

AUTOMATION FOR NETWORK INFRASTRUCTURE

IMPROVING AGILITY, SPEED, & PROCESSES WITH OPEN SOURCE SOLUTIONS

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According to Gartner...



Source: Gartner, Look Beyond Network Vendors for Network Innovation. January 2018. Gartner ID: G00349636. (n=64)



Automation Considerations

- Compute is no longer the slowest link in the chain
- Businesses demand that networks deliver at the speed of cloud
- Automation of repeatable tasks
- Bridge silos





Automation: SME as Code



- Leverages Human Experience
- Reduce Repetition

- Reduce Variability
- Reduce Isolation







- Leverages Human Experience
- Reduce Repetition

- Reduce Variability
- Reduce Isolation



Convert Procedures to Playbooks

- 1. Create VLAN
- 2. Add port to VLAN
- 3. Address Interface





Method of Procedure



- Define Intent, Policy, Architecture
- Apply across device type, vendor



Manage Lifecycle with Process & Playbooks



- Revision control, configuration management
- Ensure an ongoing steady-state
- Automated testing, reduce human error



Communicate with Playbooks







What is Ansible?

Ansible is a simple automation language that can perfectly describe an IT application infrastructure in Ansible Playbooks.

As a vendor agnostic framework Ansible can automate Arista (EOS), Cisco (IOS, IOS XR, NX-OS), Juniper (JunOS), Open vSwitch and VyOS.

Ansible Engine is an automation engine that runs Ansible Playbooks.

Ansible Tower is an enterprise framework for controlling, securing and managing your Ansible automation with a UI and RESTful API.







Why Ansible?

SIMPLE

Human readable automation No special coding skills needed Tasks executed in order **Get productive quickly**

POWERFUL

Image updates

Configuration management

Compliance

Orchestrate the network lifecycle

AGENTLESS

Agentless architecture Uses OpenSSH & WinRM No agents to exploit or update **More efficient & more secure**





🔍 🥵 redhat.

The Road To Automation

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l ⊡√	\equiv

STANDARDIZE with Red Hat Ansible Engine





- Snapshot State
- Detect Unauthorized Change
- Standardize Existing Configs
- Standardize New Deployments

- Automate common tasks
- Make changes across any set of network devices
- Validate that changes were successful

- Automated deployment from Services Catalogue
- Automated compliance checking & enforcement
- API-Driven Integration with Application Development

Organize the Chaos

Optimize your Infrastructure



Stop Logging Into Devices





Improved Outcomes with Automation

Time to Value		Time to Remediation		
Configuration & Change Automation		Automated Fault Remediation		
Faster Customer Service On-boarding	Faster Execution of Change Requests	Faster Execution of Maintenance	Faster Troubleshooting and Remediation	





Playbooks & Network Modules



Under the Hood







Connection Plugins

Python code is executed locally on the control node

Netconf Netconf CLI Control Node



LINUX

HOSTS

Python code is copied to the managed node, executed, then removed



🧠 redhat.

Anatomy of a Playbook

- hosts: network	Inventory: The devices to configure
<pre>vars: site_domain_name: 'example.net' network_name_servers: - 8.8.8.8 - 8.8.4.4 log_host: 10.2.2.3</pre>	Variables: The key/value pairs that change from device to device
<pre>tasks: - name: Configure the hostname and domain name net_system: hostname: "{{ inventory_hostname }}" domain_name: "{{ site_domain_name }}" name_servers: "{{ network_name_servers }}" - name: configure host logging net_logging: dest: host name: "{{ log_host }}"</pre>	Tasks: The tasks to perform on those devices



Network Functional Modules

Building Blocks

command

(e.g. ios_command)

- Executes command on device
- Provides output for further processing

config (e.g. ios_config)

- Manipulates the config of the device
- Idempotent

facts

(e.g. ios_facts)

 Collects facts from the device







Automate the Enterprise, not just Humans





Network Functional Module: Command

- hosts: network
gather_facts: no
connection: local
tasks:

- name: show version
 - ios_command:

commands:

- show version

wait_for:

- result[0] contains Version

register: results

- set_fact:

ver: "{{ results.stdout[0] | regex_search('Version ([0-9.]+)', '\\1') }}"

- debug: var=ver



Network Functional Module: Command

```
PLAY [network]
TASK [set fact]
TASK [debug]
PLAY RECAP
                                                                      failed=0
```



Network Functional Module: Config

- hosts: network
gather_facts: no
connection: local
tasks:

- name: configure hostname
 - ios_config:
 - lines:
 - "hostname {{ inventory_hostname }}"



Network Functional Module: Config

First Run: PLAY [network] ***********************				
<pre>TASK [configure hostname] ************************************</pre>				
changed: [rtr1]				
PLAY RECAP ***********				
rtr1		changed=1	unreachable=0	failed=0
Second Run: PLAY [network] *********************				
<pre>TASK [configure hostname] ************************************</pre>				
PLAY RECAP *******************************				
rtr1	: ok=1	changed=0	unreachable=0	failed=0



Network Functional Module: Facts

- hosts: network
 connection: local
 gather_facts: False
 tasks:

- name: Get facts
 ios_facts:
 gather subset: all
- debug: msg="Serial Number is {{ ansible_net_serialnum }}"



Network Functional Module: Facts

PLAY [network] ************************************	* *
TASK [Get facts] ************************************	* *
<pre>TASK [debug] ************************************</pre>	* *
PLAY RECAP ************************************	**



Network Resource Modules

```
- name: configure the "management" vrf
 eos vrf:
   name: management
   state: present
 when: ansible network os == 'eos'
- name: configure the "management" vrf
 ios vrf:
   name: management
   description: oob mgmt vrf
   state: present
 when: ansible network os == 'ios'
- name: configure the "management" vrf
 nxos vrf:
   name: management
   description: oob mgmt vrf
   state: present
 when: ansible network os == 'nxos'
```

- Per Platform Implementation
- Focused on managing a resource
- Declarative by design
- Handles complexity









Declarative Intent







Aggregate Resources

Loop entries

```
- name: Configure VLANs
net_vlan:
   vlan_id: "{{ item.vlan_id }}"
   name: "{{ item.name }}"
   state: "{{ item.state | default('active')
}}"
with_items:
   - { vlan_id: 1, name: default }
   - { vlan_id: 2, name: V12 }
   - { vlan_id: 3, state: suspend }
   Multiple Operations
```

Bulk entries

```
- name: Configure VLANs and Purge
net_vlan:
    aggregate:
    - { vlan_id: 1, name: default }
    - { vlan_id: 2, name: Vl2 }
    - { vlan_id: 3, state: suspend }
    state: active
    purge: yes
```

Single Operation





Applications Roles

- Focused on addressing operational use cases
- Approved and opinionated methods
- Developed, tested, and distributed by Ansible
- Agile development with gated release process





Software Supply Chain

Network Operators aren't programmers, need one-stop for "approved" content

Community	Supported
Where to obtain playbooks, roles, modules? Who wrote them? Are they tested? Who supports them?	 Trusted Distribution: Development: GitHub/ansible-network Released: Ansible Galaxy Distributed CI test system Supported by Red Hat





Automation for Teams

Ansible Tower technical introduction and overview





Ansible Tower is an **enterprise framework** for controlling, securing and managing your Ansible automation – with a **UI and RESTful API.**

- RESTful API
- Role Based access control
- **Deploy** entire applications with **push-button deployment** access
- All automations are centrally logged












Core Concepts & Best Practices



INSERT DESIGNATOR, IF NEEDED

Layered Implementation

Simplifies playbooks, limits blast radius, and facilitates RBAC





Manage Applications, not Devices





Inventory

[access_swicthes]

switch1

switch2

[access:vars]

```
ansible_network_os=ios
```

[routers]

```
juniper1 ansible_network_os=junos
```

ciscol ansible_network_os=ios

[network:children]

access_switches

routers

- The devices being automated
- Part of SoT (Source of Truth).
- Static for ad-hoc activities and small environments.
- Dynamic for wider activities and large/enterprise/multi-site environments.
- Groups hosts by function, location, vendor, etc.





Directory Structure

Project Repository







Key/Value Pairs

Abstraction Through Data Models

Cisco IOS

router bgp 65082 no synchronization bgp log-neighbor-changes neighbor 10.11.12.2 remote-as 65086 no auto-summary

Juniper JunOS

```
bgp {
    local-as 65082;
    group TST {
        peer-as 65086;
        neighbor 10.11.12.2;
    }
}
```





Key/Value Pairs

Abstraction Through Data Models

Cisco IOS

router bgp 65082 no synchronization bgp log-neighbor-changes neighbor 10.11.12.2 remote-as 65086 no auto-summary

Juniper JunOS





Key/Value Pairs

Abstraction Through Data Models



YANG OC Data Model

Vendor-Specific Rendering



The Flexibility of Ansible + Data Models

Any Model, Any Encoding, Any Transport





Source of Truth (a.k.a. Key/Value Pairs)





Facts: Loading and Using

Load SoT from Inventory:



48



Facts: Storing

ļ	hostvars[inventory_hostname]:	
j	interfaces:	
į	G11/0/1:	
ì	description:	
1	"ht3-nodel:ethU"	
1	enabled: True	
1		
1	mode: trunk	
ļ	native_vian: 99	
j	GII/U/2:	
į	"ht2 rodo2.oth0"	
į	onabled: True	
ì	mtu, 1500	
ł	mode: access	
1	access vlan: 10	
1	Gi1/0/3·	
1	description:	
1	"ht3-node3:eth0"	
Ì	enabled: True	
į	mtu:_1500	
	mode: access	
	Per-inventory Item	
	Facts Cache	



Playbook writes out to inventory:



or write out to CMDB

- include_role: name: save_to_cmdb





Roles are ways of automatically loading certain vars_files, tasks, and handlers based on a known file structure. Grouping content by roles also allows easy sharing of roles with other users.



Set of tasks to achieve a function

include role: name: access switch

Re-usable, Testable function available to others





Testing Roles





The Automated Enterprise







Automation for Teams

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Job Status Update

Heads-up NOC-style **automation** dashboard displays everything going on in your Ansible environment.

ETAILS	A 🗊	REMOVE VMWARE HOST @ OK 3 PLAYS 1 TASKS 8 HOSTS 15 ELAPSED 0000000 📩	: 1
ATUS	Successful		_
ARTED	1:00:07 AM	SFARCH	KE
ISHED	1:00:12 AM		
MPLATE	Update License Server 🛞		Θ
8 TYPE	Playbook Run	V 1 PLAY [Remove VMWare Host] ************************************	0:05
INCHED BY	User	3 GATHERING FACTS 00:00	0:01
ENTORY	License Server	TASK: [ansiblelicense install required packages via yum] ************************************	0:01
DJECT	License	17 OK: [74.207.220.229] 18 Ok: [74.207.226.226]	
ISION	00000000	> 20 TASK: [ansiblelicense update setuptools] 00:00	0:01
/BOOK	store.yml	28 2 TASK: [ansiblelicense undate pip]	0:01
DENTIAL	License Server Deployment	35 TAKK, (angle)aligner angle including for angle)aligner	0.01
IT	Store	37 skipping: [74.267.226.226]	
BOSITY	Update License Server	38 skipping: [74.207.226.226]	
RA VARIABLES	0	40 TASK: [ansible]icense configure ansible]icense directory permissions] ************************************	0:01
ovoiro ti	ma: 1452164676	41 changed: [74.207.226.226] 42 changed: [74.207.226.226]	
vmware_	host: cent7issue	43 3 44 TASK: [ansiblelicense enable maintenance page] ************************************	0:01
		65	0.01
		67 ok; [Anstielticense] cneck ssn connection to github]	0:01
ELS ·		68	





Activity Stream

A TOWER	PROJECTS	INVENTORIES	TEMPLATES	JOBS	(admin	¢			ტ
ACTIVITY STREAM									•
ACTIVITY STRE	AM ALL ACTI	VITY			REFRESH	All A	ctivity	×	
INITIATED BY	- SEARCH							Q	
TIME 👻		INITIATED BY	;	EVENT				ACTIONS	5
10/3/2016 5:00	:52 PM	admin		created sched	ule Daily remediation			⊕	
10/3/2016 4:51	:45 PM	admin		deleted sched	ule Hourly scan			Ð	
10/3/2016 4:51	:13 PM	admin		created sched	ule Hourly scan			⊕	

Securely stores every Job that runs, and enables you to view them later, or export details through Tower's API.





Multi-Playbook Workflows

Tower's multi-Playbook workflows chains any number of Playbooks together to create a single workflow. Different Jobs can be run depending on success or failure of the prior Playbook.







Scale-Out Clustering

STANCE GROUPS				
	Q	KEY		
NAME *		CAPACITY	RUNNING JOBS	
development ෩		82.46%	1	
dmz 💿		───── 0%	0	
operations 😰		100%	0	
test 😰		94.74%	1	
tower 670		90.98%	0	

Connect multiple Tower nodes into a Tower cluster to add redundancy and capacity to your automation platform.

Add reserved capacity and capacity by organization, and deploy remote execution nodes for additional local capacity.





Manage and Track Your Inventory

Tower's **inventory syncing** and **provisioning callbacks** allow nodes to request configuration on demand, enabling autoscaling.

Smart Inventories allow you to organize and automate hosts across all your providers based on a powerful host fact query engine.

See alerts from Red Hat Insights directly from Tower, and use Insights-provided Playbook Remediation to fix issues in your infrastructure.

NS DESCRIPTION SOURCE REGIONS @ INSTANCE FILTERS @ VDDATE OPTIONS UPDATE OPTIONS Overwrite @ Overwrite @ Update on Launch @	VENTORIES / MANAGE CLOUD STA	AGING SERVERS / EDIT			
NS DESCRIPTION SOURCE REGIONS @ INSTANCE FILTERS @ VUPDATE OPTIONS UPDATE OPTIONS Overwrite @ Overwrite @ Update on Launch @					
NS DESCRIPTION DES	CLOUD SERVERS				C
DESCRIPTION SOURCE REGIONS @ INSTANCE FILTERS @ VDDATE OPTIONS Overwrite @ Overwrite @ Update on Launch @					
DESCRIPTION SOURCE Amazon EC2 REGIONS © INSTANCE FILTERS © VIDATE OPTIONS Overwrite © Overwrite Variables © Update on Launch ©					
REGIONS @ INSTANCE FILTERS @ X US East (Northern Virginia) tag:Name=*staging* UPDATE OPTIONS Overwrite @ Ø Overwrite Wariables @ Update on Launch @	* NAME	DESCRIPTION	SOURCE		
REGIONS Ø INSTANCE FILTERS Ø × US East (Northern Virginia) UPDATE OPTIONS ✓ Overwrite Ø ✓ Overwrite Ø ✓ Update on Launch Ø	Cloud servers		Amazon EC2	*	
× US East (Northern Virginia) tag:Name=*staging* UPDATE OPTIONS ✓ Overwrite @ ✓ Overwrite @ ✓ ✓ Overwrite Variables @ ✓ Update on Launch @ ✓ ✓	CLOUD CREDENTIAL	REGIONS Ø	INSTANCE FILTERS		
UPDATE OPTIONS Overwrite @ Overwrite Variables @ Update on Launch @	Q Amazon keys	× US East (Northern Virginia)	tag:Name=*staging*		
 Øverwrite @ Øverwrite Variables @ Update on Launch @ 					
 ✓ Overwrite Variables □ Update on Launch 					
Update on Launch I and the second		 Overwrite Variables @ 			
		Update on Launch Ø			
SON		Update on Launch @			





Schedule Jobs

TOWER	PROJECTS				JOBS		(1) admi	n	¢			Ċ
D TEIVIPLATES :	SCHEDULES / JC	DIEWFLA	TE SCHED	OLES.EDIT								
DAILY REMED	IATION											0
* NAME			* ST/	ART DATE (MM/D	D/YYYY)		* STA	RT TIMI	E (HH24:	MM:SS)		
Daily remedi	ation		10/	03/2016			01	-	: 23	:	45	-
* LOCAL TIME Z	ONE		* REI	* REPEAT FREQUENCY								
America/New	_York	•	Da	/		•						
FREQUENCY DE	TAILS											
* EVERY			* EN	D								
1	\$	DAYS	Ne	ver		•						
SCHEDULE	DESCRIPTION											
every day												
OCCURRENC	ES (Limited to first	10) DATE	FORMAT	LOCAL TIME	О ИТС							

Enables you to schedule any Job now, later, or forever.





Integrated Notifications

Stay informed of your automation status via **integrated notifications**. Connect Slack, Hipchat, SMS, email and more.



#prodOps Notification





Self-Service IT

LAUNCH JOB DEPLOY SOFTWARE	0
INVENTORY CREDENTIAL SURVEY	
* ENTER NUMBER OF SERVICE INSTANCES.	
2	
* PLEASE SELECT THE SERVICE OWNER.	
Alice	•
* ENTER PASSWORD FOR DEPLOYED CERTIFICATE.	
SHOW ······	
INVENTORY CREDENTIAL CANCEL LAU Cloud staging servers Staging ssh key	NCH

Tower lets you launch Playbooks with just a single click. It can prompt you for variables, let you choose from available secure credentials and monitor the resulting deployments.



External Logging

TOWER	PROJECTS	INVENTORIES	TEMPLATES	JOBS	(admin	ф	101		Ċ
CTIVITY STREAM									
ACTIVITY STR	EAM ALL ACT	IVITY			REFRESH	All A	ctivity		•
INITIATED BY	∽ SEARCH							Q	
TIME 👻		INITIATED BY	÷	EVENT				ACTION	s
10/3/2016 5:0	0:52 PM	admin		created scheo	lule Daily remediation			Q	
10/3/2016 4:5	1:45 PM	admin		deleted scheo	lule Hourly scan			Q	
10/3/2016 4:5	1:13 PM	admin		created scheo	lule Hourly scan			Q	

Connect Tower to your external logging and analytics provider to perform analysis of automation and event correlation across your entire environment.





Network Visualization

DISCOVER

Know what network devices and services are installed, represented visually

DESIGN

Create and build new topologies, adapt existing topologies from discovery, and utilize existing playbooks

DEPLOY

Convert designs to actual physical or virtual deployments using Ansible playbooks and network modules, and then automate deployment

NOTE: Currently in Alpha and not committed to a release



Group, Copy/Paste, Zoom





Use Cases



INSERT DESIGNATOR, IF NEEDED

Automating Complex Tasks

- 1. Automate the deployment of the individual components as a workflow.
- 2. Make that workflow available to operators.
- 3. Force changes to workflow to maintain compliance
- 4. Run that workflow on a regular bases to detect any deviation from the original deployment.





Autor

Automating Troubleshooting

collect: ios router: - show ip ospf neighbors.... - show bgp summary.... - show ip ospf route.... - show ip bgp route.... nxos switch: - show ip arp.... - show mac address-table.... bigip: - junos: - linux: -







DC Fabric Deployment

```
interfaces:
```

```
vtep:
  name: nve1
  source_interface: loopback0
  host_reachability: yes
```

```
control:
  name: loopback0
  address: "{{ control_plane_address }}"
```

```
fabric:
```

```
Ethernet1/1-4:
name: Ethernet1/1-4
```



FABRIC





Policy Abstraction

fw rules:

- { rule: "public", src_ip: 0.0.0.0/0, dst_ip: 192.133.160.23/32, dst_port: 32400, proto: tcp, action: allow, comment: app1
- { rule: "public", src_ip: 0.0.0.0/0, dst_ip: 192.133.160.23/32, dst_port: 1900, proto: udp, action: allow, comment: app2
- { rule: "public", src_ip: 0.0.0.0/0, dst_ip: 192.133.160.23/32, dst port: 3005, proto: tcp, action: allow, comment: app3
- { rule: "public", src_ip: 0.0.0.0/0, dst_ip: 192.133.160.23/32, dst_port: 5353, proto: udp, action: allow, comment: app4

- name: Create security rules - name: Insert ASA ACL asa config: panos security rule: operation: "{{ item.action | default (omit) }}" lines: - "access-list {{ item.rule }} extended {{ item.ac rule name: "{{ item.comment | default (omit) }}" service: "{{ item.dst port | default (omit) }}" ipaddr('network') }}{{ item.dst ip | ipaddr('network') }}{ provider: "{{ cli }}" description: "{{ item.description | default (omit) }}" with items: "{{ fw rules }}" source zone: "{{ item.rule | default (omit) }}" destination zone: "{{ item.destination zone | default (omit) }}" action: "{{ item.action | default ('allow') }}" commit: "{{ item.comment | default (omit) }}"



Hybr

Hybrid Cloud

- 1. Automate the creation of the VPC and network components.
- 2. Deploy the same routers, load-balancers, and firewalls that you use on-site.
- 3. Automate the entire network in a uniform way.




Workfle

Workflow Automation

- 1. Customer makes request from the service catalog
- 2. Request goes through approval process
- 3. Service catalog calls Tower API to fulfill request
- 4. Ansible Tower updates ticket

servicenuw





Tier 1 Support Automation

- 1. Monitoring/Logging Platform detects event and calls the Ansible Tower API
- 2. Ansible Tower runs a playbook to collect event-specific information
- 3. Ansible Tower runs a playbook to open a support ticket and/or notify Tier 2 support





THANK YOU

8+ plus.google.com/+RedHat in linkedin.com/company/red-hat

youtube.com/user/RedHatVideos

facebook.com/redhatinc

f





How Ansible Works

ANSIBLE



CLOUD

OpenStack, VMware, EC2, Rackspace, GCE, Azure, Spacewalk, Hanlon, Cobbler

CUSTOM CMDB



ANSIBLE



AUTOMATION FOR TEAMS

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- Role-based access control
- Deploy entire applications with push-button deployment access
- All automations are **centrally logged**







BENEFIT	SDN	AUTOMATION
Reconfigure the network from a central point	~	~
Reduced vendor lock in with commodity hardware	?	v
Leverage existing infrastructure	×	~
Programmability	~	~
Reduced opex/capex costs	?	 ✓







Redhat A N & 58 BLEE

Figure 1: Overview of Software-Defined Networking Architecture

Ref: https://www.opennetworking.org/images/stories/downloads/sdn-resources/technical-reports/SDN-architecture-overview-1.0.pdf

NETWORK MODULES

- Developed, maintained, tested, and supported by Red Hat
- 140+ supported modules and growing*
- Red Hat reports and fixes problems
- Networking modules included with Ansible Engine offering, but the Ansible Engine Networking Add-On SKU purchase is required for full support

NETWORKING ADD-ON INCLUDED SUPPORT: Arista EOS Cisco IOS Cisco IOS XR Cisco NX-OS Juniper Junos Open vSwitch VvOS

redhat.

*take special note of the specific supported platforms

NETWORK VISUALIZATION (USE CASES)



DISCOVER

Know what network devices and services are installed, represented visually

DESIGN

Create and build new topologies, adapt existing topologies from discovery, and utilize existing playbooks

DEPLOY

Convert designs to actual physical or virtual deployments using Ansible playbooks and network modules, and then automate deployment

NOTE: Currently in Alpha and not committed to a release



Group, Copy/Paste, Zoom

DEVICE SPECIFIC ZOOM LEVEL

• + ::

A

e 🔍 awx Ansible AWX	l topology ×																
→ C ① 147.	75.90.183:8013/#/	topology?topolo	ogy_id=1∈	ventory_id=0										7 Q	☆ 0	G RSC	•
Apps 🚸 Git - Book 🚞	CCIE-recert 🔘 DO	C GUIDE 🦹 JIR	A-bugs	How-To set up a LD	CRN CRN	Add to Wish Lis	st 📋 Looking Glass S	Servers 🔕 Ad-Hoc	Commands 🚺 REC	EX 🔤 Cumulus Ne	tworks 🗋	USB / AUX Plate -	O 🗶 Broadcom ch	hips: <mark>m</mark>		» 🗎	Other B
TOWER PROJECTS	INVENTORIES	TEMPLATES	JOBS	TOPOLOGY										seanc	\$		
opology																	
BGP OSPF STP Zero Pipeline		Switch	etht ether	57P	¢				Drag - devi Look - see	EXPORT YAMI	p rol es ical co ce's pe	es into are use onnect erspecti	a device ed where ions ive of the	e netwo	ırk		

🧠 redhat.

"REGIONAL" SITE VIEW













Automating Complex Tasks: Networks

Problem:

• Deploying, configuring, and maintaining a network requires many manual tasks by skilled artisans. Configuration issues and unknown changes account for a majority of downtime.





Firewall/Load Balancer Updates

Problem:

- Rapid Application development requires many updated to firewalls and load balancers. Manually adding these takes time and is prone to error.
- The task is made more difficult when multiple vendors are deployment.





Problem:

- Public/Hybrid cloud increases the number of things to manage
- Cloud things are different than on-prem things and different between clouds increasing complexity





Workflow Automation

Problem:

• Most enterprises have a ticketing/ approval system for common IT tasks. Once the task goes through the approval process, it ends up in a person's queue for manual action.





Tier 1 Support Automation

Problem:

• Many enterprises enterprises monitor for errors conditions, but most don't do anything with them. If they do, there is no good data to figure out the problem.

