Introduction to Splunk IT Service Intelligence

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Let's Start a REVOLUTION

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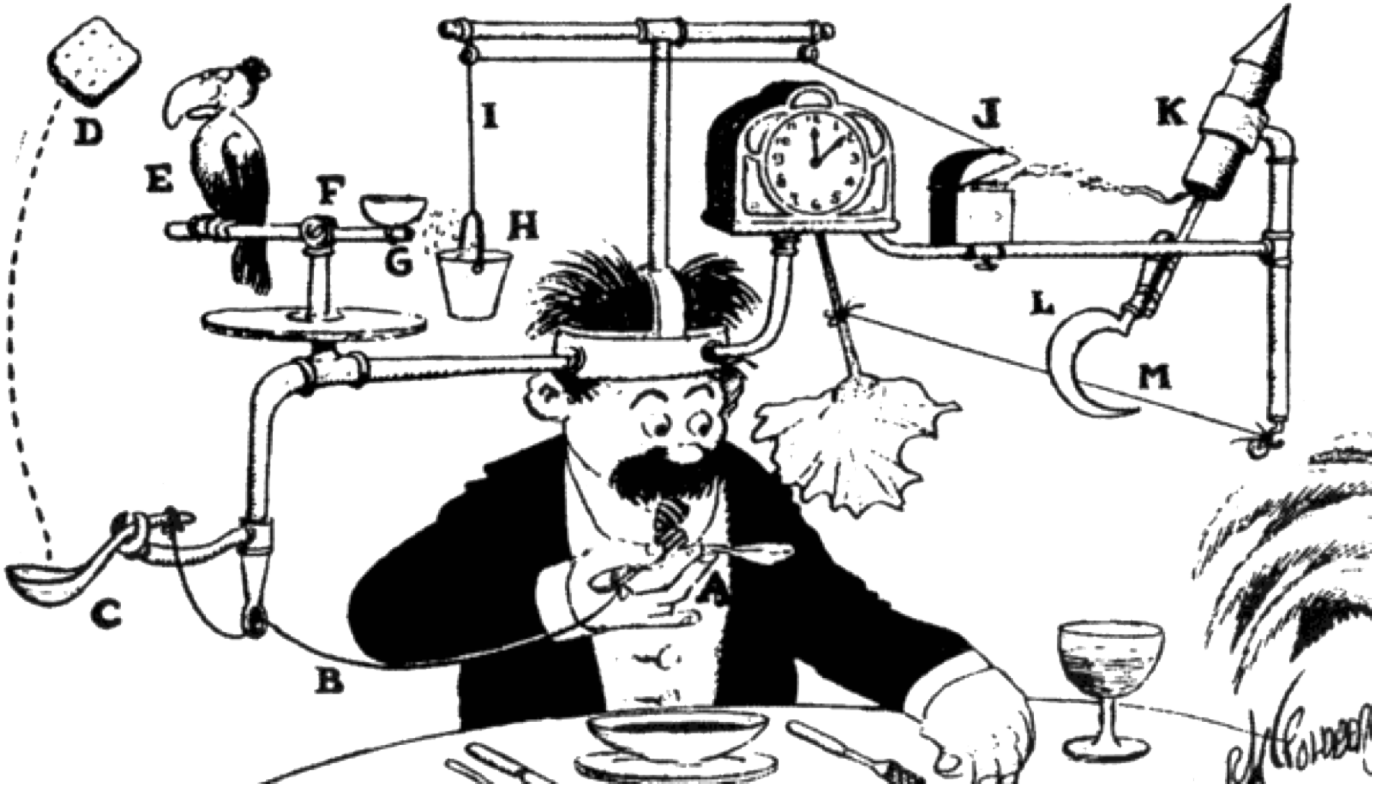
What Is IT Operations?

Keep It All Running, Somehow

The IT Ops industry is older than you are

The First Age of IT Operations: Little Data

First Age: Brittle Instrumentation



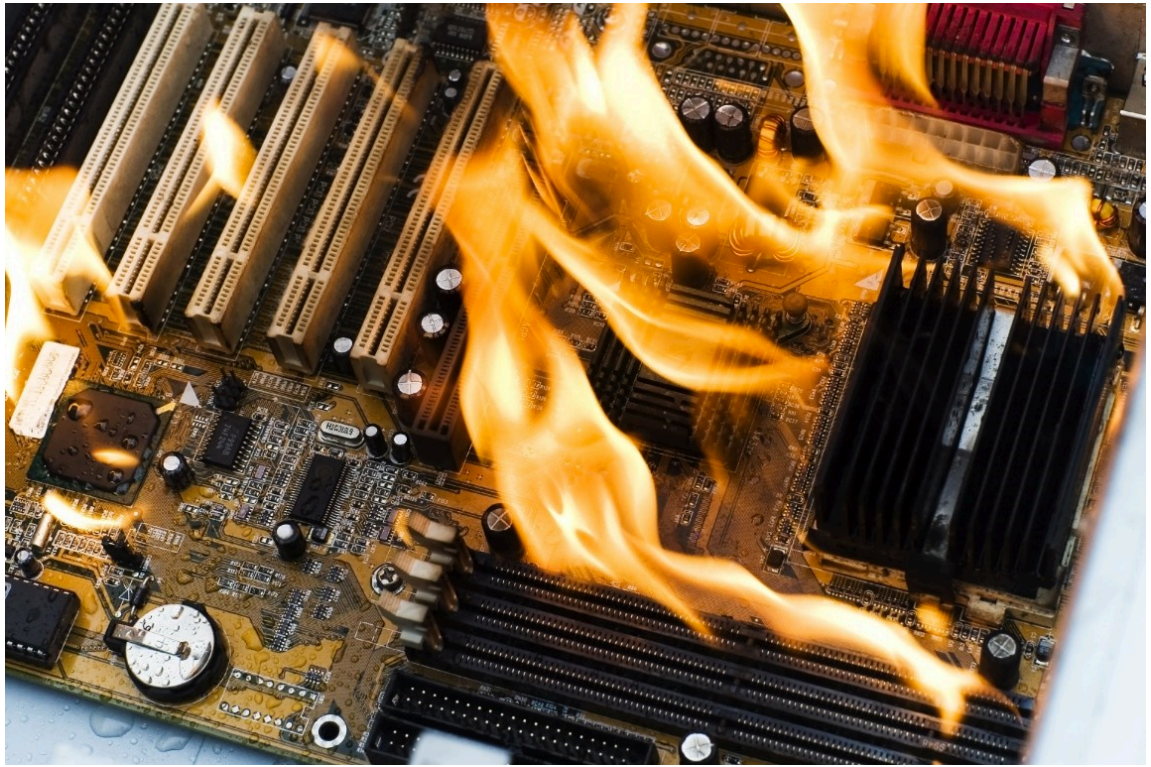
First Age: Obsession with Faults

Finding your faults, just like Mom

First Age: Obsession with Faults

Ignore the good things,
focus on the bad things,
just like Dad

First Age: Focus on Components



First Age of IT Operations

We've Monitored Our Cars in the Same Way

We've Monitored Our Cars in the Same Way

First Age IT Dashboards

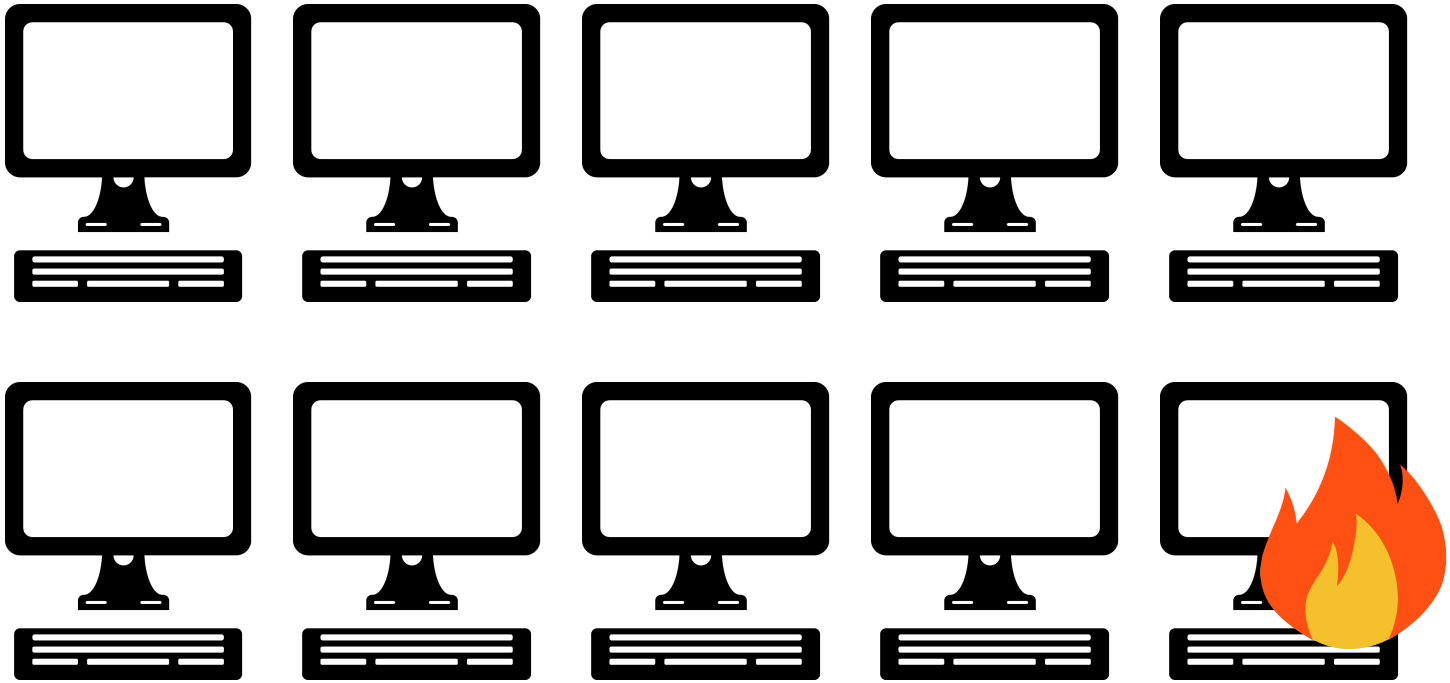
Why Is This Not Good Enough?

Component-level health,
without service context (“big picture”),
is not very helpful

Why Is This Not Good Enough?

Component-level health,
without service context (“big picture”),
is not very helpful

The “big picture,” without correlation
to component-level details,
is incomplete



Context Is Everything!

42	Host17	-42	Router3	5,314	280.3
17,302	Server5	17:30	426 24th	Check Engine	15.9
Trump	4.2	Walt	$3x10^8$	18.30	10:08
-9.8	$6x10^{23}$	Daily Double	1968	Clinton	1138
B+	Cleveland	2017	Oh God	549	Stock Price

Not Necessarily Bad

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Not Necessarily OK

The Second Age of IT Operations

Second Age

~~A few metrics from brittle instrumentation~~

LOTS of metrics from machine data

Second Age

~~A few metrics from brittle instrumentation~~

LOTS of metrics from machine data

~~Look at “bad news” data~~

Look at everything

Second Age

~~A few metrics from brittle instrumentation~~

LOTS of metrics from machine data

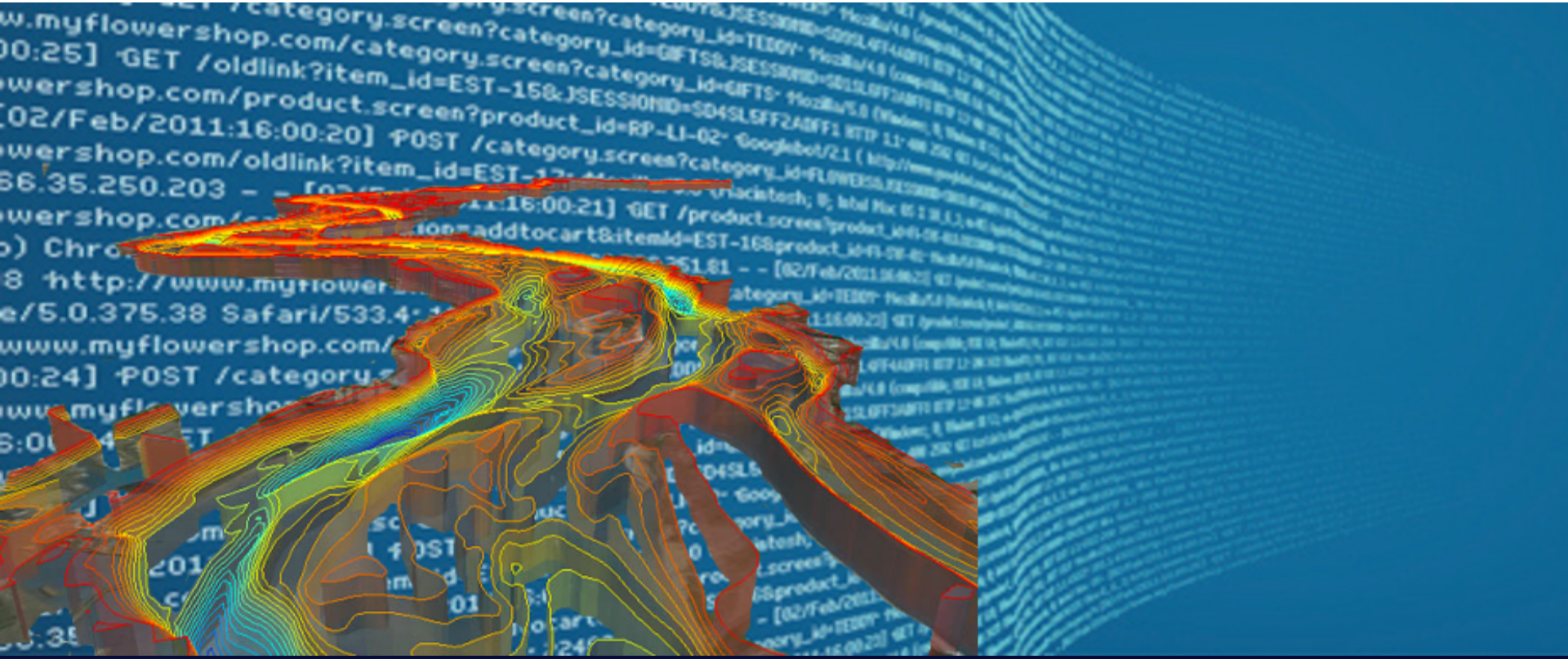
~~Look at “bad news” data~~

Look at everything

~~Focus on up & down~~

Focus on normal vs. not normal

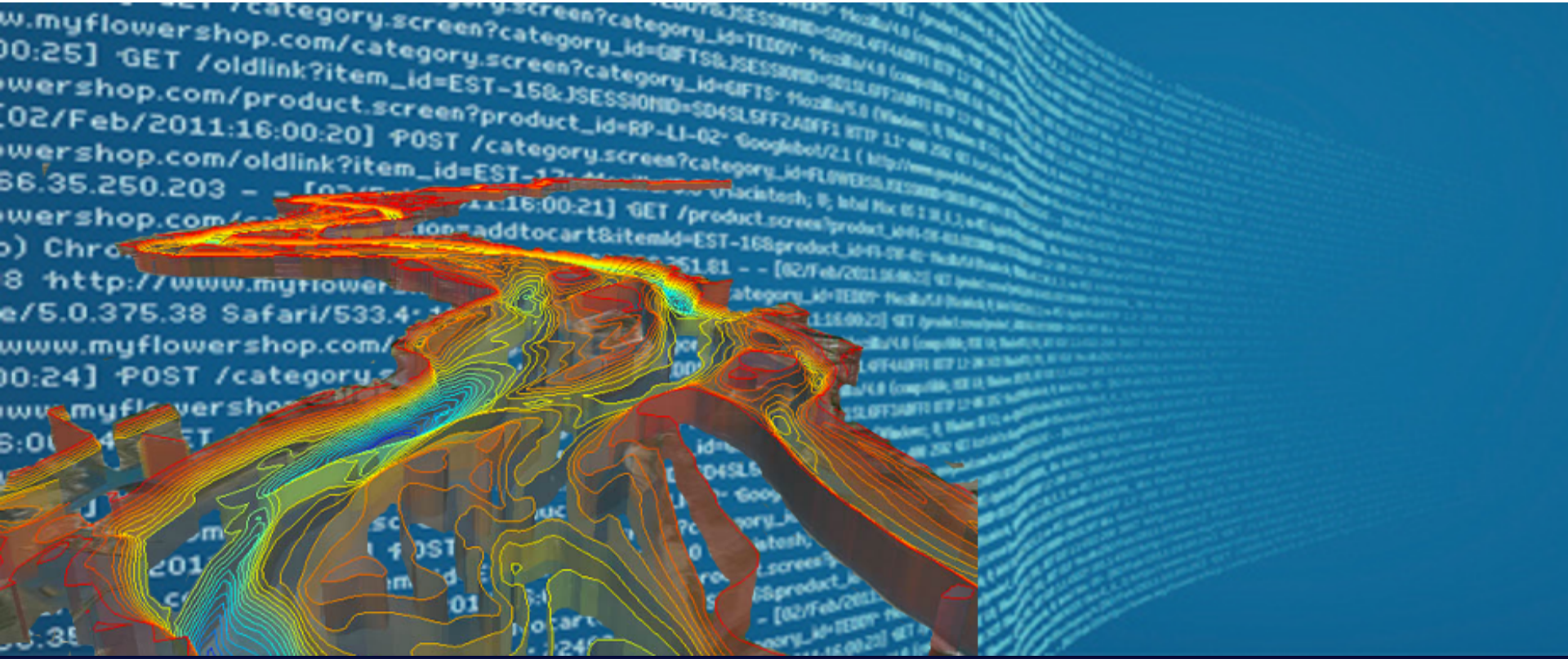
The Third Age of IT Operations – Data Behavior (Intelligence)



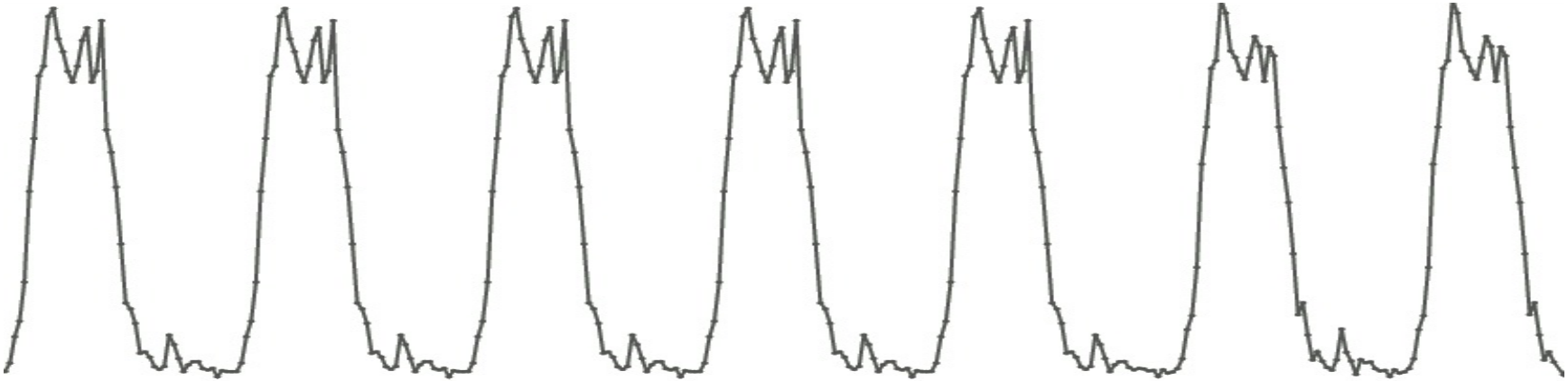
The Third Age of IT Operations – Data Behavior (Intelligence)

Here's ITSI

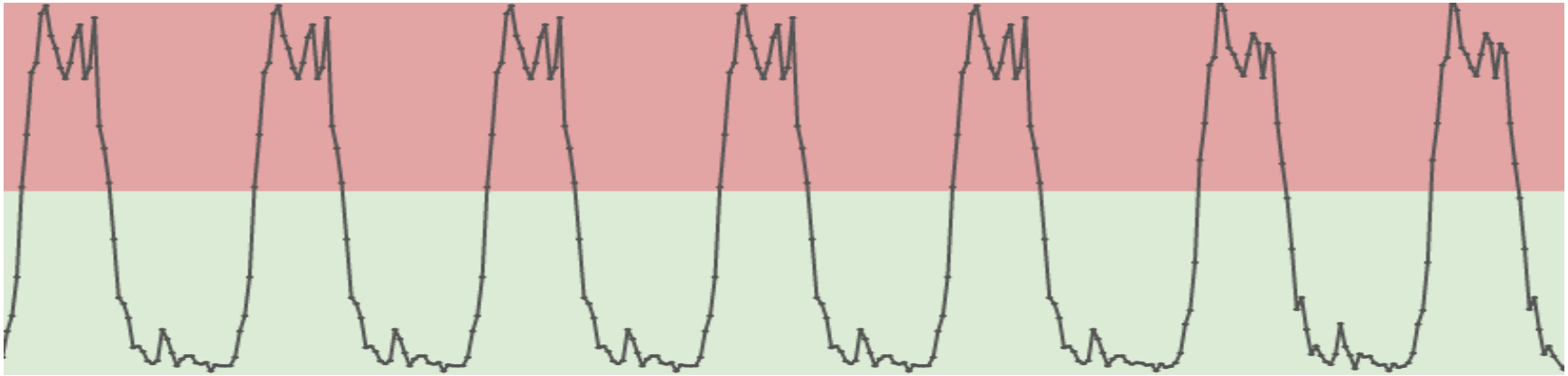
The Third Age of IT Operations – Data Behavior (Intelligence)



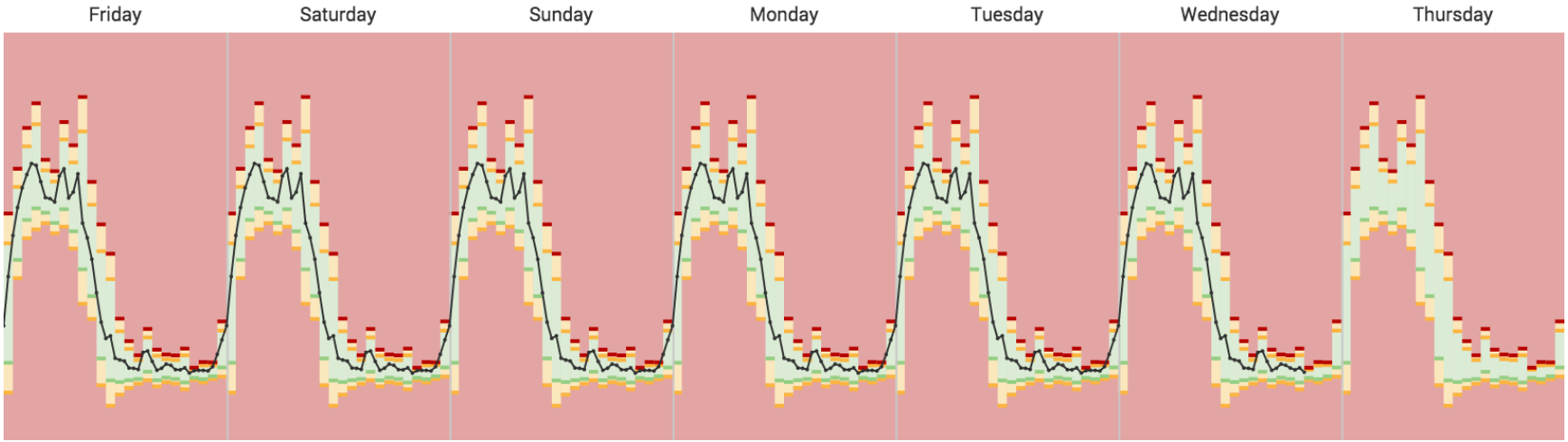
Real-World Data



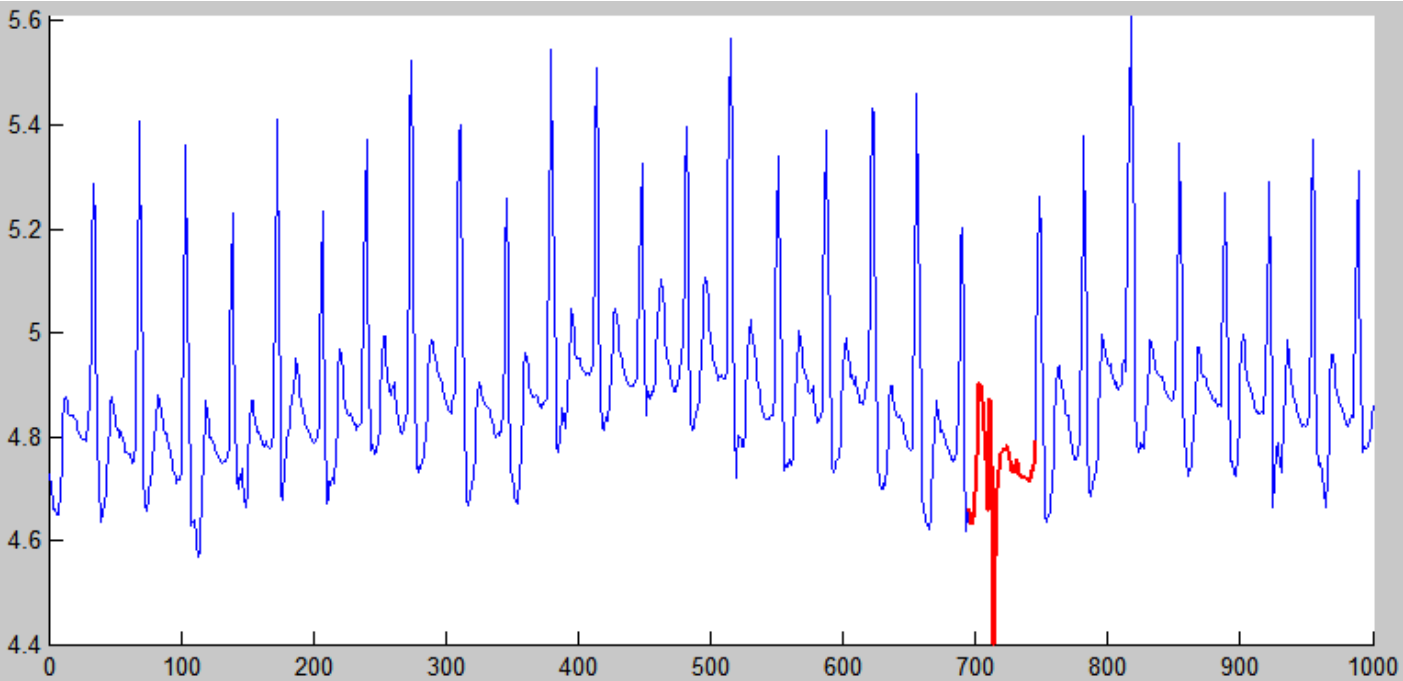
~~Static Thresholds~~



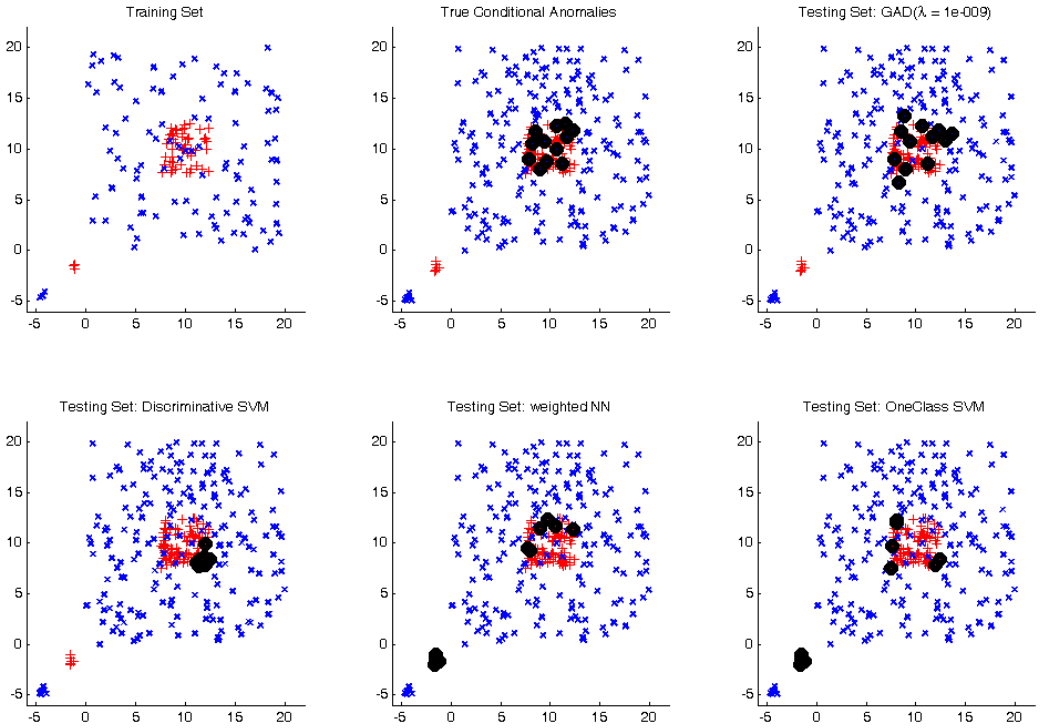
Adaptive Thresholds



Anomaly Detection



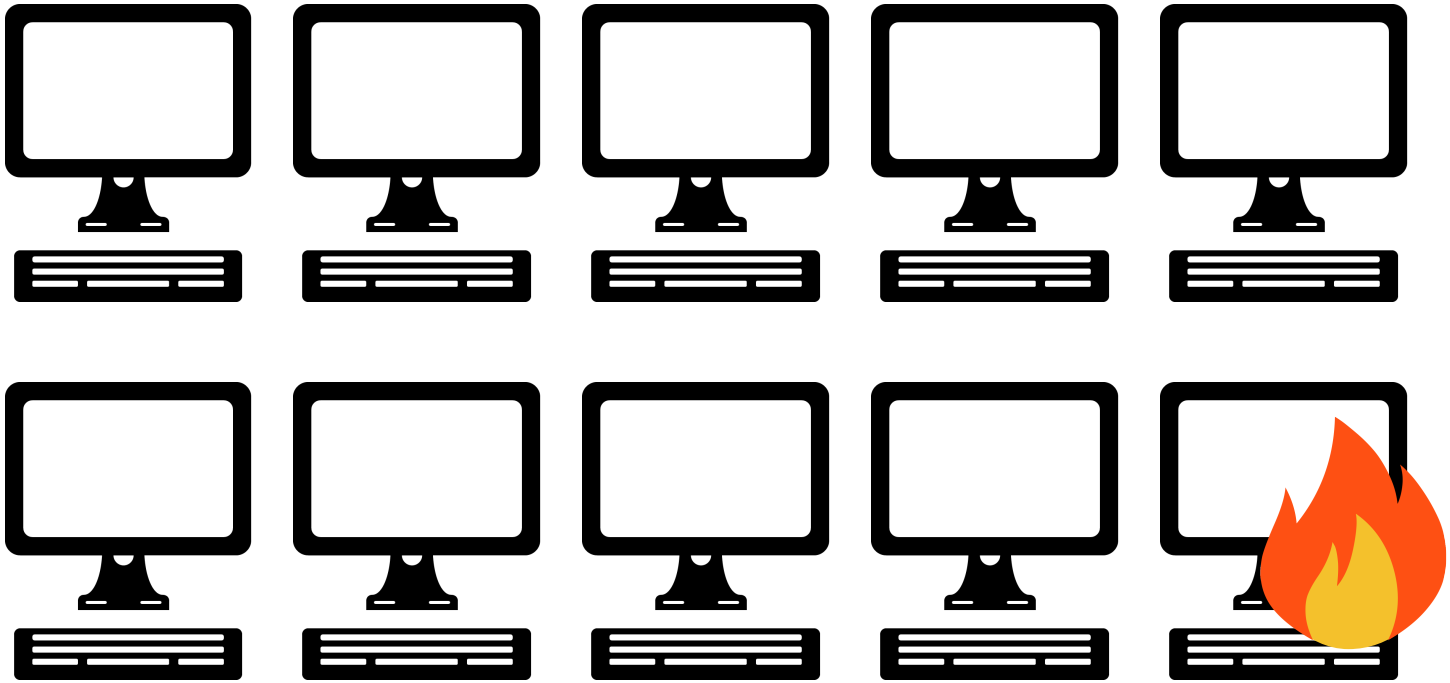
And We're Just Getting Started…



A Story About Mom and Her Car

… In Analytical Terms

A Financial Services Customer



Third Age Possibilities

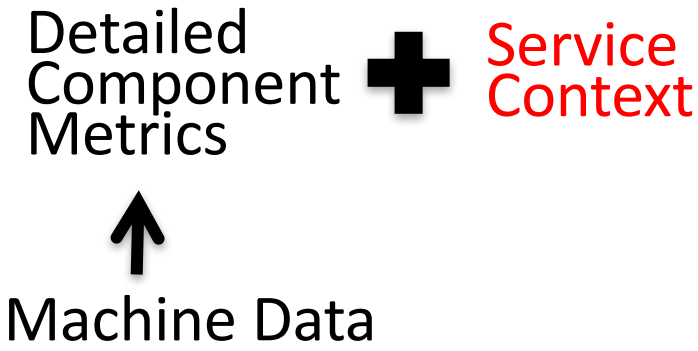
Machine Data

Third Age Possibilities

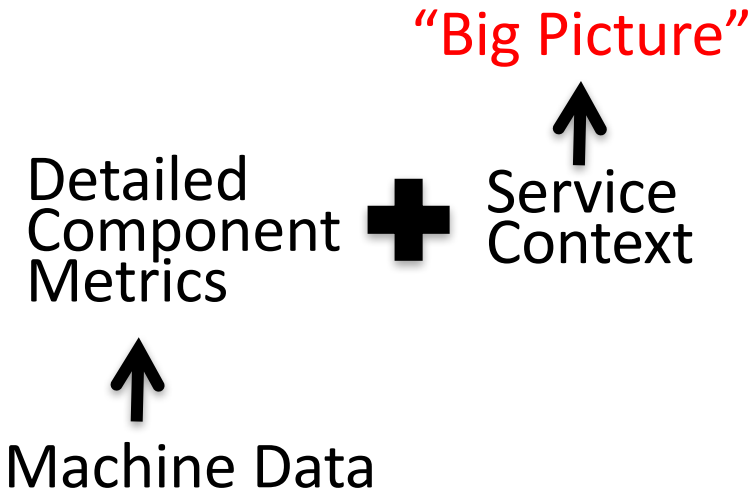
Detailed
Component
Metrics

Machine Data

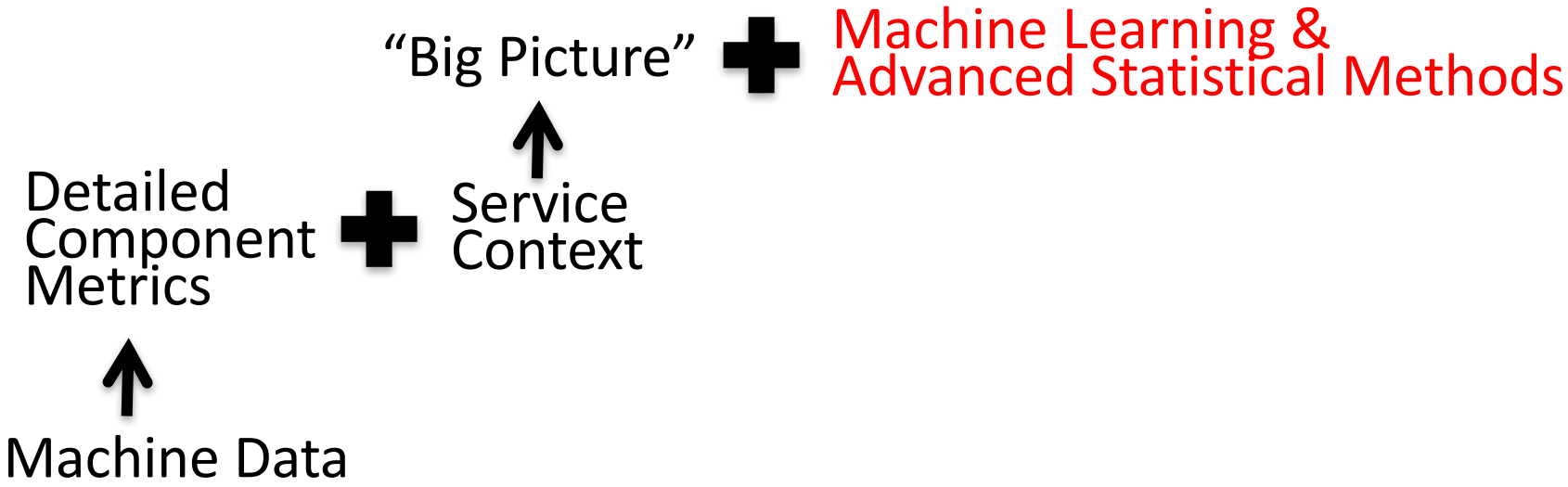
Third Age Possibilities



Third Age Possibilities

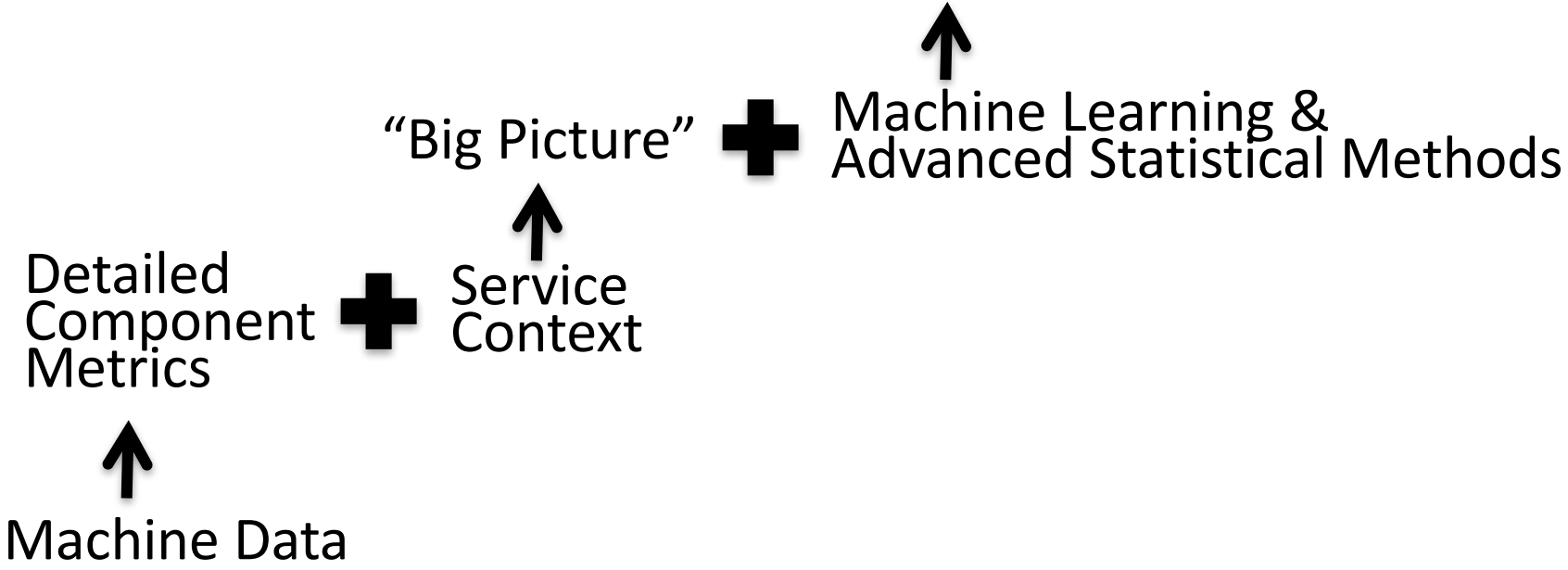


Third Age Possibilities



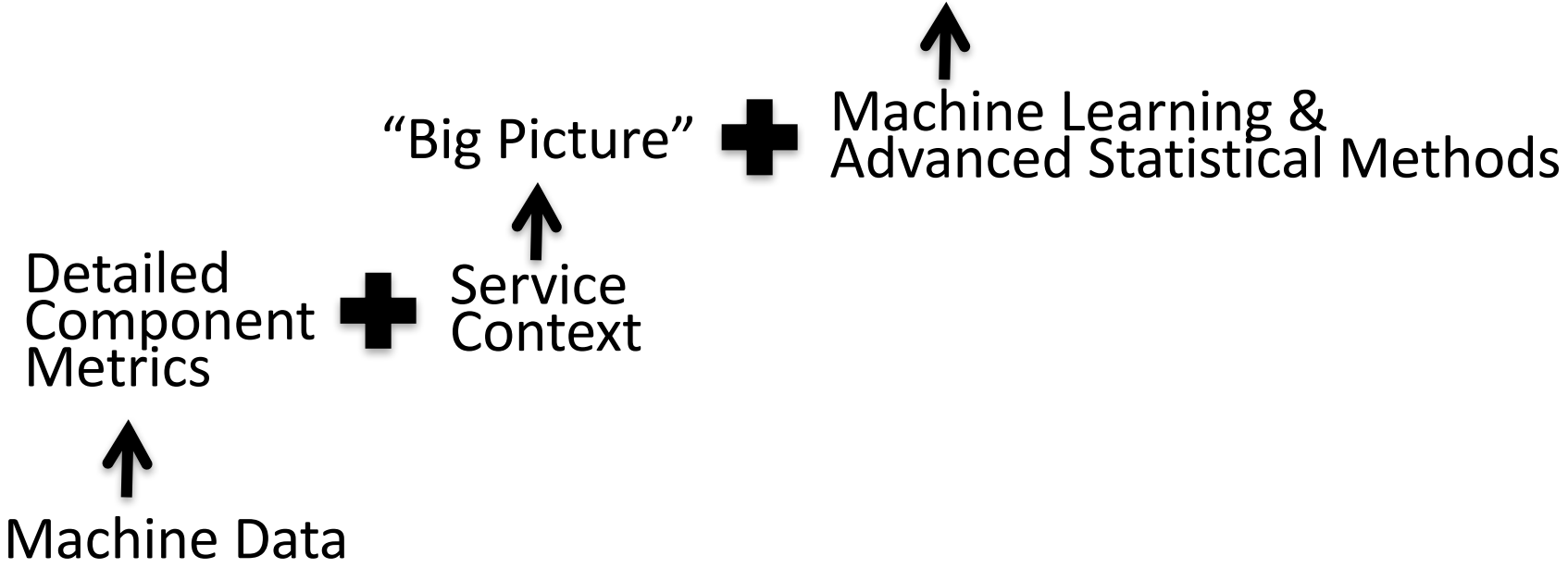
Third Age Possibilities

UNDERSTANDING!



Third Age Possibilities

A REVOLUTION in IT Ops



Where We've Been

	FIRST AGE (LITTLE DATA)
What's Measured	Faults
Amount of Data	Very little
Understanding and Skill Required	Extreme (sorcerers)
Tools	HPOV, IBM Netcool, etc.

Where We've Been

	FIRST AGE (LITTLE DATA)	SECOND AGE (BIG DATA)
What's Measured	Faults	Everything
Amount of Data	Very little	Lots
Understanding and Skill Required	Extreme (sorcerers)	Substantial (experts)
Tools	HPOV, IBM Netcool, etc.	Splunk

Where We've Been

	FIRST AGE (LITTLE DATA)	SECOND AGE (BIG DATA)	THIRD AGE (INTELLIGENCE)
What's Measured	Faults	Everything	Everything + User Feedback
Amount of Data	Very little	Lots	Even more than "lots"
Understanding and Skill Required	Extreme (sorcerers)	Substantial (experts)	Reasonable (the rest of us)
Tools	HPOV, IBM Netcool, etc.	Splunk	Splunk + ITSI + ML

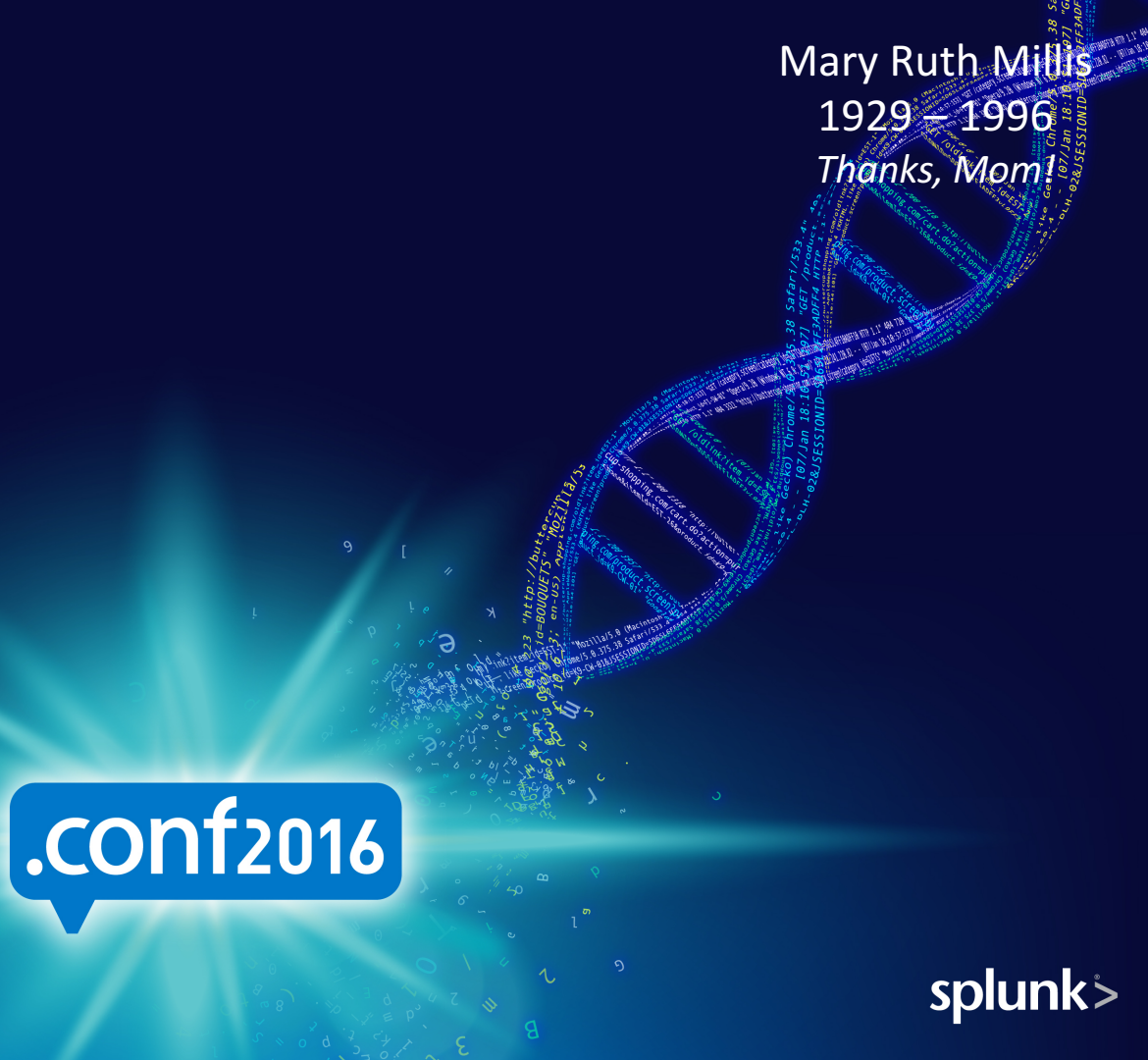
JOIN THE REVOLUTION

Splunk IT Service Intelligence™

Mary Ruth Millis
1929 – 1996
Thanks, Mom!

THANK YOU

Alok Bhide
David Millis



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