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Advancing beyond

Zero-Touch Automation

A guide to what zero-touch really means for operators and how to get there

?

What is Zero-Touch Automation?

Zero-touch is the ultimate goal for many operators. It means networks run without interaction, and human supervision is not required.

Zero-touch implies an autonomous network, capable of *adjusting its own* parameters and *self-healing* based on data it collects and analyses.

Q. Is it actually achievable right now?

Possibly not. But we know how you can get there!

A. Closed-loop automation

What is closed-loop?

A process within the Zero-Touch Network in which the system *feeds data back into itself* to ensure maximum operating efficiency and *minimal human interaction*

Zero-Touch
is the goal

Closed-Loop
is the method

And closed-loop can go one of two ways...

Automation
or
Autonomy

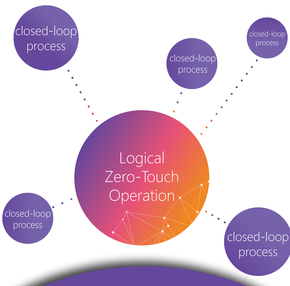
Automation
takes a single or finite, pre-defined task and removes all (or most) of the human resource requirement

Autonomy
assigns ad-hoc, situational judgement and any associated remediation to a system without human interaction (requires learning)

Regardless of the method, closed-loop can only work with trusted data

Steps to Zero-Touch

To get to true zero-touch, it's the steps you take that matter. Building a series of closed-loop processes across your network will allow you to make a logical, flexible zero-touch operation.



The Zero-Touch Ecosystem

You need to ask some key questions to begin integrating these processes into your operations:

Do we know the problems we ***want*** to solve and the benefits we ***need*** from the solution?

Do we have the ***trusted*** data to provide input and insights?

What ***automated*** and ***autonomic*** processes can we start with?

Which trusted ***partner*** understands our processes and data ?

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