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## COMMAND Network Documentation System

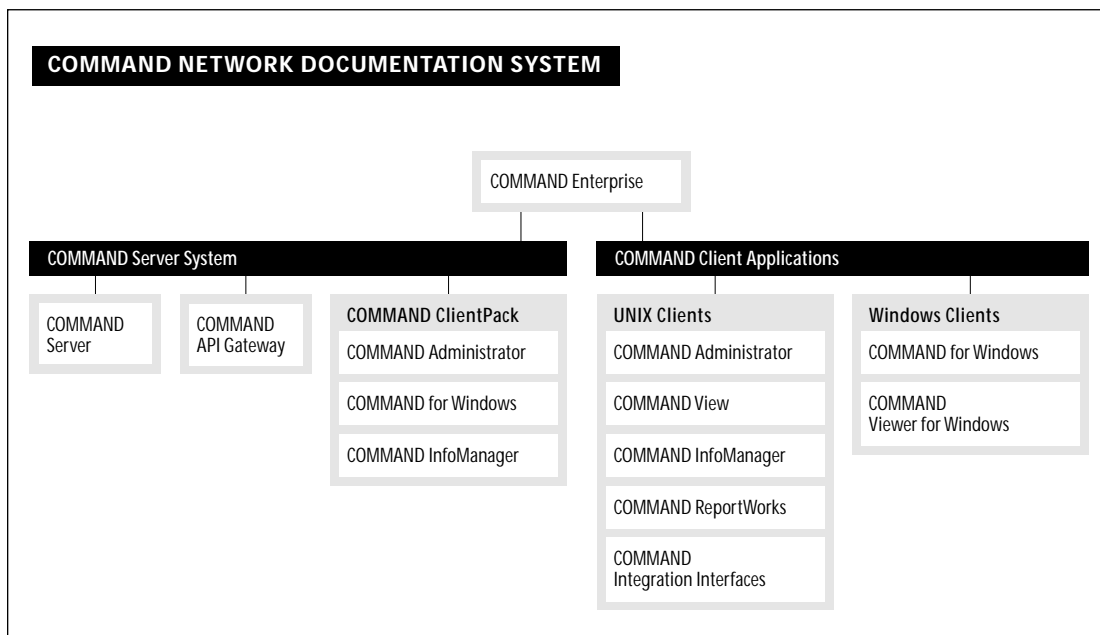
### The Case for Enterprise Network Documentation

In recent years, large organizations have invested heavily in distributed computing. Enterprise networks have grown to become complex, heterogeneous environments spanning multiple locations and platforms throughout an organization. Such a sophisticated and valuable resource requires proper documentation in order to control costs and to successfully plan, design, support, and manage your network infrastructure. In fact, having current and complete network documentation is no longer an option—it's become an absolutely essential part of your overall information management strategy.

- **The enterprise network model is far too vast, varied, and complex to be understood completely without comprehensive documentation.** As with any complex system, documentation is

essential for operating, changing, or analyzing today's sophisticated networks with their various components, interdependencies, and capabilities. Complexity requires documentation that is sharable and available to all those who are responsible for maintaining the distributed system. No single individual or "brain trust" group, no matter how capable, can possibly retain all the details of a complex network model in human memory. Such information must be recorded, consolidated, and standardized in objective documentation, then made available throughout the organization to all those who need it, whenever they need it.

- **Organizations are becoming increasingly dependent on the network infrastructure for core business processes.** Enterprise networks have become the vehicle for many mission-critical applications. As reliance on the enterprise network increases, so does the cost of system fail-



ures and network downtime. The longer the interruption, the greater the loss and the more detrimental to customer, supplier, and employee relationships. The pressure is on network help desk staff, engineers, and field technicians to fix problems quickly—the first time. However, costly delays result when support personnel urgently scramble to find the information they need to isolate, diagnose, and repair the problem. Typically, 80% of their time is spent determining the cause of the problem and 20% is spent implementing the solution. Detailed documentation about the entire network infrastructure is therefore absolutely essential to ensure prompt repairs, sustain high system availability, and reduce support costs.

- **Network costs are out of control and difficult to quantify.** The infrastructure of an enterprise network typically consists of a wide variety of geographically-distributed assets—circuits, equipment, connections, and other components—that have been purchased from multiple suppliers during rapid expansion. Lacking a centralized knowledge base of network assets, management does not know what’s “out there” and therefore cannot effectively understand and streamline real costs—by replacing older assets with cheaper and better alternatives, reallocating existing assets to increase resource utilization and performance, managing expenses in third-party relationships (warranty, outsource and service agreements, and leases), and eliminating cost redundancy.

- **Top technical talent is increasingly expensive, hard to find, and hard to keep.** Capable network specialists command top dollar in today’s competitive, highly mobile technical labor market. Network operations staffs are reduced to cover the rising salaries of “free agent” talent. Accelerated changes in systems technology and a growing diversity of network products will only increase labor costs as network specialists recoup their hard-won training investment in highly sophisticated but ephemeral technical expertise. Intimate knowledge about your company’s network infrastructure *must be documented* before it walks out the door to a competi-

tor or before it reappears on your doorstep as an even more highly-paid contractor.

- **Business changes and regulatory compliance demand improved asset reporting systems.**

Documenting your network assets is no longer an option—it’s a *business and regulatory necessity*. Company reorganizations, relocations, mergers, and acquisitions involve complex asset spin-offs or consolidations that require close accounting of mission-critical network resources. In addition, government agencies are requiring organizations to maintain current, accurate, and complete documentation of their network infrastructure (a) as part of mandated backup and disaster recovery plans for key business services, and (b) for financial accounting, lifecycle management, and tax reporting.

## Cambio’s Solution for Network Documentation

Cambio’s COMMAND Network Documentation System is a centralized, comprehensive, interactive suite of tools for capturing, tracking, finding, and analyzing crucial information about all network components—and relationships among components—within an enterprise network. COMMAND consolidates physical, topological, and geographical modeling information in a central repository that is universally accessible to authorized users throughout the network, including field technicians, help desk personnel, designers, planners, and other network support staff. COMMAND increases management control over a distributed, valuable, and mission-critical asset in the following ways:

- **Enables rapid data entry to reduce startup costs and get useful information quickly.** The system streamlines the initial entry of network information through a variety of features, including standard component forms and automated application wizards that validate data entry, consolidation and simple execution of repetitive data entry tasks, drag-and-drop editing, and importing from spreadsheets or databases to leverage existing network information.

- **Expedites network troubleshooting to minimize costly system downtime.** Help desk and other support staff can quickly isolate, diagnose, and resolve system problems by easily retrieving the information they need about the network. The system supplements popular fault management and help desk applications by providing detailed physical, logical, geographic, and connectivity information about network components throughout the enterprise.
- **Puts crucial network information in the hands of those who need it, when they need it.** The system consolidates the fragmented knowledge of the network model in a central location, then distributes the complete model to authorized support staff throughout the enterprise. For example, technicians can load, update, and retrieve crucial network information from any Windows 95 / NT desktop or laptop machine connected to the network via TCP/IP.
- **Represents network resources and connectivity from many perspectives.** The system provides extensive views, reports, and queries of the network model that allow support staff to inspect the network model from perspectives that best support the task at hand. Graphics and network data are linked implicitly, which enables the intuitive visualization of and easy navigation through a complex collection of varied and interdependent network components.
- **Facilitates proactive network planning, analysis, and cost control.** Network architects must be able to explore a comprehensive network model at many levels to gain a better understanding of network costs, topologies, capacities, throughputs, utilization, and performance.
- **Delegates data entry to the front-line technicians.** The system delegates data entry and maintenance tasks to the front line field technicians who directly service the network components on site, enabling them to document adds, moves, and removals as they are made, which ensures that the information in the central repository is accurate, current, and complete.
- **Simplifies asset management, audits, and change tracking.** The system provides a baseline inventory of network assets required for regulatory compliance and reporting. It maintains a log of network changes to provide an audit trail of modifications to the infrastructure and to generate Work Orders or Network Change Reports.

## System Requirements

- **UNIX platforms and operating systems:** Hewlett-Packard with HP-UX, Sun with Solaris
- **PC platforms** (COMMAND for Windows and COMMAND Viewer for Windows only): Windows 95 or Windows NT 3.51 or later
- **Databases:** Sybase, Oracle, Informix
- **Network connectivity:** TCP/IP

## Related Services

**Cambio Networks Customer Services and affiliated Cambio Partners** can help your organization install, load, and maintain your COMMAND Network Documentation System. Our professionals offer key support services, including project management, data entry, technical telephone support, system customization, training, and operations outsourcing.

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