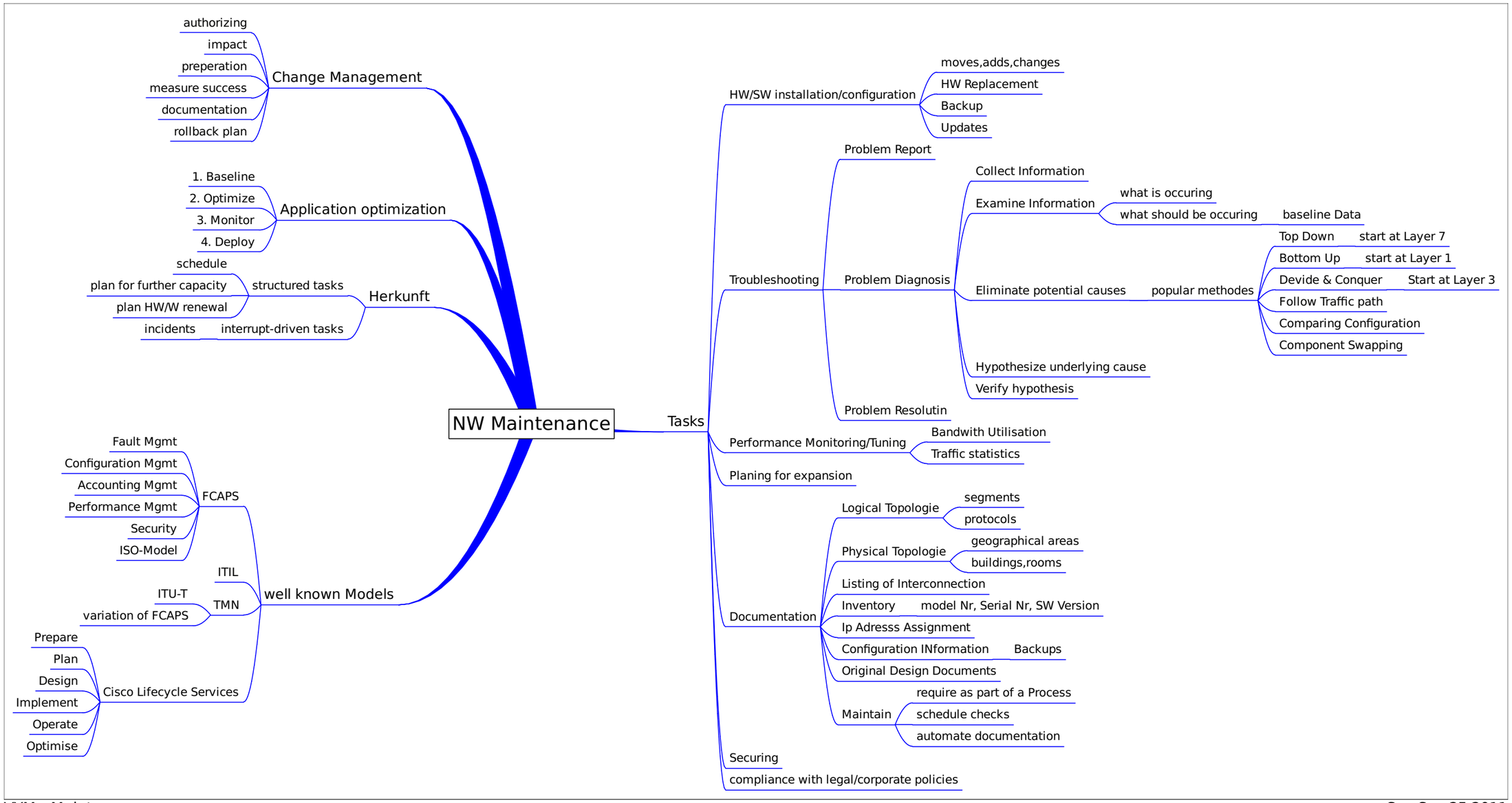
NW Maintenance
Change Management
authorizing
impact
preperation
measure success
documentation
rollback plan
Application optimization
1. Baseline
2. Optimize
3. Monitor
4. Deploy
Herkunft
structured tasks
schedule
plan for further capacity
plan HW/W renewal
interrupt-driven tasks
incidents
well known Models
FCAPS
Fault Mgmt
Configuration Mgmt
Accounting Mgmt
Performance Mgmt
Security
ISO-Model
ITIL
TMN
ITU-T
variation of FCAPS
Cisco Lifecycle Services
Prepare
Plan
Design
Implement
Operate
Optimise
Tasks
HW/SW installation/configuration
moves,adds,changes
HW Replacement
Backup
Updates
Troubleshooting
Problem Report
Problem Diagnosis
Collect Information
Examine Information
what is occuring
what should be occuring
baseline Data
Eliminate potential causes
popular methodes
Top Down
start at Layer 7
Bottom Up
start at Layer 1
Devide & Conquer
Start at Layer 3
Follow Traffic path
Comparing Configuration
Component Swapping
Hypothesize underlying cause
Verify hypothesis
Problem Resolutin
Performance Monitoring/Tuning
Bandwith Utilisation
Traffic statistics
Planing for expansion
Documentation
Logical Topologie
segments
protocols
Physical Topologie
geographical areas
buildings,rooms
Listing of Interconnection
Inventory
model Nr, Serial Nr, SW Version
Ip Adresss Assignment
Configuration INformation
Backups
Original Design Documents
Maintain
require as part of a Process
schedule checks
automate documentation
Securing
compliance with legal/corporate policies