CISCO DNA CENTER ASSURANCE SERVICES

This document details the outline of the service engagements for installing, configuring, and deploying Cisco DNA Center Assurance solution at a customer.

DNA Center Assurance provides a comprehensive solution to assure better and consistent service levels to meet growing business demands. DNA Center Assurance addresses not just reactive network monitoring and troubleshooting, but also the proactive and predictive aspects of running the network, ensuring client, application, and service performance.

■ NIL'S SERVICES

NIL can help you install, configure, and deploy Cisco DNA Center Assurance as well as integrate it with Cisco Identity Services Engine (ISE) by selecting the DNA Center Assurance service.

DNA Center Assurance provides the following benefits:

- *Provides actionable insights into network, client, and application related issues.*
  These issues consist of basic and advanced correlation of multiple pieces of information, thus eliminating white noise and false positives.

- *Provides both system-guided as well as self-guided troubleshooting.*
  For a large number of issues, DNA Center Assurance provides a system-guided approach, where multiple Key Performance Indicators (KPIs) are correlated, and the results from tests and sensors are used to determine the root cause of the problem, and then possible actions are provided to resolve the problem. The focus is on highlighting the issue rather than monitoring data.

- *Provides in-depth health scores for the network and its devices, clients, applications, and services.*
  Client experience is assured both for access (onboarding) and connectivity.

Cisco DNA Center Assurance allows you to identify the root causes and provides suggested remediation for faster troubleshooting.

Integration with Cisco DNA Center provides an easy-to-use single dashboard with insights and drill-down capabilities. Machine learning continually improves network intelligence to predict problems before they occur.

NIL

◼ SCOPE OF WORK

The scope of work within the service covers 1-day of virtual engagement and 3-days of onsite deployment.

1. DESIGN

Meet with a customer to discuss scope of work for the entire project:
- *Desired outcome to cover business objective.*
- *Understand project timelines.*
- *Discuss network parameters and network services such as AD, ISE, NTP, DHCP, etc.*
- *Create and review High Level Design.*
- *Create and review implementation and deployment plan.*

2. INSTALLATION

- *Deploy a DNA Center, including setting up hardware, installing and upgrading software to recommended version, and verifying network connectivity.*
- *Integration of DNA Center with Cisco Identity Services Engine (ISE).*

3. DISCOVERY

Complete a discovery through the DNA Center appliance:
- *Up to 50 network devices.*
- *Up to 100 clients*
- *Up to 4 Wireless LAN Controllers*
- *Up to 2 sites*

4. INVENTORY

Complete a network device inventory through the DNA Center appliance:
- *Up to 50 network devices.*
- *Up to 100 clients*
- *Up to 4 Wireless LAN Controllers*
- *Up to 2 sites*

5. ASSURANCE

Verify that 50 network devices and/or 100 clients are being monitored by the DNA Center Assurance engine.

6. KNOWLEDGE TRANSFER

Complete at least 4 hours of instruction on how to use DNA Center Assurance to monitor network devices or clients, and how to troubleshoot and resolve network and end-point connectivity issues.

◼ ACCELERATE YOUR DIGITAL NETWORK TRANSFORMATION

Additional service outside the scope of work that is not defined in this document may be requested by the customer.

Our team of network experts will be glad to answer your questions about Cisco DNA and how to deploy it in your network.

◼ WHY CHOOSE NIL?

- More than 20 years of experience and a proven track record as a leading Cisco partner.
- We cover the whole network infrastructure stack.
- Specialized in complex and dynamic networks.
- Extensive expertise in enterprise and carrier-grade networking technologies.