Earn A Seat at the Business Table with IT Service Intelligence

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Erickson Delgado

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Development & Web Operations, Carnival Corp

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Agenda

- Introduction
- Evolving Operational Intelligence
- DevOps for Splunk at Sea
- Splunk ITSI
- Business Impact and User Reactions

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Introduction

- What does earning a seat mean?

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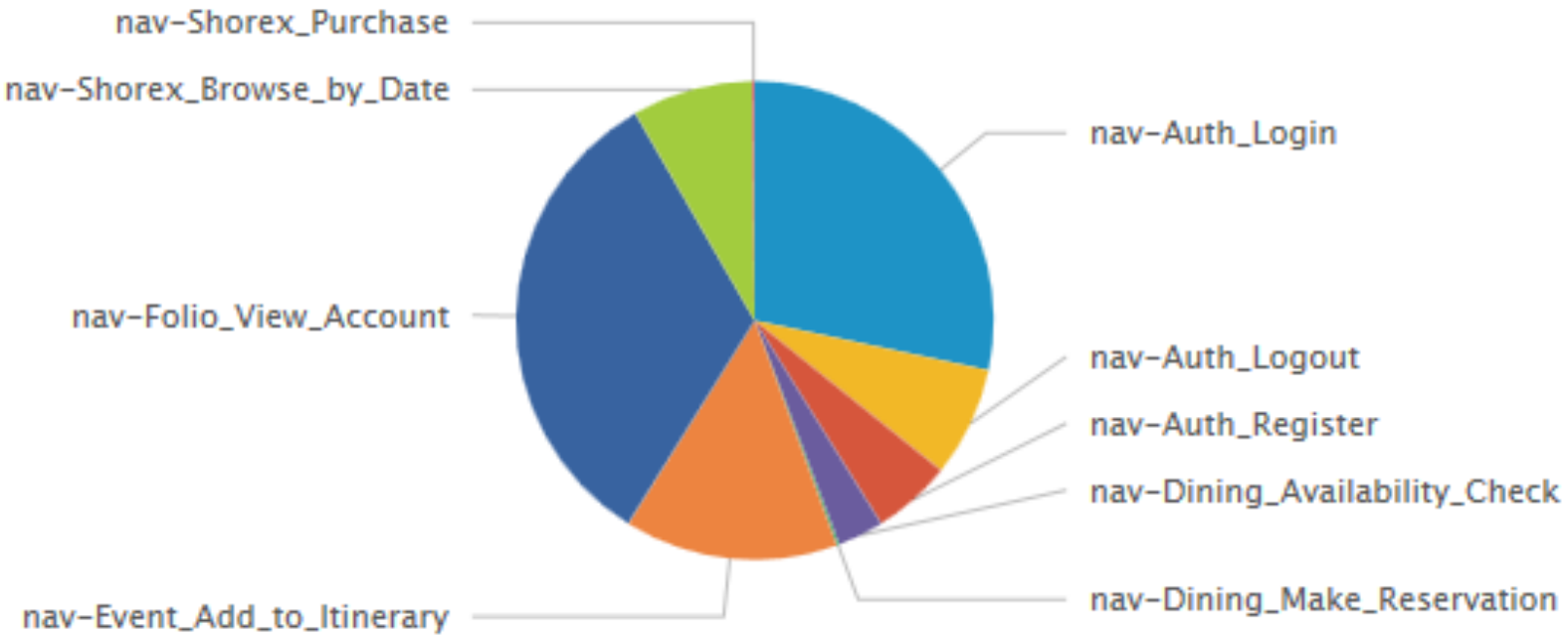
Helping Business Make Money



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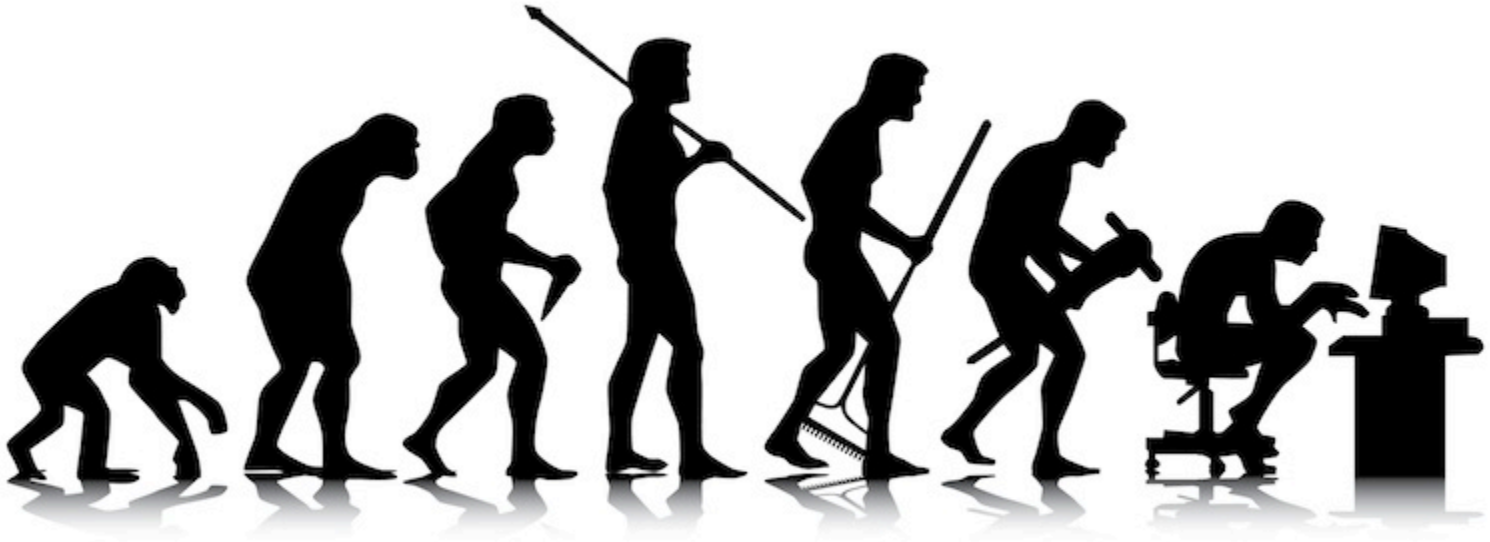
Evolving Operational Intelligence



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The Dark Ages

Case Resolution Timeline

The Boss

6 Hours

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Key Challenges Splunk Helped Resolve

- Centralized repository of machine data
- Trends and analytics
- Empowering of the developers and business analysts
- Relevant alerting

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The Splunk> Ages

Case Resolution Timeline

The Boss

3 Hours

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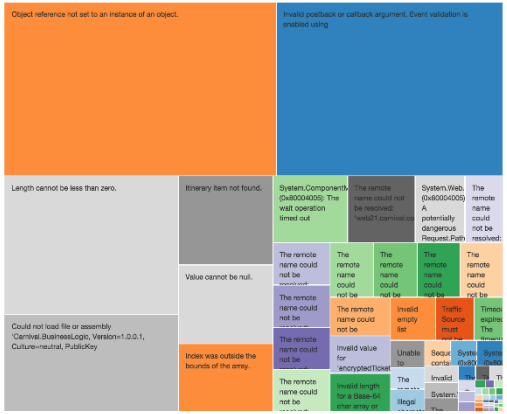
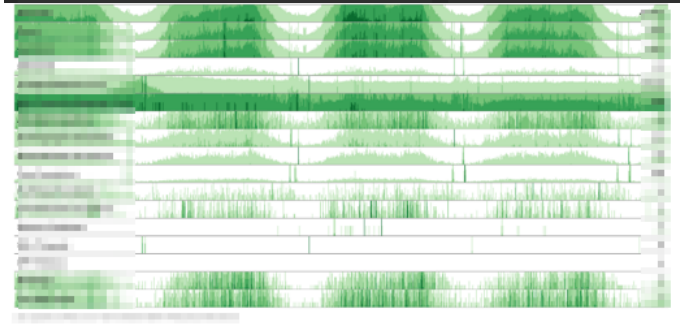
Visualizing Splunk Data Using D3.js





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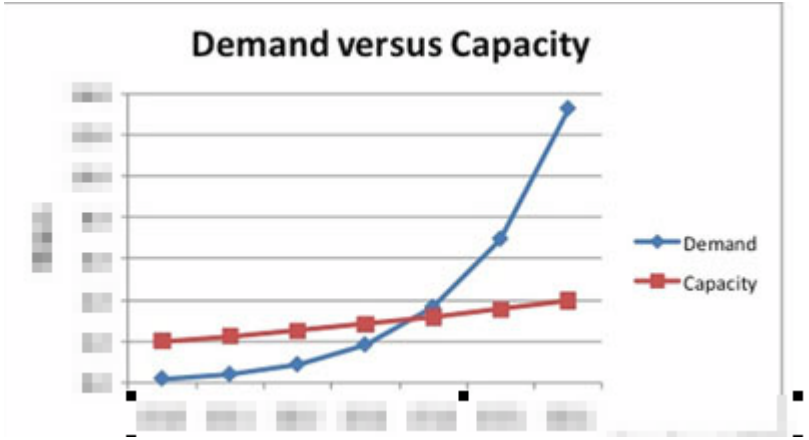
Daily Ship Operation Challenges

```
Pinging [redacted] [10.110.16.1] with 32 bytes of data:
Reply from 10.110.16.1: bytes=32 time=1527ms TTL=249
Reply from 10.110.16.1: bytes=32 time=1460ms TTL=249
Reply from 10.110.16.1: bytes=32 time=1201ms TTL=249
Reply from 10.110.16.1: bytes=32 time=1031ms TTL=249

Ping statistics for 10.110.16.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 1031ms, Maximum = 1527ms, Average = 1304ms
```



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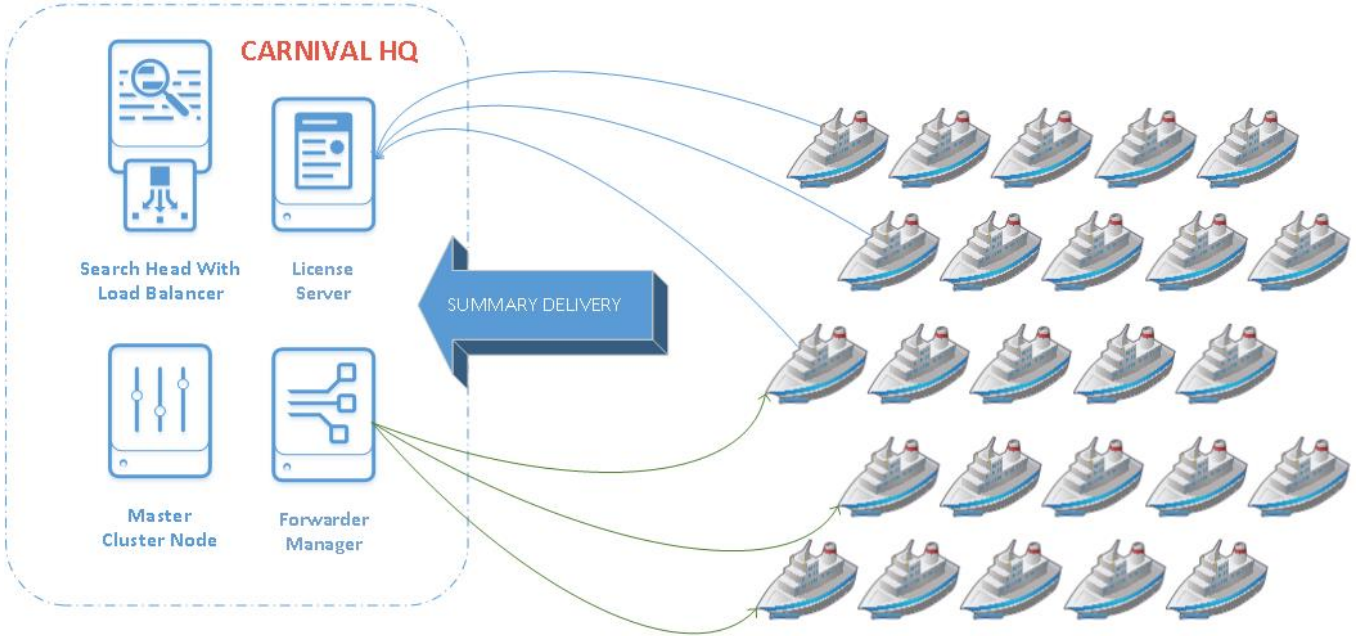
Splunk + DevOps @ Sea

Bitbucket Jenkins JFrog Artifactory CHEF



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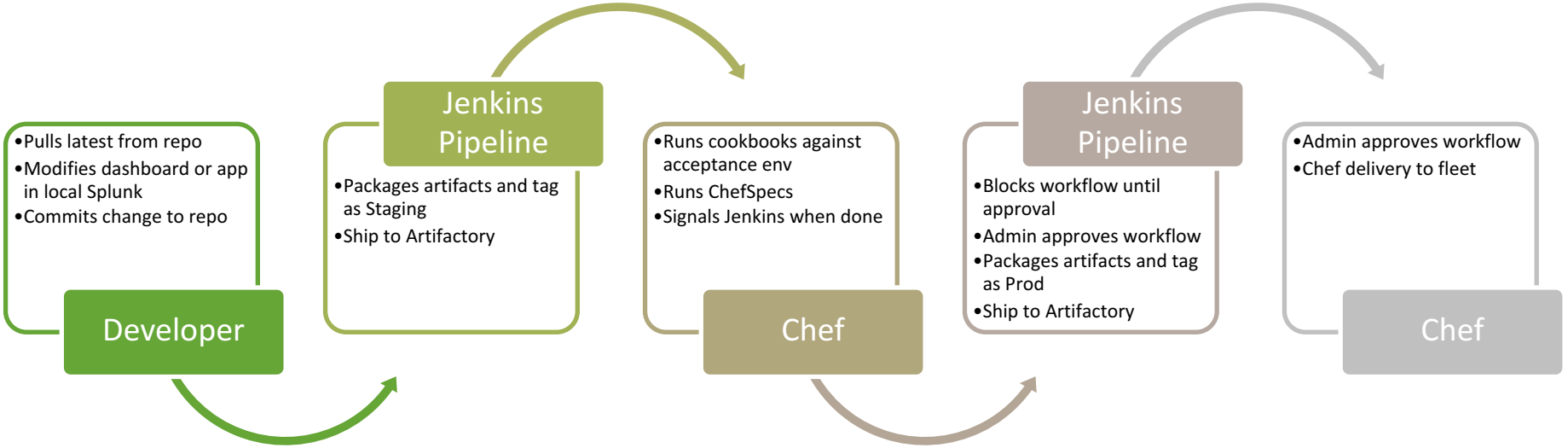
Splunk Dashboard Delivery Pipeline



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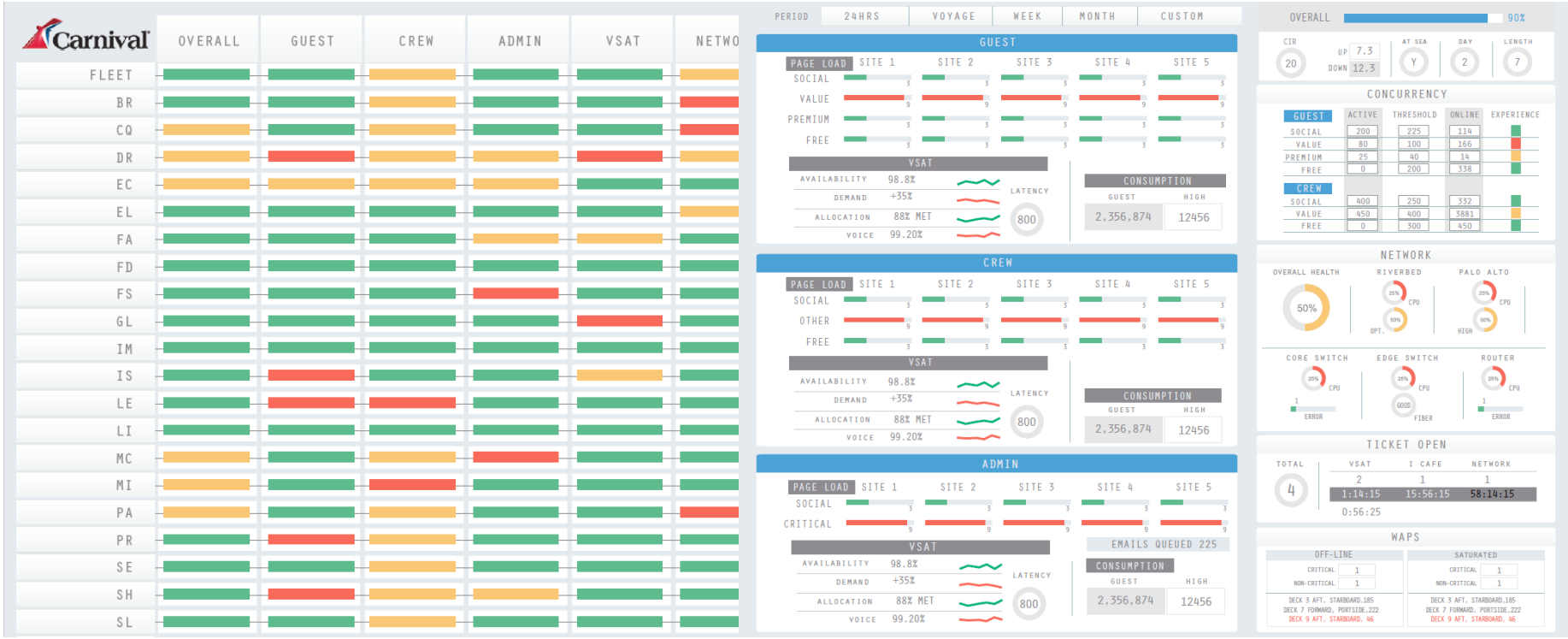
Rising Business Demand for Splunk + ITSI



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Key Challenges ITSI Helped Resolve

- Consolidated monitoring
- Rapid root cause identification
- Multi-KPI alerts

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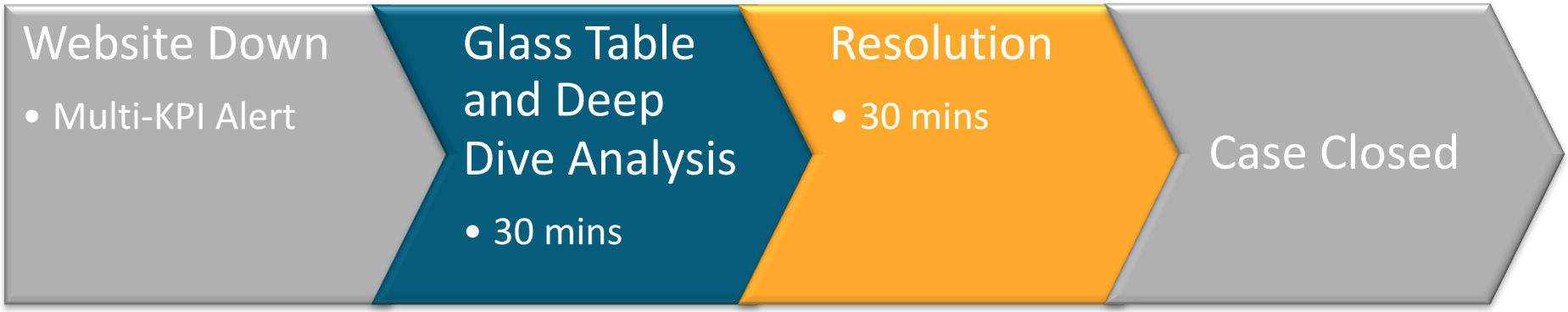
The ITSI Ages

Case Resolution Timeline



The Boss

1 Hour

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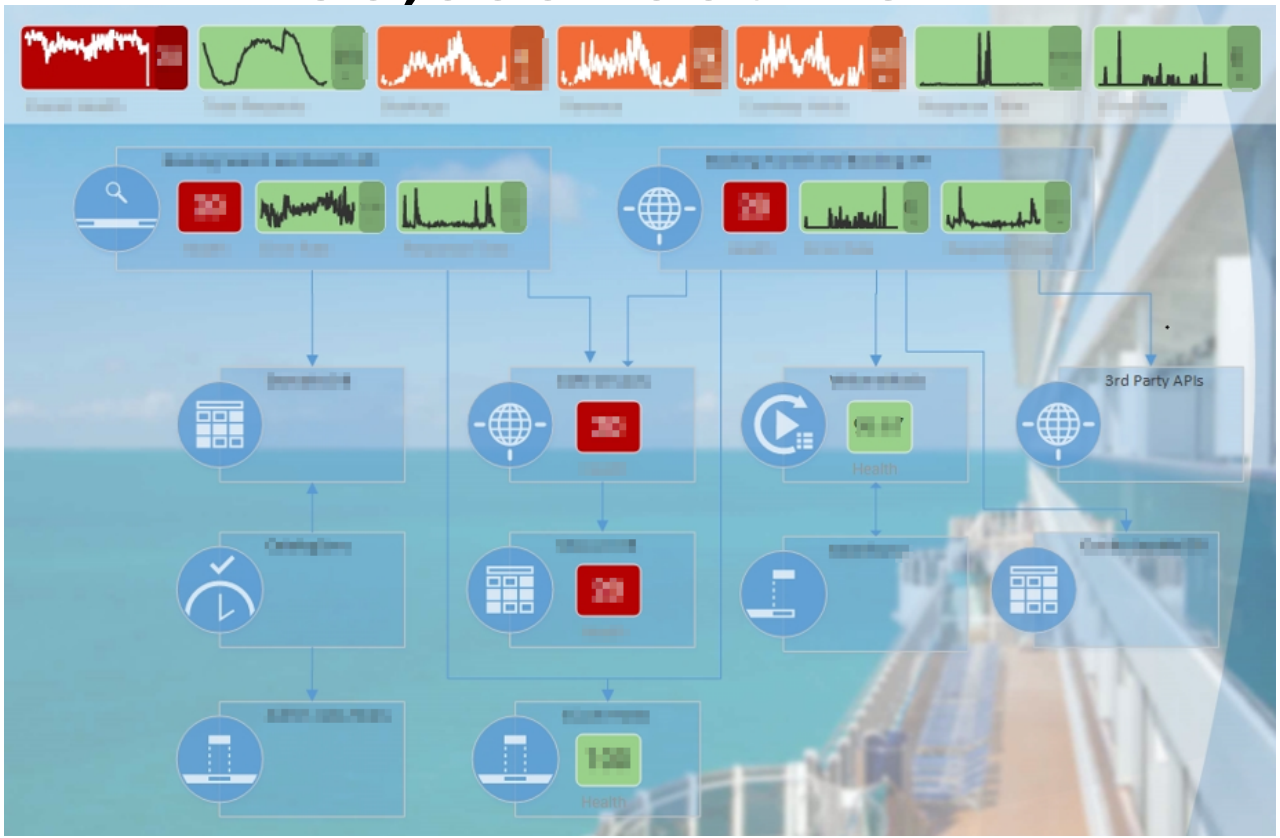
30,000-foot-view



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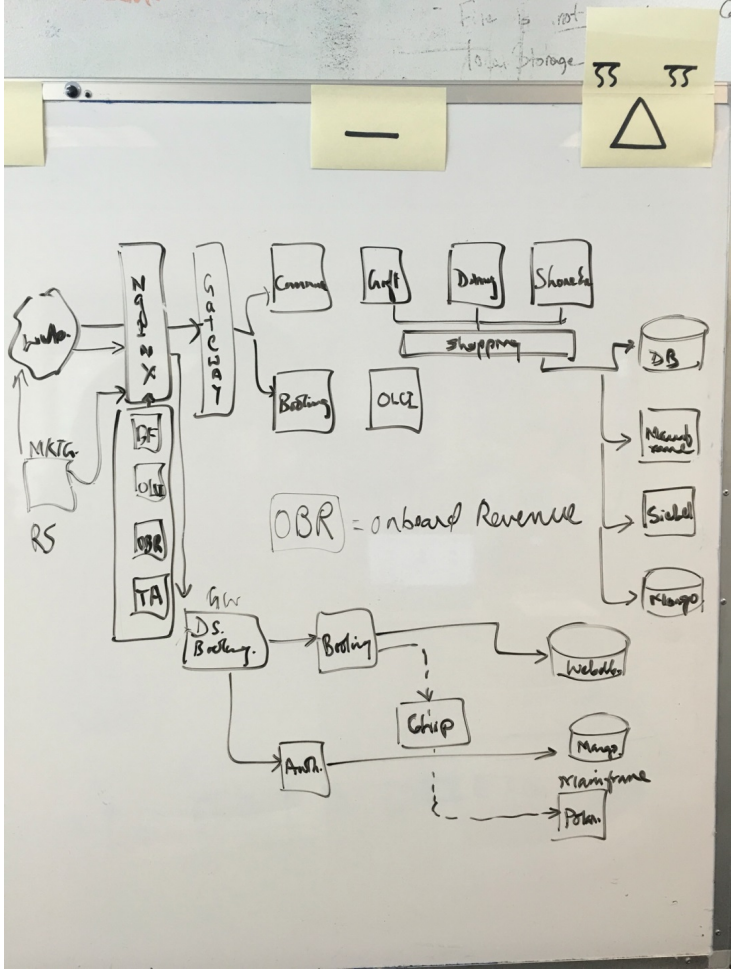

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ITSI Implementation Strategy

- Bring them all together: business, dev, and ops
- Define the scope. Start small and grow from there.
- Identify the services and dependencies
- Construct the KPIs
- Draw the glass tables
- Schedule a monthly KPI review

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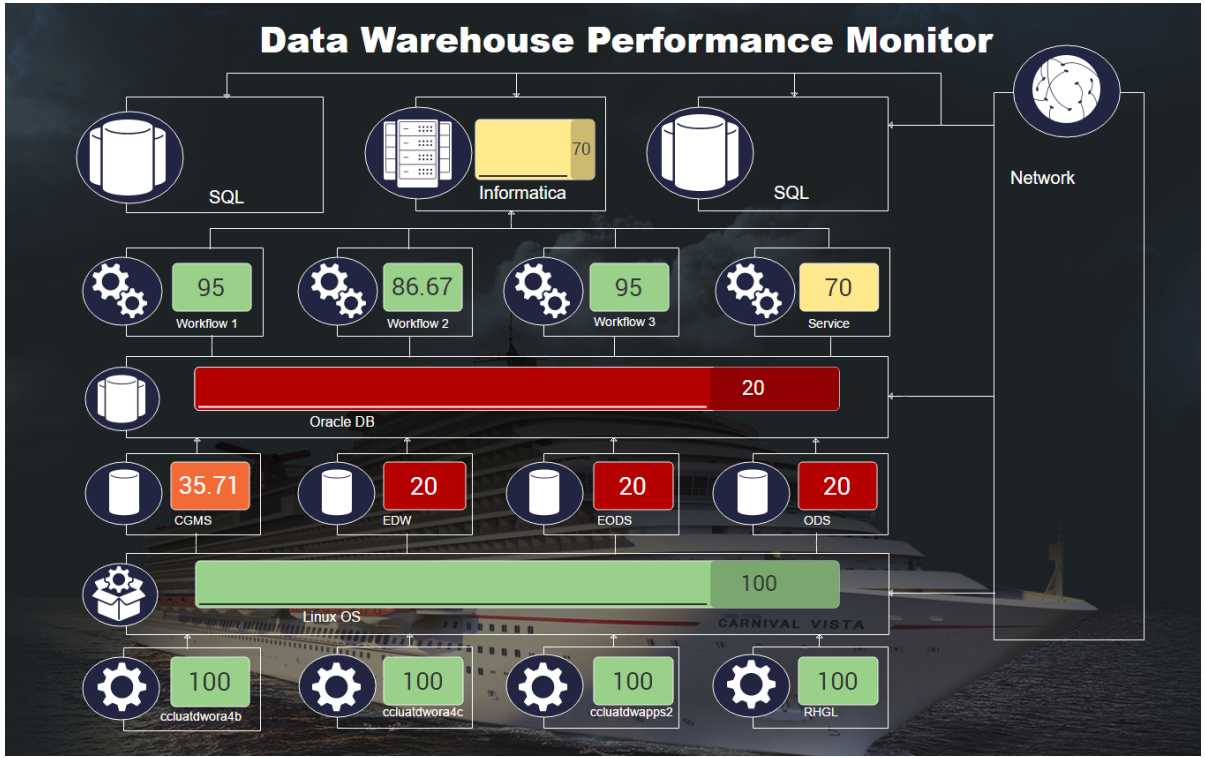
Business-initiated Glass Tables



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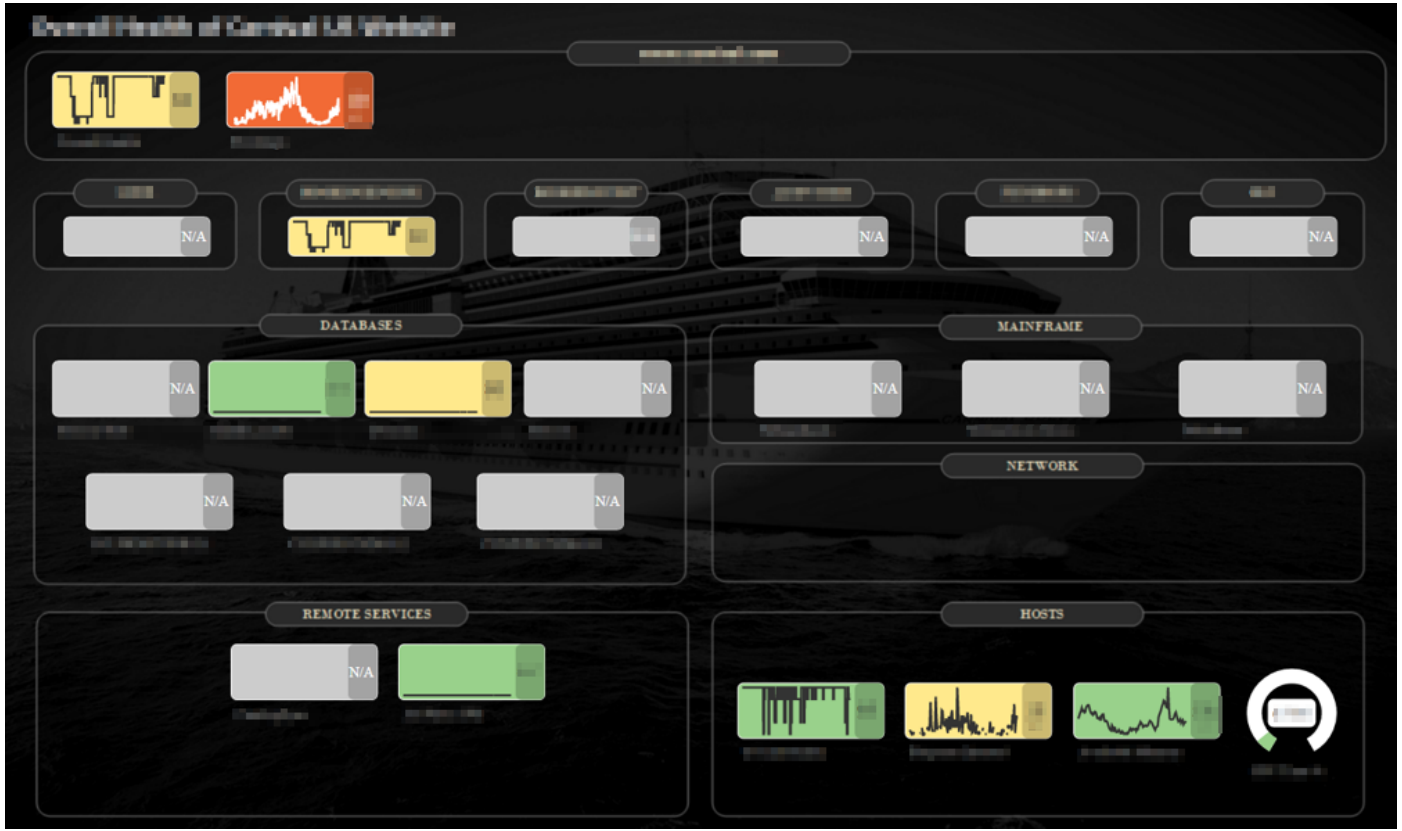
Non-stop Collaboration for KPI Creation



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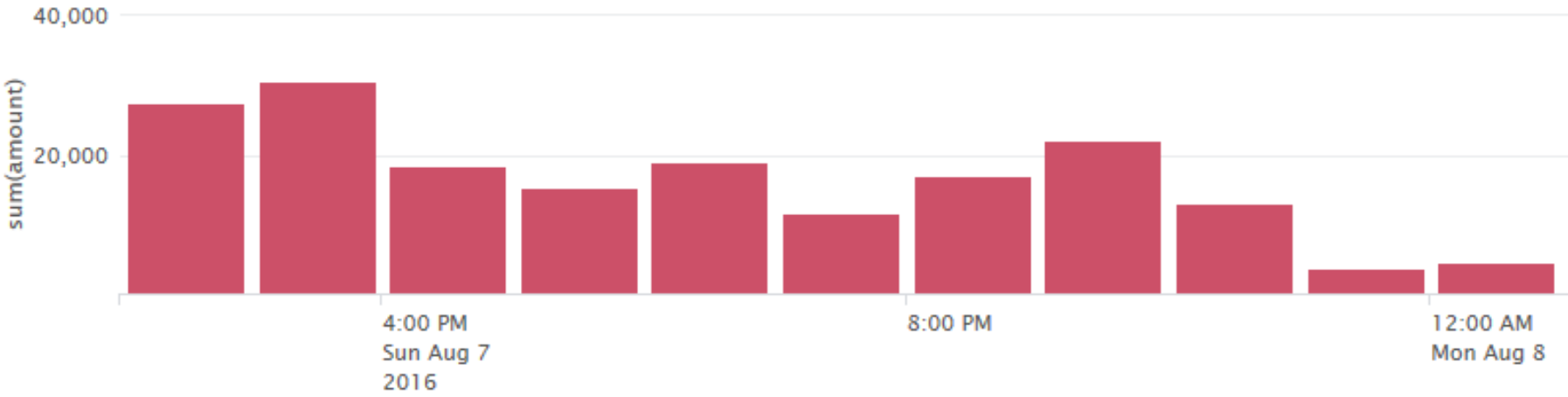
Business Reactions

- From this:



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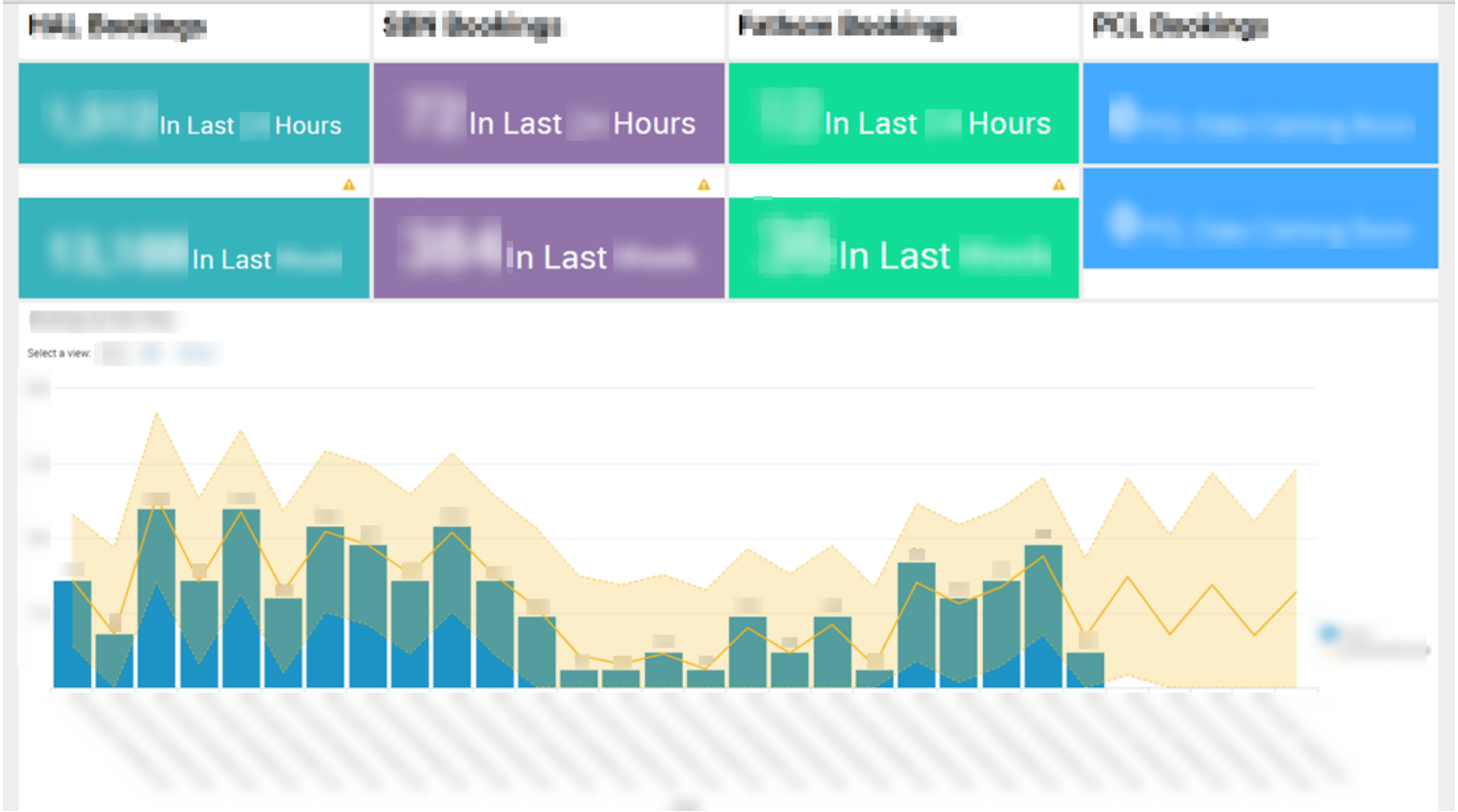
To This



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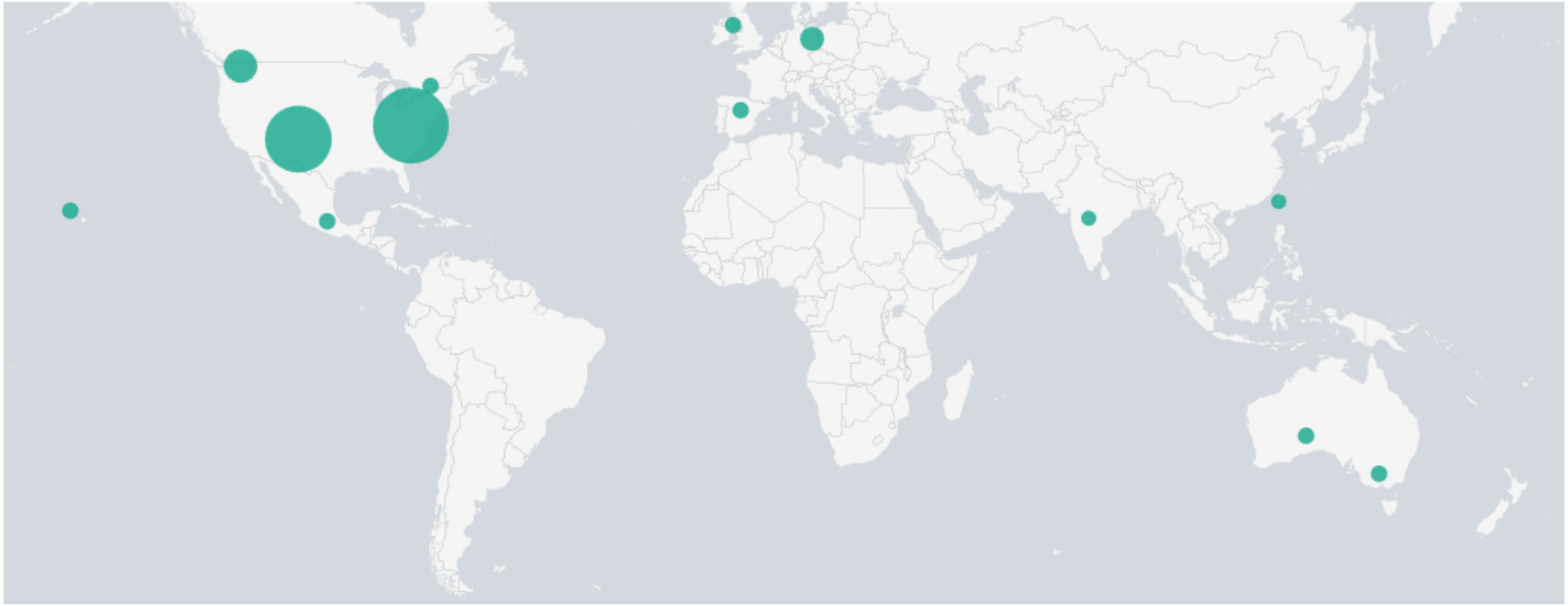
And This



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Key Takaways

- As Splunk Owners, you have to learn the business and drive value.
- You have to EVOLVE KPIs and Dashboards. Make them available for all to consume. Go beyond App Performance. Advocate for business performance.
- You know you're successful when the business eagerly requests and agrees to pay.

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One more thing…

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Shameless Plug

Splunk Essentials - Second Edition

by Erickson Delgado, Betsy Page Sigman

A fast-paced and practical guide to demystifying big data and transforming it into operational intelligence

About This Book

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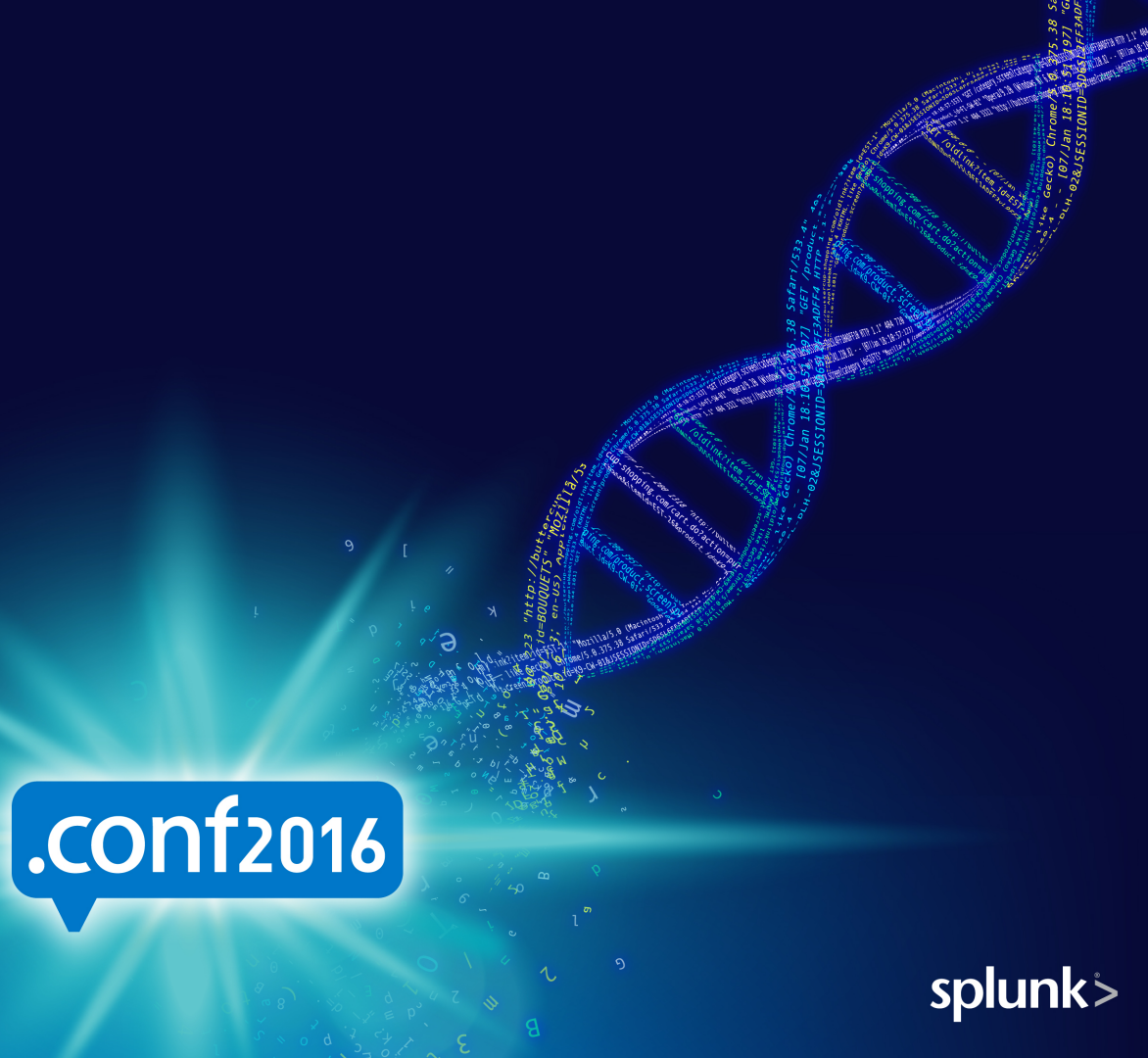
THANK YOU



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