Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or plans 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 may differ materially. The forward-looking statements made in the this presentation are being made as of the time and date of its live presentation. If reviewed after its live presentation, it may not contain current or accurate information. We do not assume any obligation to update any forward-looking statements made herein.

In addition, any information about our roadmap outlines our general product direction and is subject to change at any time without notice. It is for informational purposes only, and shall not be incorporated into any contract or other commitment. Splunk undertakes no obligation either to develop the features or functionalities described or to include any such feature or functionality in a future release.

splunk> .conf19

"More uptime! More sleep!"
said literally everyone, in literally every IT organization.

splunk> .conf19

Why Remediation-as-a-Service (RaaS)?

Every minute of downtime is detrimental to business, and minimizing downtime will make the customers/users happy.

Most engineers hate mid-night wake-up calls and on-call rotations. So its better to wake them up only for complex issues.

RaaS fixes simple alerts automatically, and it could save up to 1/3 engineers time

splunk> .conf19

A Day-in-the-Life for On-Call Engineers

Traditional models resolve incidents manually

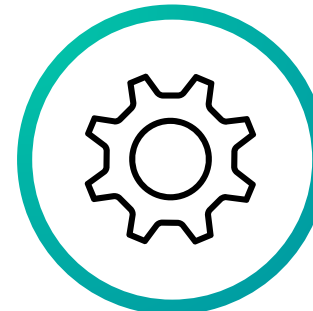| Receive Alert / Page	Login to Tools	Begin Investigation	Run Diagnostics	Implement Known Fix
02:00AM	02:10AM	02:15AM	02:35AM	02:45AM

If Known Issues Can Take An Hour… Imagine How Much Sleep Is Lost to Unknown Ones!

splunk> .conf19

A Day-in-the-Life for On-Call Engineers w/ RaaS

Remediation-as-a-Service resolves known issues automatically

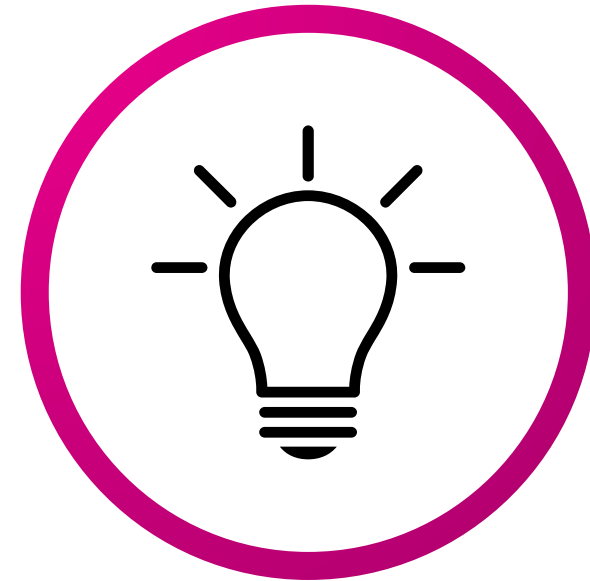**Alert Detected**

Self-Healing Begins

Fix Implemented

02:00AM

02:01AM

02:05AM

On-Call Engineers Get More Sleep and Business Gets More Uptime.
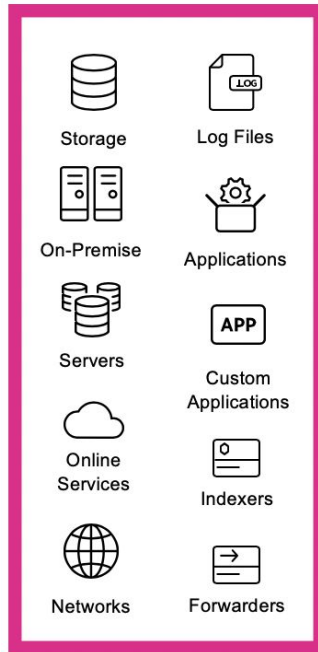
splunk> .conf19

Key Use Cases for RaaS

Where might remediation-as-a-service be most useful?

✔ Restart the application service
when a service is down

✔ Restart the application service
when it has memory exceeded error

✔ Scale up or down your cloud infrastructure
in the event of high or low throughput/load

✔ Diagnose high CPU utilization and capture
data like hits/sec, throughput, top process etc.

✔ Block specific accounts based on
cyber fraud detection events or other
critical security or compliance protocols

splunk> .conf19

RaaS: Conceptual Framework
How could remediation-as-a-service work for you?

Storage
Log Files
On-Premise
Applications
Servers
Custom Applications
Online Services
Indexers
Networks
Forwarders

Nearly Any Data Source
Logs, Metrics, Text,
APIs, Forwarders, Etc.
from any part of you
IT Infrastructure

splunk>

Remediation-as-a-Service on Splunk
Leverage Enterprise, ITSI, AI/ML, KPIs,
Analytics & Custom Apps, and more

Alert

puppet CHEF A
splunk> phantom

Automation Tools
Run Remediation Playbooks
and Automation Scripts

Dynamic Dashboards
Consolidated graphs & incident
context in email or alerts for on-call

splunk> .conf19

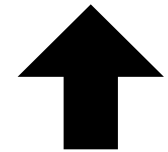# JPMC sample results – More Uptime! (And More Sleep!)

RaaS provides tremendous benefits

>90%

Incident
Reduction

>99%

Availability
Observed

1/3

of Known
Issues
Resolved

Increased Uptime
& Improved
Customer
Experience

splunk> .conf19

The Future for JPMC and RaaS
Where we're going next

What Will YOU Accomplish with Remediation-as-a-Service?

- Integration with Splunk ITSI
to broaden our RaaS solution

- Leverage Predictive Analytics
to engage in pre-emptive remediation

- Engage More Splunkers!
to collaborate and innovate

Splunk IT Service Intelligence™

splunk> .conf19

Key Takeaways

JPMC & RaaS

1. Remediation-as-a-Service is a powerful part of the modernization and transformation of IT Operations.

2. Complex orchestrations unifying data, monitoring, analytics, and automation are not only possible but also proven.

3. Your on-call engineers deserve more sleep, and with RaaS it's possible!

splunk> .conf19

Q&A

Karthick Muruganantham | Big Data Engineer, JPMC

splunk> .conf19

.conf19
splunk>

Thank You!

Go to the .conf19 mobile app to

RATE THIS SESSION