

Splunk ITSI as a Foundation for.

Measuring End-to-End User Experience

Patrick Combs | Data Center Services & Analytics Scott Hamrick | IT Director – Operations Analytics

Date | Washington, DC



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Biography

Patrick Combs

TCS, Data Center Service & Analytics Leader

- 16 yrs combined experience at PwC
 - Web Development
 - Database Reporting
 - Platform Services
 - Data Analytics
 - Soccer coach and avid cyclist

Scott Hamrick

PwC, IT Director – Operations

Analytics

- 20 yrs combined experience with GE/PwC
 - Networking (CCNP)
 - InfoSec (CISSP)
 - Data Analytics
 - Softball professional, MST3K backer



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PricewaterhouseCoopers

Our purpose is to build trust in society and solve important problems

- Globally 223,468 people in 743 locations in 157 countries
- 46k partners and staff in the US
- Provide industry-focused assurance, advisory and tax services for over 90% of the companies in the Fortune Global 500 list



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PwC IT Environment

Diverse IT Infrastructure

- Data Center Services Responsibilities
 - Support Multiple Lines of Service
 - 100s of applications
 - 24x7 support for production applications
 - Distributed workforce
 - Dedicated support teams by technology
 - Numerous "Mission Critical" application environments





Legacy Challenges

Troubleshooting Outages

- Issues reported by users or by Up/Down device monitoring
- Large audience Conference calls
- Siloed investigation of possible cause
- Lack of data availability lead to slow progress.
- Problem Management
 - Lengthy investigations relying on Vendors or manual analysis
 - Root Cause frequently incomplete
 - Repetitive outages from similar causes





My Top 5 Least Favorite...

My least favorite comments to hear on a troubleshooting call are...

- 1. Can we get the Vendor on the call??
- 2. I am not familiar with this technology but...
- 3. My application is working but it is slow...
- 4. Can someone "check" the Network??
- 5. Has anyone made any changes??



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IT Operations Analytics Mission

"Sunlight is said to be the best of disinfectants"

Justice Louis D. Brandeis

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PwC ITOA Mission

Enabling & Measuring Superior Client Experience

- Holistic approach to data analytics
 - Become "The" source of information
 - Aggregate all relevant data
 - Organize complex data sources
 - Offer guided navigation
 - Provide targeted data detail

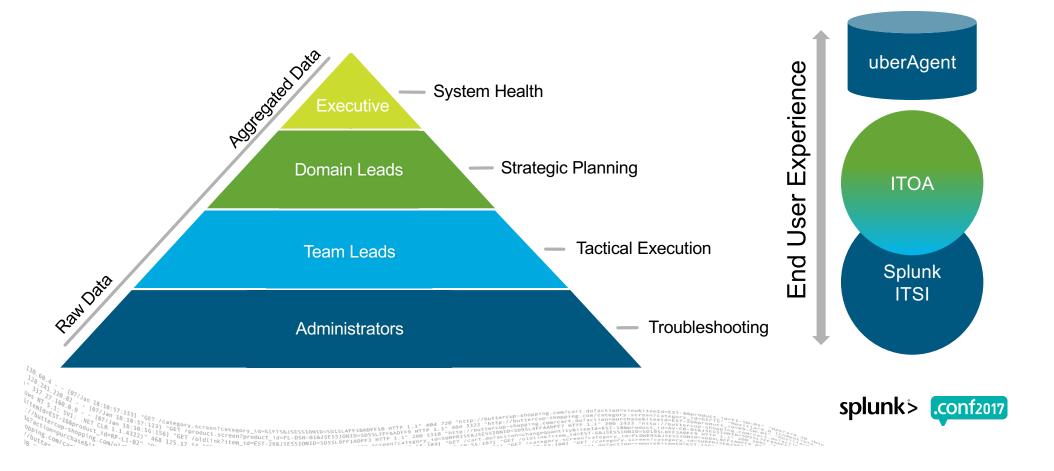
- Critical Success Factors
 - Quantify / Track User Experience
 - Eliminate unplanned downtime
 - Reduce MTTR for Incidents
 - Improve IT capacity management
 - Remove Manual Reporting

Measure and improve end-to-end user experience

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IT Operation Analytics

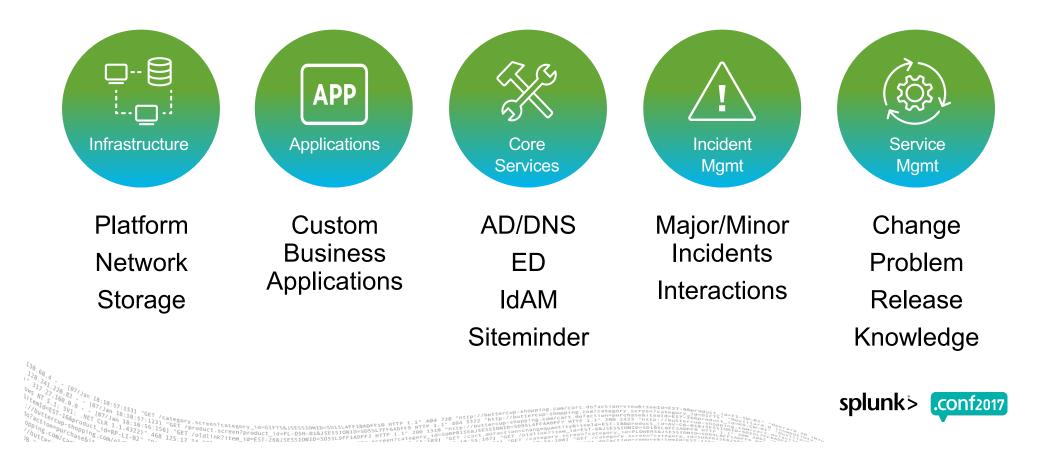
Variable levels of specificity based on organizational role



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IT Operation Analytics

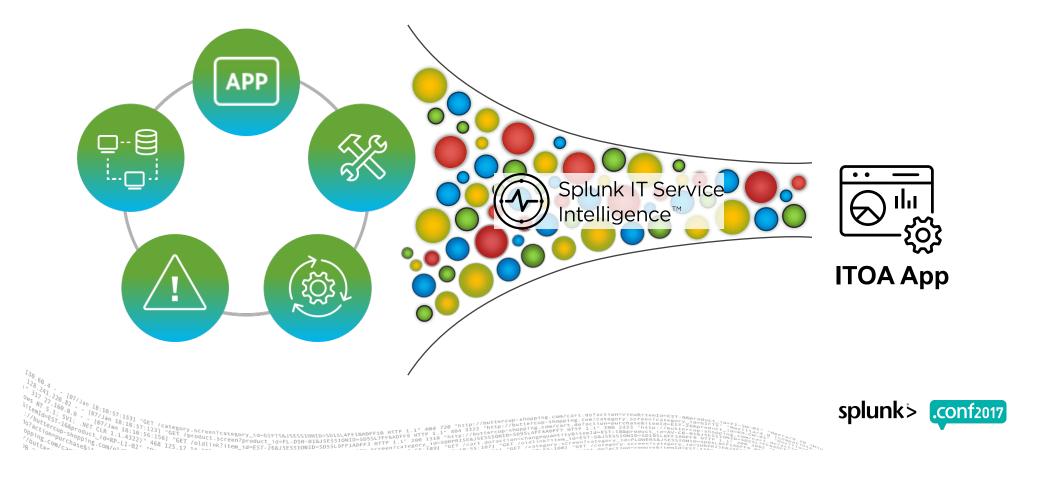
End-to-End visibility for user experience



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IT Operations Analytics

Leveraging Splunk ITSI backbone to organize info in custom application



ITOA Application

Executive-level health score overview

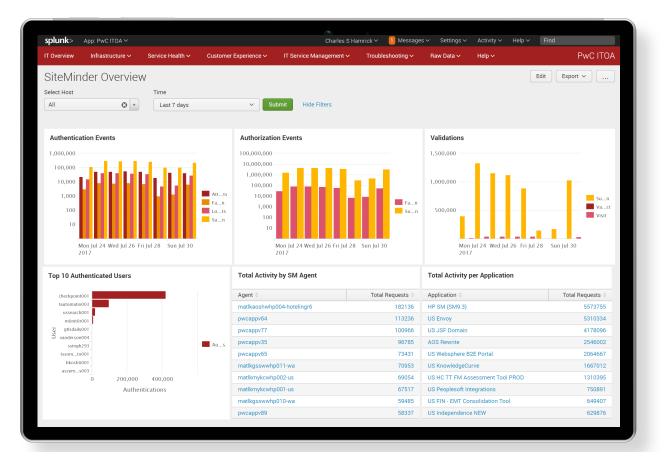
T Overview	Infrastructure 🗸	Service Heal	th∽ Custome	Experience ~	IT Service Manageme	ent 🗸 🔄 1	roubleshooting \checkmark	Raw Data 🗸	Help 🗸		PwC ITOA
T Overv	iew									Edit	Export ~
		f IT Operations a	and highlights those	assets or services	where issues are occur	rring in real-t	ime.				
Health Score	e Details (check the bo	ox and scroll do	wn for details on cal	culations)							
	Infrastru	ucture			Service He	ealth		Customer I	Experience ar	nd Service I	Vanagement
											5
PERFORMANCE CAPACITY			BUSIN	ESS APPS	CORE	SERVICES	CUSTOMER	EXPERIENCE	SERVICE N	ANAGEMENT	
	Perform	nance			Business Appli	ications		Customer Experience			
Performance	\$	Status 0	Health Score 0	Business App	lication Service 0	Status 0	Health Score 0	Customer Exper	rience 0	Status 0	Health Score 0
Palo Alto Fire	wall		93	MyPortfolio		72		Interactions		v	73
VMware Perfo	ormance		95	CIA			74 Incidents				100
Network				Feedback			74	Major Incidents			100
Wireless				KSG - Profile			74	Customer Satis	faction		100
Storage				Tax Source			74				
						« prev	2 next »				
	Capac	ity			Core Servic	ces		Service Management			
Capacity 0		Status 0	Health Score 0	Core Service 0		Status 0	Health Score 0	Service Manage	ment 0	Status 0	Health Score 0
VMware Capac	city	Ø	95	IdAM			86	Change			100
Network				AD-DNS			89	Release			100
Wireless				Siteminder			94	Problem			100
Firewall				MobileIron			94				
Storage				ED			99				
		and the Const		the state of the	and are currently in the p						

- Overview of IT Health based on real-time status
- Aggregates KPIs across dimensions
- Allows custom navigation
 - Drop-down menus
 - Drill-down links



ITOA Application

Custom service health dashboard of critical KPIs



- Metrics determined by service SMEs
- Dashboard nested in dropdown menu
- Consistent look and feel based on branding standards
- Filtered by host
- Minimalized time picker



ITOA Application – Health Score

Service health overview for Domain Leaders

splunk>	App: PwC ITOA 🗸			Charles S	Hamrick 🗸 🛛 👍	Messages ~ Settings	✓ Activity ✓	Help V Find
IT Overview	Infrastructure 🗸	Service Health \sim	Customer Experience 🗸	IT Service Management \checkmark	Troubleshootin	g ∽ Raw Data ∽	Help 🗸	PwC ITOA
This dashboar	s (right pane). Click on t	t health scores (infrastr		vice management) for each servic	e. Each compone	nt health score is calculate	ed as a weighted	Edit Export
					Infi	rastructure KPIs		
	In	frastructur	0		Int	frastructure_KPI 0	Value 0	Time Trend 0
	11	Ji usti uctui	e .		CF	PU Utilization: %	47.17	
					M	emory Free: %	66.30	
			83	3%	St	orage Free Space: %	14.67	
					Арј	plication KPIs		
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					Fa	iled Logins	28.00	
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			90%		Vo	lume Past RFCs	1.00	
					Vo	lume of Incidents	2.00	
					Vo	lume of Major Incidents	0.00	

- KPIs listed by segment
 - Infrastructure
 - Application
 - Service Management
- Trendline metrics included for context
- Asset/Service navigation
- Punchout links to native ITSI functionality



ITOA Application – Splunk ITSI

Splunk ITSI Glass Table view for Team Leaders



- Launch Splunk ITSI in new tab
 - KPIs listed by service
 - Real-time value
 - Trend metrics included
 - Infrastructure KPIs listed per server
 - Drilldown links to deep dive
 - ITOA application active in previous tab



ITOA Application – Splunk ITSI

Deep-dive troubleshooting view for Administrators



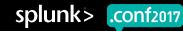
- Native Splunk ITSI functionality
- Correlate KPIs in context with each other
- Viewable by entity
- Service dependencies available as defined
 - Authentication tier
 - Web/Database tier



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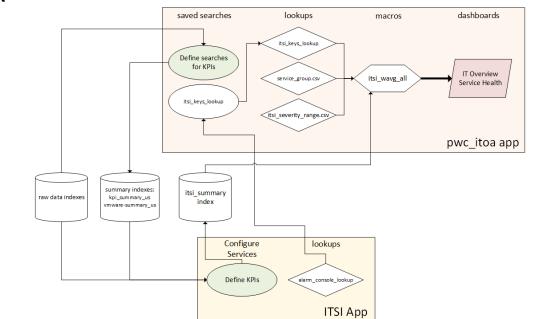
Integrating Splunk ITSI with ITOA app

Technical walkthrough



Splunk ITSI and ITOA Overview

- Key components required by ITOA app
 - Splunk ITSI Service / KPI Definitions
 - Splunk ITSI Entity and Base Searches
 - ITOA Lookups
 - ITOA Weighted Average Macro
 - ITOA Framework to present results





ITOA Application – Splunk ITSI Entity Definitions

Siteminder /	o	
Entities KPI Service Dependencies		
Entity Rules allow for the optional, dynamic filtering of KPIs and can help	in root cause analysis. A service need not define any Entity Rules and is	not limited to only the entities matching Entity Rules.
× Alias ~ × host	matches ~ X MATLKSMPSIFP*	
× Info ~ (* itsi_role	matches v v operating_system_	host
+ Add Rule (AND)		
+ Add Set of Rules (OR)		
3 Entities		10 per page ∽
Title ^	Aliases	Info
MATLKSMPSIFP001	MATLKSMPSIFP001	6.1.7601, operating_system_host, Microsoft Windows Server 2008 R2 Enterprise, WinHostMon
MATLKSMPSIFP002	MATLKSMPSIFP002	6.1.7601, operating_system_host, Microsoft Windows Server 2008 R2 Enterprise, WinHostMon
MATLKSMPSIFP003	MATLKSMPSIFP003	operating_system_host, WinHostMon, 6.1.7601, Microsoft Windows Server 2008 R2 Enterprise

- Assign entities to the service
 - Either literally list the entities or define rules
 - Confirm all entities present
 - Plan for future changes



ITOA Application – Splunk ITSI KPI Base searches

PWC-DA-ITS	I-OS:Perfo	rmance.CPl							
KPI base search used by KPIs that track CPU perform									
Sear	rch? (index=* tag tag=cpu) Bun Search ta	g=oshost tag=performa	ance						
KPI Search Sched	6	linutes ~							
Calculation Wind	ow? Last 5 Mi	nutes 🗸							
Monitoring Lag (second									
Monitoring Lag (second		ommended Lag 🛽							
Split by Ent	Split by Entity? Yes No								
Filter to Entities in Serv	ice? Yes N	0							
	Service must h	Service must have entities to filter by entities							
Entity Lookup Fi	eld? host	host							
Entity Alias Filte	ering × host	× host							
			n the entity value) that you w						
		search. (For example, "hos ated with the service.	t", "ip_address", etc.). This fil	ters out all other					
4 Metrics	filter				Add Metric				
Title ^	Threshold Field	Entity Calculation	Service Calculation	Unit	Actions				
cpu_interrupts	cpu_interrupts	avg	avg	ct/s	Edit ~				
	cpu_load_percent	avg	max	%	Edit ~				
system_thread	system_threads_c	avg	avg	count	Edit 🛩				
wait_threads_c	wait_threads_count	avg	avg	thds	Edit 🗸				

- Utilize KPI base search for standard OS metrics
- Custom KPIs generate app specific health scores.
- Both combine for overall health
- Results written to the summary index



ITOA Application – Splunk ITSI Service Health weighting

		۲	
splunk> App: IT Service Intelligence			Wade T Cooper v Messages v Settings v Activity v Help v Find
Service Analyzer 🗸 Notable Events Re	view Glass Tables Deep Dives Multi KPI Alerts S	Search 🗸 Configure 🗸 Product Tour	IT Service Intelligen
Siteminder 🗸			
Service description 🥖			
Entities KPI Service Depen	Idencies		
KPIs Clone New ~	Composite Score: 100 Normal Range: Critical 0:20, High 20-40, Medium 40-60, Low 60-80, Normal 80-100		
Service Health	KPI Title	Simulated Severity	Importance
Authentication Rejections	Authentication Rejections	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
	CPU Utilization: %	III Normal V	0 1 2 3 4 5 6 7 0 9 10 11
CPU Utilization: %	CPU Utilization: % MATLKSMPSIFP001	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
CPU Utilization: % MATLKSMPSIFP001	CPU Utilization: % MATLKSMPSIFP002	Normal V	0 1 2 3 4 5 6 7 8 9 10 11
CPU Utilization: % MATLKSMPSIFP002	CPU Utilization: % MATLKSMPSIFP003	Normal ~	0 1 2 3 4 5 6 7 8 9 t0 t1
CPU Utilization: % MATLKSMPSIFP003	Failed Handshakes	III Normal V	0 1 2 3 4 5 6 7 8 9 10 11
Failed Handshakes	Failed Logins	Normal V	0 1 2 3 4 5 6 7 8 9 10 11
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Failed Logins	Memory Free: %	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
High Queue Depth	Memory Free: % MATLKSMPSIFP001	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
Memory Free: %	Memory Free: % MATLKSMPSIFP002	II Normal V	0 1 2 3 4 5 6 7 8 9 10 11
Memory Free: % MATLKSMPSIFP001	Memory Free: % MATLKSMPSIFP003	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
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	Storage Free Space: % MATLKSMPSIFP002	II Normal V	0 1 2 3 4 5 6 7 8 9 10 11
Storage Free Space: %	Storage Free Space: % MATLKSMPSIFP003	III Normal ~	0 1 2 3 4 5 6 7 8 9 10 11
Storage Free Space: % MATLKSMPSIF	Volume Future RFCs	Normal V	0 1 2 3 4 5 6 7 8 9 10 11
Storage Free Space: % MATLKSMPSIF	Volume of Incidents	Normal ~	0 1 2 3 4 5 6 7 8 9 10 11

- Utilize Splunk ITSI Service Health to assign weights
- Overall Service Health based on KPI and assigned weighting
- Weighting process is iterative



ITOA Application – Splunk ITSI Lookups

Looki	ups New L	ookup										Lookup Editor
Loc	okup Ed	it										
< Bac	k to Lookups L	ist										
serv	vice_group.	CSV							Import	Export	Revert	to previous version 🗸
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	Service	KPI	service_kpi	ServiceHealthName		GroupType	SubGroup	ITOverviewGroup		Description		link
2	AD-DNS	Storage Free	AD-DNS -	AD/DNS	AD-DNS	Infrastructure	Disk	AD-DNS	Mimimum			/app/pwc_itoa/service
		Space: %	Storage Free						from all AD		's during	form.service=AD%2FD
			Space: %						the last 5 m			
3	AD-DNS	Memory	AD-DNS -	AD/DNS	AD-DNS	Infrastructure	Memory	AD-DNS	Mimimum		·	/app/pwc_itoa/service
		Free: %	Memory						available fr			form.service=AD%2FD
			Free: %						servers dur	ing the last	15	
4	40.000	0.011	10.010	10 (01)0	10.0110		0.011	10.010	minutes			
4	AD-DNS	CPU	AD-DNS -	AD/DNS	AD-DNS	Infrastructure	CPU	AD-DNS	Maximum 9			/app/pwc_itoa/service
		Utilization: %	CPU						from all AD		's during	form.service=AD%2FD
5	AD-DNS	N 1 6	Utilization: %			D	1.11.1		the last 5 m		1.1	
5	AD-DNS	Volume of Incidents	AD-DNS - Volume of	AD/DNS	AD-DNS	Process	Incidents	AD-DNS	Volume of i		ened the	/app/pwc_itoa/service form.service=AD%2FD
		Incidents							previous da AFFECTED	·	-**	Torm.service=AD%2FD
6	AD-DNS	Volume of	Incidents AD-DNS -	AD/DNS	AD-DNS	Process	Major	AD-DNS	Volume of r			/app/pwc_itoa/service
Ŭ	AD-DN2	Volume of Major	AD-DINS -	AD/DINO	AD-DNO	FIOCESS	Incidents	AD-DINO	opened the	· ·		form service=AD%2FD
•							The months		The net net 1 (1) is			•
												Save Lookup

- Applies the ITOA app framework around Splunk ITSI Data
- Provides the glue between Splunk ITSI and ITOA App
- Group KPIs into different levels
- Detailed descriptions providers for users



ITOA Application – Splunk ITSI

Transforming Splunk ITSI into ITOA with macro

SI_Wavg_all(3) dvanced search » Search macros » itsi_wavg_all(3)	
Definition *	
Enter the string the search macro expands to when it is referenced in another search. If arguments are included	d, enclose them in dollar signs. For example: \$arg1\$
<pre>search `get_itsi_summary_index` \$time_filter\$ entity_title="service_aggregate" [inputlookup itsi_keys_lookup rename key as itsi_kpi_id lookup service_group.csv service_kpi search \$search_term\$ table itsi_kpi_id] fields alert_severity alert_value itsi_kpi_id lookup itsi_keys_lookup key as itsi_kpi_id lookup service_group.csv service_kpi dedup service_group.csv service_kpi dedup service_kpi dokup itsi_severity_range.csv alert_severity eval weight_low_val = if(weight=11, range_val, 100) eval weight_new = weight eval wavg = (range_val*weight_new)/weight_sum eval wavg_min_val = if(weight_low_val</pre>	
<pre> eval health_score=if(totNum==0, "", health_score) fields - totNum]</pre>	

- Utilize Splunk ITSI weighted average calculation to produce health scores
- Pass time, search term, and service grouping details to calculate health at any level
- Maintain separation from development environment splunk> .conf2017

ITOA Application – Splunk ITSI Calling the Weighted Average

Q New Search Save As	~
`itsi_wavg_all(time_filter="earliest=-30m", search_term="ServiceGroup=Siteminder", by_clause="by ServiceGroup, link, active_link")`	
<pre>append [`itsi_wavg_all(time_filter="earliest=-30m", search_term="ServiceGroup=AD-DNS", by_clause="by ServiceGroup, link, active_link")`]</pre>	
<pre>append [`itsi_wavg_all(time_filter="earliest=-30m", search_term="ServiceGroup=IdAM", by_clause="by ServiceGroup, link, active_link")`]</pre>	
<pre>append [`itsi_wavg_all(time_filter="earliest=-30m", search_term="ServiceGroup=MobileIron", by_clause="by ServiceGroup, link, active_link")`]</pre>	
<pre>append [`itsi_wavg_all(time_filter="earliest=-30m", search_term="ServiceGroup=ED", by_clause="by ServiceGrou link, active_link")`]</pre>	p,
<pre>sort health_score</pre>	
<pre>eval Metric=ServiceGroup, Status = case(health_score<30, "severe", health_score<70,"elevated", health_score <101, "low")</pre>	
<pre>table Metric Status health_score link active_link</pre>	
rename Metric as "Core Service", health_score as "Health Score"	
<pre>eval "Health Score" = round('Health Score', 0)</pre>	
append [
inputlookup temp_data.csv	
<pre>search ServiceCategory=CoreService</pre>	
rename Service AS "Core Service", Health AS "Health Score"	
<pre>table "Core Service" Status "Health Score" link active_link</pre>	
1	

- Call the wavg_all macro
 - Pass necessary variables
 - Time
 - Service Group
 - By clause



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Closing The User Experience Gap

Desktop monitoring



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Desktop User Experience Augment ITOA with 3rd party add-on uberAgent data APP uberAgent Splunk IT Service Intelligence[™] **ITOA App** splunk'> .conf2017 DISLAFF10ADFF 01&ISESSIONIE

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Desktop User Experience

uberAgent

- Utilizes Splunk Index/SH servers
- Integrated with Universal Forwarder
- Deployed to 68k+ laptops in multiple countries
- Established real-time monitoring and analysis of PC health
- Data correlated with Splunk ITSI to close the end user experience gap





Desktop User Experience

Boot & logon dashboard – uberAgent (custom)

splunk > App: PwC uberAgent ∽	Charles S Hamrick 🗸 Messages 🗸	Settings v Activity v Help v Find
Custom V Proactive Improvement V Client Change Management V	Windows 10 Migration ~	uberAgent
Boot & Logon Time range: Filter category: Last 1 month	Filter value(s): IP address filter:	OS filter category: OS version
OS filter value:		
	.8 s 443,62	36.6 s avg. duration
PCs not booted for days histogram		
15,000 E 5,000 		' 21 ' 22 ' 23 ' 24 ['] 25 ['] 26 ['] 27 ['] 28 ['] 29 ['] 30 ['] 6051 ['] 6052
	Not booted for days	

- Tracking boot metrics
 - Startup/Shutdown
 - Standby/Resume
- Filter by
 - Host
 - IP address
 - Hardware model
- Histogram of days since last boot for troubleshooting



Desktop User Experience

Storage Monitoring – uberAgent (custom)

splunk>	App: PwC uberAgent 🗠			Charles S Hamrick ∽ Message	s ∽ Settings ∽ Activity ∽ H	Help ∨ Find
Custom 🗸	Proactive Improvement \sim	r Client Change Management ∽	Windows 10 Migration 🗸			uberAgent
Storage	e Monitoring					Export v
Time range:		Filter category:	Filter value(s):	IP address filter:	OS filter cate	gory:
Last 1 week	× _	Hardware model 😵 🔻	× All	*	OS version	♥ ▼
OS filter value:	Q v	Submit Hide Filters				
Overview 6	2,91		6 re models	56.7		29.5 GB avg. capacity
Disk capa	acity (GB)		Ε	Disk capacity (%)		
Free disk spa	ace less than:		F	ree disk space less than:		
2 GB	O v			1%	v	
2	2,178	3 28	30	1,52	0	14

- Tracking disk capacity
 - Total GB remaining
 - % of capacity
- Disk usage grouped by
 - Hardware Model
 - Host
- Mounted volumes sorted per user by Free Space (% or GB)



Desktop User Experience

Single Machine Detail – uberAgent (default)

	o: uberAge	nt 🗸						Charl	es S Ha	_	Messages ∨	Settings	s ∽ Activity ∽	Help ∨	Find	
Splunk∨ Ma	chines 🗸	Session	s∨ Applica	tions 🗸 🛛 I	Processes \	- On/0	Off Transition	s∨	SBC/V) v	Licensing ∽	Support	t∽		ub 🗗	erAgent
Single Ma															Expor	t 🕶 🛛
This dashboard dis	plays deta	iled informat		ic machine.												
Time range:		~	Filter field:		0 v	Filter opera		er express				Submit	Hide Filters			
					•		•				Add filter					
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CHAMRIC	K0012	28	5	1	Sers.	#Logo	/15.	14	sinitory	round.						
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Sessions																
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5	enu volun		Receive volum		Avg. senu	iatericy (iii:	5/					Avg. NAM	(36) — Avg	. CFU (/0)		
2017	I 1 end volur		Sat Jul 15 Receive volum				10,000 Latency (ms) 5,000 s)	(B)	5 Sat Ju				Sat Jul 15 (GB) — Avg			

- Drill down to single machine detail
 - Avg CPU/RAM
 - Avg disk available
 - Network volume and latency
 - Session detail
 - Startup/shutdown
 duration
 - Application & process detail





Key Takeaways

Summary



splunk'> .conf201

Key Learnings

If we had it to do all over...

- Establishing analytics as a service
 - · Commitment from leadership
 - Addressing technical concerns
 - CPU utilization
 - Network firewall access
 - Network bandwidth
 - Building analytic ambassadors
- Defining innovation opportunities
 - Multiple demos required per team
 - 10-50-80% method

- Managing environment complexity
 - Cloud-based vs on-prem
 - Heavy Forwarders & syslog
 - Managing Universal Forwarders
 - Developing add-ons
- Overcoming data onboarding issues
 - VMWare
 - Cisco Wireless (SNMP vs Syslog)
 - Storage
 - Websphere





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		Ready, Set, Go! Learn From Others - The First 30 Day Experiences of ITSI Customers: Tuesday, September 26th, 201712:05 PM- 12:50 PM Room Salon C
		Splunk ITSI Overview: Tuesday, September 26th, 2017 1:10 PM-1:55 PM Room 147 AB
Tuesday		PWC: End-to-End Customer Experience: Tuesday, September 26th, 2017 2:15 PM-3:00 PM Room 143ABC
Tuesday		RSI: Operational Intelligence: How to go From Engineering to Operationalizing IT Service Intelligence Where the Rubber Meets the Road:
September		Tuesday, September 26th, 2017 2:15 PM-3:00 PM Room147AB
26 th , 2017		Cardinal Health: Ensuring Customer Satisfaction Through End-To-End Business Process Monitoring Using Splunk ITSI:
		Tuesday, September 26th, 20173:30 PM-4:15 PM Room143ABC
		ITSI in the Wild - Why Micron Chose ITSI and Lessons Learned From Real World Experiences: Tuesday, September 26th, 2017 4:35 PM- 5:20 PM Room Salon C
		Event Management is Dead. Time Series Events are the Means to the End, not the End Itself. See How Event Analytics is Revolutionizing IT:
		Wednesday, September 27th, 201711:00 AM-11:45 AM Ballroom C
Wednesday		Triggering Alerting (xMatters) and Automated Recovery Actions from ITSI: Wednesday, September 27th, 2017 1:10 PM- 1:55 PM Room Salon C
September		Leidos - Our Journey to ITSI: Wednesday, September 27th, 2017 2:15 PM-3:00 PM Room147AB
27 th , 2017		How Rabobank's Monitoring Team Got a Seat at the Business Table by Securing Sustainability on Competitive Business Services Built on Splunk's ITSI:
		Wednesday, September 27th, 2:15-3:00pm Room 147AB
	•	Here Comes the Renaissance: Digital Transformation of the IT Management Approach: Wednesday, September 27th, 2017 3:30 PM-4:15 PM Room Salon C
		The ITSI 'Top 20' KPI's: Thursday, September 28th, 2017 10:30 AM-11:15 AM Room Salon C
		Automation of Event Correlation and Clustering with Machine Learning Algorithms – An ITSI Tool:
Thursday		Thursday, September 28th, 2017 11:35 AM- 12:20 PM Room Salon C
September		Event Management is Dead. Time Series Events are the Means to the End, not the End Itself. See How Event Analytics is Revolutionizing IT:
28 th , 2017		Thursday, September 28th 11:35 AM - 12:20 PM in Ballroom B
1 * ?/#g		IT Service Intelligence for When Your Service Spans Your Mainframe and Distributed ITSI:
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