SOLUTION BRIEF

Problem Diagnosis Automation System – Automation Library

Repeatedly troubleshooting the same common issues manually is time-consuming, tedious, and inefficient. Although adding more service desk personnel historically has been a common and tactical solution to this problem, it fails to achieve the desired results - higher service availability, lower operational costs, shorter task duration, and more consistent ticket resolutions. Lowering MTTR requires automation, and automation requires expertise.

NetBrain's Problem Diagnosis Automation System (PDAs) enables your network operations teams to become more effective in their efforts, more collaborative in their execution and more scalable over time. It includes a well-stocked library of pre-built expertise-based automation units ready to use right out of the box and can be enhanced as needed.

The PDAs automation library is extensive and comes with dozens of pre-built automation routines that can be applied to a myriad of common infrastructure problems across hybrid networks from edge-to-cloud, regardless of the device-specific details involved. And since the PDA System manages the network by intent, operations teams can apply these problem diagnosis automations across any hybrid network to address more than 95% of all service tickets.

Examples of common problem diagnosis situations contained in the standard PDAS Automation Library:

Application Slowness	Applications are no longer responding is normal timeframes
BGP neighbor down	Lost BGP peering session on interface
Device unreachable	IP inaccessible, timeout, node down, device has stopped
Bandwidth Utilization	Critical Threshold Violation
CPU utilization	CPU usage out of range or malfunctioning
Memory utilization	Memory out of range or high percent of Memory Used
Link down	Interface down, Bad link, interface down
OSPF neighbor down	OSPF neighbor state change, down, OSPF adjacency down
Internet Unavailable	Frequent flaps on Internet circuits. Internet link failure
Packet loss	Packet loss alert triggered on nodes, packet loss issues

The Automation Library is extensible as well. Through no-code mechanisms built into the PDA System, your own subject matter experts can create additional situation and site-specific automation routines without any coding and add them to the Automation Library. Any network engineer or operator can use the automation routines to quickly and accurately solve problems when they reoccur.

The NetBrain Automation Library is leveraged throughout the PDA System. When coupled with an ITSM/ITOM system, NetBrain PDAS triggered automation will draw from the automation library to implement the most useful set of diagnostics in response to specific events.
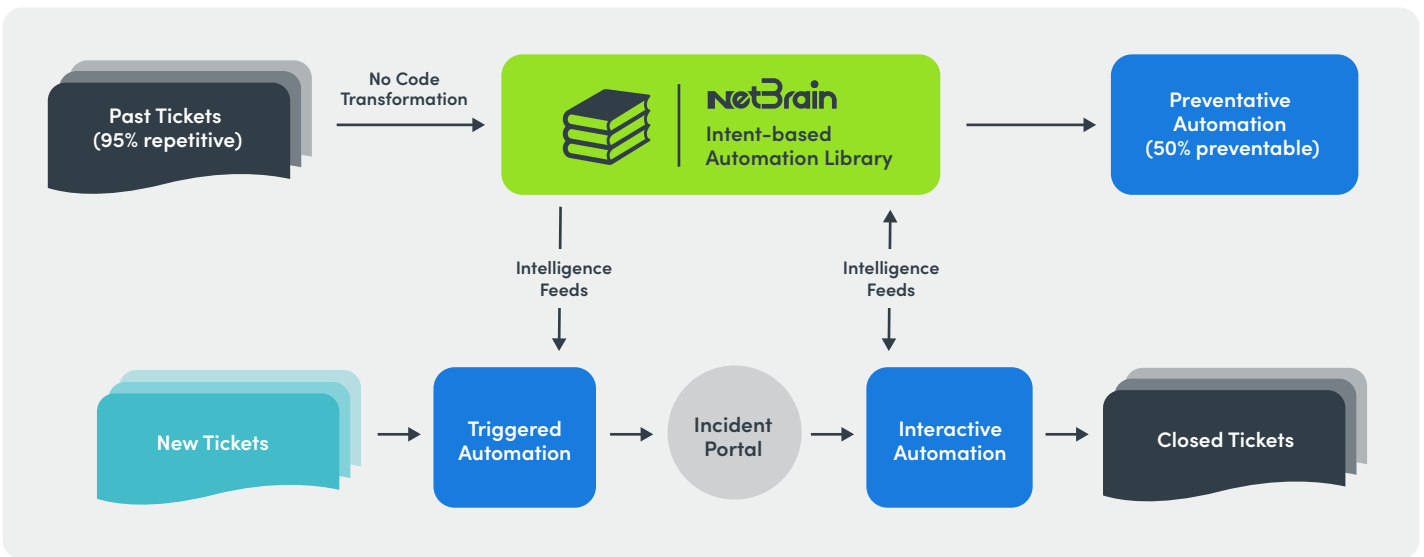
NetBrain Automation Library Subscription Service

The NetBrain Automation Library is available exclusively as part of our new Managed NetBrain Service Premium professional services offering. This professional services engagement entitles our customers to a yearlong subscription to the NetBrain Automation Library and includes assistance from our NetBrain Automation Center of Excellence (COE) to help you adapt and implement the latest in preventative NetBrain Automation.

About NetBrain Technologies

Founded in 2004, NetBrain is the market leader for NetOps automation, providing network operators and engineers with dynamic visibility across their hybrid networks and low-code/no-code automation for key tasks across IT workflows. Today, more than 2,500 of the world's largest enterprises and managed service providers use NetBrain to automate network problem diagnosis, generate real-time documentation, accelerate troubleshooting, and enforce enterprise architectural rules.

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