



Cisco Connected Analytics for Network Deployment

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General

Q. What is Cisco® Connected Analytics for Network Deployment (CAND), and why should I use it?

A. Cisco CAND is subscription-based software that analyzes service requests and network deployment data (devices, software, and technology configurations) to help customers gain proactive control of network risk and disruptions, instead of reacting to network issues on an individual basis. Cisco CAND provides visualizations and actionable insight that prioritize network planning and optimization activities.

Cisco CAND provides the following benefits:

- Provides visibility into network deployment and enables customers to quickly translate network data into business intelligence with automated analysis and reporting capabilities
- Establishes a stable, controlled network baseline
- Helps customers maximize efficiencies and reduce costs and risks by effectively identifying the weaknesses in their network deployment through automated analysis of massive deployment data sets
- Helps increase the reliability and availability of the network by identifying potential sources of operational disruption
- Helps customers innovate and transform their networking capabilities by improving their readiness to deploy advanced technologies

Q. Where can I find the Cisco CAND supported device list?

A. The [complete device list](#) is posted on Cisco.com.

Q. Where can I find the Cisco CAND release notes?

A. [Release notes for Cisco CAND](#) are posted on Cisco.com.

Ordering

Q. How can customers purchase Cisco CAND?

A. Cisco CAND is quoted and ordered using the Cisco Commercial Workplace. The SKUs hierarchy is based on network size and term:

- \$0 license PIDs (for example, L-CA ND-BSUB-1K=): number of devices in the network
- \$XX subscription PIDs (for example, CA ND-BSUB-1K-1Y): 1-, 2-, and 3-year term subscription fees

Q. What is the prerequisite to purchase Cisco CAND?

A. Cisco CAND requires that a network collector is installed on the customer premises. This can be acquired through Cisco Smart Net Total Care, the Cisco Network Optimization Service, or independently of these services.

Enablement

Q. Why is Cisco offering a trial?

A. The trial is designed as a presales value demonstration for customers with an existing collector by processing real customer data prior to their purchase of CAND. The trial lasts 30 to 60 days. As a condition of the free trial, an exit interview is required at the expiration of the trial or by purchasing a license for continued use.

Q. Where can I get more details about the trial?

A. Email sales-connectedanalytics@cisco.com for details.

Q. What are the requirements to enable Cisco CAND?

A. The following are required to enable Cisco CAND:

- A Cisco Common Services Platform Collector on customers' networks as part of Cisco Smart Net Total Care, Network Optimization Service, or Connected Analytics for Network Deployment
- The Cisco Common Services Platform Collector ID list
- A customer contract list to access Cisco Technical Assistance Center (TAC) support cases to enable the network disruption analytics and case statistics dashboard
- A customer-designated contact to access and manage access to the Cisco CAND portal

Q. How is postsale support provided to customers?

A. Customers can open support cases when they need postsale support. The support case can be created using the [Support Case Manager](#).

Q. What attributes should customers use to create a support case?

A. Use the attributes in Table 1 to create a support case.

Table 1. Attributes to Create a Support Case

Technology	Subtechnology
Connected Analytics	Connected Analytics for Network Deployment

Q. How does an external user gain access to the portal?

A. Only customer-delegated admin access is permitted by Cisco CAND. This contact (who has admin rights) uses the portal to create users with regular usage rights.

Portal

Q. What is the network disruption index, and how is it derived?

A. The network disruption index is a measure of the severity of the network disruption. It is defined by analyzing support case data from the Cisco support case database and any self-managed cases that are uploaded to the portal by customers. Each time a customer opens a support case, the data is recorded to the Cisco support case database. Each support case is marked differently based on severity, time to resolution, level of escalation, and any association with defects that introduce an outage. All of these factors are considered and weighted in the disruption index algorithm. After normalization, a score from 1 through 1000[[**NOTE: Saying “between 1 and 1000” means that 1 and 1000 are not included as possible scores. Saying “from 1 through 1000” means that 1 and 1000 are included as possible scores.**]] is assigned. A lower number indicates less network disruption.

Q. What is the network consistency index, and how is it derived?

A. The network consistency index is derived from three factors: hardware, software, and feature configurations on the customer's network. The network consistency index measures how devices performing similar functions are similarly deployed. For example, if a customer has 200 branch routers, a high degree of consistency means they all have a similar hardware platform, same software versions, and similar configurations. The consistency index score is from 1 through 1000. The higher the number, the more consistency among devices in a particular network role.

Q. What is the feature utilization index, and how is it derived?

A. The feature utilization index is a measure of the number of device features enabled. Each feature is weighted differently based on feature rules created by a dedicated team of Cisco CCIE® experts. The feature utilization index is neutral, with a score from 1 through 1000.

Q. How is the cluster automatically defined in Cisco CAND?

A. The cluster is automatically defined based on the features enabled in the devices belonging to the same platform. The feature differences between any two devices on the same platform are calculated and averaged. Devices that have similar features (feature difference is less than the calculated average) are grouped on the same cluster.

Q. How is a peer identified for consistency comparison?

A. A peer is identified by Cisco CAND based on the customer's vertical industry and network size.

Q. How are the top three clusters identified for software consistency simulation?

A. The top three clusters are identified by selecting the clusters having more than 30 devices and the 3 lowest consistency scores. If this is not possible, then clusters having less than 30 devices are also evaluated.

Q. Is the portal data real time?

A. The portal data is based on the most recent data upload, which typically occurs monthly. It is not real time.

Collector

Q. Can the Cisco Network Collector be used with Cisco CAND?

A. Yes, the Cisco Network Collector is supported for use with Cisco CAND if the customer has Network Optimization Service. Otherwise, Cisco Common Services Platform Collector (CSPC) is required.

Q. What are the exact data collection requirements for Cisco CAND?

A. Cisco CAND requires that the following **show** command outputs are collected to proceed with data processing:

- **Show version** (or show sysinfo for Cisco Wireless LAN Controllers)
- **Show running-config**
- **Show module, show diag, or show inventory**, depending on the platform

It is critical that the proper collector collection profile is in place to collect these mandatory data sets, which are required for Cisco CAND analysis.

Q. Is it possible for customers to deploy Cisco CAND for a portion of devices discovered by a collector?

A. Cisco CAND does not currently have a mechanism to manually filter devices from the collector. It starts with what the collector sees and collects. Then it automatically filters out devices that are not supported or are incomplete in terms of data collected. The [complete device list](#) is posted on Cisco.com.



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