Automation Library and a dedicated, Managed NetBrain Service Automation Engineer to perform continuous implementation of proactive, triggerable NetBrain Automation created from all previously known incident root causes that have occurred in your network.



The Managed NetBrain Service Premium engagement is offered as a **12 month engagement**.

How Does the Managed NetBrain Service Premium Work?

Managed NetBrain Service Engineers specialize in the operational tasks associated with maintaining the NetBrain platform. Your Managed NetBrain Service Engineer will keep the NetBrain Platform running in optimal condition to ensure that your problem solvers can successfully complete their network troubleshooting activities when they need it most. 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 Managed NetBrain Service 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 Managed NetBrain Service Engineer will provide opportunities for cross-training through critical shadowing and reverse-shadowing

 Operational Readiness	 Platform Readiness
<p data-bbox="883 1392 1127 1413"><i>Managing the Application Layer</i></p> <p data-bbox="867 1451 1143 1591">Your Managed NetBrain Service 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 data-bbox="867 1640 997 1661">Key Deliverables:</p> <ul data-bbox="867 1671 1143 1885" 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 data-bbox="1192 1381 1468 1430"><i>Keeping the "Digital Twin" of your physical network accurate</i></p> <p data-bbox="1192 1451 1468 1591">Is your NetBrain platform optimally managed and maintained by people that know it best? Let the Managed NetBrain Service Engineer free up your valuable resources to focus on managing the network.</p> <p data-bbox="1192 1640 1321 1661">Key Deliverables:</p> <ul data-bbox="1192 1671 1468 1885" 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


sessions with the customer teams. Customer team members will become more invested in contributing to the NetBrain platform 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.

While your Managed NetBrain Service Engineer is truing up your NetBrain application layer and ensuring that the foundational elements of the NetBrain platform are operating at their best, your Managed NetBrain Automation Engineer will be deploying our industry-first NetBrain Automation Library. The NetBrain Automation Library is the culmination of years of analysis and codification of the top occurring issues with their manual root cause analysis (RCA) steps from customers across the entire NetBrain customer base.

Your Managed NetBrain Automation Engineer will execute the Automation Value Delivery (AVD) process to gather, analyze, build, and prioritize the creation of proactive, triggerable automation based on your own incident case data and further augmented by the industry knowledge found in the NetBrain Automation Library. To help get started in classifying and analyzing your incident data for these repetitive and preventable types, NetBrain requests that you provide incident case data from the last *6-12 months* to allow us to design a comprehensive and achievable automation roadmap.

Your IT Service Management (ITSM) system is not just the archive of your incident data, but also a critical component in your NetBrain Automation solution. With a NetBrain-compatible ITSM available, your Managed NetBrain Automation Engineer will integrate the NetBrain platform with your ITSM allowing your NetBrain Automation to operate at machine speed with high efficiency, quickly providing an automated response as new tickets are opened.

Throughout the entire engagement, your Managed NetBrain Automation Engineer will provide continuous implementation of proactive, triggerable NetBrain Automation using your customized automation roadmap as a guide. Additionally, your Managed NetBrain Automation Engineer will make themselves available to provide critical one-on-one mentorship for you to develop your very own NetBrain Automation Center of Excellence to ensure sustained development and adoption of NetBrain Automation concepts for ongoing process improvement.



Automation Acceleration (AVD)

Automate your critical incident tickets to support automation goals

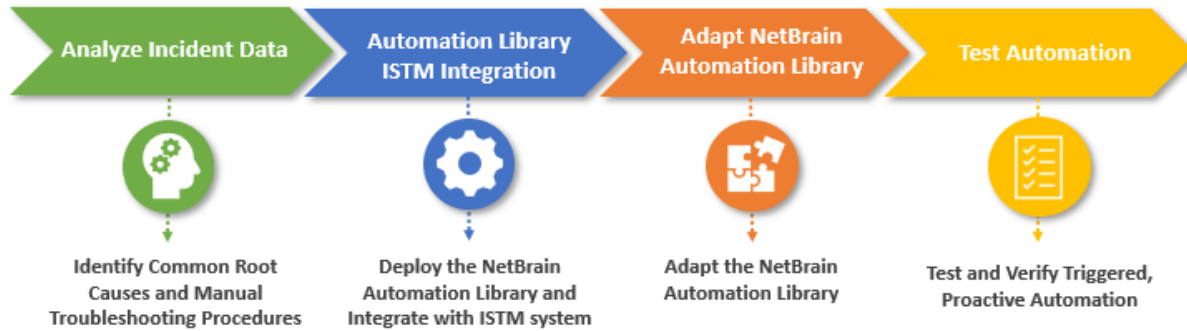
Your Managed NetBrain Automation Engineer will deploy triggerable, proactive diagnosis of the most repetitive problems that have existed in your network to help address your operational goals for reducing MTTR and automation gaps.

Key Deliverables:

- Install the NetBrain Automation Library and Problem Diagnosis architecture
- Analysis of incident system data looking for commonality and troubleshooting methodology
- Implementation of proactive case-based automation using your incident system data
- Develop Automation Roadmap

How Does My NetBrain Automation Get Implemented?

Following a peer-level review with your NOC engineers, DevOps engineers, and Network Architects, your Managed NetBrain Automation Engineer will begin the process of strategically executing on their fully customized automation roadmap for your organization the workflow below for your top automation targets:



Analyze Incident Data	Analyze each available incident ticket across all incident categories
	Identify commonalities in the identified root causes for frequently occurring problems across all deployed technologies in the network
	Identify manual troubleshooting procedures and incident resolution details
Install Automation Library	Install the most current NetBrain Automation Library that contains commonly occurring network issues and root causes from across the NetBrain customer base
Integrate with ITSM System	Integrate the NetBrain platform with the available ITSM system ¹ to support incident based, triggered automation
Continuously Adapt NetBrain Automation Library	Configure ITSM-to-NetBrain incident trigger criteria and develop mapping of triggers to corresponding automation
	Adapt existing NetBrain Runbooks, Network Intents, and other NetBrain Automation Library concepts to verify the issue symptom, check against all known root causes, and to analyze the impact of the reported incident
	Install NetBrain Automation to customized NetBrain Adaptive Monitoring probes for Preventative Automation
Test Automation	End-to-End testing and verification of developed NetBrain Automation in your environment

¹ Requires NetBrain platform to be integrated with a compatible and supported ITSM system for triggered automation; New ITSM integrations are available with separate services engagement.

What Is the Value of a Managed NetBrain Service Engineer?

Many customers struggle to find the time to execute proper NetBrain platform maintenance resulting in a less than optimally managed platform. Managed Service 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 them 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 Managed Service Engineer(s) responsibilities and tasks will include, but not be limited to the following:

	<p style="text-align: center;">Managed NetBrain Service Engineer Maintaining 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>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 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>Key Performance Indicators (KPIs)</p>	<p>Number of new network devices discovered/decommissioned by the NetBrain platform</p> <p>CLI Access Rate of the of the discovered network devices</p> <p>Execution metrics of all defined critical application paths</p>
<p>Tier-0 Technical Support</p>	<p>Create / Manage NetBrain Technical Support Cases on behalf of customer and act as a technical liaison to NetBrain Technical Support</p> <p>Support customer internal SLA requirements</p>

What Is the Value of a Managed NetBrain Automation Engineer?

Network problems are getting bigger and more complex. Even worse, these problems are taking longer to solve and are getting more expensive than ever when they do occur. A Managed NetBrain Automation Engineer enables you to leverage the capabilities of the NetBrain solution that already exists in your network to help address your operational and automation goals using the combination of the NetBrain Automation Library and the most critical and important information available: Your own incident and network data.

Your Managed Service Automation Engineer(s) responsibilities and tasks will include, but not be limited to the following:

	Managed NetBrain Automation Engineer Continuous Implementation of the NetBrain Automation Library
Automation Acceleration (AVD)	<p>Work with the NetBrain Automation Center of Excellence (COE) to analyze a continuous stream of the last 6-12 months of your incident system 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>Installation of the NetBrain Automation Library that contains commonly occurring network issues and root causes from across the NetBrain customer base</p> <p>Integrate the NetBrain platform with the available ITSM system¹ to support incident based, triggered automation</p> <p>Adapt existing NetBrain Runbooks, Network Intents, and other NetBrain Automation Library concepts to verify the issue symptom, check against all known root causes, and to analyze the impact of the reported incident</p> <p>Continuous updates to a fully customized Automation Roadmap for your organization that cites future development opportunities</p>
Status Reporting	Development of Quarterly and Annual progress reports capturing key metrics and KPIs related to organizational adoption of NetBrain Automation
Key Performance Indicators (KPIs)	<p>Number of incidents and incident ticket categories covered with NetBrain Automation</p> <p>Monthly execution metrics of all NetBrain Automation in your organization</p>
Training and Enablement	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

¹ Requires NetBrain platform to be integrated with a compatible and supported ITSM system for triggered automation; New ITSM integrations are available with separate services engagement.

What is Required from the Customer for Success?

NetBrain believes great things are born in tight collaboration. Having read about how the Premium Managed NetBrain Service offering can help your organization, here are the things that your Managed NetBrain Service Engineer and NetBrain Automation Engineer will require from you for a successful partnership:

- Remote, secured access to the environment (or contactor laptop) to support off-site activities and to enable 24x7 operational support.
- 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 NetBrain Engineers 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 Engineers to review identified issues with the NetBrain platform and potential remediation strategies.
- Provide your NetBrain Automation Engineer the available incident data from your ITSM system, when requested, on an ongoing basis to proactively automate against future issues.
- Provide access to tools and utilities necessary to complete the day-to-day operational tasks, as necessary or as mandated by organizational requirements (Required licenses, ITSM/ITOM platform access, etc.).

Connect with Us

Call +1.800.605.7964 or visit netbraintech.com.



facebook.com/netbraintech



twitter.com/NetBrainTechies

Copyright © 2022, NetBrain. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. No part of this document shall be reproduced or transmitted by any means without permission of NetBrain.

Disclaimer: This document is for informational purposes. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing of any features or functionality described in this document may change and remains at the sole discretion of NetBrain.