

Faster time to Value with ITSI Modules

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Today's Session

- Welcome & About the Presenters
- IT Service Intelligence Overview
- What is an ITSI Module
- Demo: ITSI Module for Operating Systems
- Demo: ITSI Modules on Splunkbase
- Customer Success: ITSI Modules provide fast time to value (Bill Babilon)

Today's Presenters



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IT Service Intelligence

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Splunk IT Service Intelligence

Data-driven service monitoring and analytics



DYNAMIC
SERVICE MODELS



AT-A-GLANCE
PROBLEM
ANALYSIS



EARLY WARNING
ON DEVIATIONS



LIMITLESS
INSIGHTS



SEAMLESS
WORKFLOW
INTEGRATIONS

SPLUNK IT SERVICE INTELLIGENCE

splunk> Platform for Machine Data

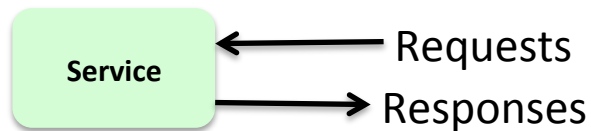
Time Series Index

Schema-on-the-Fly

Data Model

Common Information Model

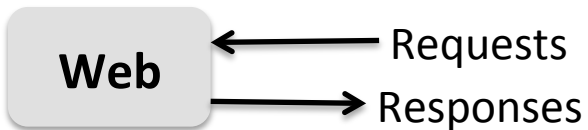
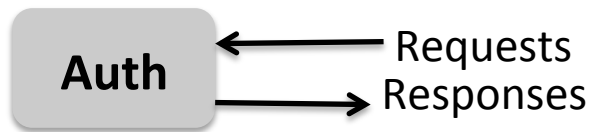
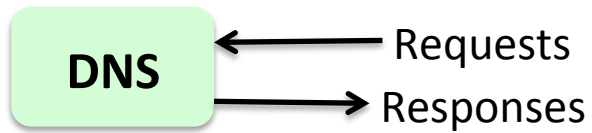
What is a Service?



In ITSI, a **Service** is a logical group of technology components that a user deems need to be monitored together. It can often be generalized as a “black box” which we send requests, and expect responses

What is a Service?

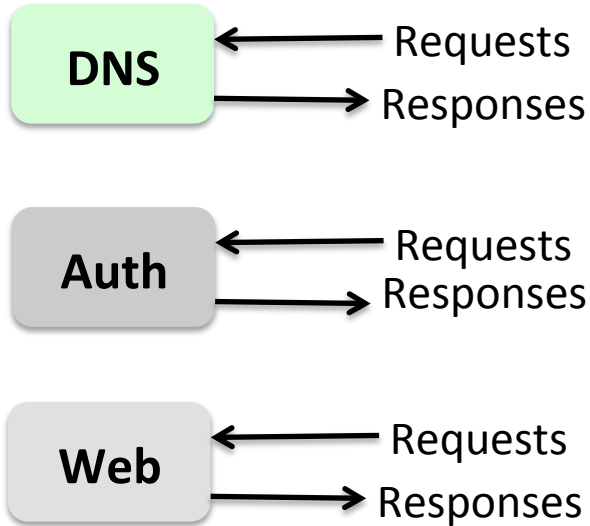
Technical Services



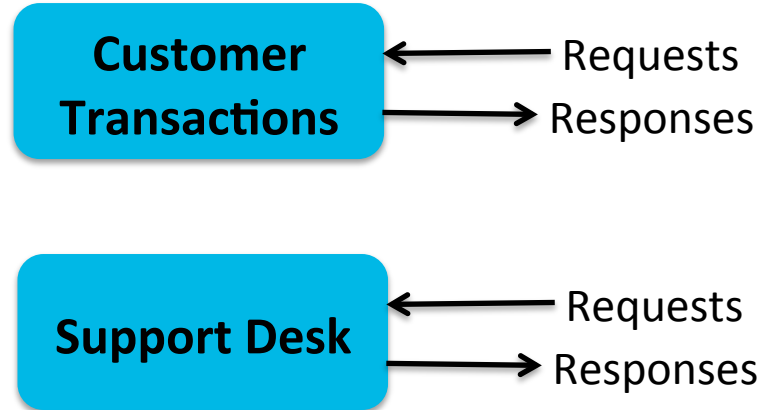
Services can be lower level (technical) ...

What is a Service?

Technical Services

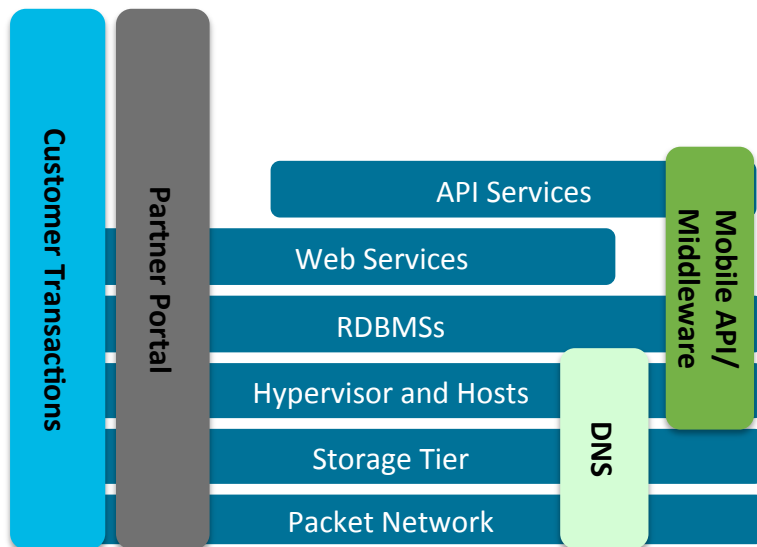


Business Services



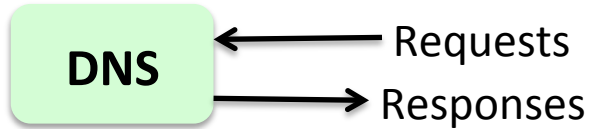
Services can also be higher level (business) ...

What is a Service?



Services can encompass multiple tiers of the IT domain.
Services may also depend upon other services

What is a KPI?



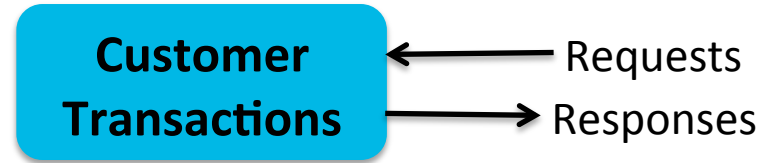
KPI: Number of requests

KPI: Error rate

KPI: Average response time

KPI: Server CPU load

KPI: Server network I/F errors



KPI: Number of transactions

KPI: Error rate

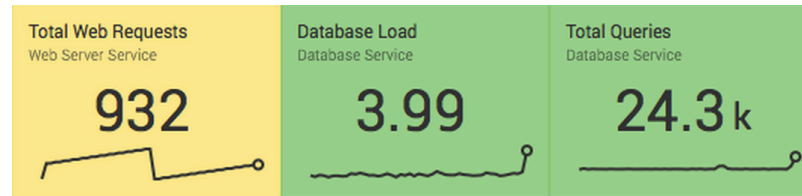
KPI: Average response time

KPI: Count of Incident Tickets

KPI: Synthetic Transx Health

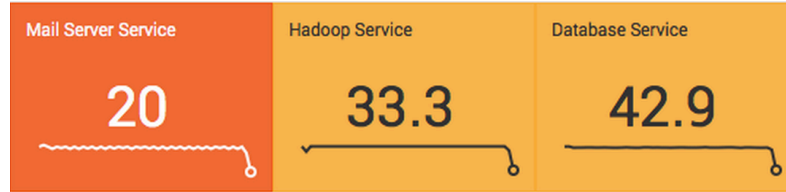
KPIs and Health scores constitute the means by which Services are monitored.

Key Performance Indicators (KPIs)



A **Key Performance Indicator (KPI)** is a Splunk saved search created within the ITSI UI that helps monitor a specific field like CPU, Memory, Number of Errors and so on. KPIs are contained within Services.

Service Health Scores



A health score is a score from 0-100 (0 = critical and 100 = normal) that helps determine the health of a service. It is calculated based on importance and status (e.g., green, orange, red) of all KPIs, once every minute.

What is an Entity

Name: mysql-03

Description: Database server in rack 42-E

Assigned Service(s): DB Service

Aliases:

- host = mysql-03
- ipaddr = 1.2.3.4
- fqdn = mysql-03.fubar.com

+ add alias

Info Fields:

- family = Linux
- application = mysql
- vendor_product = Linux
- role = operating_system_hc
- version = 2.6.32-573.8.1.el6.x8

+ add info field

An **Entity** is an optional sub-element of a KPI. A KPI can be filtered by entities, and viewed on a per-entity basis or as an aggregate. The KPI *Web Requests* might use web servers as entities; *User Logins* could use accounts. ITSI can import entities from CMDBs & other sources

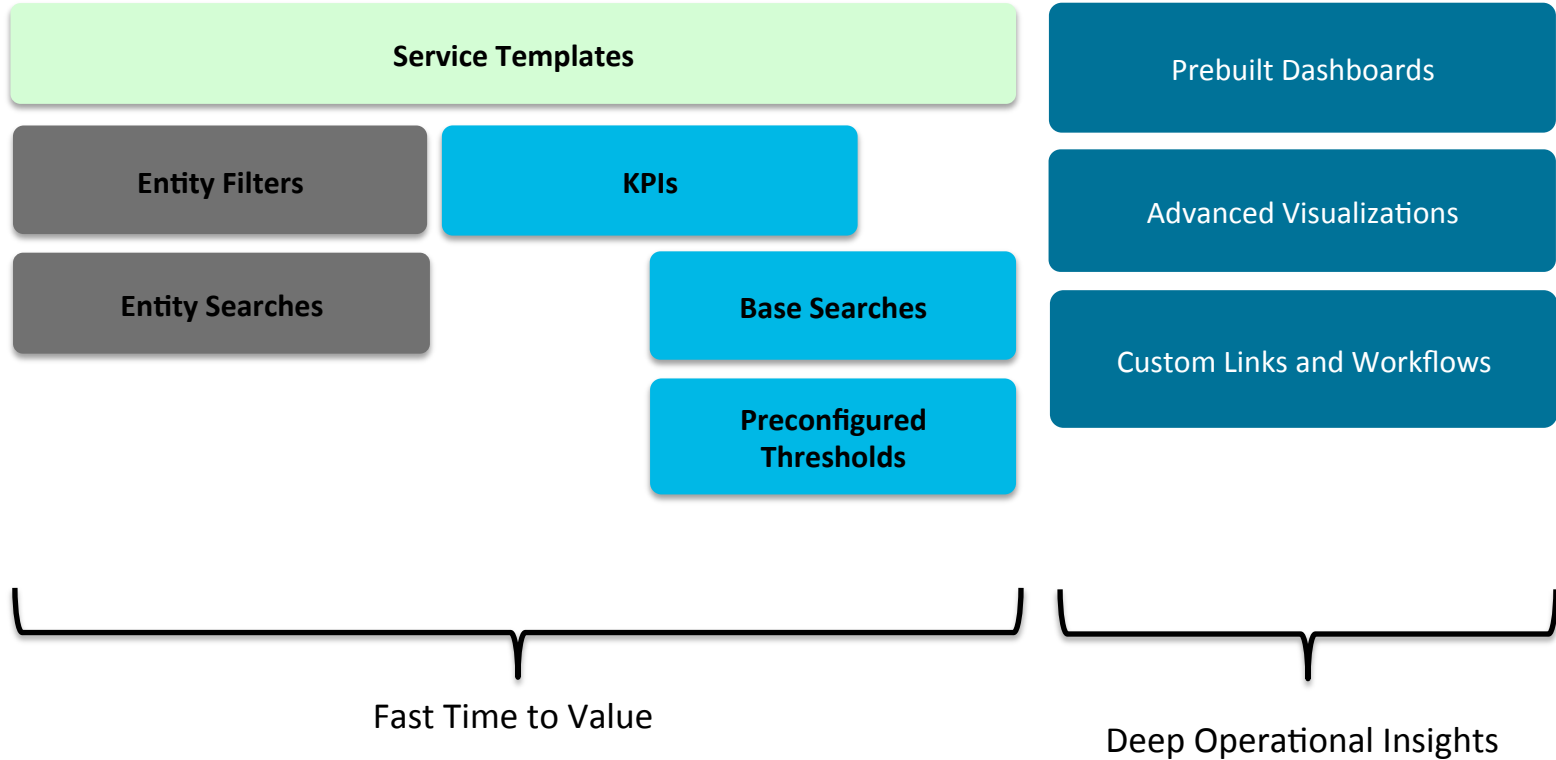
What is an ITSI Module?

Modules, purpose-built for ITSI, are a collection of highly relevant metrics, entities, service templates and detailed dashboards

Why use ITSI Modules?

- ✓ Accelerate self-service productivity
- ✓ eliminate the need for costly add-ons, customizations and extensions
- ✓ enabling faster, more accurate insights that can be easily mapped to services, KPIs and entities
- ✓ deliver deep service-oriented insights into individual technology domains

Anatomy of a Module



ITSI Packaged Modules

OS Host



- 12 KPIs
- Unix & Windows OS ready
- Cover: CPU, Memory, Storage and Network performance

Load Balancers



- 13 KPIs
- For physical and software based load balancers
- Covers: appliance health, user traffic, and server pools

Application Servers



- 17 KPIs
- Deep insights in Java based Application Servers
- Covers: runtime performance, server health & application traffic

ITSI Packaged Modules

Databases

ORACLE
DATABASE



- 7 KPIs
- Per instance monitoring
- Covers: Server health, network and database activity

Virtualization

vmware



- 24 KPIs
- 3 Service Templates
- Covers: Host, Virtual Machine and Data store performance

Web Servers



- 8 KPIs
- Server and web transaction monitoring
- Covers: user traffic, server health and application performance

ITSI Packaged Modules

EUEM

splunk>MINT

- More info coming soon!

ITSI Health
Check



Splunk IT Service
Intelligence™

- More info coming soon!

DEMO: ITSI Module Install, Setup and Deploy



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Modules on Splunkbase Available Today

NOTE: THIS IS A PLACEHOLDER SLIDE, MORE CONTENT IS COMING AS DETAILS FOR THESE MODULES EMERGE

- Cloud Services – AWS, Azure & GCP infrastructure monitoring
- SyncSort Module for Ironside Mainframes – surface valuable mainframe data in ITSI in minutes
- Converging Data Module for Patient Flow – utilize HL7 data to track patient flow from triage to payment

Getting Started with Module Building



Interested in building valuable content for Splunk and ITSI?



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Push the limits of what ITSI can be!

For more information visit **DEV.SPLUNK.COM** and go to **TOOLS!**

Customer Success for ITSI

Place Holder for Bill Babilon's Slides