A wide-angle photograph of a bright blue sky filled with scattered, fluffy white clouds.

# Решения Cisco для Автоматизации Облачных Услуг - Cisco Intelligent Automation for Cloud (CIAC)

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**+380 44 3913600**

# Предоставление сложных сервисов - Быстрее

(Автоматизация от начала до конца)



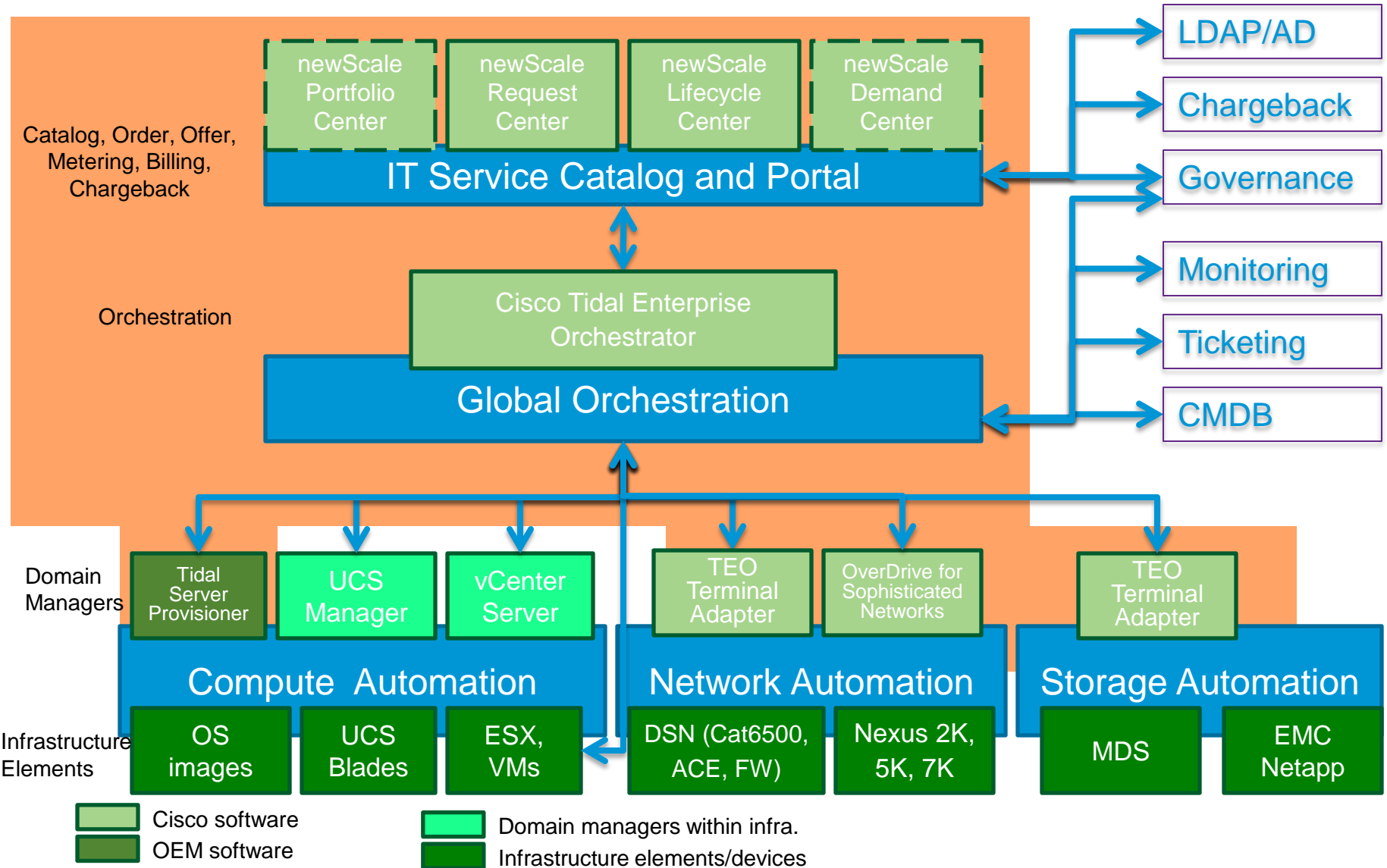
## Традиционный подход

- Фиксированные-ресурсы
- Настройка вручную
- Тяжелый контроль и использование
- Высокая стоимость настройки & сопровождения
- Длительное время настройки
- Конфигурационные риски

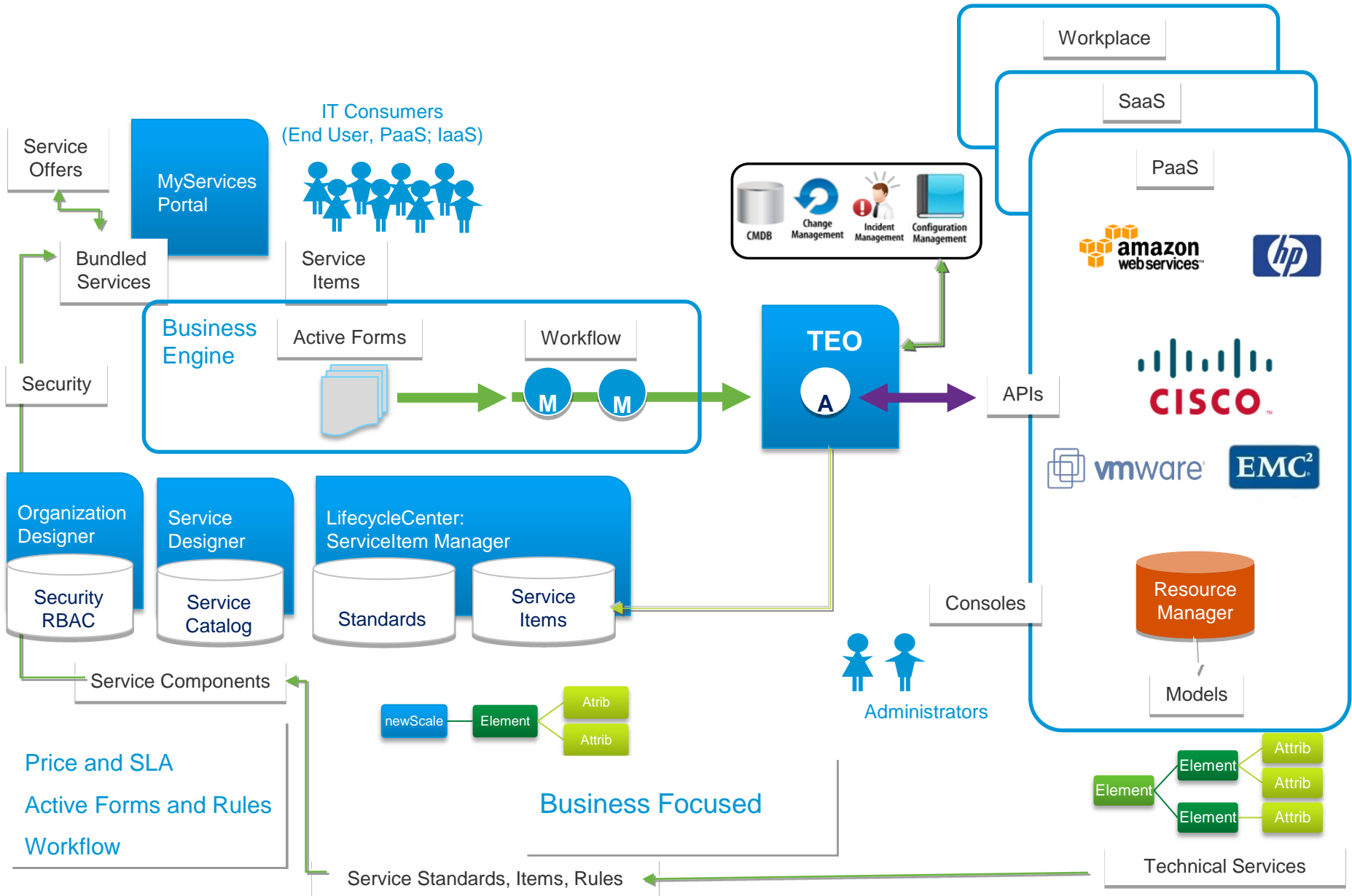
## Новый подход

- Сервис-ориентирован
- Само-обслуживание; авто-настройка
- Предоставление по требованию)
- Оптимизированы настройка & и стоимость
- Быстрая настройка
- Улучшена Надежность и Доступность

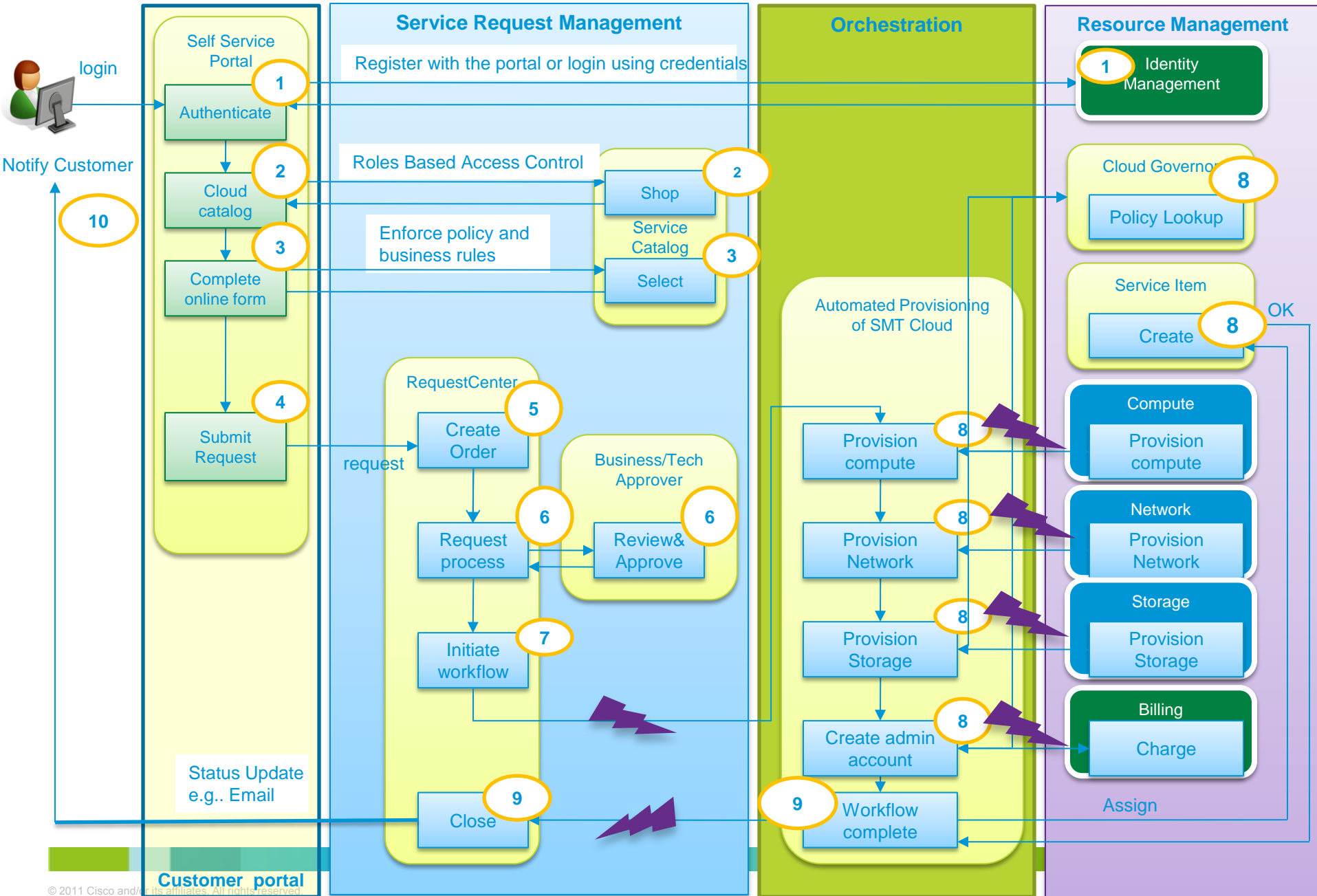
# CIAC (Cisco Intelligent Automation for Cloud)



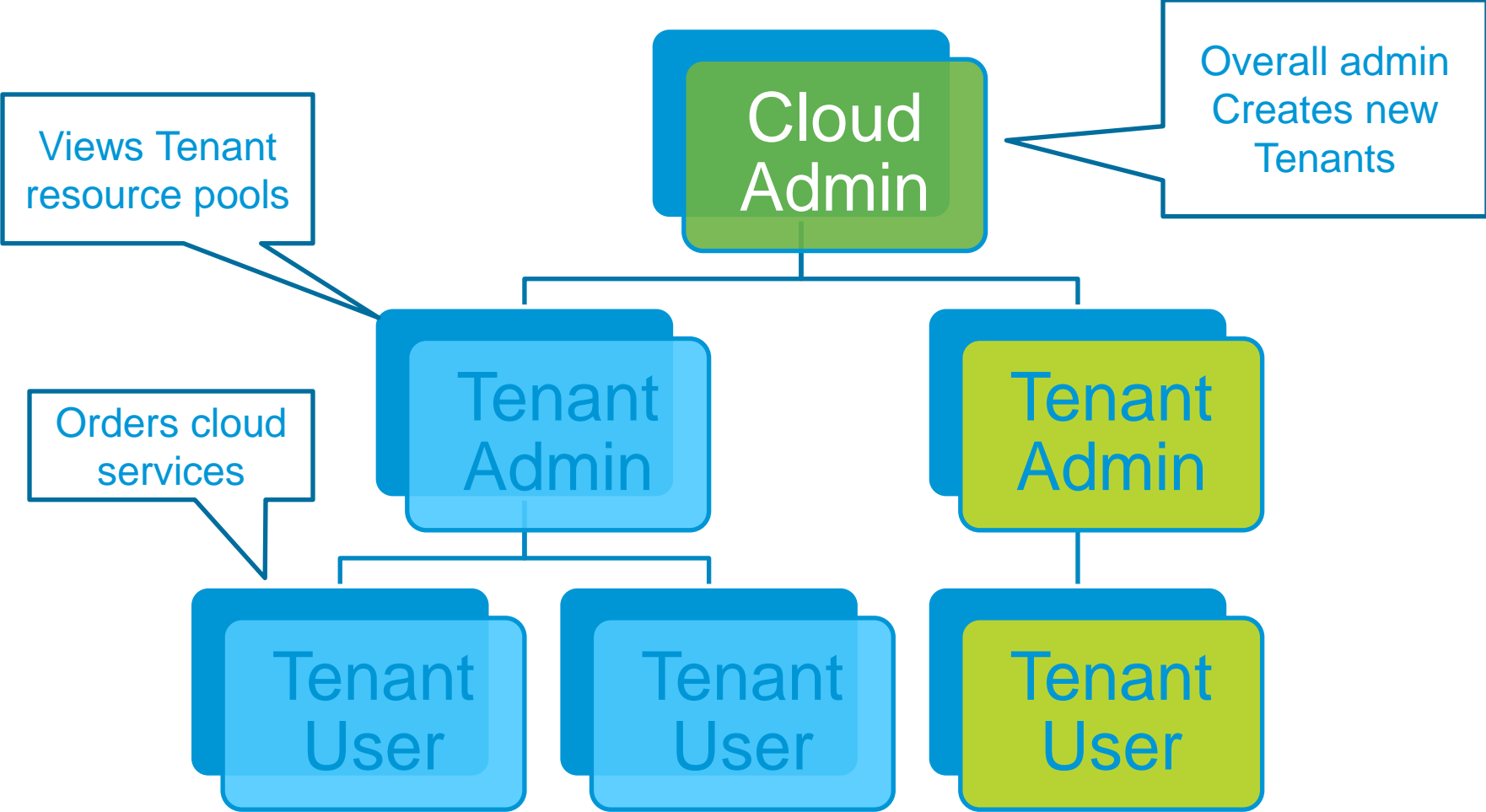
# Functional Overview



# Ordering IaaS/PaaS/ Cloud Services



# Roles in Multi-Tenant Environment



# Наше решение в работе

## Virtual and Physical Provisioning

### Tracking for Pay-Per-Use

Service	Quantity	Unit Price	Usage	Current Charge	Maximum Charge	Usage Limit	Alert
Windows Server Standard	10	\$100.00	10	\$1,000.00	\$1,000.00	10	OK
Windows Server Enterprise	5	\$200.00	5	\$1,000.00	\$1,000.00	5	OK
Windows Server Datacenter	2	\$500.00	2	\$1,000.00	\$1,000.00	2	OK

Review Offerings,  
Get Quotes



Chargeback  
or Showback



Self-Service

Define and Publish  
Standard Options



Architecture & IT



Approvals & Controls

Orchestrate  
Delivery

Report  
Consumption

**New Windows Development Server (Standard Specification)**

Select this service to request a new standard configuration, the cost and the delivery process.

**Service Information**

- Requestion Number: 107
- Customer: Martha Smith
- Quantity: 1
- Service Level Description: Servers with a standard configuration.

**Delivery Process**

- Engagement: New Windows Development Server (Standard Specification)
- OnDemand Process: New Windows Development Server (Standard Specification)
- Consolidating Process: New Windows Development Server (Standard Specification)

**Tasks**

- Engagement: New Windows Development Server (Standard Specification)
- OnDemand Process: New Windows Development Server (Standard Specification)
- Consolidating Process: New Windows Development Server (Standard Specification)

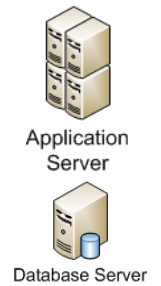
**Activities**

- Request Review
- Check Server Inventory
- Check Server Configuration
- Server Configuration Review
- Server Security Review

**Process**

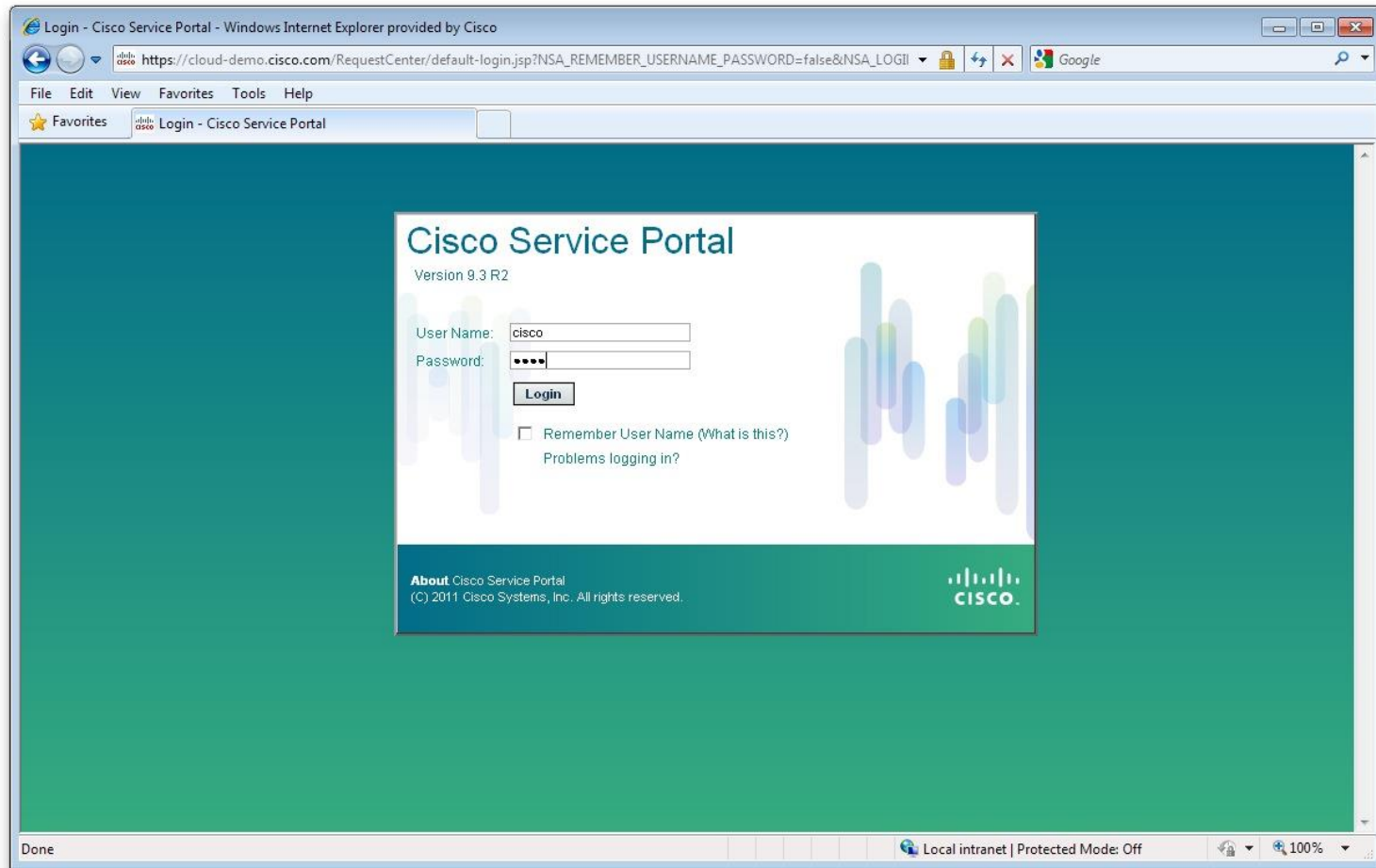
- Request Review
- Check Server Inventory
- Check Server Configuration
- Server Configuration Review
- Server Security Review

Process Coordination and  
Delivery Automation



Lifecycle  
Management

# CIAC Starter Edition Product Description





# A Simple Private Cloud Solution

- Out of the box solution

- Bundles all required software, hardware, TS + short implementation service
  - Options to deliver just the management software, utilizing existing UCS
  - Pre-installed, pre-configured, pre-integrated, pre-validated
  - Fast set up out of the box, no customization required
  - No need to develop or modify orchestration workflows

- Partner delivered

- No advanced services
  - Partner education and qualification program required (in development)
    - Cloud Builder Program with specific modules for Starter Edition
  - Backed by Cisco TAC support

# What Does it Do?

- Basic compute as a service for
  - Server, OS and Hypervisor as a service
  - Development / Test cycles
  - Compliance / scalability testing
  - Demo & POC set-up / teardown
  - Department app deployment
  - Simple corporate app deployments
- Compute as a Service
  - VM provisioning (on VMware ESX hosts)
  - Physical server provisioning (ESX, Windows, Linux)
  - Ongoing management of ordered VMs/PMs
  - Resource usage control policies
  - Resource usage monitoring

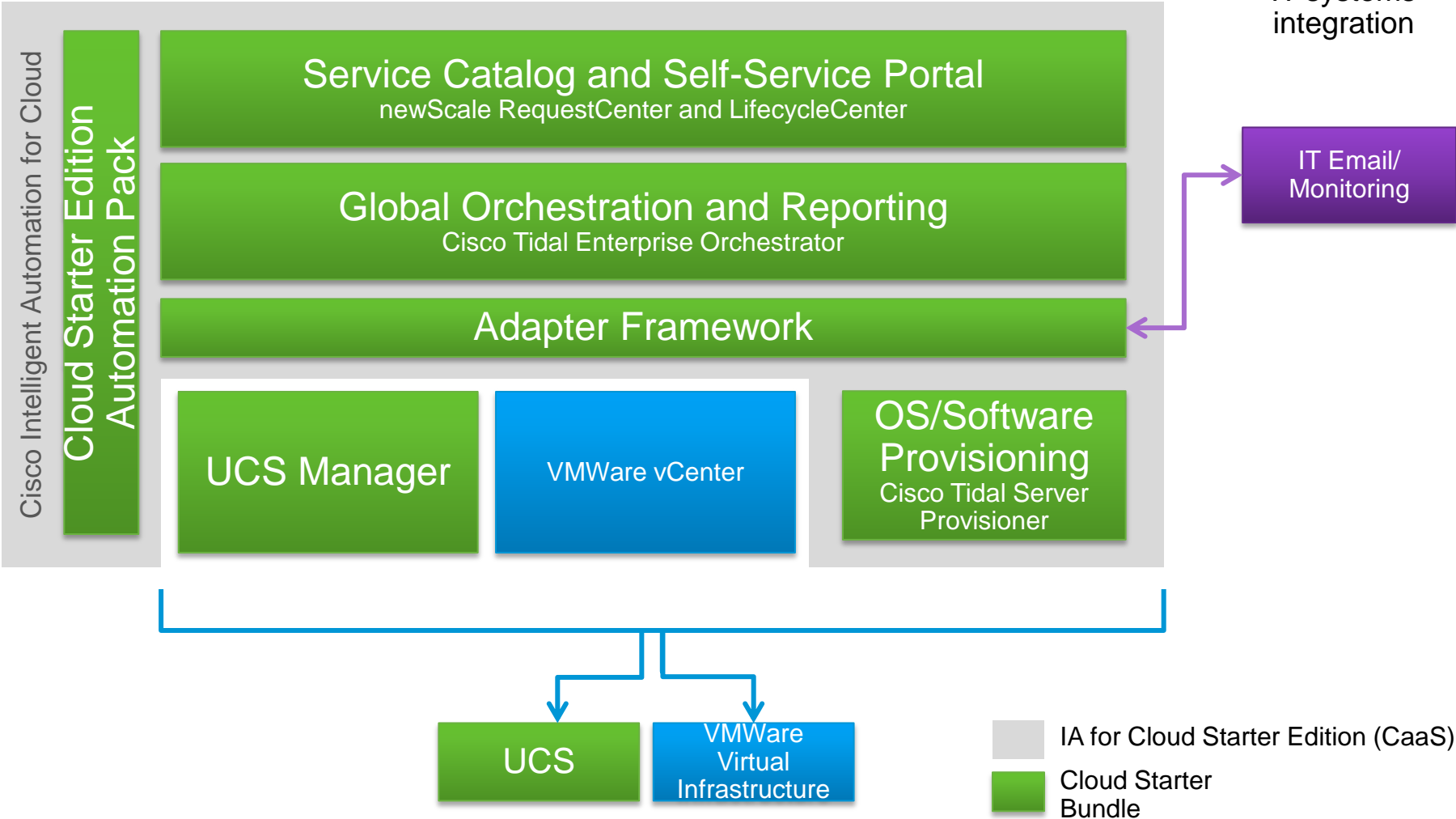
# What Does it Do?

- Provisions UCS and VMware
  - Strong UCS integration & service profile leverage
  - Strong vCenter integration
  - Scales to single UCS POD
- Self Service
  - Predefined service catalog framework
  - Customer provides VM templates, OS installers, sets up UCS profiles
  - End-user self-service
  - Administrator self-service
  - Order tracking
- Multi-tenant
  - Simple multi-organization support
  - Group specific catalog entries, resources
- Simple IT integration
  - AD authentication
  - Email notifications (Built-in mini service desk available)

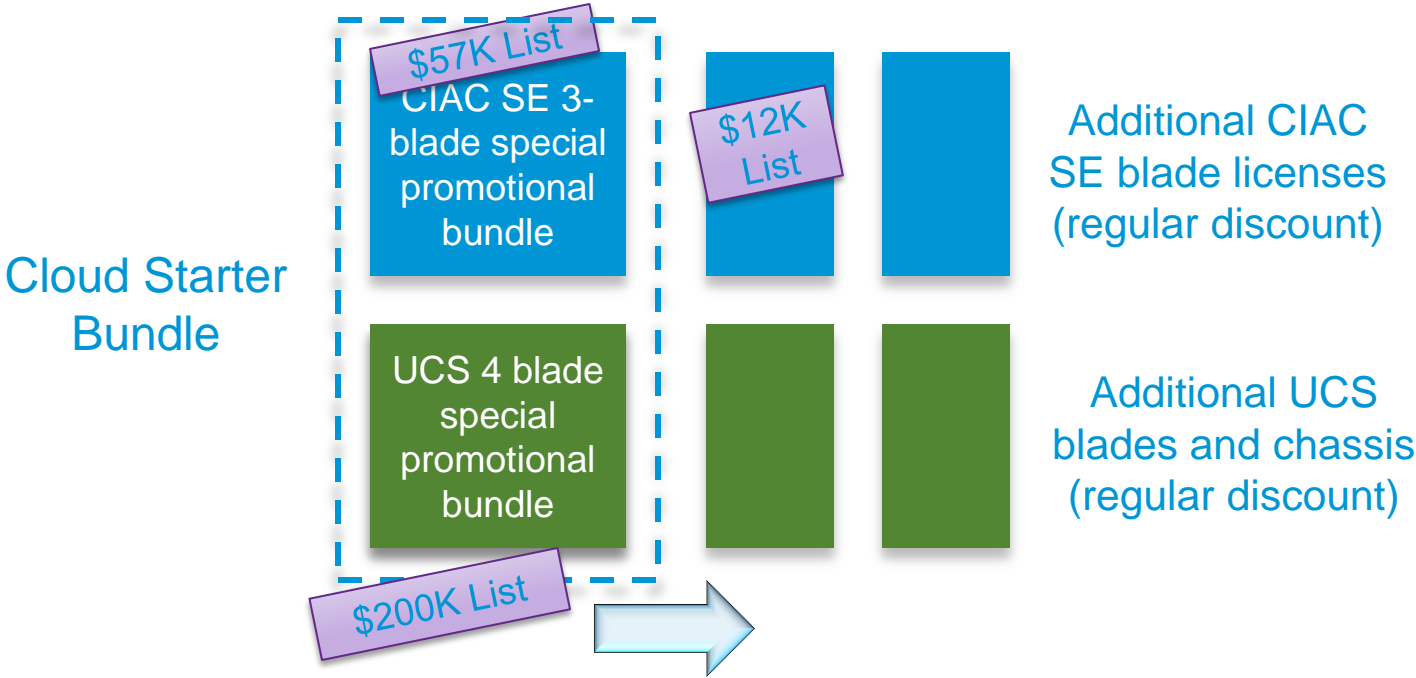
# What Does it NOT Do

- No additional infrastructure provisioning
  - Network/Storage provisioning (FlexPod, Vblock, heterogeneous)
  - Other servers (UCS C-Series, non-Cisco)
  - Other hypervisor support
- No additional IT integration
  - Monitoring
  - Ticketing
  - Chargeback & billing
- No advanced use cases
  - PaaS
  - SaaS
  - Containers/isolated tenant environments
  - Hybrid cloud (public cloud bursting)
  - VDI

# System Architecture: Based on Cisco IA for Cloud



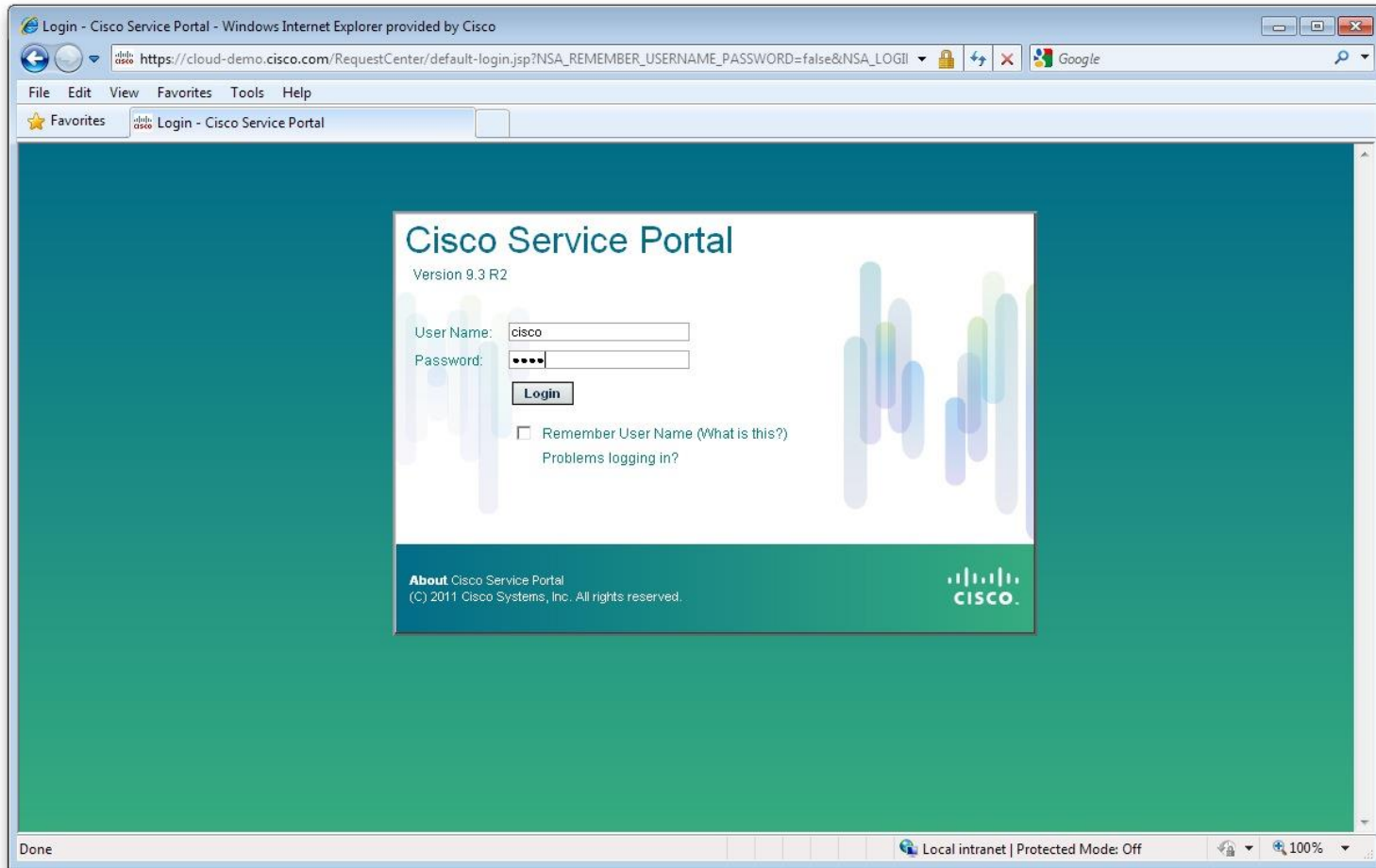
# Packaging and Pricing



# DEMO

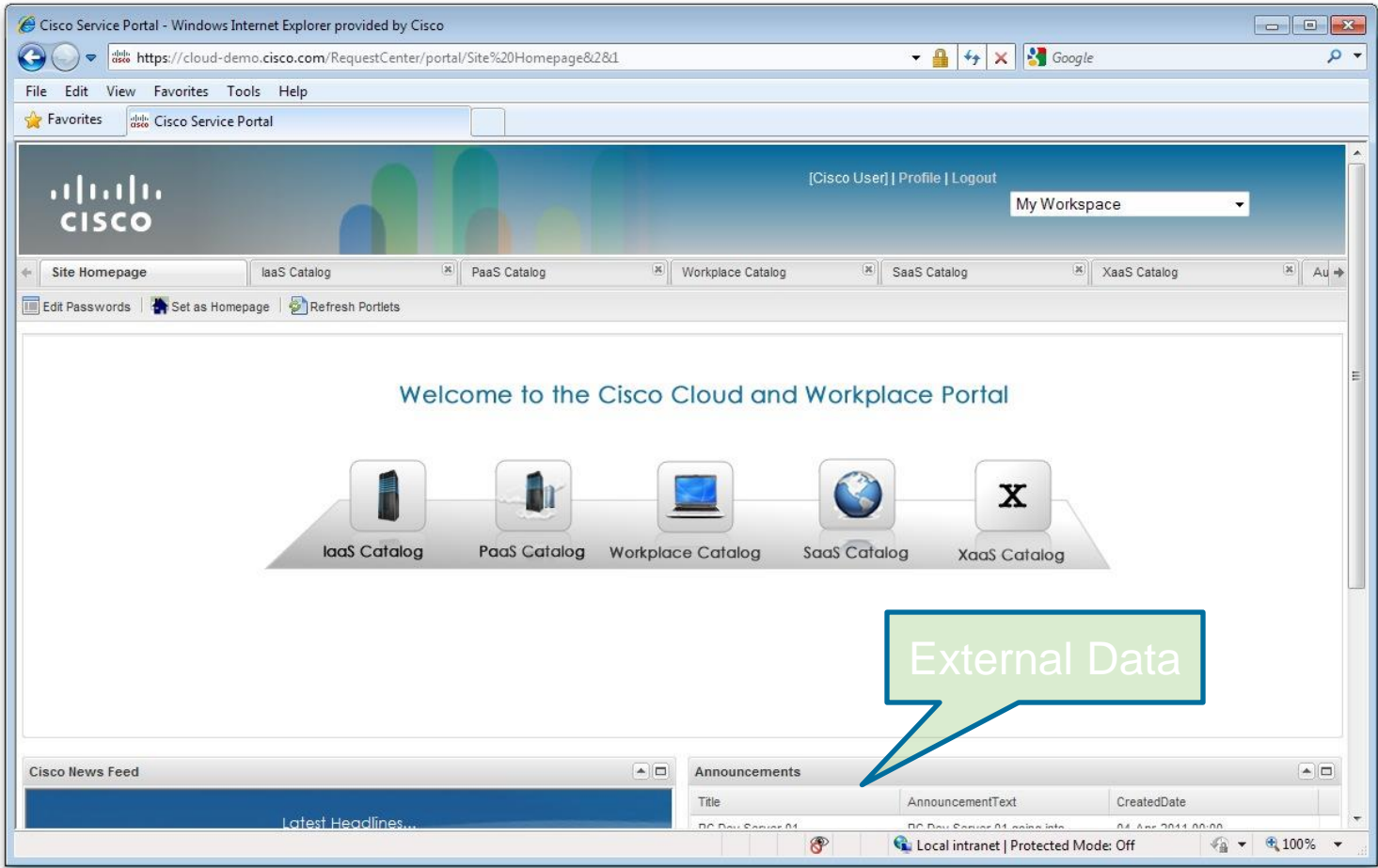


# CIAC Enterprise Edition Product Description





# Main Portal Page



# Basic Cloud Service - IaaS Page

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/IaaS%20Catalog&1&1

File Edit View Favorites Tools Help

Site Homepage | IaaS Catalog | PaaS Catalog | Workplace Catalog | SaaS Catalog | XaaS Catalog

## Welcome to Infrastructure as a Service

IaaS provides component servers on an on-demand basis. Servers can be provisioned as managed or unmanaged instances.

### Highlighted Services

- ▶ Create a standard VM (Private) **Create**
- ▶ Create a custom VM (Private) **Create**
- ▶ New Dedicated Physical Server - Linux **Start Order**
- ▶ Help me choose (guided shopping) **Start Order**

### All Services

- ▶ Browse the entire catalog **All**

### Knowledge Center

**Overview** **Compare**

**Compare**

A Head in the Cloud

Scalability  
Availability  
Performance  
Cost-effectiveness

Infrastructure services deliver infrastructure as a service. Billing is on a utility computing basis; the amount of resources billed reflect the level of activity.

Services can be provided in a public or private environment. Click the compare tab for information on the differences between these two cloud computing concepts.

javascript:void switchpanel('compare')

Local intranet | Protected Mode: Off

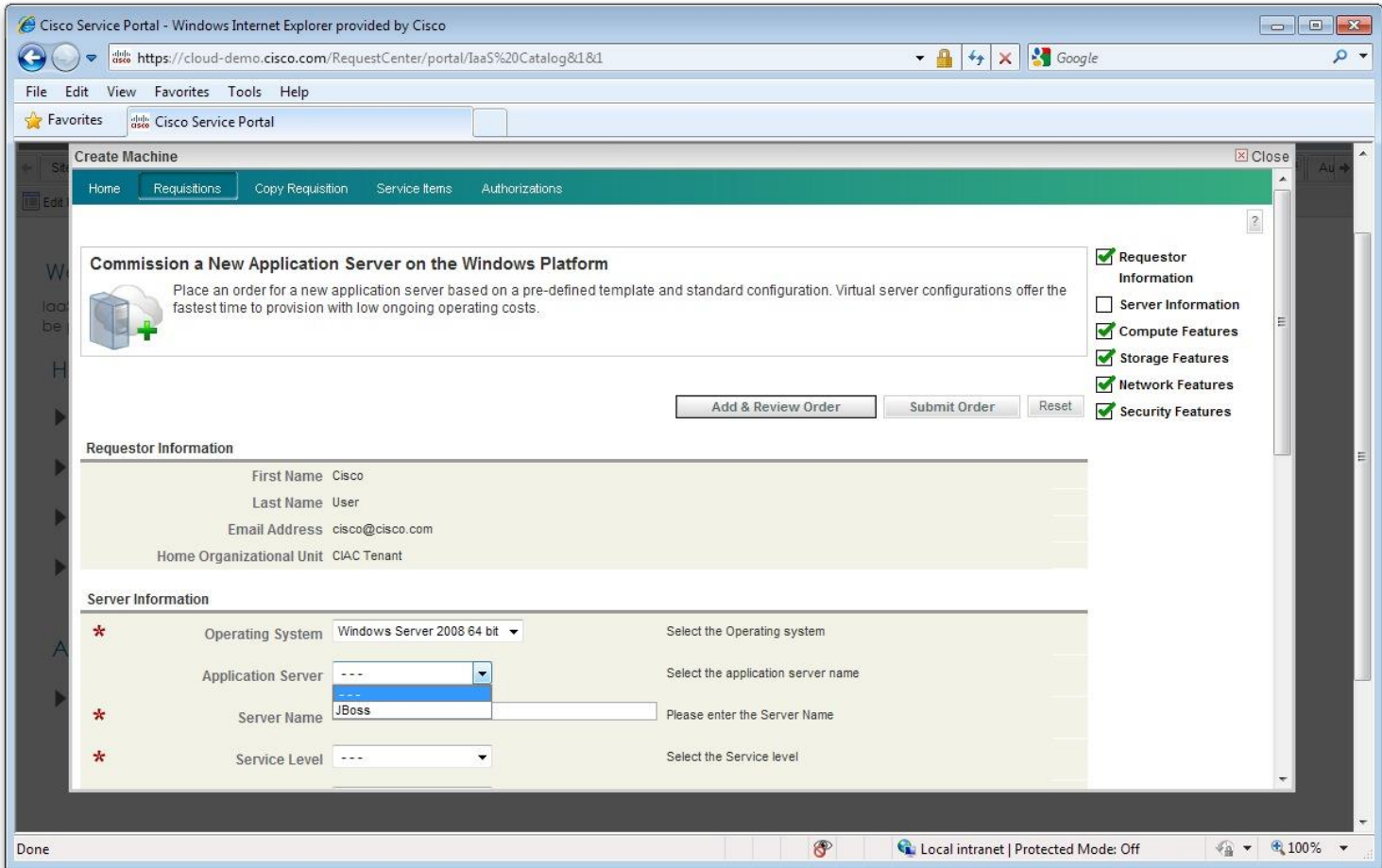
Portal

IaaS

Automation

My Stuff

# Standard VM- IaaS Page



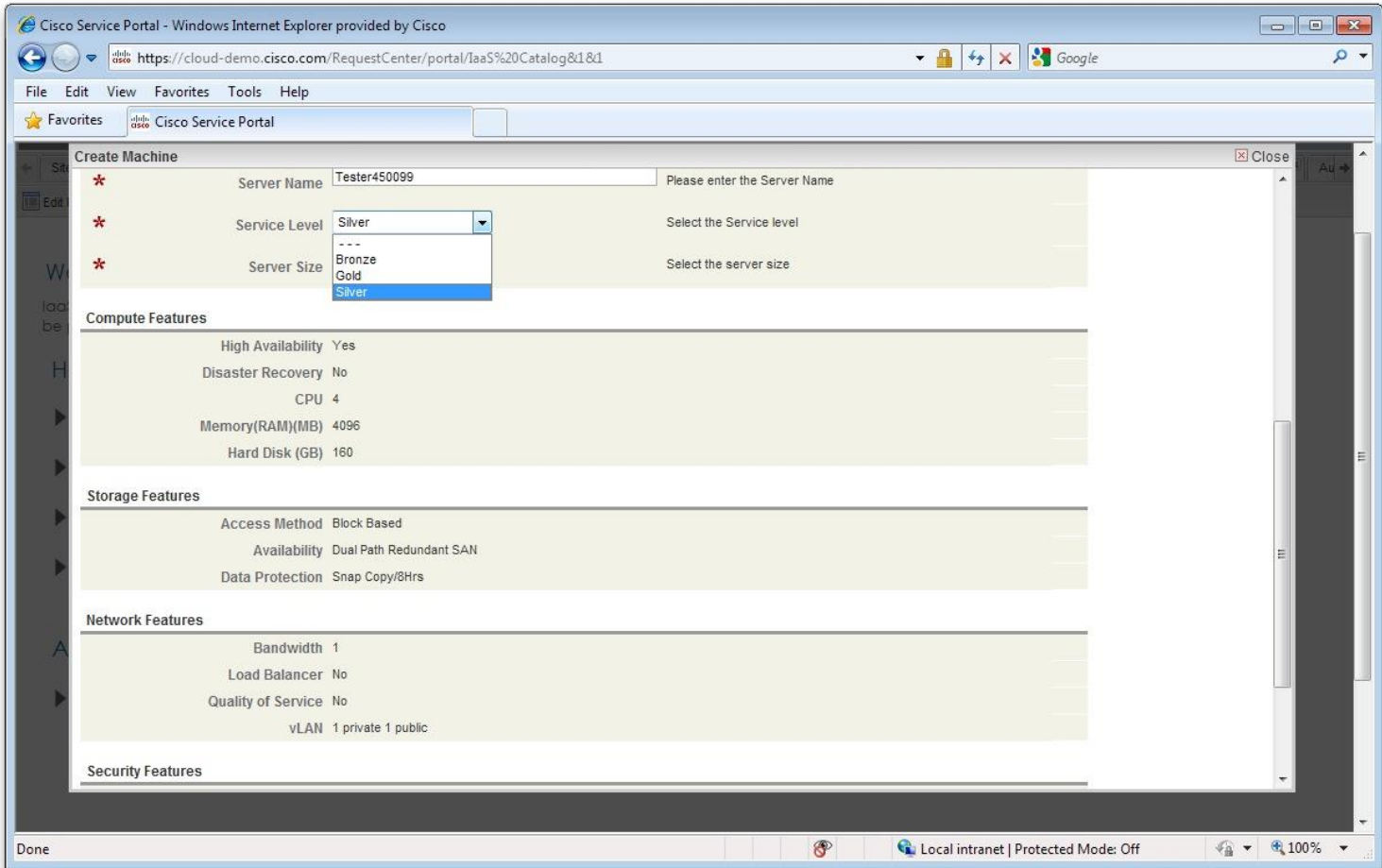
Portal

IaaS

Automation

My Stuff

# Standard VM- IaaS Page



Portal



IaaS



Automation



My Stuff

# Basic Cloud Service - IaaS Page

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/IaaS%20Catalog&1&1

File Edit View Favorites Tools Help

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- ▶ Create a custom VM (Private) [★ Create](#)
- ▶ New Dedicated Physical Server - Linux [Start Order](#)
- ▶ Help me choose (guided shopping) [Start Order](#)

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Availability  
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0:00/00:09:57

javascript:void switchpanel('compare')

Local intranet | Protected Mode: Off

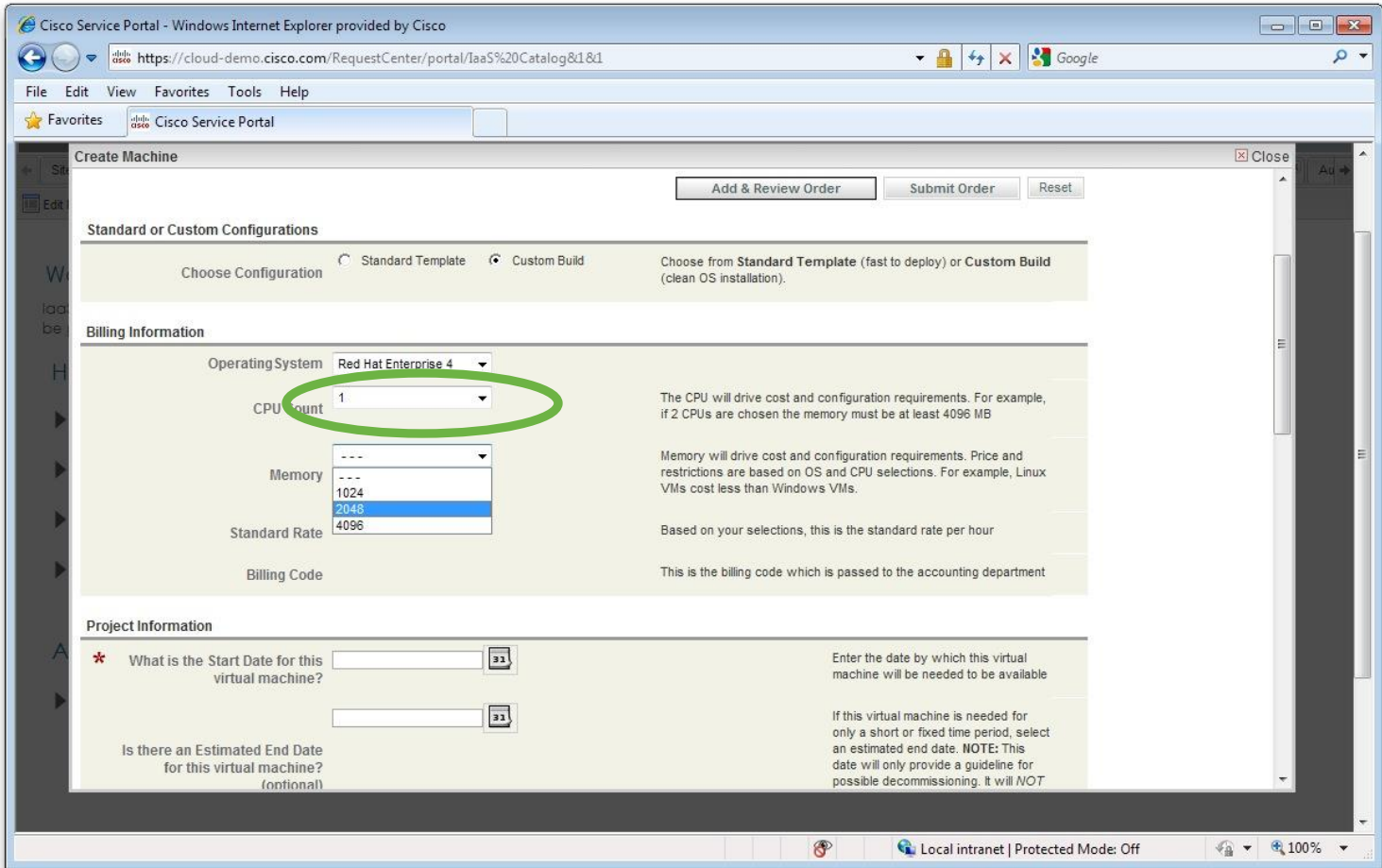
Portal

IaaS

Automation

My Stuff

# Custom VM- IaaS Page



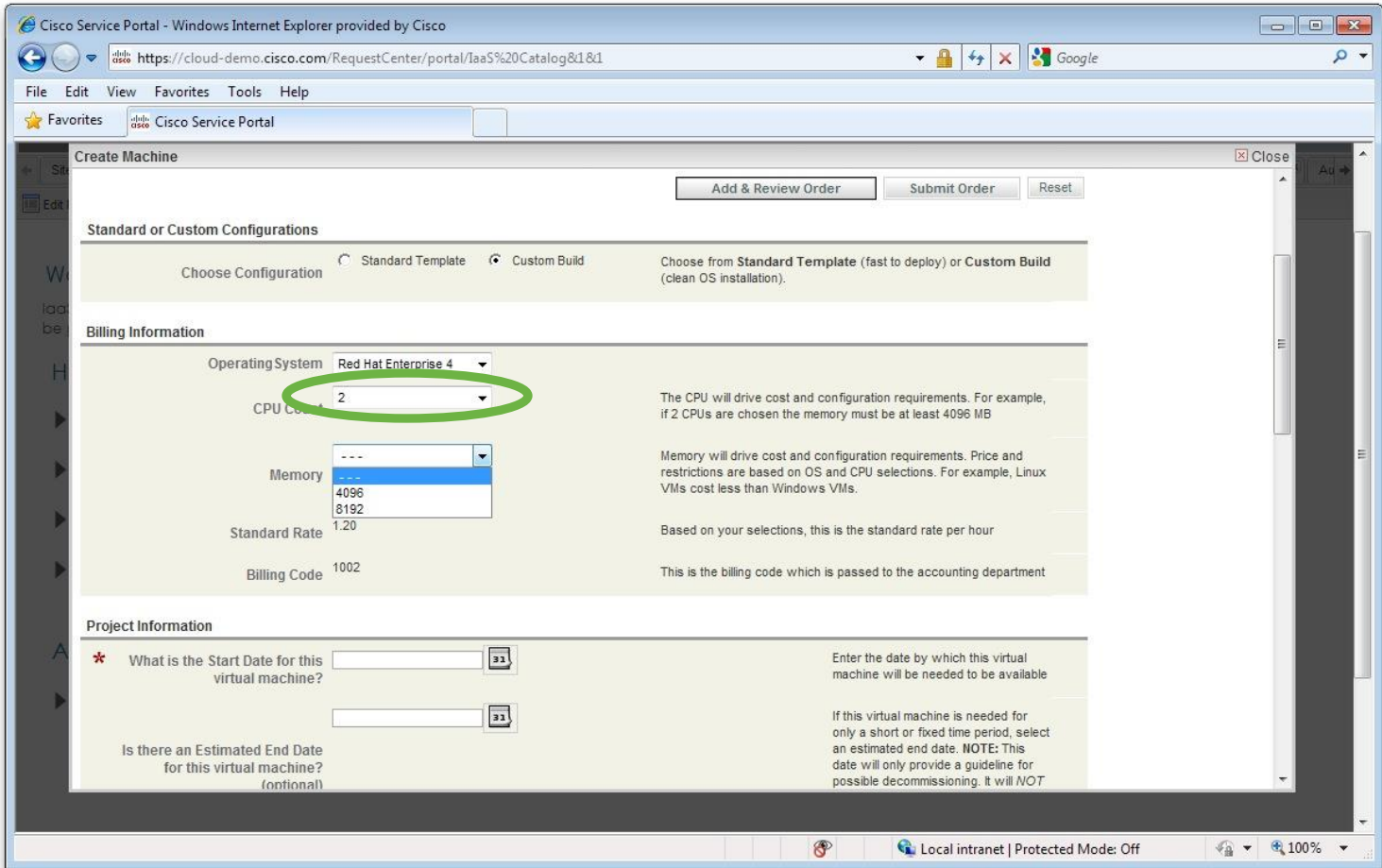
Portal

IaaS

Automation

My Stuff

# Custom VM- IaaS Page



Portal



IaaS



Automation



My Stuff

# Custom VM- IaaS Page

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/IaaS%20Catalog&1&1

File Edit View Favorites Tools Help

Operating System: Red Hat Enterprise 4

CPU Count: 2

Memory: 4096

Standard Rate: 2.00

Billing Code: 2004

Estimated Cost

Start Date: 12/20/2011

End Date: 12/31/2011

Rate Cost: 2.00

Total Estimated Hours: 264

Estimated Cost: 528.00

Add & Review Order Submit Order Reset

Portal

IaaS

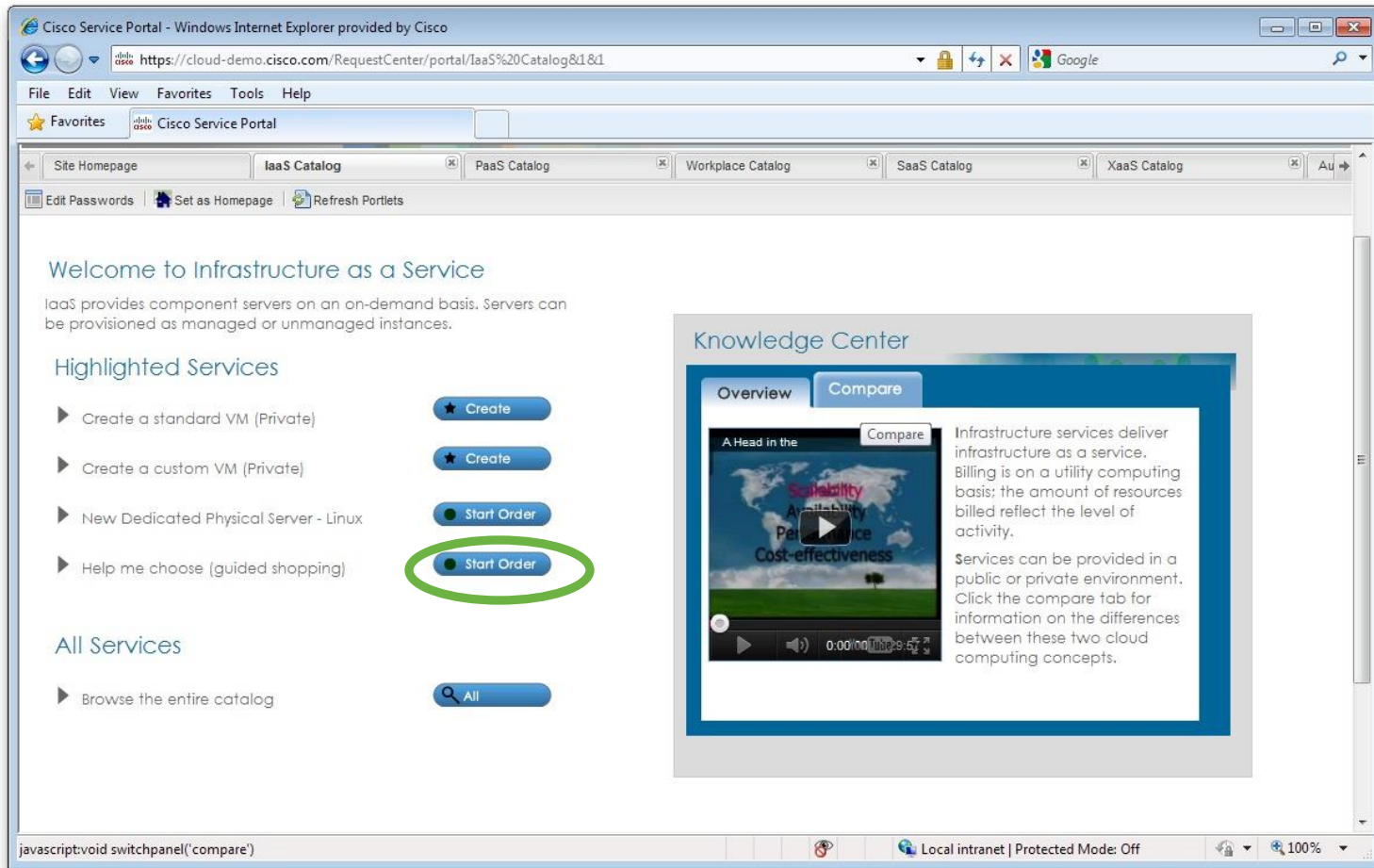
MyStuff

Automation



B

# Optional “Guided Shopping”-IaaS Page



Portal



IaaS

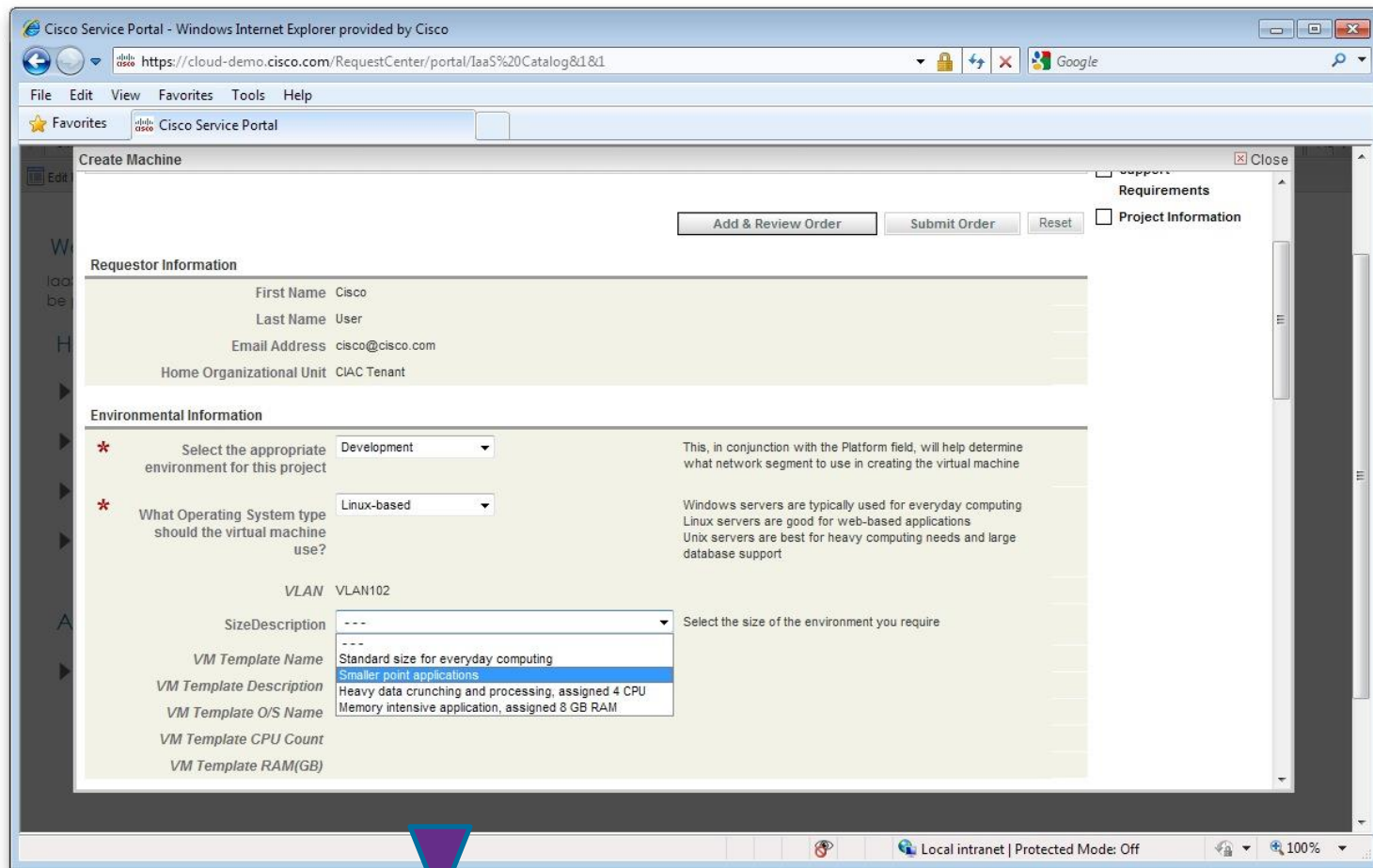


Automation



My Stuff

# Optional “Guided Shopping”-IaaS Page



Portal

IaaS

Automation

My Stuff

# Optional - PaaS Page

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/PaaS%20Catalog&1&1

[Cisco User] | Profile | Logout

My Workspace

Site Homepage IaaS Catalog **PaaS Catalog** Workplace Catalog SaaS Catalog XaaS Catalog Automation

Edit Passwords Set as Homepage Refresh Portlets

### Welcome to Platform as a Service

A platform consists of all the building blocks required to make a system complete, such as a web server, database server, and application server. We've preconfigured environments that are ideal for development, testing, and production deployment.

#### Highlighted Services

- ▶ Get a standard test environment (vApp) **Start Order**
- ▶ Get a JBOSS Development Bundle **Start Order**
- ▶ Start the database hosting wizard **Start Wizard**

#### All Services

- ▶ Browse the entire catalog **All**

#### Knowledge Center

Overview **Compare**

PaaS offerings include **Compare** for application design, development, testing, deployment and hosting. They also provide application support services such as team collaboration, web service integration, database integration, application instrumentation and developer community facilitation. These services are provisioned as an integrated solution over the web.

Click the compare tab to see a break down between the most common types of PaaS environments offered.

javascript:void switchpanel('compare')

Portal

IaaS

Automation

My Stuff

# Optional PaaS – Standard vApp

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/PaaS%20Catalog&1&1

File Edit View Favorites Tools Help

★ Favorites Cisco Service Portal

### Test Environment

First Name Cisco  
Last Name User  
Email Address cisco@cisco.com  
Home Organizational Unit CIAC Tenant

#### Application Selection Criteria

Business Unit: Human Resources  
Deployment Environment: Training  
Application Template: HR Portal - Linux Apache  
Architecture: Red Hat Apache

#### Business Data Related to vApp Instance

Tenant: CIAC Tenant  
vApp Instance Name:  enter the name for this instantiation of the selected vApp Template  
Project Code: ---  
Cost Center: ---  
Support Level: ---

Gold Support - All access possible - 24 x 7 x 365  
Silver Support - Phone and Email - 24 x 5 x 260 (M-F)  
Bronze Support - Email and Web - 8 x 5 x 260 (M-F)

Portal



IaaS



Automation



My Stuff

# Optional PaaS – Standard vApp

The screenshot displays the Cisco Service Portal interface for configuring a vApp instance. The browser window title is "Cisco Service Portal - Windows Internet Explorer provided by Cisco" and the URL is "https://cloud-demo.cisco.com/RequestCenter/portal/PaaS%20Catalog&L&L".

**Test Environment**

Architecture: Win Apache Web Server, Win WebLogic Server, Win MS SQL Server. Select option for more details.

**Business Data Related to vApp Instance**

Tenant: CIAC Tenant

\* vApp Instance Name: Project Z Application Deployment (enter the name for this instantiation of the selected vApp Template)

Project Code: Alpha-1468

Cost Center: 34225

Support Level: Silver (selected). Options: Silver, Bronze, Gold. Legend: Gold Support - All access possible - 24 x 7 x 365; Silver Support - Phone and Email - 24 x 5 x 260 (M-F); Bronze Support - Email and Web - 8 x 5 x 260 (M-F).

PVLAN: (enter the PVLAN to which to assign this vApp instance)

vApp Instance End Date: (you can add an estimated end date here, and the system will automatically generate reminders as the expiration date nears. This date can also be used to automate the removal of the vApp instance at the appropriate time, if desired.)

Rate Code Description: Large

Rate Code: 2018

Base Rate / CPU Hour: 2.60 (This is the standard hourly rate for this vApp Instance)

Service Level Multiplier: 2

Billing Rate: 5.2 (This is the actual hourly rate you will be charged for this vApp Instance based on your Service Level chosen.)

Buttons: Add & Review Order, Submit Order, Cancel

Portal



IaaS



Automation



My Stuff

# Optional - PaaS Page

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/PaaS%20Catalog&1&1

[Cisco User] | Profile | Logout

My Workspace

Site Homepage | IaaS Catalog | **PaaS Catalog** | Workplace Catalog | SaaS Catalog | XaaS Catalog | Automation

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All Services

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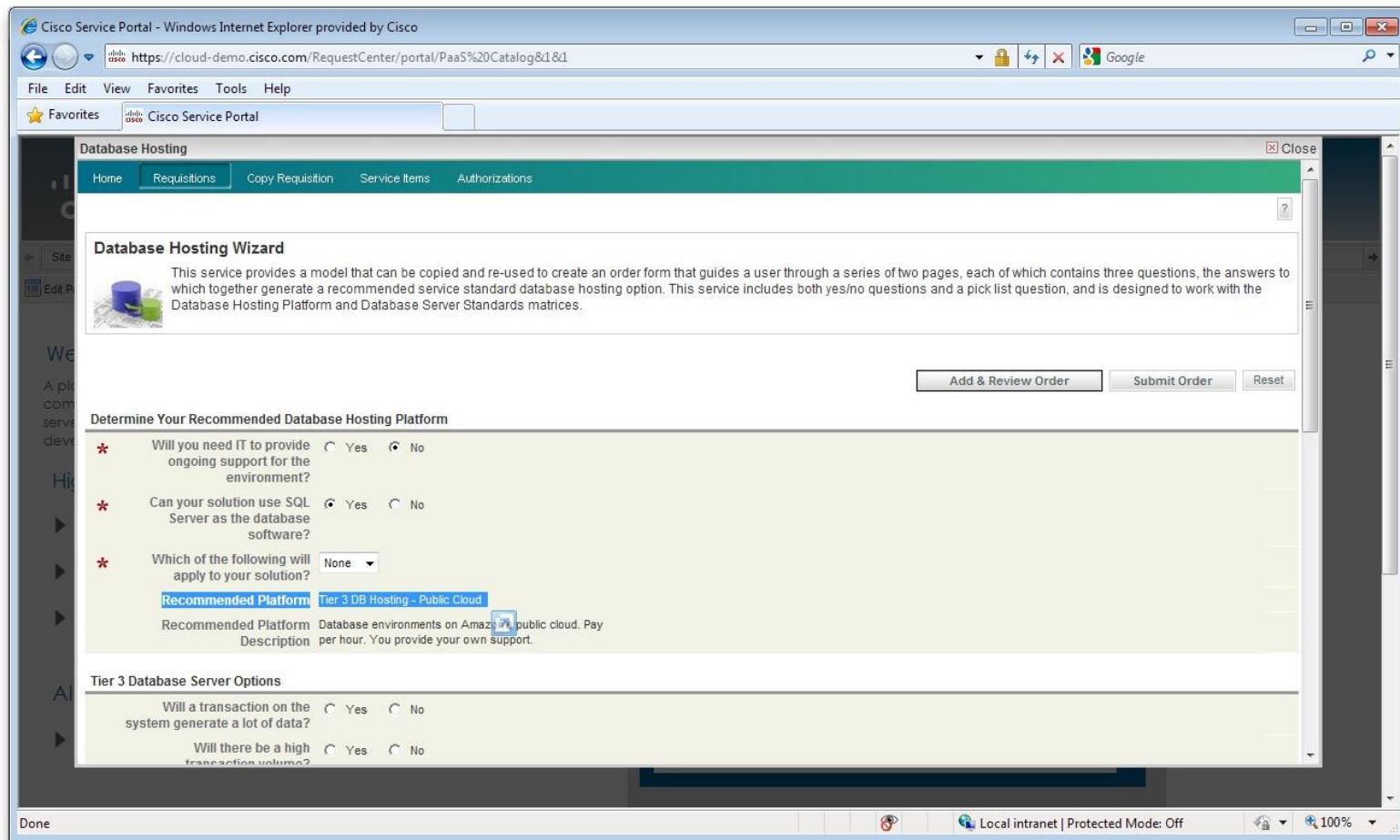
Portal

IaaS

Automation

My Stuff

# Optional PaaS – Database Wizard



Portal



IaaS

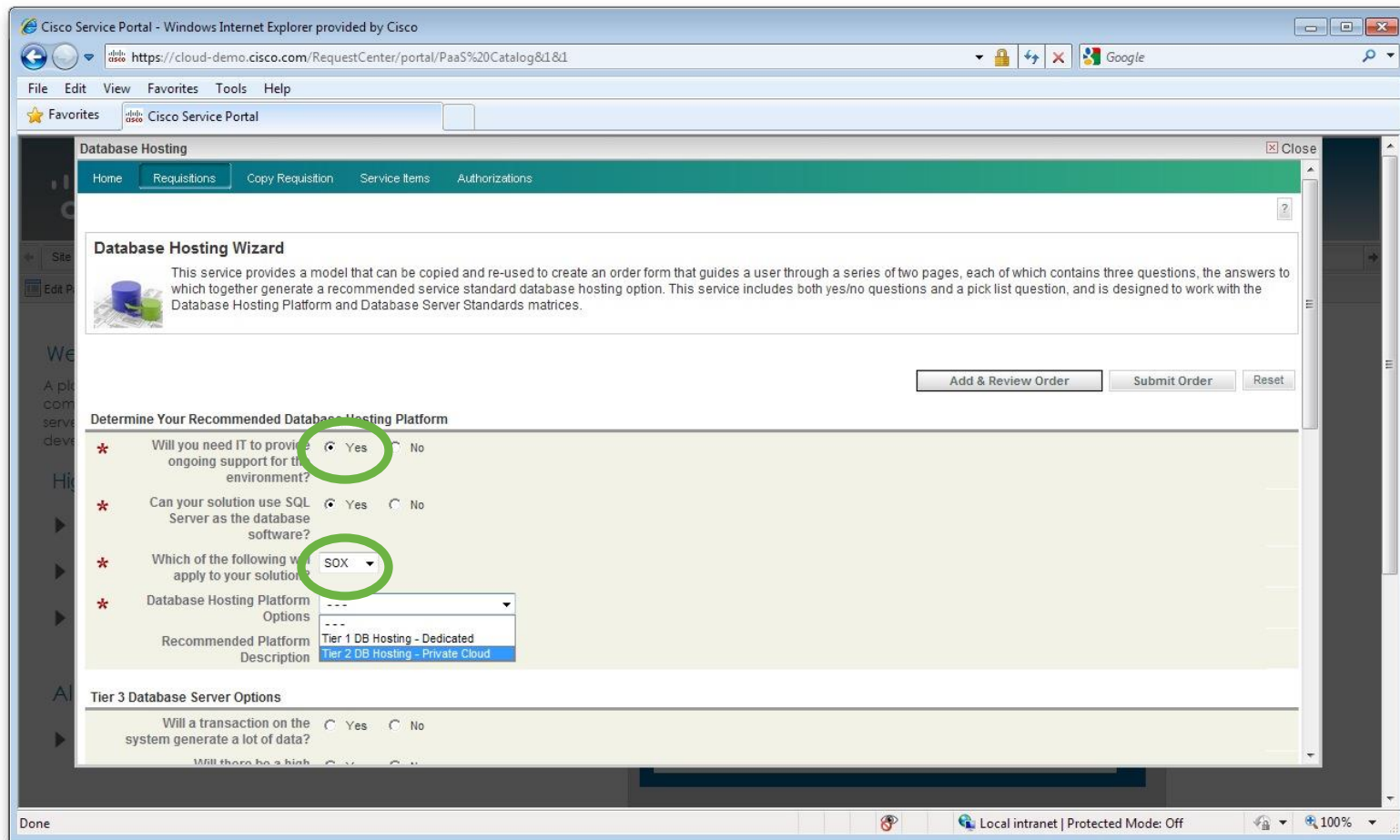


Automation



My Stuff

# Optional PaaS – Database Wizard



Portal



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# Optional PaaS – Database Wizard

The screenshot shows a web browser window titled "Cisco Service Portal - Windows Internet Explorer provided by Cisco". The address bar shows the URL: <https://cloud-demo.cisco.com/RequestCenter/portal/PaaS%20Catalog&L&L>. The page content is a "Database Hosting" wizard with the following sections:

- Database Hosting**
  - Will you need IT to provide ongoing support for the environment?  Yes  No
  - Can your solution use SQL Server as the database software?  Yes  No
  - Which of the following will apply to your solution? SOX
  - Database Hosting Platform Options: Tier 2 DB Hosting - Private Cloud
  - Recommended Platform Description: Fully supported database environments on a virtual platform. Pay per virtual machine. Best combination of support and cost efficiency.
- Tier 2 Database Server Options**
  - Will a transaction on the system generate a lot of data?  Yes  No
  - Will there be a high transaction volume?  Yes  No
  - Will there be many simultaneous users?  Yes  No
  - Recommended Database: Large Virtual Database Server Bundle - SQL
  - Recommended Database Description: ---
  - Recommended Database One Time Charge: 750.00
  - Recommended Database Monthly Charge: 200.00
- Business Information**

Portal



IaaS

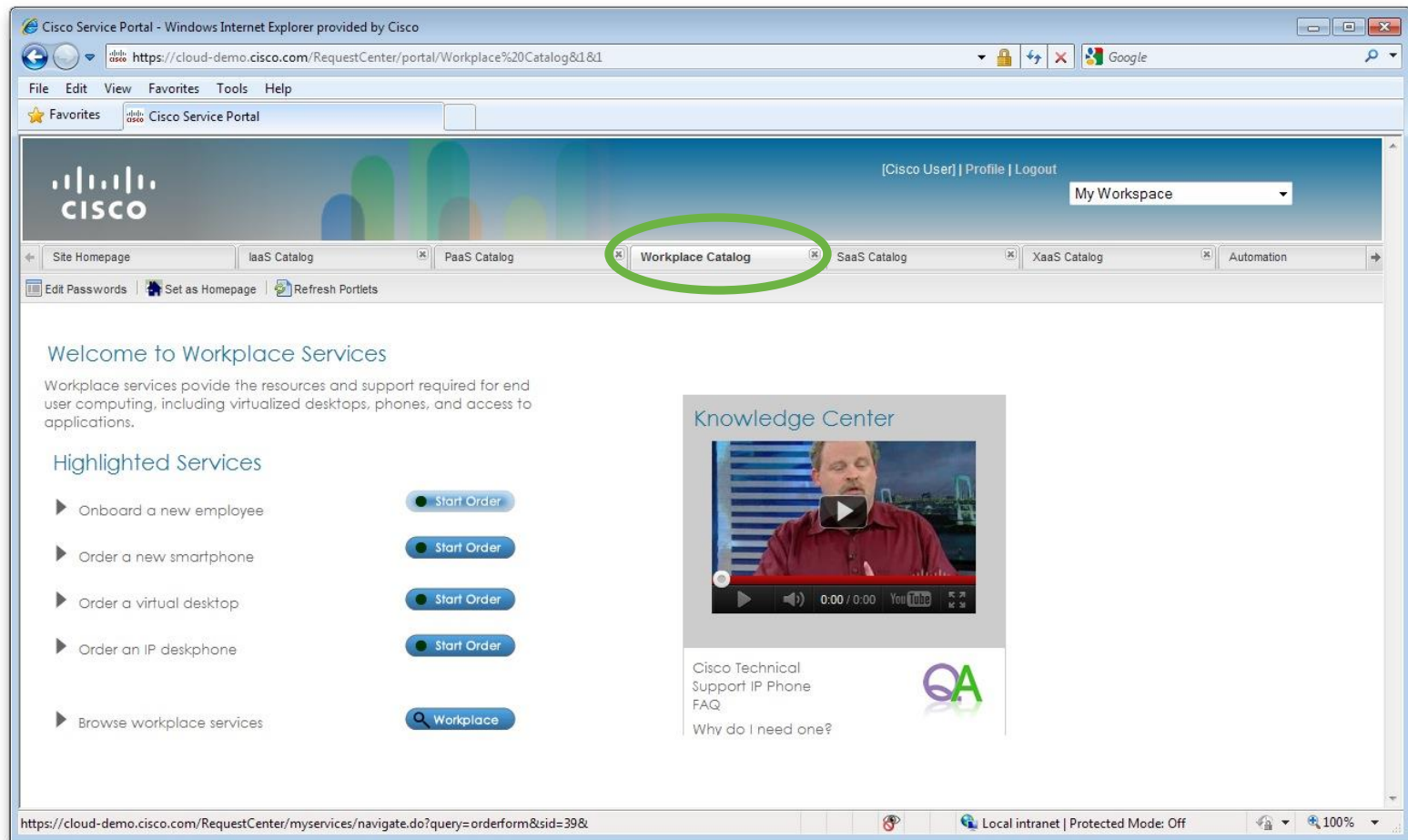


Automation



My Stuff

# Optional Workplace – Page



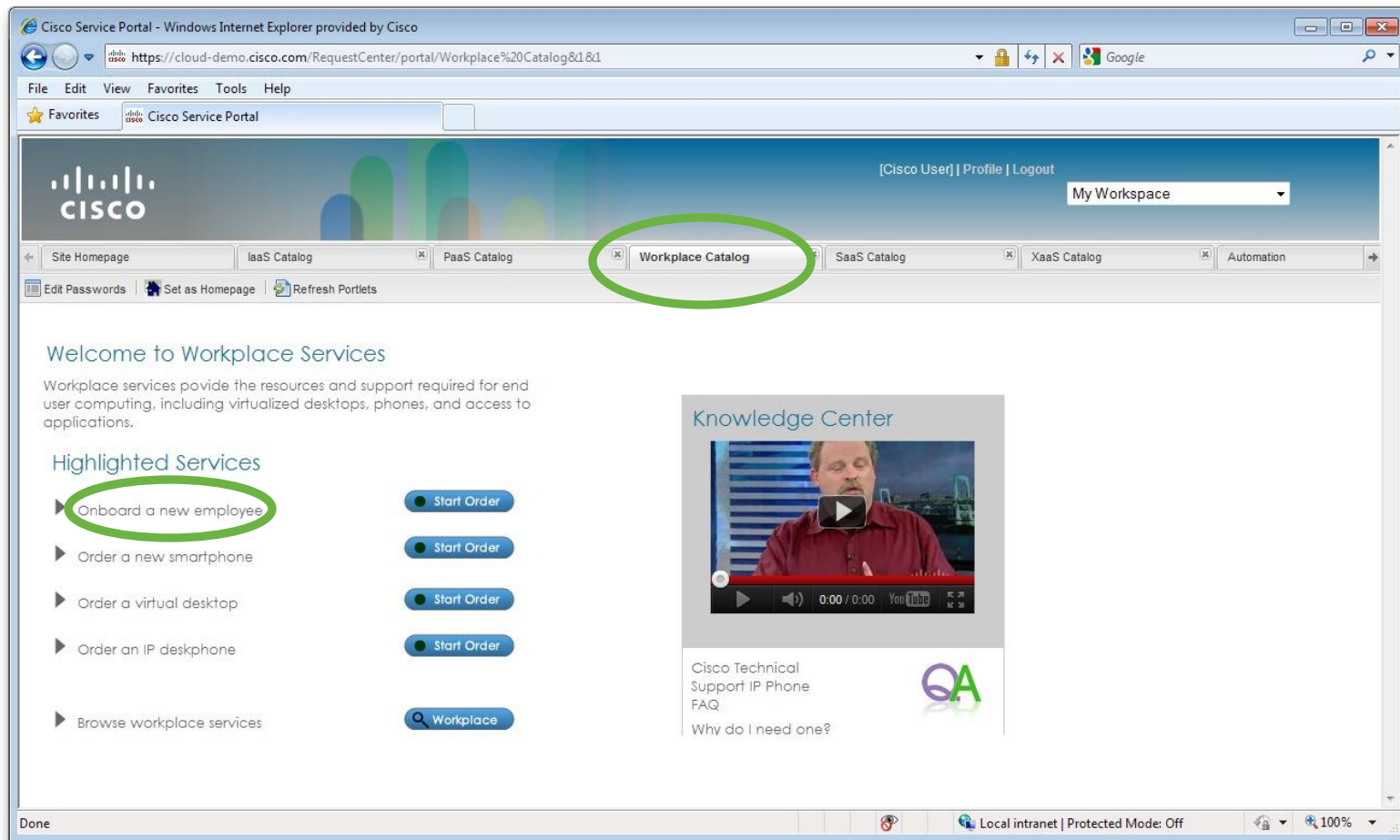
Portal

IaaS

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# Optional Workplace – On Board



Portal

IaaS

Automation

My Stuff

# Optional Workplace – On Board

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/Workplace%20Catalog&1&1

File Edit View Favorites Tools Help

Home Requisitions Copy Requisition Service Items Authorizations

**Review** [Close]

**Overview**

This service is a bundle of the most common IT services needed to setup a new worker.

Please Note: the Hiring Manager has additional responsibilities outside the control of IT. Please refer to the More Details section of the service description for an overview of Hiring Manager responsibilities.

Note that the CUSTOMER will have several Service Items in his queue after completion of the service

**Summary Information**

Service Level Description:	A response to the initial request will arrive within one business day. EXPECTED SERVICE COMPLETION IS 8 business days AFTER APPROVAL. It is the responsibility of the requestor to ensure all security documentation is available for the service delivery team as required.		
Price:	1,425.00	Price Type:	Fixed Price
Price Description:	Basic service fee (see Cost Details). Final price will be displayed at the checkout process and will include the additional cost of the selected Personal Computer		

**Important Message From HR**

- Work Space Setup** Includes cube, chair, desk and desk telephone.
- Building Pass** Security clearance with photo ID.

Proceed to Order

More Details

Cost Details

javascript:void(window.open('/RequestCenter/custom/newScale/demofiles/OnBoardWarning.mov','MessageFromHR','resizable=no,locat Local intranet | Protected Mode: Off 100%

Portal



IaaS



Automation



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# Optional Workplace – On Board

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/Workplace%20Catalog&l&l

File Edit View Favorites Tools Help

Review

### New Employee On Board

This service is a bundle of the most common IT services needed to setup a new worker.

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Previous Next Page 1 of 4 Add & Review Order Submit Order Reset

#### Requestor Information

First Name Cisco  
Last Name User  
Email Address cisco@cisco.com  
Home Organizational Unit CIAC Tenant

#### New Hire Department and Role

\* Department Marketing  
\* Group Corporate  
\* Job Title Marketing  
Job Role Code Marketing

Previous Next Page 1 of 4 Add & Review Order Submit Order Reset

Technology by CISCO

Local intranet | Protected Mode: Off 100%

Portal



IaaS



Automation



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# Optional Workplace – On Board

Cisco Service Portal - Windows Internet Explorer provided by Cisco  
https://cloud-demo.cisco.com/RequestCenter/portal/Workplace%20Catalog&1&1

On Board Employee

This service is a bundle of the most common IT services needed to setup a new worker.

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Note that the CUSTOMER will have several Service Items in his queue after completion of the service

Previous Next Page 2 of 4 Add & Review Order Submit Order Reset

Personal Computer

\* Start Date 12/30/2011 03:49 PM  
Name PC\_User  
Please select a form factor Laptop  
Make Apple Personal Computer  
Model MacBook Pro  
OS OS X Snow Leopard  
RAM 4 GB  
Hard Disk 160 Gb  
Status  
Additional Information:  
Price 1199.50

Total Cost

Please provide any additional information and/or requirements that may help the delivery teams perform their functions.

Portal

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# Optional Workplace – On Board

Cisco Service Portal - Windows Internet Explorer provided by Cisco  
https://cloud-demo.cisco.com/RequestCenter/portal/Workplace%20Catalog&1&1

### On Board Employee

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Previous **Next** Page 1 of 4 Add & Review Order Submit Order Reset

#### Requestor Information

First Name Cisco  
Last Name User  
Email Address cisco@cisco.com  
Home Organizational Unit CIAC Tenant

#### New Hire Department and Role

\* Department Sales  
\* Group Field  
\* Job Title ---  
Job Role Code  
Sales Manager  
Sales Associate  
Solution Consultant

Previous Next Page 1 of 4 Add & Review Order Submit Order Reset

Technology by CISCO



# Optional Workplace – On Board

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/Workplace%20Catalog&1&1

File Edit View Favorites Tools Help

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Previous Next Page 2 of 4 Add & Review Order Submit Order Reset

#### Personal Computer

\* Start Date: 12/30/2011 03:49 PM

Name: PC\_User

Please select a form factor: Desktop

Make: Lenovo

Model: MS8 Personal Computer

OS: Windows 7

RAM: 4 GB

Hard Disk: 250 GB

Status:

Additional Information:

Please provide any additional information and/or requirements that may help the delivery teams perform their functions.

Local intranet | Protected Mode: Off

Portal

IaaS

Automation

My Stuff



# Optional SaaS – Access SAP

Cisco Service Portal - Windows Internet Explorer provided by Cisco

https://cloud-demo.cisco.com/RequestCenter/portal/SaaS%20Catalog&l&l

File Edit View Favorites Tools Help

Access to SAP

First Name Cisco  
Last Name User  
Email Address cisco@cisco.com  
Home Organizational Unit CIAC Tenant

Business Justification

Business justification  Enter the business reason for this request.

Account Details

Name SAP\_User\_

Module Vendor Management

Account Name Vendor Management

Dept CIAC Tenant

Permanent  Permanent  Temporary

Security Access Level

A - All Access  
 B - Confidential  
 C - General  
 D - Restricted  
 E - Read Only

License  Enter License key when provided

Add & Review Order Submit Order Reset

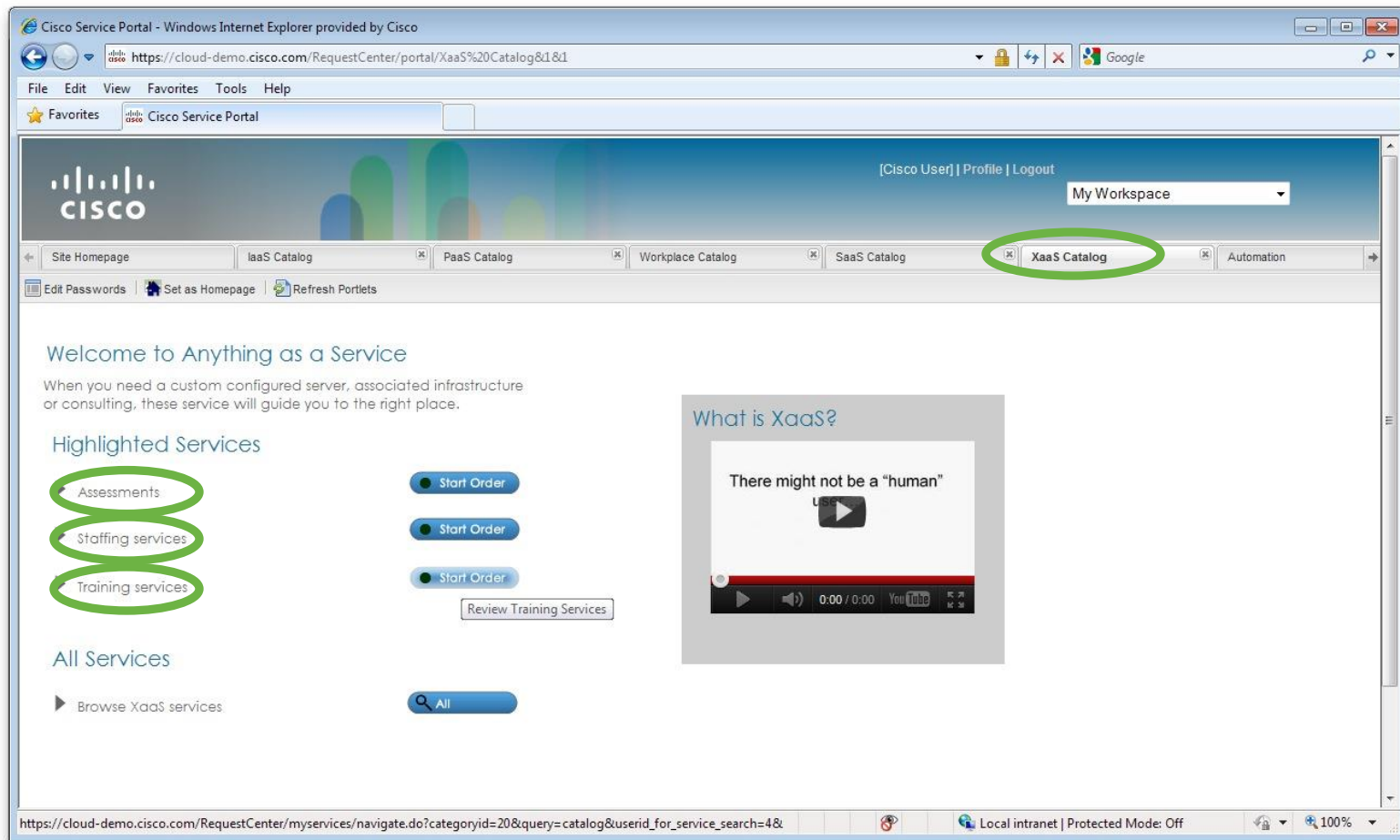
Portal

IaaS

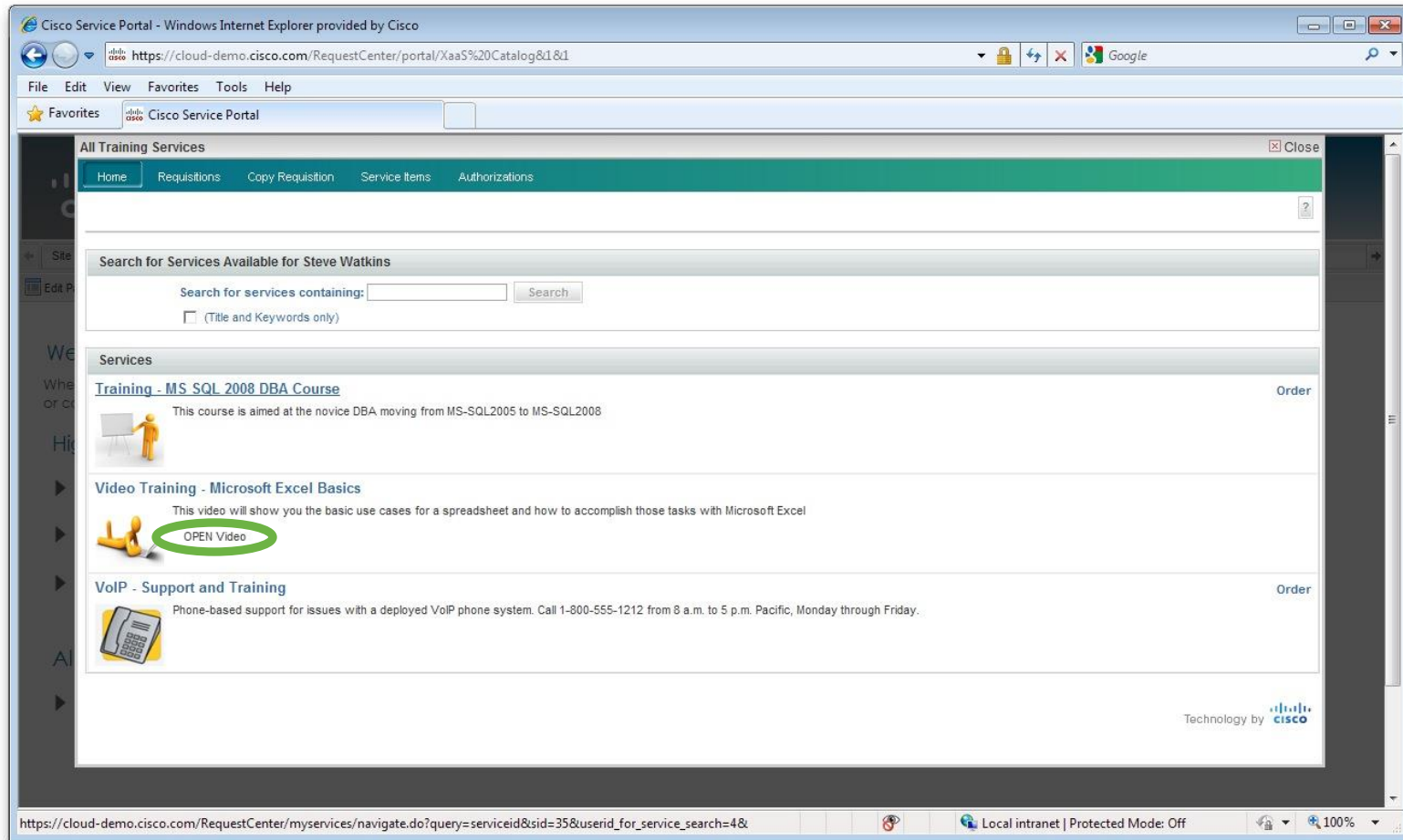
Automation

My Stuff

# Optional XaaS – Free Your Mind



# Optional XaaS – Free Your Mind



# Automation – video demo

The screenshot shows a web browser window titled "Cisco Service Portal - Windows Internet Explorer provided by Cisco". The address bar displays the URL <https://cloud-demo.cisco.com/RequestCenter/portal/Automation&1&1>. The browser's Favorites bar shows "Cisco Service Portal". The main content area features a navigation bar with "My Workspace" and a tabbed interface with tabs for "IaaS Catalog", "PaaS Catalog", "Workplace Catalog", "SaaS Catalog", "XaaS Catalog", and "Automation". The "Automation" tab is highlighted with a green circle. Below the navigation bar, a workflow diagram titled "Commission Virtual Server from Template" is displayed. The workflow consists of the following steps: 1. "Add Process Started Note" (green box with a person icon), 2. "Find Service Target" (green box with a magnifying glass icon), 3. "Service Target Not Found" (blue box with a document icon), 4. "Service Target Not Found (5001)" (white box with a yellow warning triangle icon), 5. "Add Target Not Found Note" (white box with a person icon), and 6. "Failed (Not Completed)" (grey box). The status bar at the bottom of the browser indicates "Local intranet | Protected Mode: Off" and "100%".

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# My Stuff - Convergence

**My Open Orders**

Requisition URL	Name	Status
317	New Employee On Board	Ongoing
320	Standard Test Environ...	Ongoing
324	Commission a New Ap...	Ongoing
329	Add Access - SAP ER...	Ongoing
330	Standard or Custom CL...	Ongoing
331	Add Access - SAP ER...	Ongoing

**My Order History**

Requisition URL	Name	Submit Date
322	Commission a New Ph...	12/16/2011
321	Commission a New Ph...	12/14/2011
319	New Smartphone	12/14/2011
318	New Smartphone	12/14/2011
314	Commission a New Ap...	12/14/2011

**My Workplace Items**

ServiceItem URL(MyServices)	ServiceItemTypeName
SecurityCard-CiscoUser	Facilities Access Card
PC_CiscoUserLaptop001	Personal Computer
VPNAccount-CiscoUser	VPN Access
Cisco User's Smartphone001	Smartphones

**TCO Virtual Machines**

ServiceItem URL(MySe...	CustomerName	OS Name
Pulley-Web-12	Cisco User	Windows Server 2008 ...
Pulley-Web-14	Cisco User	Windows Server 2008 ...
Pulley-Web-15	Cisco User	Windows Server 2008 ...

**My Incidents**

XYZ Service Desk

Incident ID#	Description	Status
00000876	ipsum lorem ipsum lorem	Open
00000654	ipsum lorem ipsum lorem	Assigne
00000333	ipsum lorem ipsum lorem	Closec

**My YTD Active Charges**

My YTD Active Charges

11.5%  
88.5%

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# My Stuff – Order Tracking

The screenshot shows the Cisco Service Portal interface in Internet Explorer. The browser address bar displays the URL: `https://cloud-demo.cisco.com/RequestCenter/portal/My%20Stuff&1&1`. The page title is "Requisition" and it includes a "Cancel Requisition" button. The main content area displays details for a requisition with ID 320, which is circled in green. The requisition is in an "Ongoing" status and was created on 12/13/2011. The customer is "Cisco User" with email "cisco@cisco.com". The service being tracked is "Standard Test Environments", which is also in an "Ongoing" status. The delivery process table shows that "Service Group Authorization" is completed, while "Delivery project for Standard Test Environments" is currently "In Progress".

Requisition Number:	320	Status:	Ongoing
Customer:	Cisco User	Initiator:	Cisco User
Customer E-Mail:	cisco@cisco.com	Created Date:	12/13/2011
Customer Work Phone:		Submit Date:	12/13/2011
Bill To:	CIAC Tenant	Closed Date:	

Name	Status	Service Level Description	Standard Duration	Quantity	Unit Cost	Subtotal
<input type="checkbox"/> Standard Test Environments	Ongoing		Not Defined	1	0.00	0.00
						Total Cost: 0.00

Process Milestone	Due Date	Completed On	Status
<input checked="" type="checkbox"/> Service Group Authorization	12/14/2011 5:00 PM	12/13/2011 5:58 PM	Completed
<input type="checkbox"/> Delivery project for Standard Test Environments	12/15/2011 11:00 AM		In Progress

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# My Stuff – Service Item

The screenshot shows the Cisco Service Portal interface. The browser address bar displays <https://cloud-demo.cisco.com/RequestCenter/portal/My%20Stuff&1&1>. The page is titled "My Stuff" and contains several data sections:

- My Open Orders:** A table with columns for Requisition URL, Name, and Status. It lists 6 items, all with a status of "Ongoing".
- My Order History:** A table with columns for Requisition URL, Name, and Submit Date. It lists 5 items.
- My Workplace Items:** A table with columns for ServiceItem URL (MyServices) and ServiceItem TypeName. It lists 4 items: SecurityCard-CiscoUser, PC\_CiscoUserLaptop001, VPNAccount-CiscoUser, and Cisco User's Smartphone001.
- TCO Virtual Machines:** A table with columns for ServiceItem URL (MySe...), CustomerName, and OS Name. It lists 3 items: Pulley-Web-14 (circled in green), Pulley-Web-15, and another item.
- My Incidents:** A section titled "XYZ Service Desk" with a table of incident details including Incident ID#, Description, and Status.
- My Active YTD Charges:** A pie chart showing "My YTD Active Charges" with two segments: 88.5% and 11.5%.

The browser's status bar at the bottom shows the URL [https://cloud-demo.cisco.com/RequestCenter/myservices/navigate.do?reqid=317&layout=popup\\_p&query=requisitionstatus](https://cloud-demo.cisco.com/RequestCenter/myservices/navigate.do?reqid=317&layout=popup_p&query=requisitionstatus) and indicates "Local intranet | Protected Mode: Off".

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# My Stuff – Service Item

The screenshot shows the Cisco Service Portal interface in a Windows Internet Explorer browser. The address bar displays the URL: <https://cloud-demo.cisco.com/RequestCenter/portal/My%20Stuff&l&l>. The page title is "Cisco Service Portal".

The main content area is titled "ServiceItem" and contains a "Service Items" table. The table has the following columns: Name, Assigned Date, Requisition ID, Submitted Date, Customer, Organizational..., Service Level, OS Type, and OS Name. The table contains one row of data:

Name	Assigned Date	Requisition ID	Submitted Date	Customer	Organizational...	Service Level	OS Type	OS Name
Pulley-Web-14	12/13/2011 5:16 ...	294	11/23/2011 8:49 ...	Cisco User	CIAC Tenant	Bronze	Windows	Windows Server...

Below the table, there are navigation controls: "Page 1 of 1" and "Displaying 1 - 1 of 1".

At the bottom of the main content area, there are tabs for "Related Services", "Service Item Details", "Requested With", and "History". The "Service Item Details" tab is selected and circled in green. Below the tabs is a table with the following data:

Name	Value
Name	Pulley-Web-14
Service Level	Bronze
OS Type	Windows
OS Name	Windows Server 2008 64 bit
Server Size	Large
IP Address	
DNS Name	
Host Name	
Memory	4096
Number of CPU	6

The browser's status bar at the bottom shows the URL: [https://cloud-demo.cisco.com/RequestCenter/myservices/navigate.do?query=assetlist&resetBN=true&tabId=11458&layout=popup\\_p&](https://cloud-demo.cisco.com/RequestCenter/myservices/navigate.do?query=assetlist&resetBN=true&tabId=11458&layout=popup_p&), along with "Local intranet | Protected Mode: Off" and "100%" zoom level.

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# My Stuff – Service Item

The screenshot shows the Cisco Service Portal interface in a Windows Internet Explorer browser. The page title is "ServiceItem" and it has a navigation bar with "Home", "Requisitions", "Copy Requisition", "Service Items", and "Authorizations". The "Service Items" tab is active. On the left, there is a "Service Item Types" sidebar with a tree view including "Enterprise Software Account", "SAP Financials Account", "Virtual Hardware", "vApp Instance", "Virtual Machines - Standard", "TCO Virtual Machine", "Workplace Items", "Facilities Access Card", "Personal Computer", "Smartphones", and "VPN Access". The "Virtual Machines - Standard" category is selected. The main content area displays a table of service items with columns: "Service Item Type", "Assigned Date", "Requisition ID", "Submitted Date", "Customer", and "Organizational Unit". The table contains three rows of data for "TCO Virtual Machine" items. An "Export To Excel" button is circled in green. Below the table, there are tabs for "Related Services", "Service Item Details", "Requested With", and "History". Two related services are listed: "Decommission a Virtual Server" and "Modify Virtual Server Configuration - CPU Count", each with an "Order" button.

Service Item Type	Assigned Date	Requisition ID	Submitted Date	Customer	Organizational Unit
Pulley-Web-12	12/13/2011 5:16 PM	293	11/23/2011 5:13 AM	Cisco User	CIAC Tenant
Pulley-Web-14	12/13/2011 5:16 PM	294	11/23/2011 8:49 AM	Cisco User	CIAC Tenant
Pulley-Web-15	12/13/2011 5:16 PM	297	11/23/2011 9:03 AM	Cisco User	CIAC Tenant

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# My Stuff – Service Item

The screenshot shows the Cisco Service Portal interface. The left sidebar contains a navigation tree with categories like 'Enterprise Software Account', 'Virtual Hardware', 'Virtual Machines - Standard', 'TCO Virtual Machine', and 'Workplace Items'. The main content area displays a table of 'Service Items' with columns for Name, Assigned Date, Requisition ID, Submitted Date, Customer, Organizational, Service Level, OS Type, and OS Name. Below the table, there are tabs for 'Related Services', 'Service Item Details', 'Requested With', and 'History'. The 'Related Services' tab is active, showing three service items: 'Decommission a Virtual Server', 'Modify Virtual Server Configuration - CPU Count', and 'Modify Virtual Server Configuration - Memory Size'. Each item has an 'Order' button. The 'Order' button for 'Modify Virtual Server Configuration - CPU Count' is circled in green. A tooltip 'Jump to Order Form' is visible over this button. The browser window title is 'Cisco Service Portal - Windows Internet Explorer provided by Cisco' and the address bar shows 'https://cloud-demo.cisco.com/RequestCenter/portal/My%20Stuff&l&l'.

Name	Assigned Date	Requisition ID	Submitted Date	Customer	Organizational ...	Service Level	OS Type	OS Name
Pulley-Web-14	12/13/2011 5:16 ...	294	11/23/2011 8:49 ...	Cisco User	CIAC Tenant	Bronze	Windows	Windows Server...

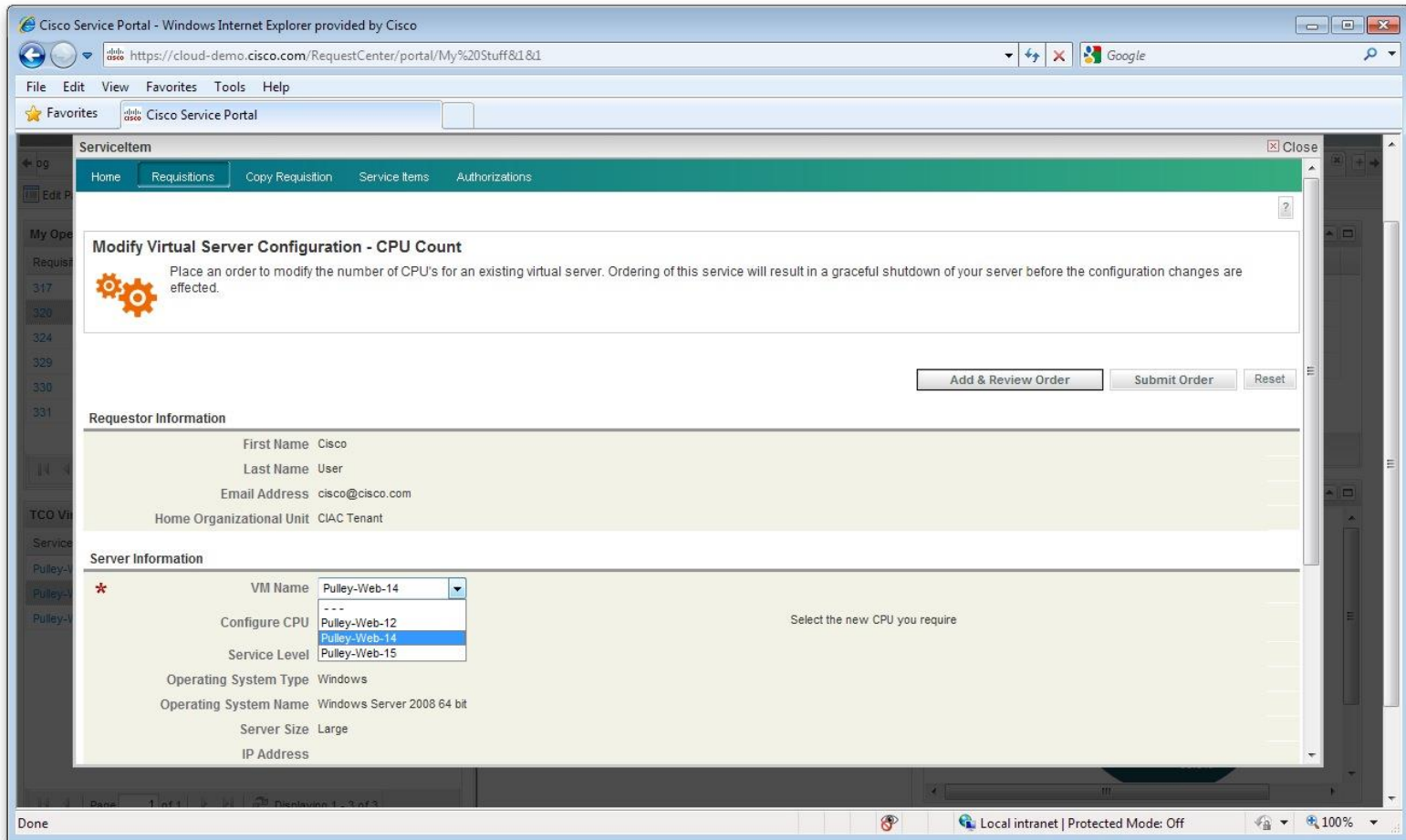
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# My Stuff – Service Item



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# Cisco Интеллектуальная Автоматизация для Облака

## Cisco IAC Pre-Production Validation Service

ПИЛОТ

- Pre-defined design
- Install standard product unmodified
- Non-production Pilot only
- No customization
- No additional use cases
- No change requests
- Fixed Scope, Fixed Price

Fixed Price, Fixed Scope (SoW)  
No Change Requests

Mandatory: Cisco IAC Starter Edition 3.0  
Standard  
use of Content Pack

Инфраструктура развернута,  
Сертифицирована UCS, vCenter

## Cisco IAC Deployment Service

ПИЛОТ + Базовая кастомизация

- Pre-defined design with defined, optional extensions
- Install standard product
- Support enhancement only where supported by enhanced use of the content pack
- No additional use cases
- Options for production-level testing support, disaster recovery

Variable Scope, Variable Price  
SoW tuned to Customer Needs  
Change Requests Allowed  
- subject to price change discussion

Mandatory: Cisco IAC Starter Edition 3.0  
Standard & Enhanced  
use of Content Pack

Инфраструктура развернута,  
Сертифицирована UCS, vCenter  
Или если не UCS – только VM

## Cisco IAC Design & Deployment Service

Полная кастомизация

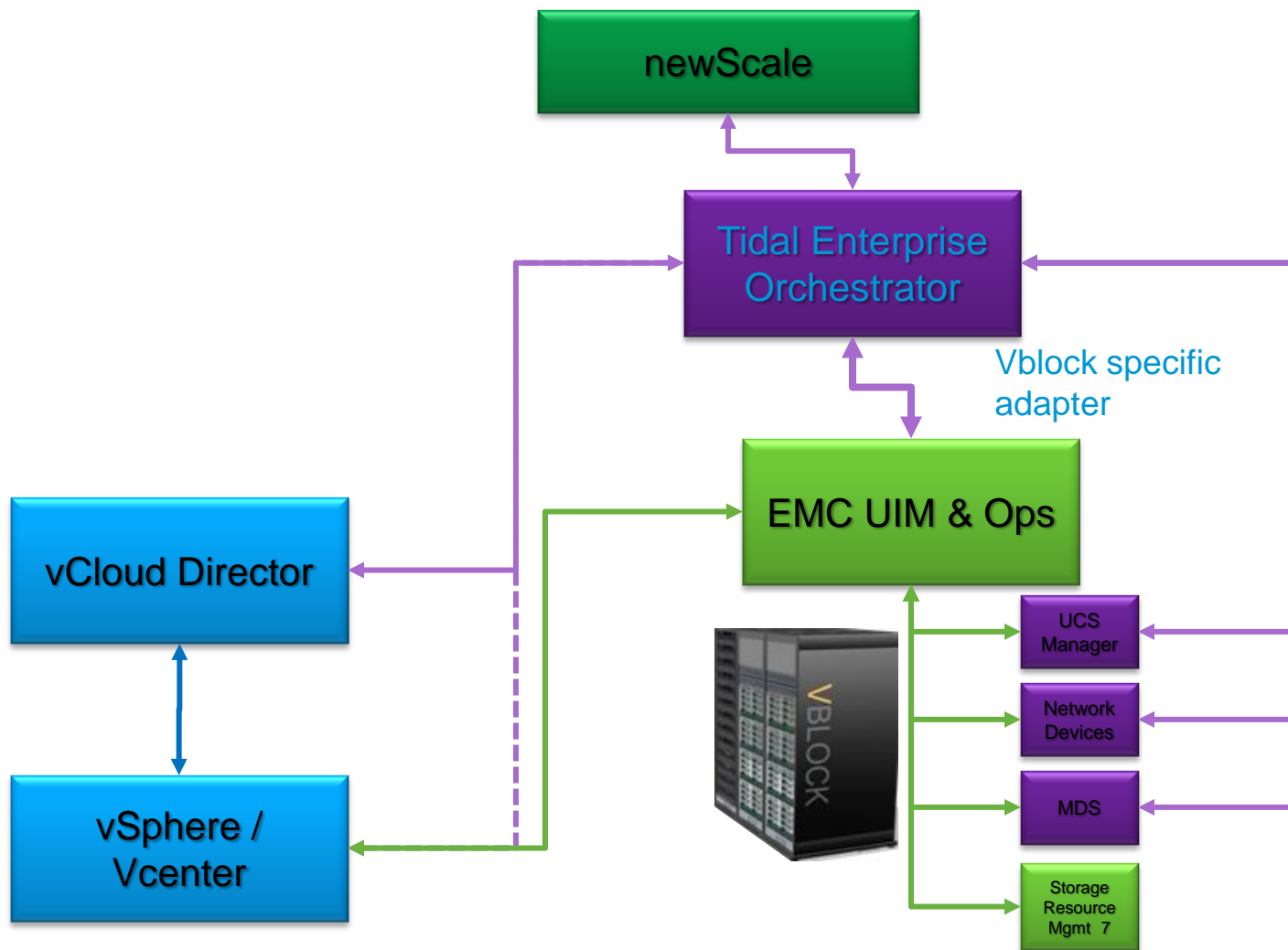
- Custom design Portal & Orchestration workflows
- Ultimate scope flexibility
- Integration options: e.g. with trouble ticketing system
- Install product with customizations
- Custom use cases
- Custom error handling
- Resource management
- Disaster recovery options

Variable Scope, Variable Price  
SoW tuned to Customer Needs  
Change Requests Allowed  
- subject to price change discussion

Optional: Cisco IAC Starter Edition 3.0  
Standard, Enhanced & Customized  
use of Content Pack

Инфраструктура развернута,  
UCS или Не-UCS  
VM или Физические Сервера

# Интеграция с Vblock (UIM)



Thank you.

