

# SL1 Datacenter Automation Pack

## Datasheet

### Automated Fault Triage for the Modern Data Center

Rapid change in the modern data center is extremely challenging for IT Operations teams to manage. In a relatively short time, the data center paradigm has shifted from physical servers to virtual - and now beyond virtual machines to highly complex and ephemeral containers and microservices, as compute architectures evolve rapidly. Below the compute layer, the underlying networking support fabric is also becoming more complex and virtualized, with Software Defined Networking (SDN) bringing new flexibility to the architect while posing new challenges for IT Operations teams.

With the speed of change and reconfigurations in today's data centers, 'day two' operational support is now extremely complex and manual processes are inadequate, yet today there remain far too many manual troubleshooting processes involving laborious diagnostics with outdated tools. Decision-making must be automated, since human operators can no longer keep up with the pace of change.

### Solution Overview

Against this background, IT operations teams need newer, more effective tools that help them triage and resolve problems faster than ever before. Automation is now essential for operations teams to stay on top of problem resolution. ScienceLogic is helping to address these issues by applying new levels of automation to the problems of fault triage in the data center.

Proven at scale in some of the world's largest and most complex data center environments, SL1's Datacenter Automation Pack delivers over 300 out-of-the-box automations, designed to automatically apply best practice triage techniques to the data center, and automate the response to common fault conditions. These automations apply to a broad range of the most common data center devices and technologies that IT operations teams encounter, automating the collection of diagnostic data that can be applied to enrich events from the data center infrastructure. When used in conjunction with SL1's incident automation solution, tickets and incidents can also be enriched in ServiceNow and other ITSM systems.

### Functional Description

The SL1 Datacenter Automation Pack offers a library of over 300 pre-built triage automations, supporting a broad range of commonly deployed data center technologies and devices, including multiple Cisco IOS variants - IOS, IOS/XE, IOS/XR and others, as well as Cisco UCS and UC. Other networking devices from Juniper, F5, Citrix and NetApp are also supported - along with automations for commonly deployed data center technologies including VMware, Windows, Linux and SSH.

When invoked by the user - either as part of a pre-built automation policy or a manually created policy, the automations respond to specific fault conditions, triggered by pre-defined events. These events trigger runbook actions which connect to the device admin interface, running CLI commands to conduct diagnostic tests (such as ping or traceroute) which collect additional data and current configuration state. This meta-data is then appended to the event in SL1 and can be used to create tickets or to create enriched incidents in ITSM platforms such as ServiceNow. This enriched event data adds significant value

to the fault triage process, resulting in reduced MTTR, reduced false positives, and a reduction in escalations, since problems are diagnosed quickly before conditions change.

## Supported Devices

SL1 Datacenter Automation Pack contains packaged automations for the following technologies:

Technology	Technology
Cisco CSP	Citrix NetScaler
Cisco General Network	F5
Cisco IOS	Juniper JunOS
Cisco IOS-XE	NetApp
Cisco IOS-XR	Windows PowerShell**
Cisco NX	Linux/SSH**
Cisco Tandberg	VMware**
Cisco UCS	
Cisco Wireless	** Q4 2019 Introduction

## Sample Automation

As a brief example, the router below lost connectivity to its upstream neighbors. Upon receiving an event from the router, the SL1 Datacenter Automation Pack begins an automated sequence of run-book actions:

- Connect to the router's admin interface via SSH
- Execute administrative commands via the CLI to run a series of diagnostic tests.
- Collect test results and append them to the original event as enrichment meta-data
- Collect additional asset records describing the router, its configuration and location
- Open a trouble-ticket or create an incident in an adjacent ITSM system such as ServiceNow\*\*

\*\* Requires SL1 Incident Automation Sync pack

```

Event Actions Log | For Event [4620531]
Command: show ip ospf
dwight@show ip ospf
Routing Process 'ospf 10' with ID 203.0.113.240
Start time: 00:01:07.694, Time elapsed: 1d08h
Supports only single TOS(TOS0) routes
    
```

```

Command: show ip ospf neighbor GigabitEthernet5 detail
dwight@show ip ospf neighbor GigabitEthernet5 detail
dwight#
    
```

- Over 300 pre-built Automations
- Run Book Actions automate triage of common network and data center problems
- Instantaneous capture of fault data to enrich events
- Proven on some of the world's largest networks

Automated capture of diagnostics for common data center faults

## Combine with Incident Automation

SL1 Datacenter Automation Pack can be combined with our Incident Automation Sync Pack, enabling operations teams to create a seamless flow of enriched events carrying detailed triage information, forwarded into ITSM systems for incident management, such as ServiceNow and others. The event enrichment detail captured in DataCenter Automation Pack that pertains to an incident becomes visible under that incident when viewed in ServiceNow. Incident Automation is a separate solution that requires its own license.

## Benefits

The ScienceLogic SL1 Datacenter Automation Pack brings major benefits to IT Operations teams in the modern data center:

- Eliminates manual troubleshooting errors
- Speeds up fault triage by automatically enriching events with timely diagnostics to reduce MTTR
- Reduces escalations caused by lack of timely, accurate fault diagnostics
- Improves ability to meet SLAs – resulting in improved service quality to internal and external users
- Avoids repetitive manual tasks and improves retention of key technical staff by allowing them to move to more strategic projects.
- Reduces operational support costs for service providers and enterprise IT organizations



**Automated Diagnostics**  
Ping, traceroute, nslookup  
CLI commands



**Event  
Enrichment**

**300+**

**Out-of-the-Box  
Automations**

## About ScienceLogic

The ScienceLogic SL1 platform enables companies to digitally transform themselves by removing the difficulty of managing complex, distributed IT services. We use patented discovery techniques to find everything in your network, so you get visibility across all technologies and vendors running anywhere in your data centers or clouds.

The power of our solution is that we collect and analyze millions of data points across your IT universe to help you make sense of it all. We automatically provide a complete inventory, track dynamic relationships between technologies, notify you about issues needing immediate attention, and enable you to initiate corrective actions – all in real-time. We also collaborate with you to integrate the platform with the rest of your IT management ecosystem so you can share data and automate your IT processes.