Filling a Black Hole and Bending the Space-time Continuum with ITSI

...plus a few other snippets
Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or the expected performance of the company. We caution you that such statements reflect our current expectations and estimates based on factors currently known to us and that actual events or results could differ materially. For important factors that may cause actual results to differ from those contained in our forward-looking statements, please review our filings with the SEC.

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REAL Tardis in London Office
Syncsort + Splunk

- Keynote announcements
- Splunk .conf 2016 - Orlando FL
50 Year Veteran

“Big Iron to Big Data”

Trusted Industry Leadership
We provide unique data management solutions and expertise to over 2,500 large enterprises worldwide with an unmatched focus on customer success & value

Best Quality, Top Performance, Lower Costs
Our proven software efficiently delivers all critical enterprise data assets with the highest integrity to Big Data environments, on premise or in the cloud

Highly Acclaimed & Award Winning
• Data Quality “Leader” in Gartner Magic Quadrant
• IT World Awards® 2016 “Innovations in IT” Gold Winner
• Database Trends & Applications “Companies That Matter Most in Data”
Today

**Quality**
- Governance
- Customer 360
- Quality & Integration
- Enrichment & Validation

**Access & Integration**
- Mainframe Access & Integration
  - Machine Data
  - High-performance ETL

**Infrastructure Optimization**
- Mainframe Optimization
- Application Modernization
- Enterprise Data Warehouse Optimization

Logos of various companies are also present on the slide.
Mainframe
The legacy platform, right?

▶ Back in the day…
  • Room-filler
  • Simple top-down data processing
  • Number crunching
  • Gaming was Tic-Tac-Toe
Mainframe Today
A cutting-edge machine

*New* IBM z14
- Pervasive encryption
- Machine learning
- Built for…
  - Mobile
  - Cloud
  - Blockchain
Mainframe Today
Mission-critical data is managed by System z

- Companies use mainframe
- Of top 100 banks rely on mainframe for core banking systems
- Of world's largest airlines use z Systems
- Walmart 400m transactions, 150m web service calls per day
- Average daily mainframe log volume (our top 50 customers)

*source IBM, 1 source Syncsort
Systems Evolve

Layers added over time

- Everything was on the mainframe
  - Home of data processing
- Other software components added
  - CICS®, IMS®, IDMS®, DB2®, MQ®, WebSphere®
- Transitioned to Client/Server
  - JDBC / ODBC
- Dawn of the Internet
  - Web Services, SOAP, RESTful API, XML, JSON
- Mobile world
Typical System
A mix of software and hardware components
Example: Online Banking

A simplified view

...Transaction Tracing across the whole process...
## IT Service Intelligence

Syncsort Mainframe Module

<table>
<thead>
<tr>
<th>Server (mainframe)</th>
<th>Virtual Machines (LPAR)</th>
<th>Components (software)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Mainframe server" /></td>
<td>z/OS®</td>
<td>CICS®</td>
</tr>
<tr>
<td></td>
<td>z/OS®</td>
<td>DB2®</td>
</tr>
<tr>
<td></td>
<td>z/OS®</td>
<td></td>
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<tr>
<td></td>
<td>z/OS®</td>
<td></td>
</tr>
</tbody>
</table>
IT Service Intelligence
Mainframe Module Building Blocks

▶ Base Searches
• CPC
• LPAR
• CICS system
• DB2 system
• Transactions
  • Overall
  • Individual

▶ Metrics
• % Utilization
• Workflow / Delay
• Memory usage
• Average response times
• Failures
• Lock Waits
• Escalations
• etc.

▶ Visuals
• Detail Dashboards
• Glass Tables*

*currently available separately – not shippable in an ITSI module
Mainframe Service Analyzer

Mainframe metrics

- Services
- KPIs
- All mainframe
Deep Dives
Context-based Content

- Focus on what is happening
- Compare with previous timeframes
- Add other KPIs for comparison
Detail Dashboards
Context-based Content

- Relevant detail
- Zero in on issues
- Take corrective actions…
Online Banking

Website / Mobile — Firewall — Web Servers — Middle Tiers — Mainframe

Online Banking:
- Logons: 40
- Balances: 70
- Statements: 40
- Transfers: 30
- Updates: 50

LPAR: ZOS1
CICS: TS51
DB2: DB2A

- 88% -0.3%

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1. Only **Syncsort Ironstream®** gives you real-time comprehensive visibility

2. You can correlate information from all enterprise platforms – **including mainframe**

3. ITSI provides a great way to surface and visualize essential system metrics

Bend the space-time continuum and stay ahead of problems…

**BEFORE** they become a REAL problem!
Thank You

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Want to Learn More About ITSI at .conf2017?

- **Ready, Set, Go! Learn From Others - The First 30 Day Experiences of ITSI Customers**: Tuesday, September 26th, 2017 12:05 PM- 12:50 PM Room Salon C
- **Splunk ITSI Overview**: Tuesday, September 26th, 2017 1:10 PM-1:55 PM Room 147 AB
- **PWC: End-to-End Customer Experience**: Tuesday, September 26th, 2017 2:15 PM-3:00 PM Room 143ABC
- **RSI: Operational Intelligence: How to go From Engineering to Operationalizing IT Service Intelligence Where the Rubber Meets the Road**: Tuesday, September 26th, 2017 2:15 PM-3:00 PM Room147AB
- **Cardinal Health: Ensuring Customer Satisfaction Through End-To-End Business Process Monitoring Using Splunk ITSI**: Tuesday, September 26th, 2017 3:30 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, 2017 11:00 AM-11:45 AM Ballroom C
- **Triggering Alerting (xMatters) and Automated Recovery Actions from ITSI**: Wednesday, September 27th, 2017 1:10 PM- 1:55 PM Room Salon C
- **Leidos - Our Journey to ITSI**: Wednesday, September 27th, 2017 2:15 PM-3:00 PM Room147AB
- **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, 2017 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, September 28th, 2017 11:35 AM- 12:20 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**: Thursday, September 28th 11:35 AM - 12:20 PM in Ballroom B
- **IT Service Intelligence for When Your Service Spans Your Mainframe and Distributed ITSI**: Thursday, September 28th, 2017 1:20 PM-2:05 PM Room Salon C