

Compliance Management and Configuration Service: Integration with Cisco ServiceGrid

Cisco® Compliance Management and Configuration Service (CMCS) uses controlled change to understand, control, and maintain compliance in your network using Cisco intellectual capital, software automation, and operational expertise. Our service achieves a high level of tool-based process automation to automatically provision the network while specifying required approvals based on user, activity, and/or device. This also helps prepare the operations necessary to support or smoothly transition to a new solution or network technology.

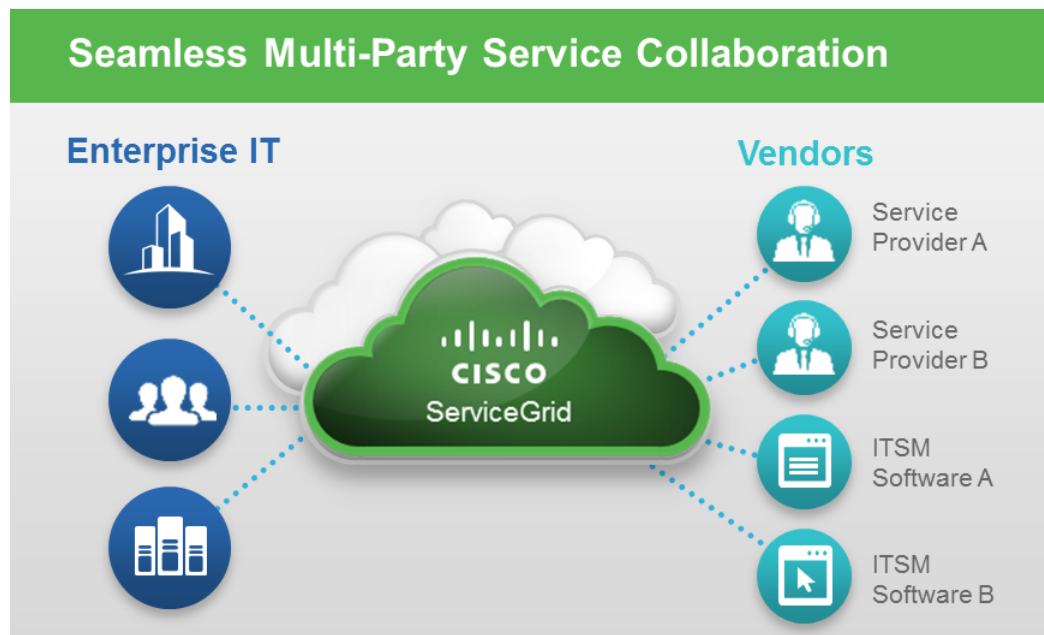
What You Will Learn

This white paper discusses the integration of CMCS with the Cisco ServiceGrid™ solution. Today CMCS can integrate with any Cisco service, but ServiceGrid® has more benefits and added value than any other service.

ServiceGrid

ServiceGrid (Figure 1) is Cisco's cloud-based solution for integration and management of ticketing workflows between customers, partners, and Cisco. The solution provides management of workflows between multiple operations platforms through timely and accurate machine-to-machine exchange of inventory, ticket, and other relevant information.

Figure 1. Cisco ServiceGrid

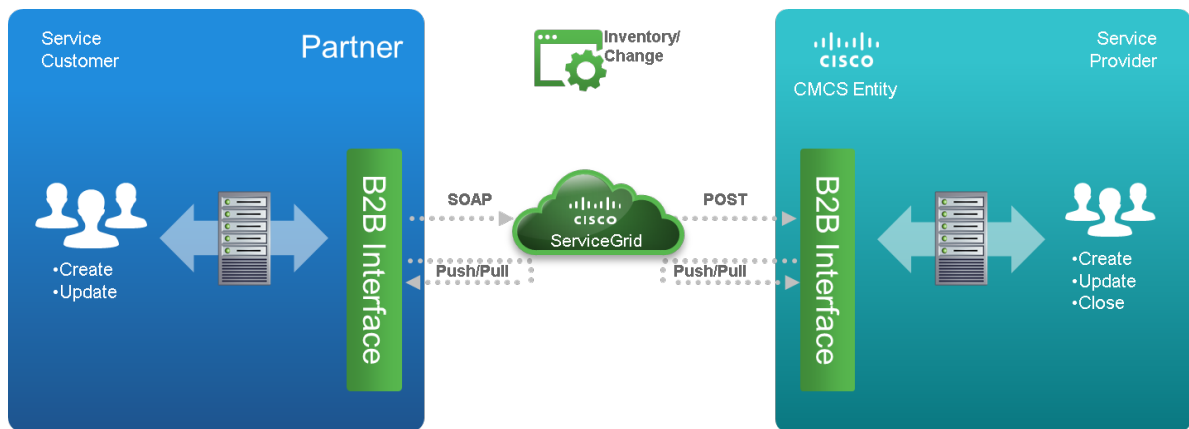


Integration Architecture

The integrated architecture (Figure 2) is composed of two primary flows:

- **Connect customers' IT service management (ITSM) with Cisco ServiceGrid:** Built for each customer separately, depending on the tool they use for service desk tasks. After that, it is broken down into phases to provide an onboarding guide to customers, because the workflow is always the same.
- **Connect the CMCS instances with ServiceGrid:** This is built separately for each customer. The flow of use cases is discussed in this document.

Figure 2. CMCS and ServiceGrid Integrated Architecture



Business Outcomes

Using CMCS in conjunction with the Cisco ServiceGrid solution yields important outcomes:

- Integrated change management (ICM) coupled with the customer's ITSM tools reduces time to schedule and deploy changes using CMCS.
- ICM also improves efficiency by avoiding customer switching between multiple applications to initiate, approve, schedule, and deploy changes in the network environment.
- Improved scalability; ServiceGrid connections are reusable and can accommodate additional service partners as needed.
- Better flexibility; ServiceGrid is technically flexible in its use of transport protocols, message formats, and security options.

Integration Use Cases

Inventory Management

CMCS can be deployed using a seedfile. The integration maps the existing inventory in CMCS to the inventory in the customer ticketing system. This provides the inventory synchronization needed for integration, while maintaining the existing inventory and associations in each system (Figures 3 and 4).

Figure 3. Inventory Management Workflow

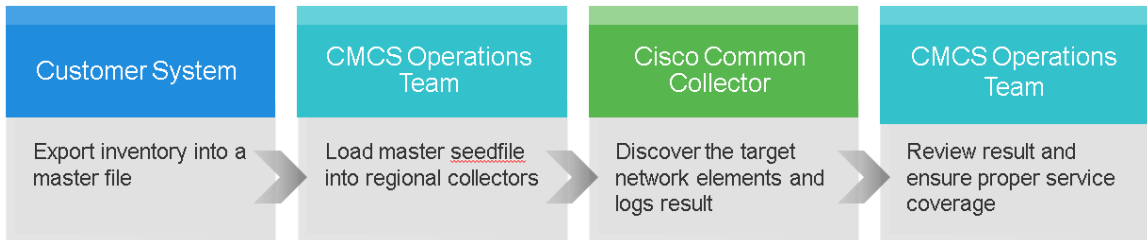
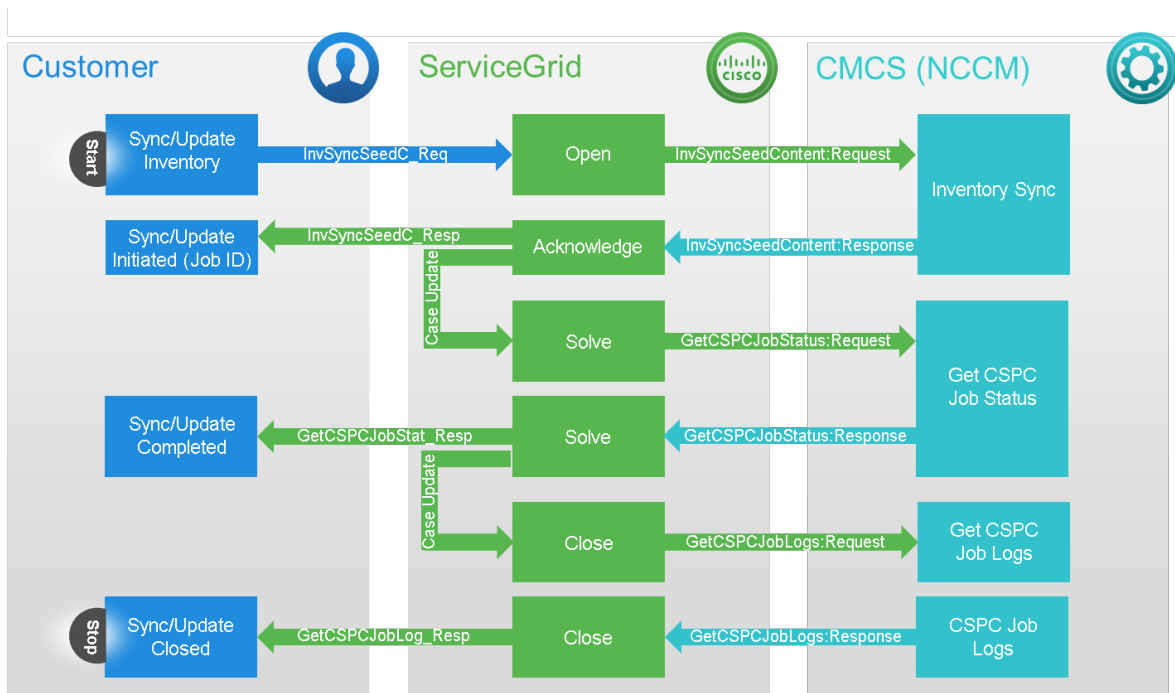


Figure 4. Inventory Sync/Update: Customer to Cisco CMCS Message Flow



Status Codes

Ready for Evaluation: This sends a request from the customer to CMCS about the information needed from CMCS about a change. Example: a configuration template.

Ready for Decision: CMCS responds with the information necessary to enable the customer to run through all approval stages (including a change approval board) and authorize the change.

Authorized: As soon as the change is authorized, the customer initiates the change request by providing either a template or raw data to apply to the change.

Scheduled: CMCS initiates the change job and provides the job ID to the customer.

Implemented: CMCS provides the status of the job.

Closed: CMCS provides the logs of the job. The change is closed, and the customer can continue with the post implementation review (PIR) and other stages in the change process.

Configuration Change Management

When a configuration change request is created in CMCS, the change job is sent to the customer's ticketing system, which contains a mirror of the relevant data in, and actions taken by, CMCS. When the scheduled time arrives, CMCS executes the job, then records and sends the results to the customer's system using ServiceGrid. ServiceGrid then updates the change request and places it in the proper queue for the execution result (Figures 5 and 6).

Figure 5. Configuration Change Management Workflow

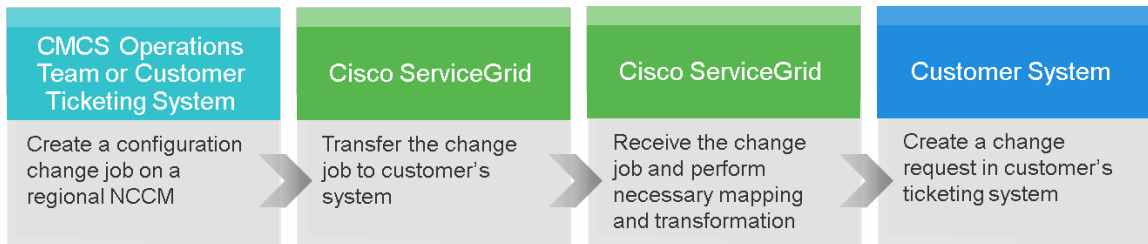
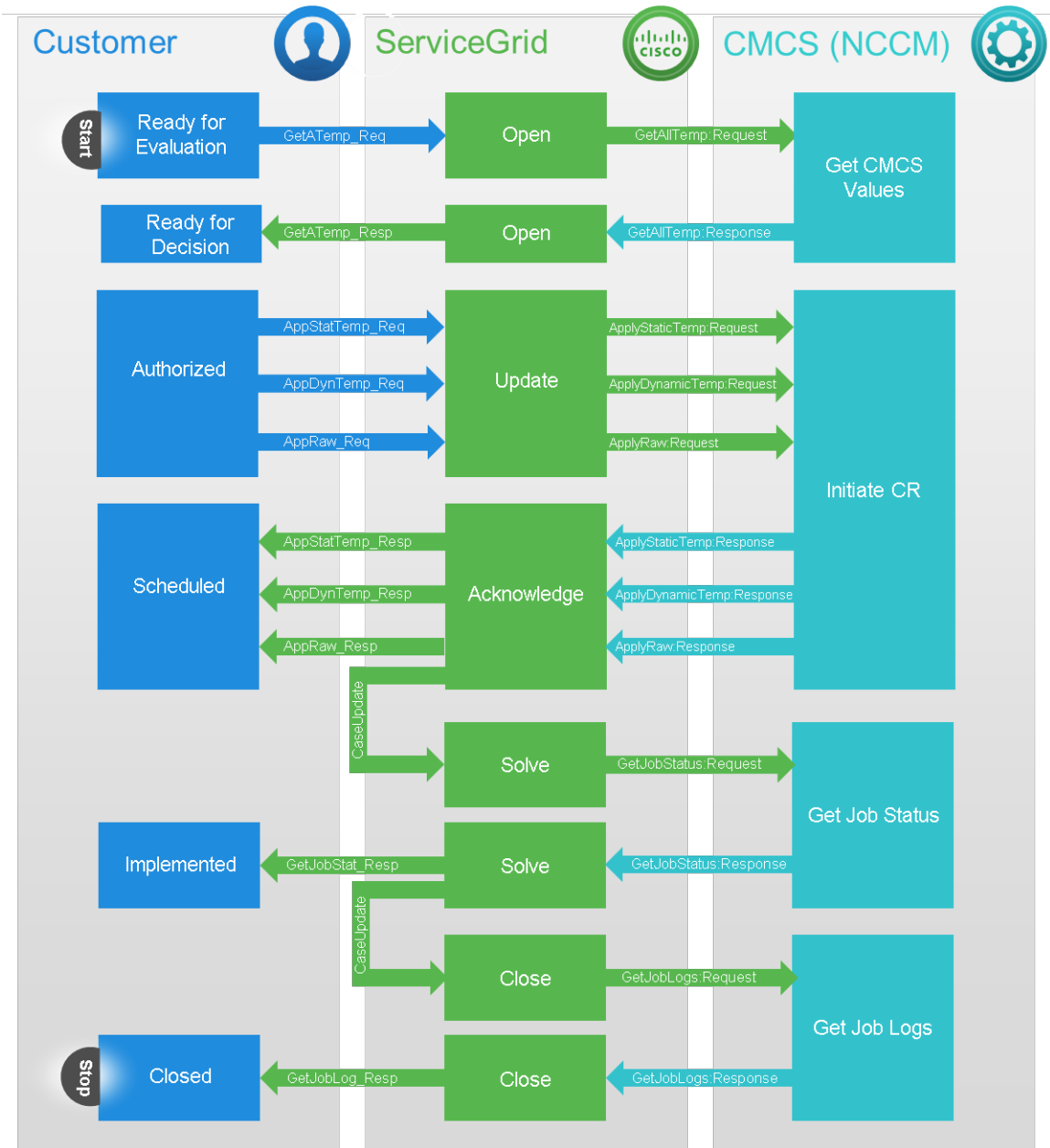


Figure 6. Configuration Change: Customer to Cisco CMCS Message Flow



Status Codes

Read for Evaluation: This sends a request from the customer to CMCS about the information needed from CMCS about a change. Example: a configuration template.

Ready for Decision: CMCS responds with the information necessary to enable the customer to run through all approval stages (including a change approval board) and authorize the change.

Authorized: As soon as the change is authorized, the customer initiates the change request by providing either a template or raw data to apply to the change.

Scheduled: CMCS initiates the change job and provides the job ID to the customer.

Implemented: CMCS provides the status of the job.

Closed: CMCS provides the logs of the job. The change is closed, and the customer can continue with the PIR and other stages in the change process.

Software Change Management

When a software change request is created in CMCS, the change job is sent to the customer's ticketing system. Within the customer's ticketing system is a mirror of the relevant data and actions taken by CMCS. When the scheduled time arrives, CMCS executes the job, then records and sends the results to the customer's system using ServiceGrid. ServiceGrid then updates the change request and places it in the proper queue for the execution result (Figures 7 and 8).

Figure 7. Software Change Management Workflow

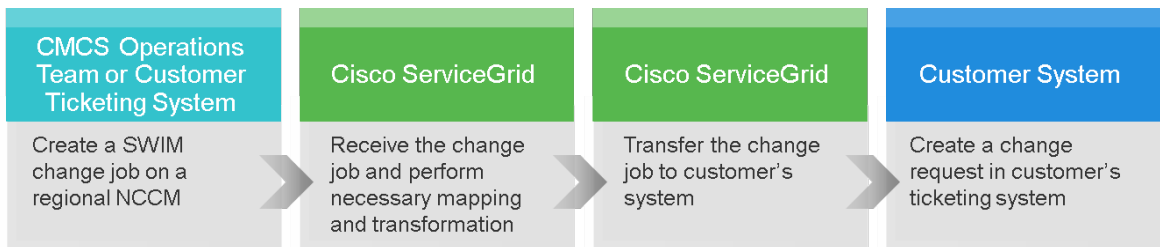
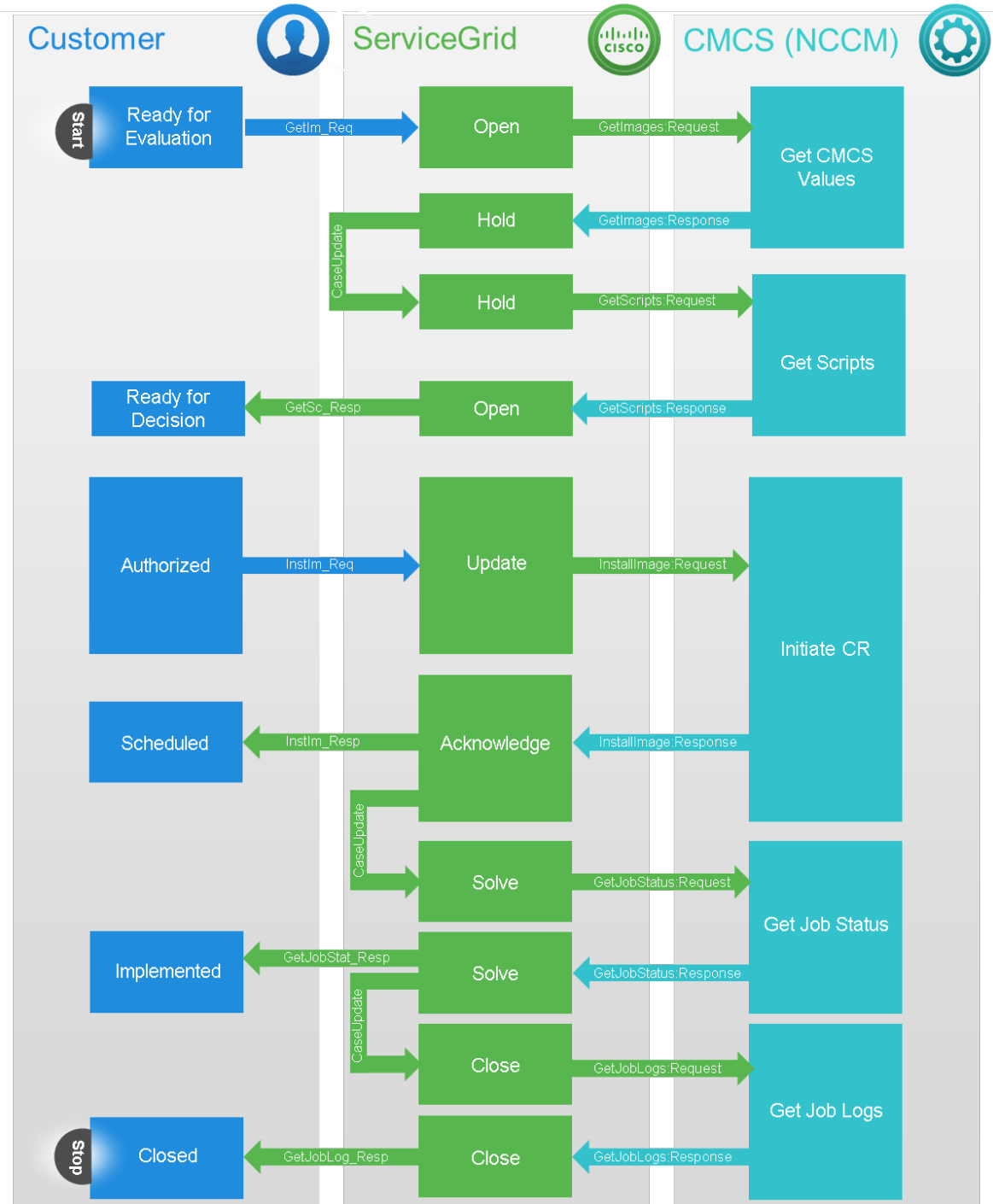


Figure 8. Software Change: Customer to Cisco CMCS Message Flow



Status Codes

Ready for Evaluation: This sends a request from the customer to CMCS about the information needed from CMCS about a change. Example: a configuration template.

Ready for Decision: CMCS responds with the information necessary to enable the customer to run through all approval stages (including a change approval board) and authorize the change.

Authorized: As soon as the change is authorized, the customer initiates the change request by providing either a template or raw data to apply to the change.

Scheduled: CMCS initiates the change job and provides the job ID to the customer.

Implemented: CMCS provides the status of the job.

Closed: CMCS provides the logs of the job. The change is closed, and the customer can continue with the PIR and other stages in the change process.

For More Information

Visit [CMCS](#) and [ServiceGrid](#) on Cisco.com or contact your Cisco account representative.



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