Splunk Gone Wild! – Innovating A Large Splunk Solution At The Speed Of Management

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Introductions

Kevin Dalian
Team Lead Server Hosting Tools
Ford Motor Company
Nothing Interesting About Kevin, he’s a boring work-aholic.

Glen Upreti
Director Enterprise and Cloud Technologies
Sierra-Cedar
Terrible at Jenga

Agenda

- Where We Came From
- Where We Planned to Go
- Where We Ended Up
- Installation
- On Boarding Data
- What We’re up to Now
- Q & A

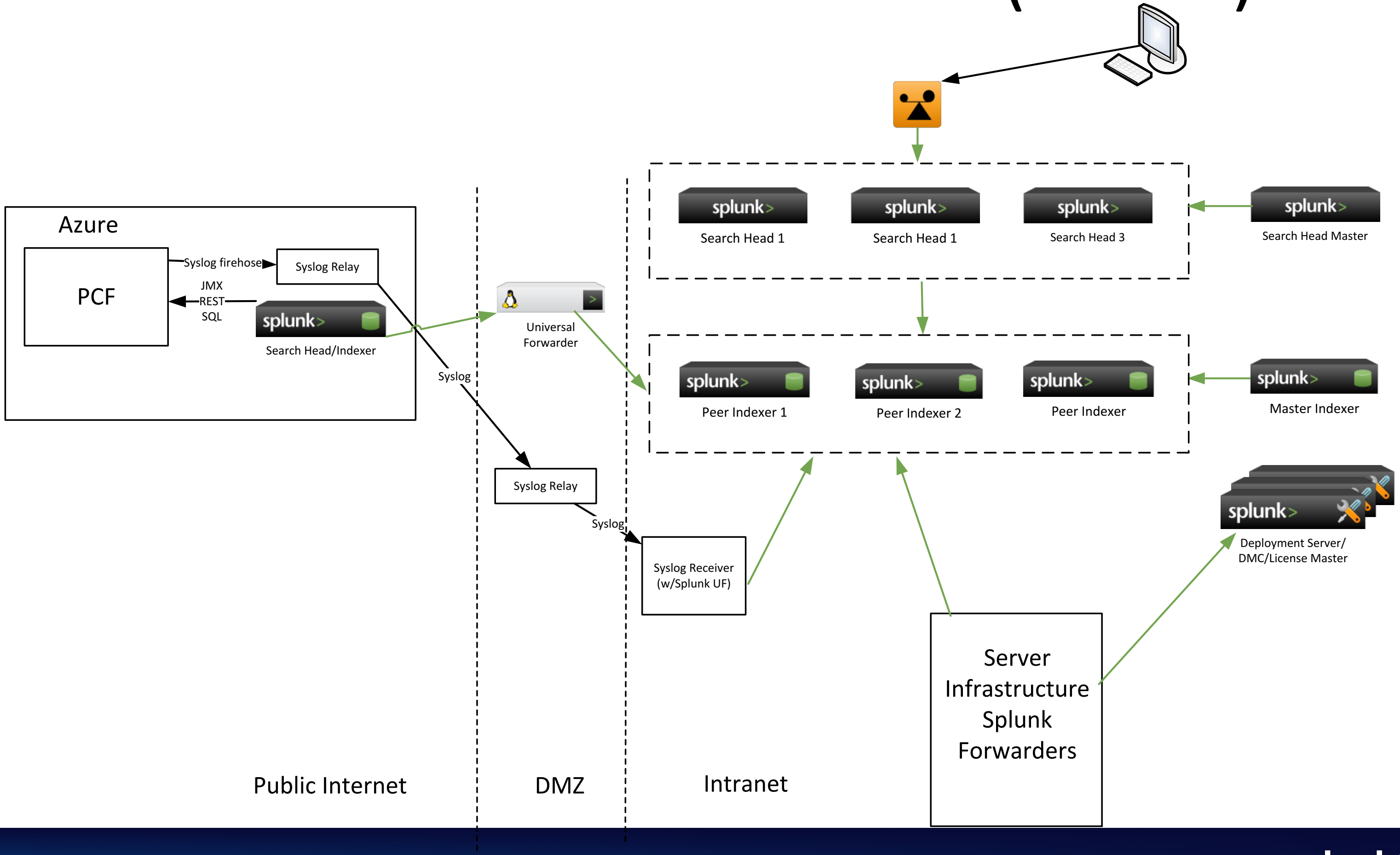
Where We Started

- 2 Splunk Environments – Network and Server Operations
- Server Ops
  - 4 Standalone Search Head / Indexers
  - 3 Deployment Servers
  - 20 Gb license
  - +11,500 Universal Forwarders

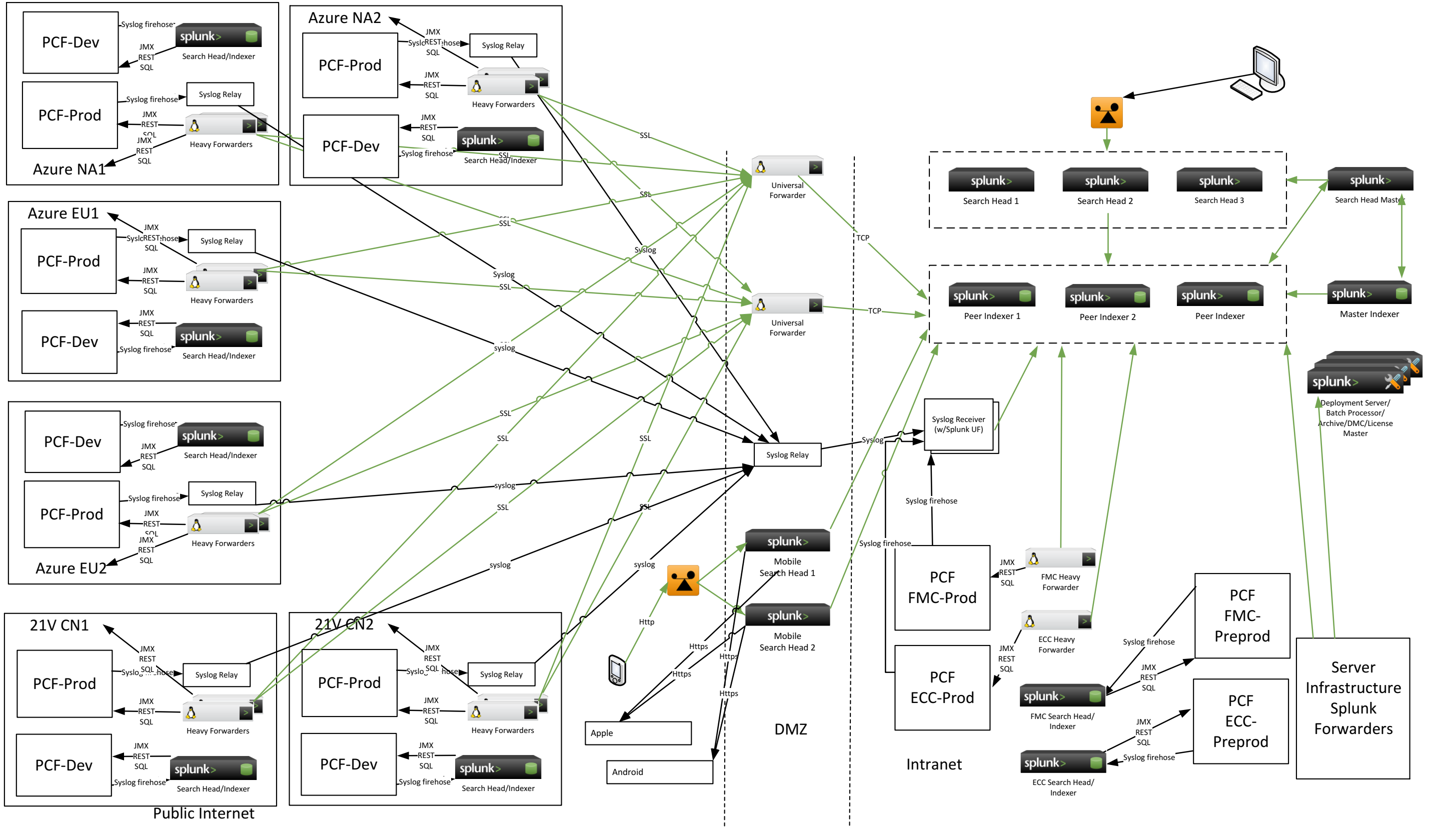
Where We Planned to Go

- Major new Ford Initiative – FordPass/Connected-X
  - PCF – Pivotal Cloud Foundry
  - Microsoft Azure Cloud
  - Mixture of internal and external applications and data
  - 100Gb/day

Where We Planned to Go (cont'd)



Where We Ended Up



Installing

- Glen and Kevin meet and plan for installation tasks
- Have a POC environment in Azure
- Azure to on-premise, HOW???
- Started with temporary stand alone instance

Installing (Surprises)

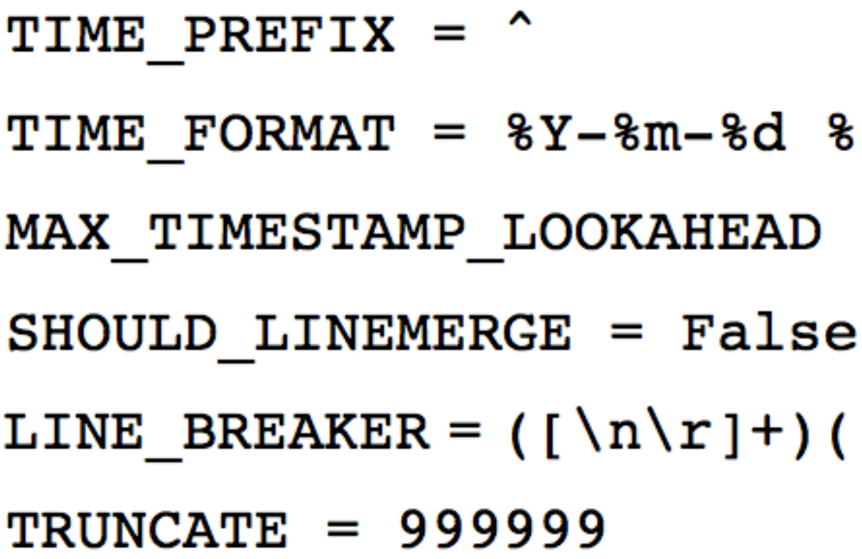
- Hardware shows up & everything falls apart
  - Hardware arrived piece meal
  - Not enough CPUs
  - Azure VMs, we were the first template install
  - Servers in ‘Public’ DMZ weren’t publicly accessible
- Even with issues SH Cluster and IDX Cluster all installed within days!

On Boarding Data

- On boarded data from
  - Pivotal Cloud Foundry
  - Microsoft Azure PAAS via DB Connect
  - Third party and custom developed inputs

Onboarding Data

- When onboarding always set
  - TIME_PREFIX
  - TIME_FORMAT
  - MAX_TIMESTAMP_LOOKAHEAD
  - SHOULD_LINEMERGE
  - LINE_BREAKER
  - TRUNCATE



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Onboarding Data (Surprises)

- ‘Oh by the way …’
  - New inputs
  - New regions
  - New environments (pre-production)
  - New teams
  - New Splunk License
  - Sensitive Data - Need for obfuscation

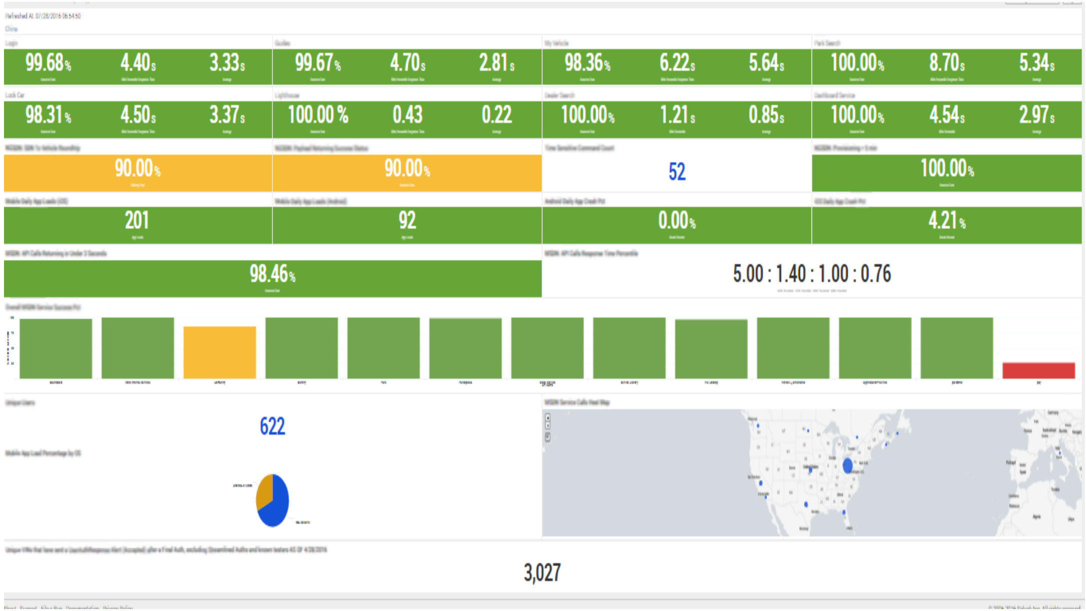
Got Data, Now What?

- Prototyped Dashboard wrap up quick.
- What Does This Mean?
  - Engage developers and user communities
- Keep Creating
  - Always be moving forward
- Alerts
  - Alerting is an iterative process
  - Be prepared for a lot of noise at first
  - Refine, refine, refine

Got Data, Now What? (Surprises)

- Surprises:
  - Massive Dashboards
  - New Users and Roles
  - Data Security
  - Retention Times

Oh yeah, and mobile …



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China

Login: 99.68% 4.40s 3.33s

Guides: 99.67% 4.70s 2.81s

My Vehicle: 98.36% 6.22s 5.64s

100.00% 8.70s 5.34s

Lock Car: 98.31% 4.50s 3.37s

Lighthouse: 100.00 % 0.43 0.22

Dealer Search: 100.00% 1.21s 0.85s

100.00% 4.54s 2.97s

90.00%

90.00%

52

100.00%

201

92

0.00%

4.21%

98.46%

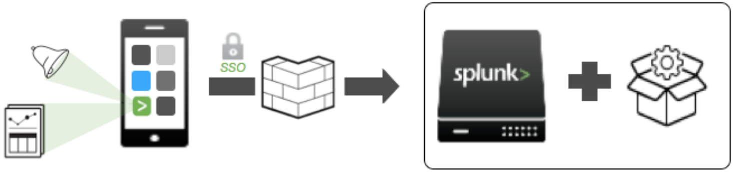
5.00 : 1.40 : 1.00 : 0.76

622

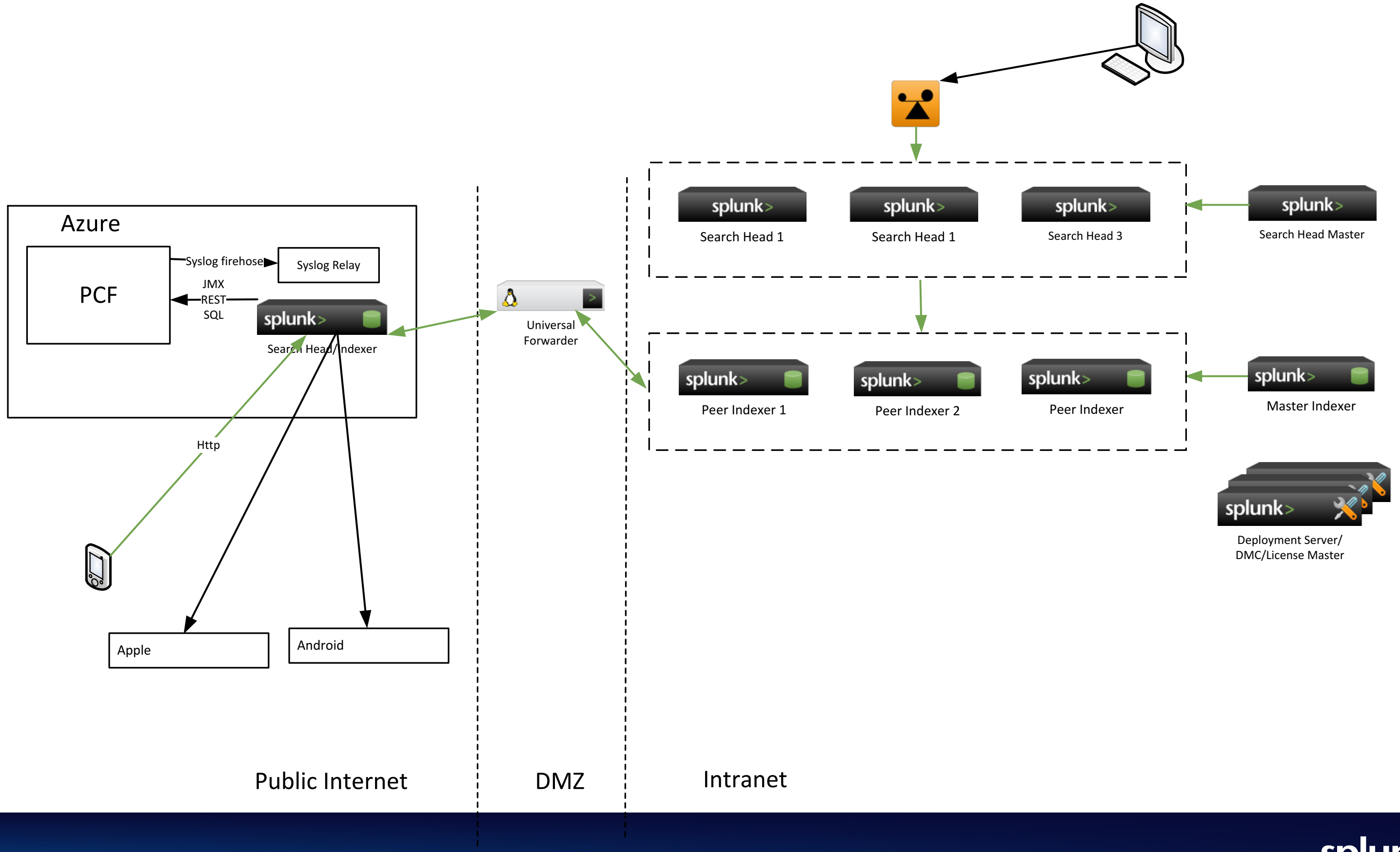
3,027

Mobile Madness

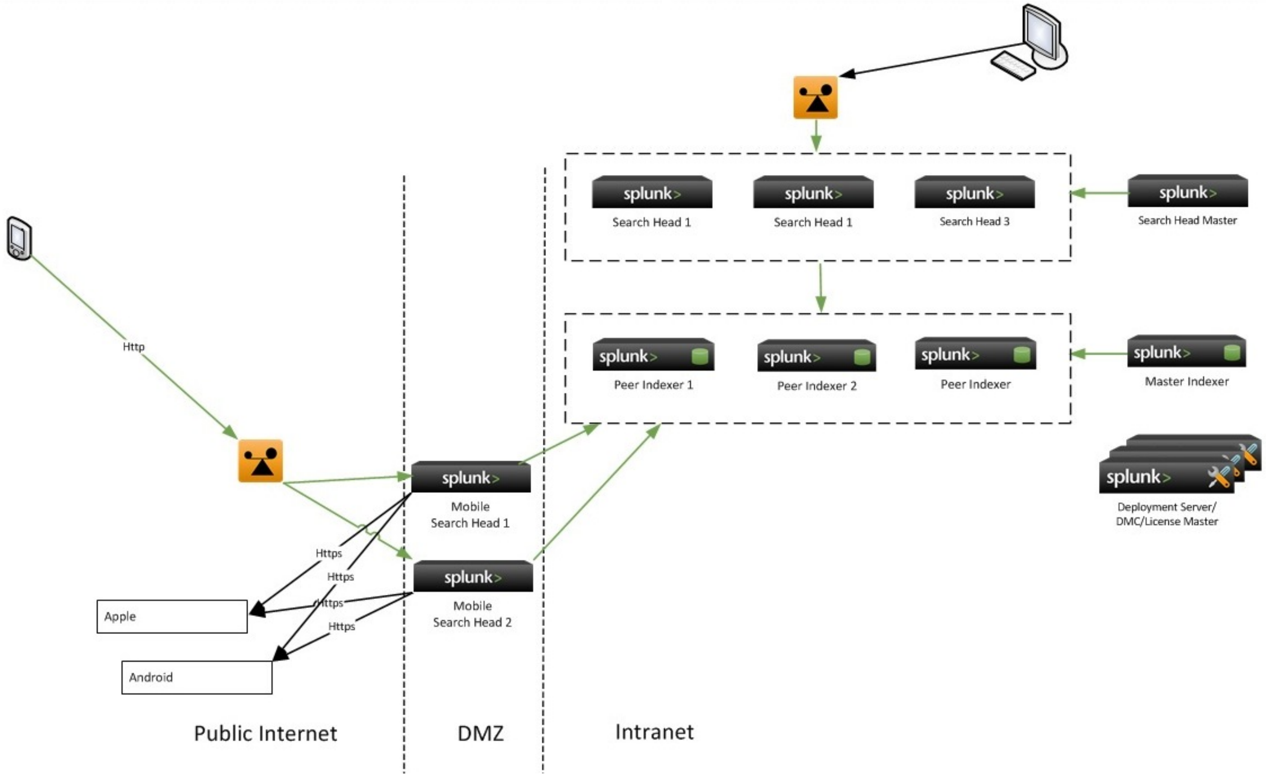
- Splunk Add-on for Mobile Access
  - Crazy Easy!
- Initial POC in Azure worked like a champ
- Planned, prepared and moved to DMZ
- Notifications don’t work
  - New management surprise … the kind you don’t want
- Back to the drawing board



Mobile Madness (Temp Solution)



Mobile Madness (Eventually)



Where Are We Now?

- Planning for the Future/Scaling
- Refining and documenting
- Migrating data/apps from original environment
- Expanding the customer base
- Still refining dashboards
- Re-sourcetyping
- Preparing for more management shenanigans

Advice Moving Forward

1. Insist non-production environment
2. Work with the customer to further understanding of data
3. Define/Document all Customer requirements and get sign off
4. Avoid the data graveyard
5. Splunk is very flexible, keep an open mind and stay calm!

And Remember …

“Fall seven times and stand up eight.”

- *Japanese Proverb*

Q & A

Questions?

THANK YOU

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