

## CISCO FSO MENTORED INSTALL

### Service Overview:

As part of this 10-day Mentored Install, Netnology subject matter experts (SMEs) work side by side with your team to deploy and configure Cisco's Full-Stack Observability (FSO) solution in your production environment. This engagement covers Splunk Observability Cloud, AppDynamics, ThousandEyes, and Intersight Workload Optimizer (IWO). The goal is to ensure a smooth deployment while providing knowledge transfer so your team can configure, manage, and operate the FSO environment with confidence, delivering measurable improvements in incident response, digital experience, and cost optimization.

### Solution Overview:

Cisco's FSO solution is powered by Splunk Observability Cloud, AppDynamics, ThousandEyes, and IWO. Together, these tools deliver comprehensive visibility across cloud-native applications, traditional workloads, user experience, and infrastructure optimization. Leveraging OpenTelemetry and AI-powered insights, the solution helps organizations reduce MTTD/MTTR, improve digital experience, and optimize infrastructure cost and sustainability.

Cisco's FSO Solution will help provide better insight into the full end-to-end visibility from multi and hybrid cloud applications to end user internet traffic by utilizing the following capabilities.

- Splunk OTEL collectors, AppDynamics agents, ThousandEyes endpoint/enterprise agents
- Integrated observability across Splunk O11y, AppDynamics, ThousandEyes, and IWO
- Application performance insights (BTs, traces, logs, metrics, RUM)
- Digital experience monitoring (Internet, SaaS, last-mile)
- Infra optimization & FinOps with IWO (rightsizing, automation policies, cost models)
- End-to-end correlation across apps, infra, and business KPIs
- AI-driven anomaly detection and predictive insights

### Service Benefits:

Netnology has a team of world class engineers who specialize in Cisco FSO Solution and are passionate about customer success. Netnology will partner with you to provide:

- Step-by-step guidance from an SME on Cisco FSO solution deployment
- Configuration and documentation assistance of Cisco FSO solution
- Knowledge transfer to ensure customer is ready to configure and manage the environment

### Service Scope:

As part of the 10-day Mentored Install engagement, Netnology will help with the following:

- Solution Overview – Review Cisco FSO architecture and success criteria.
- AppDynamics SaaS Administration
  - Basic setup and license validation
  - Application identification (1 application / up to 10 servers)
  - Create applications and add agents to nodes
  - Define monitoring strategy (business transactions, health rules, alerting)
- Splunk Observability Cloud Setup
  - Configure OpenTelemetry Collector(s)

- Ingest metrics, logs, and traces from target systems
  - Build dashboards and alerts for cloud-native workloads
- ThousandEyes SaaS Administration
  - Basic setup and license validation
  - Deploy up to 5 endpoint/enterprise agents (appliance or software)
  - Configure up to 2 synthetic tests targeting identified applications
  - Establish alert thresholds and notification workflows
- Intersight Workload Optimizer (IWO) Administration
  - Basic setup and license validation (Premier license for full features)
  - Identify applications running in cloud or on-prem environments
  - Deploy Intersight Assist VM (on-prem only)
  - Add VMware or cloud targets to IWO
  - Configure automation rules and cost models (CPU, memory, storage)
- Integration of FSO Components
  - AppDynamics & Splunk Observability Cloud (traditional + cloud-native correlation)
  - Splunk Observability Cloud ↔ ThousandEyes (end-user journey overlay)
  - IWO ↔ AppDynamics (infrastructure optimization)
- Validation Testing
  - Overview of deployed application from IWO
  - Overview of deployed application Tests from ThousandEyes
  - Overview of deployed application from AppDynamics

### Target Audience:

This service is designed for Network Architects, Application Owners, SRE/DevOps, Cloud Ops, Infra/NetOps, Security Teams, and Network Architects responsible for deploying and managing Cisco FSO.

### Prerequisites:

Customer needs to ensure that all equipment and devices are racked & stacked, cabled and powered-up prior to the kick-off. Customer also needs to acquire the necessary software licenses for the deployment of AppDynamics SaaS, Splunk Observability Cloud, ThousandEyes SaaS, and IWO SaaS solutions.

## Service Deliverables:

| No | Deliverable                      | Service Details                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Project Kickoff                  | <ul style="list-style-type: none"> <li>Project Overview</li> <li>Solution Overview</li> <li>Success Criteria</li> </ul>                                                                                                                                                                                                                                                                                                                  |
| 2. | AppDynamics SaaS Administration  | <ul style="list-style-type: none"> <li>Basic setup and license</li> <li>Application identification (1 application up to 10 servers)</li> <li>BTs, agents, health/alert rules configuration</li> </ul>                                                                                                                                                                                                                                    |
| 3. | Splunk O11y Setup                | <ul style="list-style-type: none"> <li>OTel collector configuration</li> <li>Metrics/logs/traces ingestion</li> <li>Dashboards and alerts configuration</li> </ul>                                                                                                                                                                                                                                                                       |
| 4. | ThousandEyes SaaS Administration | <ul style="list-style-type: none"> <li>Basic setup and license</li> <li>Deploy up to 5 endpoint/enterprise agents</li> <li>Create up to 5 tests total: <ul style="list-style-type: none"> <li>3 Enterprise Agent tests</li> <li>2 Endpoint Agent tests</li> </ul> </li> <li>Configure Alert thresholds</li> </ul>                                                                                                                        |
| 5. | IWO SaaS Administration          | <ul style="list-style-type: none"> <li>Basic setup and license</li> <li>Cloud or on prem application <ul style="list-style-type: none"> <li>Deploy Intersight assist VM (on prem only)</li> <li>Add VMWare target to IWO</li> </ul> </li> <li>Setup automation rules</li> <li>Cost break down <ul style="list-style-type: none"> <li>Cost per vCPU</li> <li>Cost per GB in Memory</li> <li>Cost per GB in Storage</li> </ul> </li> </ul> |
| 6. | Integration of FSO Components    | <ul style="list-style-type: none"> <li>AppDynamics &amp; Splunk Observability Cloud (traditional + cloud-native correlation)</li> <li>Splunk Observability Cloud with ThousandEyes</li> <li>IWO &amp; AppDynamics (Infrastructure Optimization)</li> </ul>                                                                                                                                                                               |
| 7. | Validation Testing               | <ul style="list-style-type: none"> <li>Validate visibility and insights across AppDynamics, Splunk O11y, ThousandEyes, and IWO</li> <li>Simulate stressed conditions and demonstrate correlated triage and remediation.</li> <li>Confirm improvements in KPIs (latency, errors, user experience, resource utilization)</li> </ul>                                                                                                        |
| 8. | Knowledge Transfer               | <ul style="list-style-type: none"> <li>Explain to the customer how to configure and manage Cisco FSO Solution in a lab or production environment.</li> </ul>                                                                                                                                                                                                                                                                             |