MSP DNAC LAUNCH KICKSTART SERVICE

Service Overview:

At Netnology, Cisco's Digital Network Architecture (Cisco DNA™) enablement and implementation services to expedite the adoption of Cisco Digital Network Architecture Center (Cisco DNAC™). As part of this Managed Service Provider (MSP) DNAC Launch Kickstart Service offer, our subject matter experts (SME) partner with your team to ensure a smooth deployment of the DNAC solution and provide knowledge transfer to equip your staff with the necessary skills to configure and manage the MSP DNAC environment.

Cisco DNAC Solution:

Cisco DNA Center is a powerful network controller and management dashboard that lets you take charge of your network, optimize your Cisco investment, and lower your IT spending. Cisco DNA Center provides a single dashboard for every fundamental management task to simplify running your network. With this platform, IT can respond to changes and challenges faster and more intelligently.

Cisco DNA Center is an open and extensible platform with a rich set of APIs that allow automation of workflow processes using an intent-based approach. It can integrate with third-party platforms to streamline IT operations and improve efficiency.

Kickstart Service Introduction:

- The direction of DNAC technology architectures is becoming centered around customer needs for rapidly orchestrated business solutions with less cost and shorter time to value. As a result, MSP are enabling themselves to provide automated services workflows, management and orchestration, and automated multi-vendor deployments.
- Cisco requires the MSPs to deliver these capabilities to its customer base using Cisco DNAC solution. It is in Cisco's best interest therefore to help their MSP community develop these capabilities and programs.
- The MSP DNAC Launch Kickstart Service would enable MSPs to bootstrap their initial Cisco DNAC service off the ground while working with the SMEs.

Scope of Services:

As part of the 4-week base engagement, Netnology will perform the following tasks to assist an MSP launch an initial DNAC service:

- Exec Commit, engagement outline and assessment
  - Project description and understanding
  - Requirement collection and review
  - Delivery timelines and commitments
- Service Offer Description, SLA, MSP Value Prop development
  - Propose value prop

  - Propose the exact MSP DNAC deployment model
  - Propose offer description
  - Propose SLA description
  - Identify any additional gaps and solutions
  - Agree upon offer, SLA and exact MSP DNAC deployment model (i.e., locked and loaded for next phases)
- Virtual POC Design, testing and certification
  - Design the agreed upon MSP DNAC deployment model
  - Test the agreed upon MSP DNAC deployment model
  - Certify the agreed upon MSP DNAC deployment model
- Sales and Engineering Enablement
  - Offer training with theory and labs (virtual/modular/self-paced/online/remote)
- Service launch validation
  - Validate traffic flow
  - Validate control and data plane functionality
  - Validate routing integration
  - Validate policies
  - Validate common best practices
  - Project closure and signoff

Target Audience

This service is designed for Network and Software Architects, Engineers and Administrators configuring, deploying and managing the Cisco DNAC solution in MSP environments.

Prerequisites

Customer needs to ensure that ALL servers and network devices are rack & stacked, cabled and powered-up and network connectivity is established prior to the kick-off. Customer also needs to acquire the necessary software licenses for the deployment of DNAC solution.

Service Deliverables

No	Deliverable	Service Details
1.	Engagement Outline	• Project description and understanding • Requirements collection and review • Delivery timelines and commitments
2.	Virtual POC	• Design, test and certify the DNAC deployment model
3.	Enablement	• Offer training with theory and labs
4.	Validation	• Validate deployed solution

Add-on Services for DNAC Operations (Optional)

As a next step to the DNAC Launch Kickstart Service, Netnology can work with the MSP to streamline Day 2 Operations and address key use cases. The length and scope of this add-on engagement would depend on customer requirements and use cases.

Netnology will perform the following services as part of this engagement:

- Review of requirements and use cases related to MSP operations
- Define a software-defined networking programmatic approach for DNAC
    - Provide a methodology for developing programmatic-based use case
    - Develop a functional overlay reference model for DNAC based services
    - Define an automation framework to leverage the overlay reference model for DNAC operations
- 3rd party integration with any 2 platforms/systems/tools listed below
    - Integrate with DNAC APIs for ITSM
    - Integrate with DNAC APIs for provisioning
    - Integrate with DNAC APIs for monitoring
    - Integrate with DNAC APIs for troubleshooting
    - Integrate with existing SNMP tools
    - Integrate with existing Syslog tools
    - Integrate with existing NetFlow tools
- Validate Operational Efficiency
    - Review changes to operations
    - Track and measure KPIs related to the operational use cases
    - Report improvements to tasks / use cases

Target Audience

This service is designed for MSP Service Owners, Network Operations Teams and Administrators configuring, deploying and managing the Cisco DNAC solution in MSP environments.

Prerequisites

Customer needs to ensure Cisco DNAC is provisioned and deployed in a lab / production environment prior to the kick-off. Customer also needs to acquire the necessary software licenses for the deployment of DNAC solution.

Service Deliverables

No	Deliverable	Service Details
1.	Workshop	• Review customer requirements and operational use cases • Overview of methodology and programmatic approach

		• Develop project plan and delivery timelines
2.	Programmatic Model for DNAC	• Define software-defined networking programmatic approach for DNAC • Develop a functional overlay reference model for DNAC
3.	3rd Party Integration	• Integrate with DNAC APIs • Integrate with existing SNMP, Syslog, and NetFlow Tools
4.	Validation	• Validate operational use cases • Track and measure efficiency