



Infrastructure Solutions:

Cisco Identity Services Engine (ISE) Enhanced Health Check

The Challenge

While Cisco ISE includes built-in health reporting for hardware metrics such as CPU, memory, and transaction latency, those signals answer only one question: are the appliances running?

What leaders actually need to know is:

- Is the environment easy to support?
- Can my team respond quickly when something breaks?
- Can changes be made safely as business needs evolve?

A hardware-focused review can't answer these questions. It validates uptime, but not manageability. When teams need to review a rule or troubleshoot issues, clarity and simplicity matter.



Our Solution

Our **ISE Enhanced Health Check** closes the gap. It focuses on the day-to-day operability of your ISE environment – not just appliance health, so your business can operate and evolve without friction.

We assess your current deployment, capabilities, and services to identify operational risk and deliver clear, actionable recommendations. With a focus on end-user impact and production services, the assessment includes:

- Clear visibility into which policies apply to which endpoints
- Validation of best-practice service implementations and integrations
- Optimization of policy structure and authorization rules for clarity and control

The Benefits

During the workshop, we evaluate how your Cisco ISE configuration impacts scalability, performance, and operational risk – mapped directly to Cisco sizing guidance for both virtual and physical deployments.

Our specialists highlight the configuration decisions that either enable confident operations or introduce hidden complexity and risk, with insight across three critical areas:

- **Authorization policy utilization:** Precise visibility into which users and endpoint types consume specific policies, eliminating guesswork and simplifying troubleshooting.
- **Security protocol adoption:** Identification of MS-CHAPv2 versus secure EAP TLS across access methods and policy rules, enabling informed, low-risk adoption of capabilities such as Windows 11 Credential Guard.
- **Policy and environment optimization:** Targeted recommendations to streamline policy structures, reduce operational overhead, and improve day-to-day efficiency.

The result is greater operational confidence – faster issue resolution, safer adds and changes, and less friction as business requirements evolve.





Planning Workshop Goals

Our **Get Started three-session workshop** helps you uncover optimization opportunities and apply proven best practices to support a resilient, scalable, and well-governed Cisco ISE environment.

| Activity | Description |
|---|--|
| Session 1: Information Gathering (30 minutes) | Workshop Kick-off Session to discuss: <ul style="list-style-type: none">• Cisco ISE Best Practices and sizing considerations• Workshop, structure, objectives, and success criteria |
| Customer Data-Sharing | The Enhanced Health Check can be performed using one or more of the following data sources: <ul style="list-style-type: none">• Cisco ISE configuration and operations dataset files• Select Cisco ISE raw report exports (7 days/168 hours)• Screen-sharing for guided GUI review• Network Device code levels and AAA settings |
| Session 2: Findings Review Session (up to 1 ½ hours) | Contextual review of initial findings, including: <ul style="list-style-type: none">• Key callouts, risks, and indicators of instability or complexity• Anomalous or problematic managed endpoints• RADIUS load patterns and authentication traffic behavior• Network Access Device configuration and software version risks• Gaps or deviations from Cisco best practice configurations |
| Session 3: Recommendations and Roadmap (1 hour) | Final presentation delivering a clear path forward: <ul style="list-style-type: none">• Prioritized action items and recommended next steps• Planning options aligned to business and operational goals• Budgetary cost estimates where applicable |

Workshop Deliverables

- A detailed workbook-based report documenting: in use authorization policies, active and problematic endpoints, corporate policy gaps, and authentication protocol usage and patterns
- A prioritized, high-level action plan to address identified risks and optimization opportunities
- Budgetary cost estimates, where applicable, to support remediation or next phase planning

Are you ready to optimize your network security, simplify operations, and improve your Cisco ISE deployment?
Contact us today [compucom.com](https://www.compucom.com).

