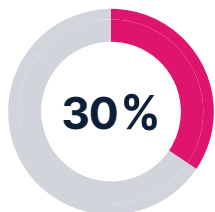# Is network change request validation too manual?
Trust but verify change requests using automation

30%

of network-related problems are caused by manual administrative errors, such as bad configuration changes.

Source:
Network Management Megatrends 2024, Enterprise Management Associates

Telltale signs of unsuccessful change requests take time to find

Change requests to fix potholes in critical network infrastructure are constant. Hardware needs updating, software needs patching, and firewall policies need fine-tuning daily. Critical infrastructure also requires ongoing updates to address cybersecurity vulnerabilities. And network teams must keep up with all of it.

Significant challenges can result if change requests are not executed correctly. Searching for obscure indications that patches or upgrades were not successfully applied is a manual and time-consuming process. This can prolong business disruptions if an outage occurs. You can identify many of the warning signs of an incorrectly executed change request by looking at changes to the following:

- Address Resolution Protocol (ARP) table
- State of interfaces
- Cluster states
- Routing table rules for source destinations
- Connection counts

Using Manifest automation takes the manual work out of validation

Manifest, part of BlueCat Infrastructure Assurance, automates the process of validating that services have resumed after critical infrastructure changes are completed. Manifest uses automation to conduct comprehensive snapshot comparisons and generate a record of changes made during an upgrade, patch, or other modification.

As a result, when an incorrect change causes a failure in service delivery, network teams can refer to Manifest for useful and easily accessible information to help them make rapid decisions on rollback plans.

For instance, if a next hop IP address is accidently changed in a routing table, network teams can easily compare snapshots to identify the issue.

Before:

NETWORK DESTINATION	NEXT HOP
0.0.0.0	10.11.80.254

After:

NETWORK DESTINATION	NEXT HOP
0.0.0.0	10.11.80.253

"
Automating the verification of upgrades gives our network team peace of mind."

Network engineer, Financial services provider

Meet internal and external patch and upgrade requirements with assurance

BlueCat Infrastructure Assurance assists organizations in highly regulated industries, such as finance, government, and healthcare, with adhering to strict internal and external requirements for patches and upgrades. To meet these requirements, network teams must often abide by service-level agreements.

With Manifest, you can automate your workflow for change request validation and proactive root cause analysis. This helps ensure that network infrastructure meets internal and external regulations and requirements. And it reduces the time to detect and address issues that might occur when services resume, limiting disruption.

BLUECAT™

Learn more