

LCM Data Group



LifeCycle Management
Risk tracking and management

LCM Foundation Service

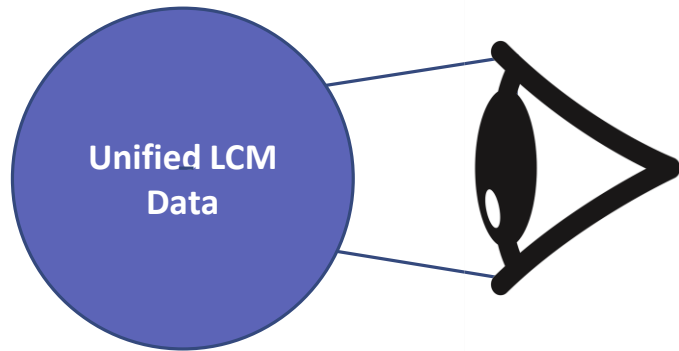
101: Cisco LifeCycle States Explained. Key milestones, dates and definitions

201: LifeCycle Management Data. Where does it come from

301: LifeCycle Risk. Common approaches and enterprise policies for your Cisco network

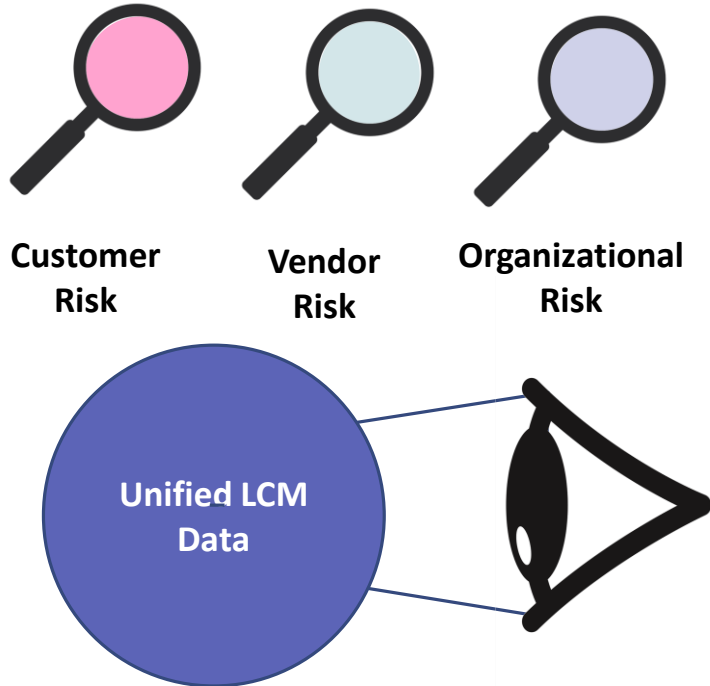
401: Besides risk, what else can you use LCM info for

LCM Data Lenses



Now that we have an accurate Asset data set along merged w/ Vendor data and LCM KPIs/KQIs, its time to track risk

LCM Data Lenses

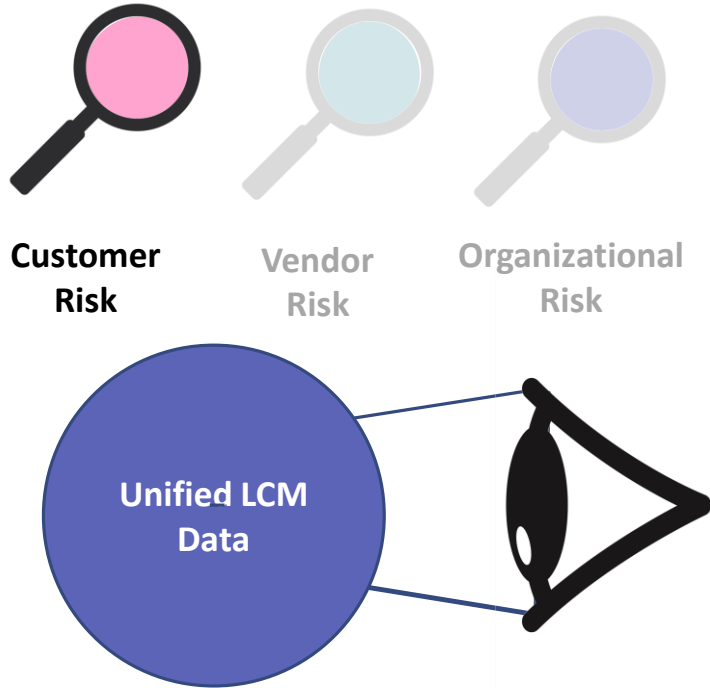


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3 Primary Risk Concepts

- Customer Risk: Defines the Asset lifecycle utilizing Customer specific policies
- Vendor Risk: Aligns to the Vendor Milestones (101 preso) and the increasing risk as Last Day of Support is reached
- Organizational Risk: The risk assumed by the organization during the various LifeCycle milestones

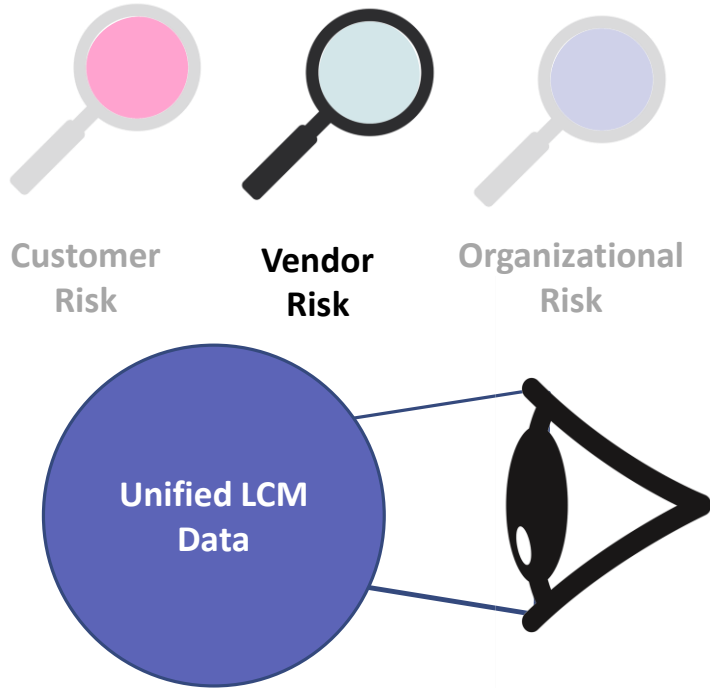
Customer Risk Lens



Customer Risk: Defines the Asset lifecycle utilizing Customer specific policies

- Usually down to Per Architecture or Per Product Family level to align w/ Security, Business and financial requirements
- Can be different as per this example:
 - Switching: Replace at LDoS
 - Data Center: Replace after 5 years in use
 - Compute: Replace after 3 years in use
 - Security: Replace after 5 years in use
 - Collaboration/Phones: Replace at failure or next major upgrade
- Deployment risk should also be considered especially for organizations that made large past purchases that will one day become eligible for replacement at same time
 - Smoothing algorithms should be analyzed to flatten out deployment schedules to consistent annual quantity and budget

Vendor Risk Lens



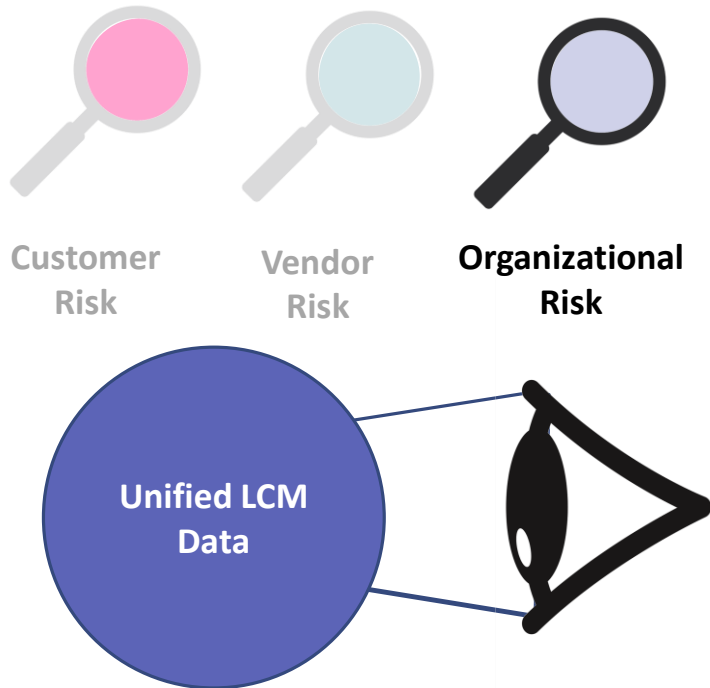
Vendor Risk: In the absence of Customer Risk policy, Vendor risk becomes the default

Specifically for Cisco, each of the milestones in the LifeCycle states should be tracked for each asset

At minimum:

- End of Sale and Last Day of Support should be tracked
- End of Sale is a leading indicator that signifies that the device will be LDoS in 5 years
- Last Day of Support is the 'end' state after which there is no further Vendors support and risk increases proportionally if device continues to be in production

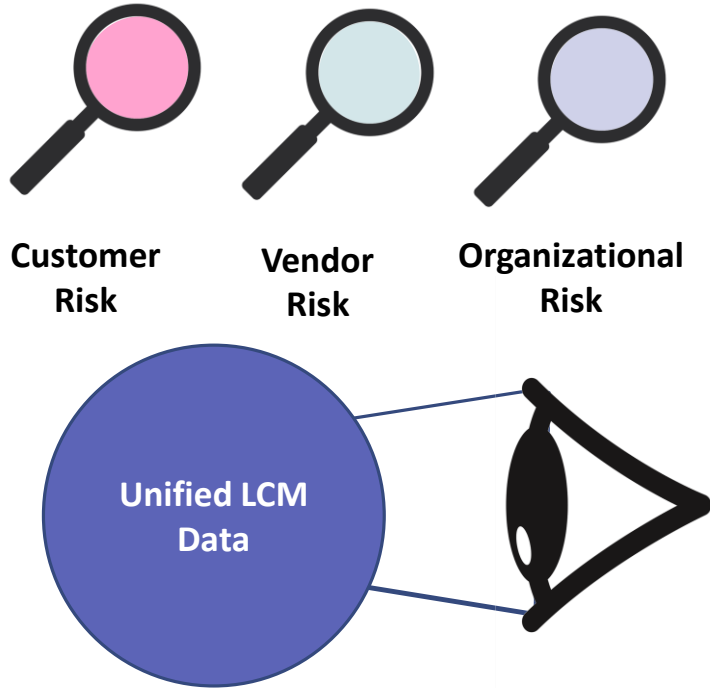
Organizations Risk Lens



Organizational Risk: The assumed and natural risk inherent in each LifeCycle milestone

- End of Sale Risk: Limited risk at time of EoS but increasing as LDoS date approaches
- End of Native OS Support: **Operational risk** increasing as fixes may come w/ new OS version now deployed in the network
- Add New Service Contract End Date: Also **Operational risk** along with **Financial risk** as devices not covered by this date are not eligible for Technical Support and could increase out of cycle replacement costs
- Last Day of Support: **Security, Operational and Financial risk**. Lack of Vendor support moves all risk to Customer if device left in network

LCM Risk Summary



The goal of LifeCycle management is to increase the efficiency between asset lifecycle Costs vs. replace Risk curve

In order to realize the goal, different Risks need to be well understood and managed

- Internal Customer Risk – Policy that defines the asset lifecycle risk and aligns w/ internal Security, Business and financial objectives
- Vendor Risk – LifeCycle milestones that define the decreased levels of support
- Organizational Risk – The alignment between Internal and Vendor risk and its effect on Organizational Security, Operational and Financial risk

Things get a little complicated here and managing all this data becomes a significant task

However, when done correctly, the ability to make decisions that manage risk becomes a process rather than guessing/check the wind/gut feeling activity

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