

Intro to Splunk IT Service Intelligence

ITSI 101: Your First Step to Service Nirvana

Keegan Dubbs and Alok
Bhalla | Product Management | Splunk

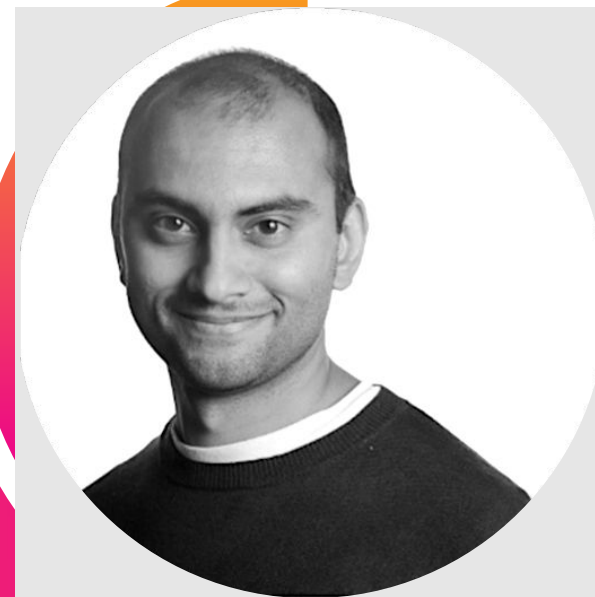


Splunk IT Service
Intelligence™



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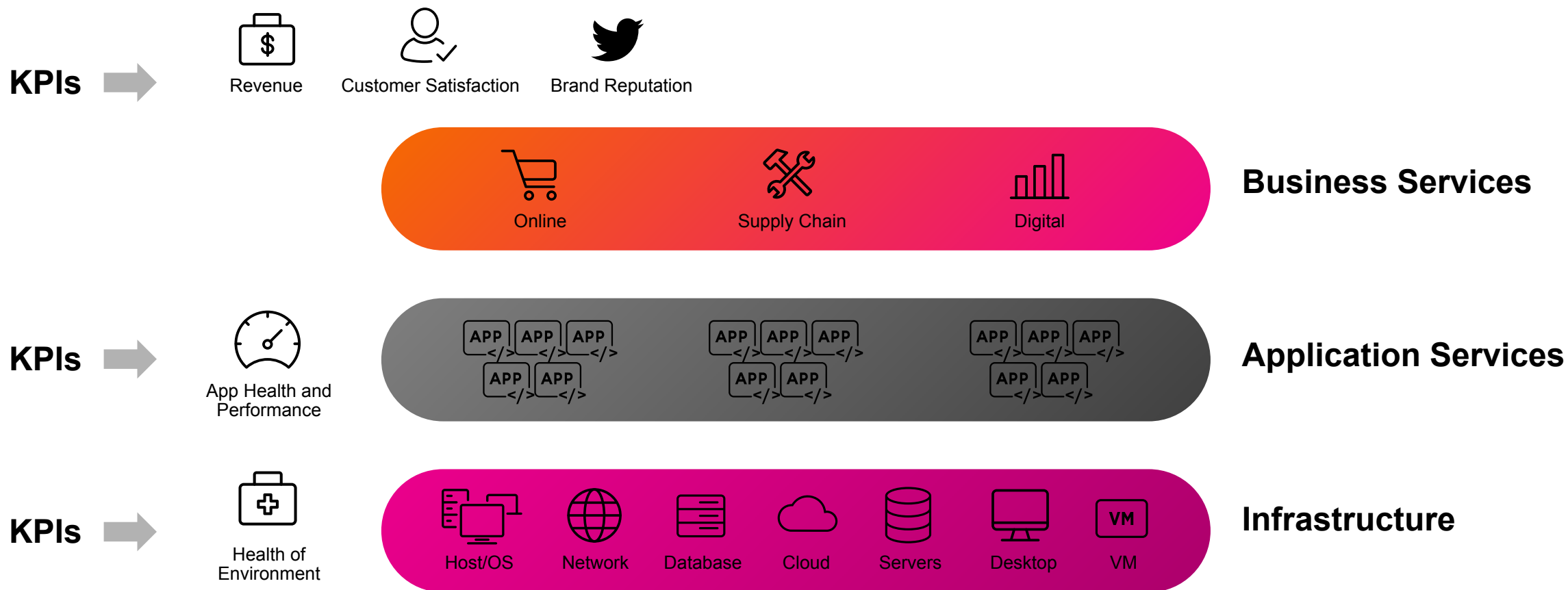


Take The First Step Towards Service Nirvana

Splunk IT Service Intelligence

Your Environments Are Complex

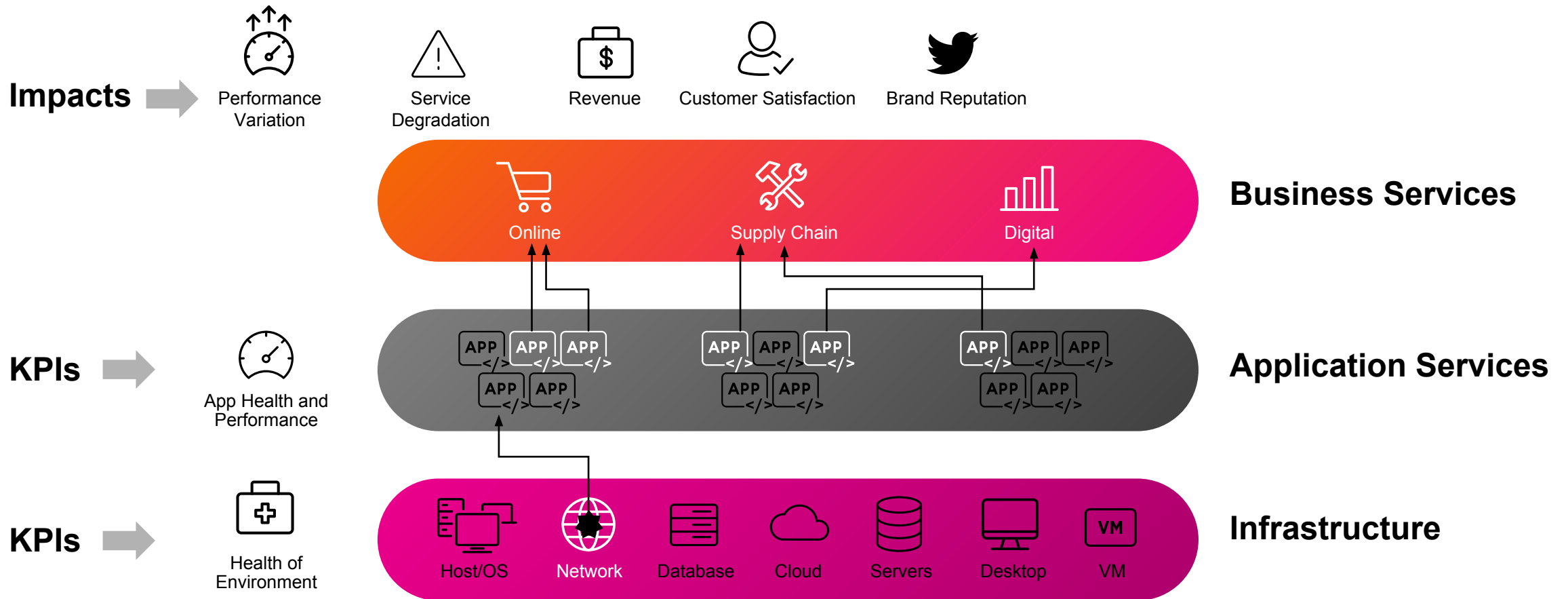
And Complexity Persists Across Services, Apps, Infrastructure and more



Critical Outages Cost Your Business Money

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And When They Occur, It Can Be Difficult To Isolate Root Cause



And Outages Are Only Getting Worse

Data Centers Are Just One Example Among Many

25%

2017

suffered an **outage** or period of “server service degradation” over the past 12 months

31%

2018

48%

If on-prem DC

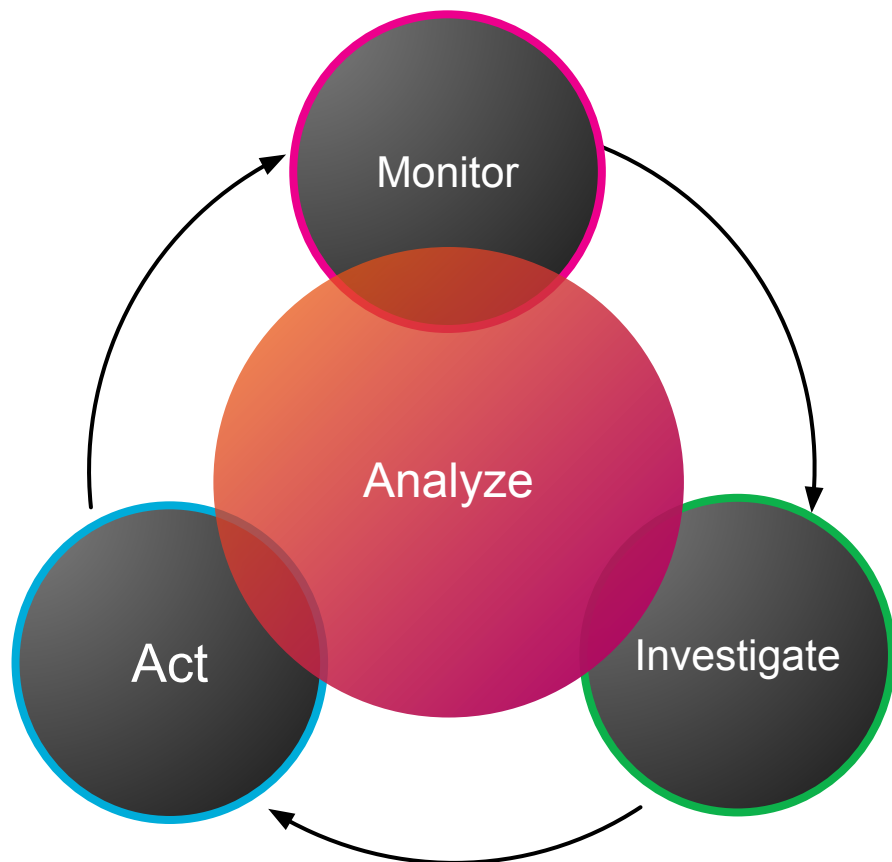
80%

Could have been prevented

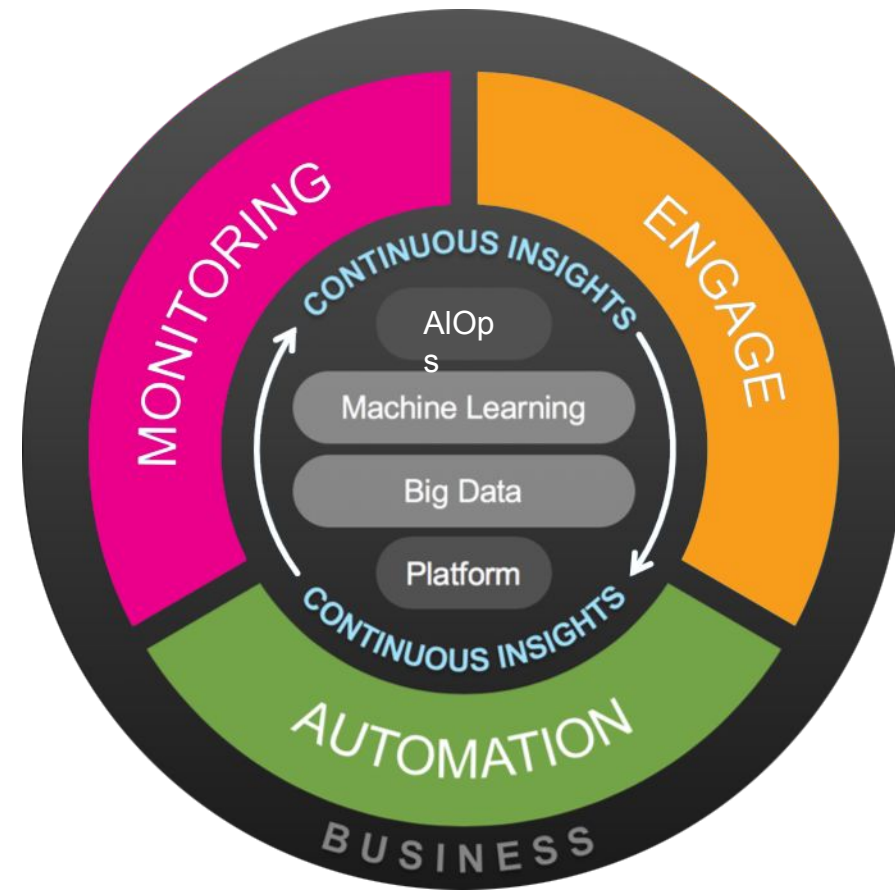
Leading causes:

Human errors, power outages, network, configuration issues

Splunk is a leading AIOps Platform



AIOps with Splunk



Gartner

Splunk is a Leading AIOps Platform



Persona Based Workflows, Dashboards

Monitoring

- Infrastructure Monitoring
- Service Mon (Internal + Ext)
- Application Monitoring
- Event/Alarm Management

Incident Remediation

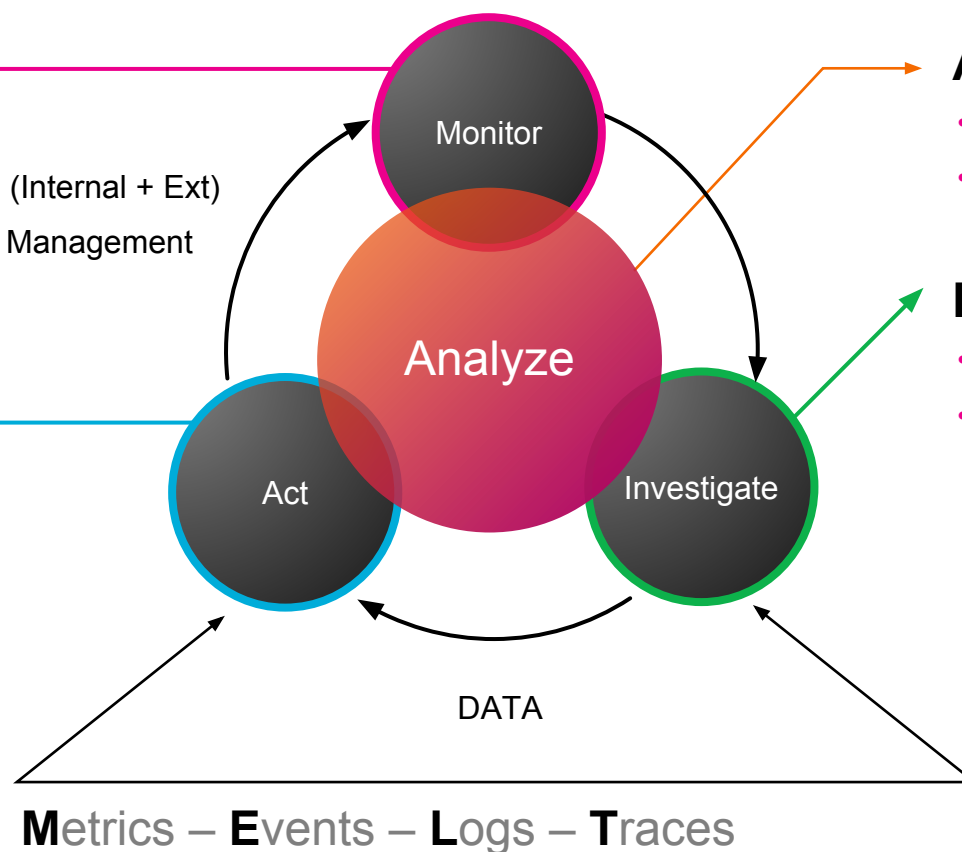
- Identify and Test Fixes
- Run Playbook / Action
- Plan Production Remediation
- Rollback

AI / ML + Analytics

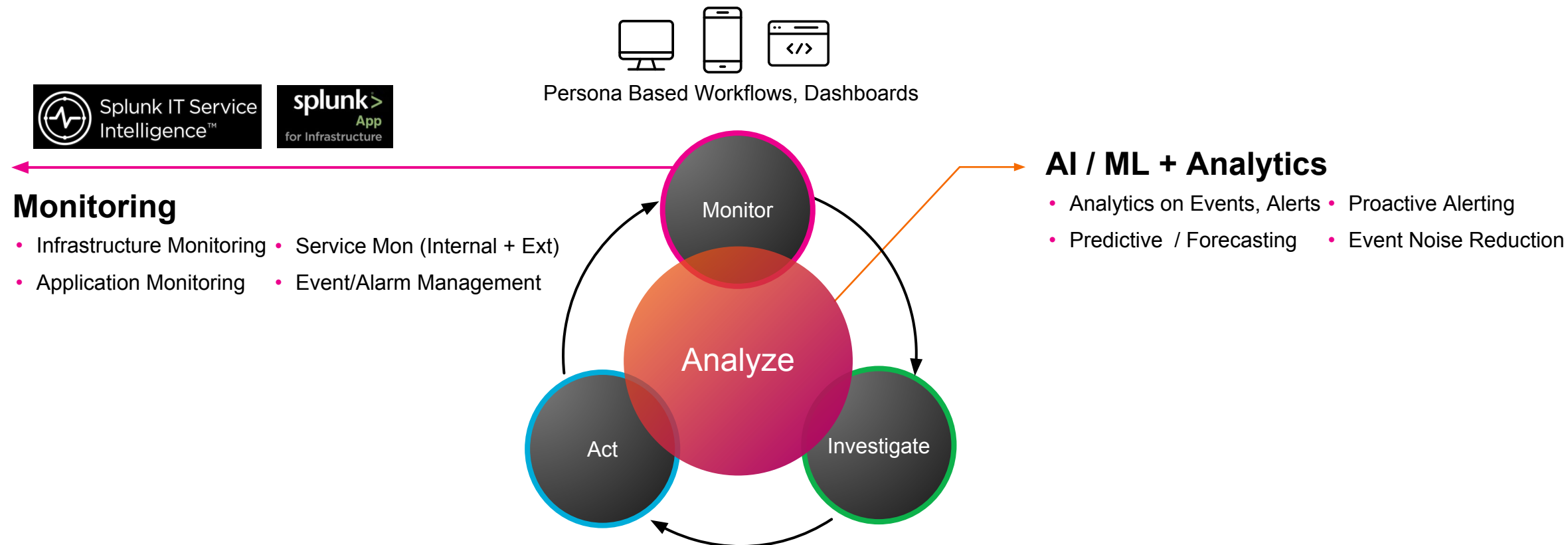
- Analytics on Events, Alerts
- Predictive / Forecasting
- Proactive Alerting
- Event Noise Reduction

Incident Response

- Mobile
- Root Cause Analysis
- Collaborative Troubleshooting
- Stakeholder Management







Splunk is a Leading AIOps Platform



Introducing: Splunk IT Service Intelligence

Deliver Insights Across Services, Applications, and Infrastructure

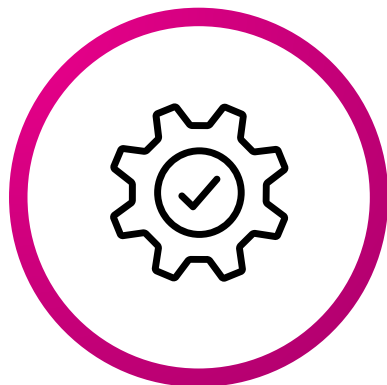
-  Reduce Event Storms & Noise by 70–95+%
 - Make your teams more efficient and productive
-  Reduce Incidents and MTTR by 60–90%
 - Get a 360° degree view and reduce outages and time to resolve
-  Predict Outages 5–45 minutes in Advance
 - Return time to the business and focus on the issues that matter
-  Modernize and Streamline Spend
 - Simplify and modernize your toolchain



This Means Fewer Outages, Faster Resolutions, Smarter Teams

econocom

Effective



Processed events 8 minutes faster, on average

15% improvement in SLA performance

MOLINA
HEALTHCARE

Proactive



Reduced the number of IT incidents fivefold, decreased MTTR by 65%

Viasat

Predictive



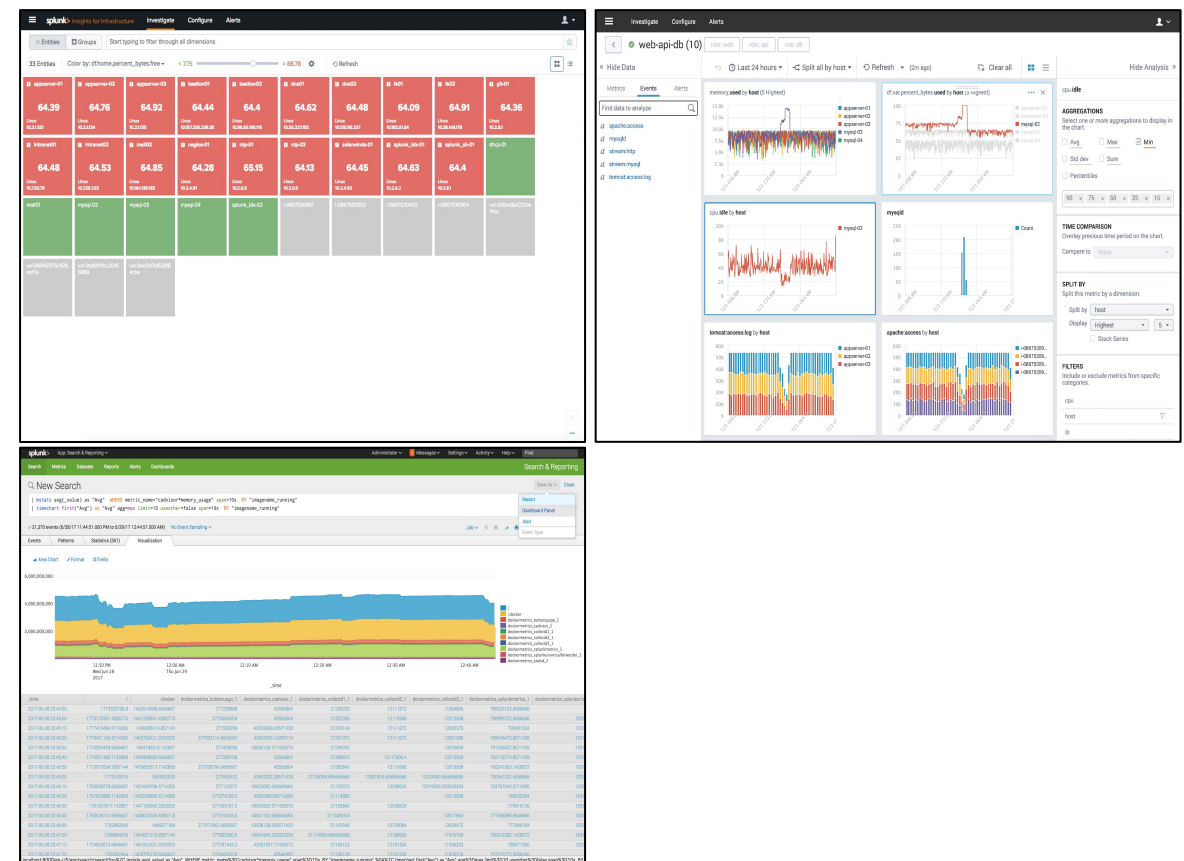
Predicted their Service Health Score's impact 20–30 minutes into the future

Infrastructure Monitoring

Infrastructure Monitoring Built on Metrics and Logs

Infrastructure Monitoring & Troubleshooting for Key Domains

- Easy to use, detailed and flexible analysis spanning metrics and logs
- Fast time to value: Guided and easy setup and deployment
- Guided investigations to quickly identify trends and root cause
- Seamless integration with ITSI and Splunk Enterprise

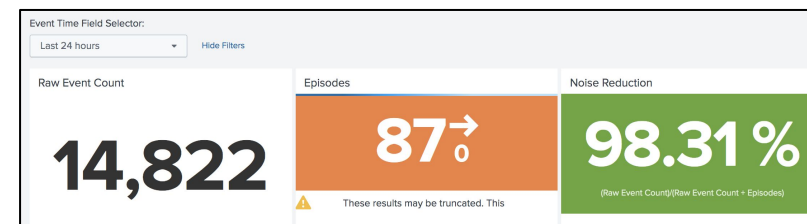
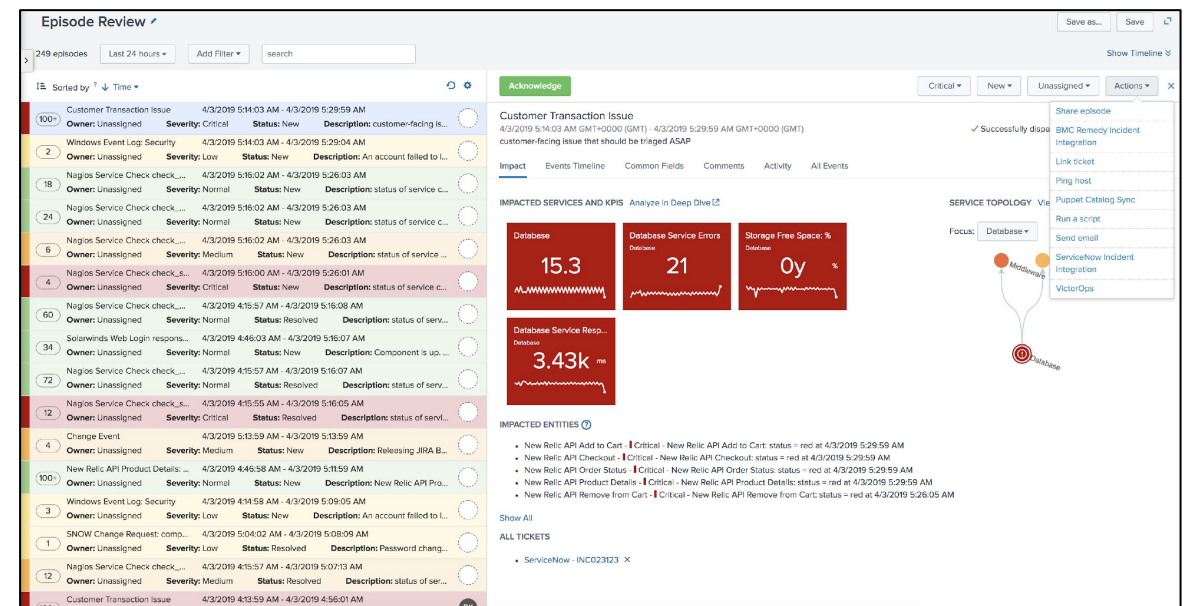


Event Management and Analytics

An AI and Analytics Driven Approach to IT Operations

Analytics Applied to Event Management

- Event Noise reduction for modern Event Management to enhance team focus
- Simple configuration for noise reduction
- Triage and review a few clusters of Events called Episodes
- Get additional Service context and perform ad-hoc or automated conditional actions



Service Monitoring and Insights

An AI and Analytics Driven Approach to IT Operations



Create a 360° View

- Understand How IT is affecting Business KPIs proactively



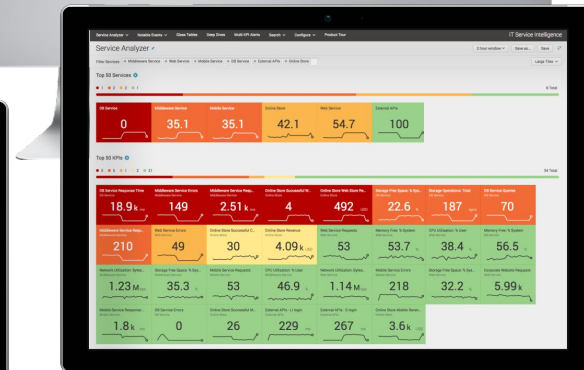
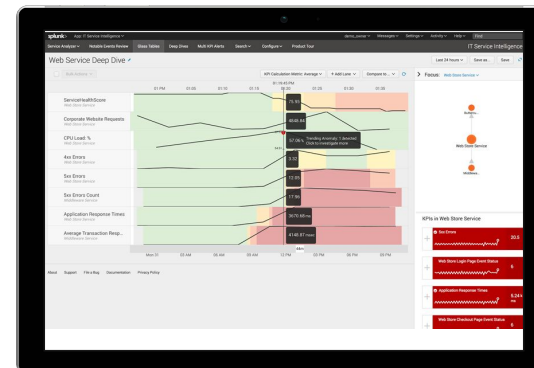
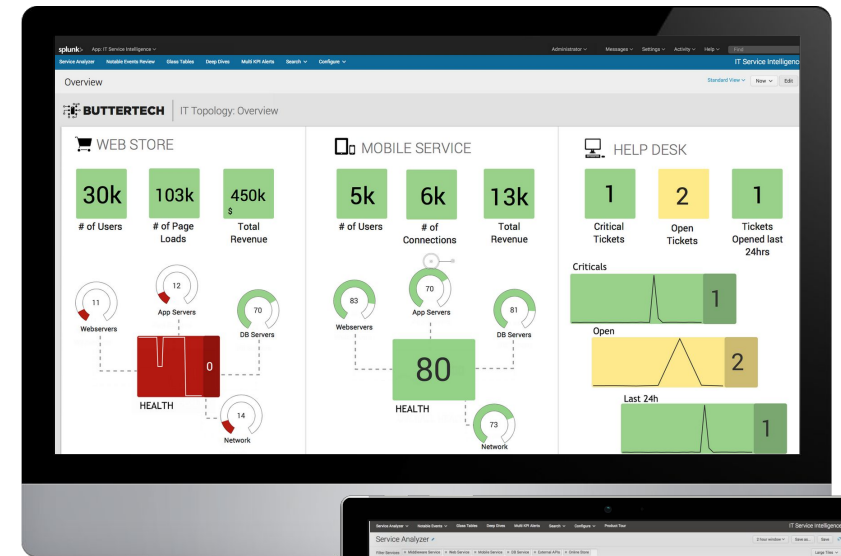
Predict and Prevent Outages

- Get lead time on degradations



Eliminate Outages and Partner with the Business

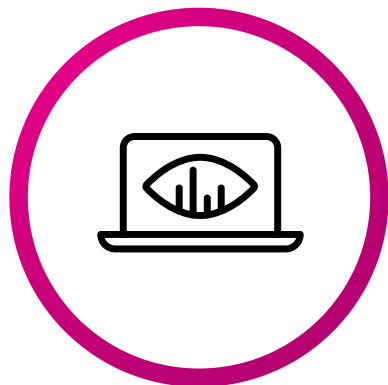
- Proactive or Predictive monitoring that is Business focused



Look How Far We've Come

.conf2015

Service Insights



Reduce incidents
and MTTR by
70–90%

.conf2017

Event Analytics



Reduce Event Noise
by 60–95%

.conf18

Predictive Analytics



Predict Outages
5–45 minutes
in Advance

.conf19

Infrastructure Monitoring



OOB Content; Setup
in Days not Weeks

.conf19

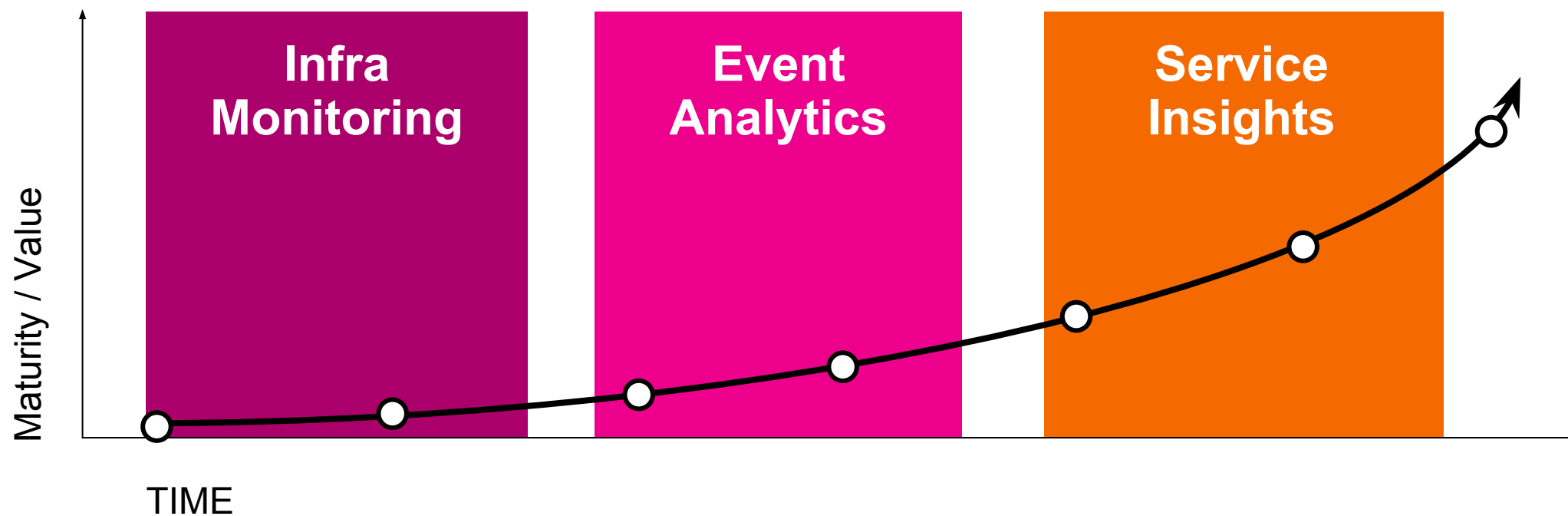
splunk®>

Demo

Maturity Path for Getting Started with ITSI

Start with Infrastructure Monitoring or Event Analytics and Move into Service Insights

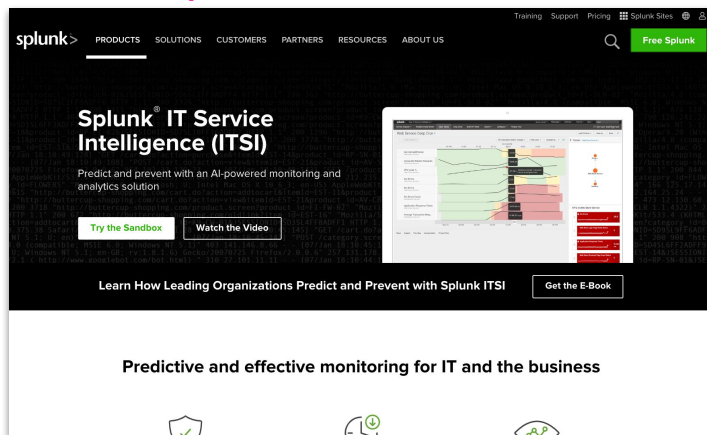
IT Service Intelligence



Try Splunk ITSI Today

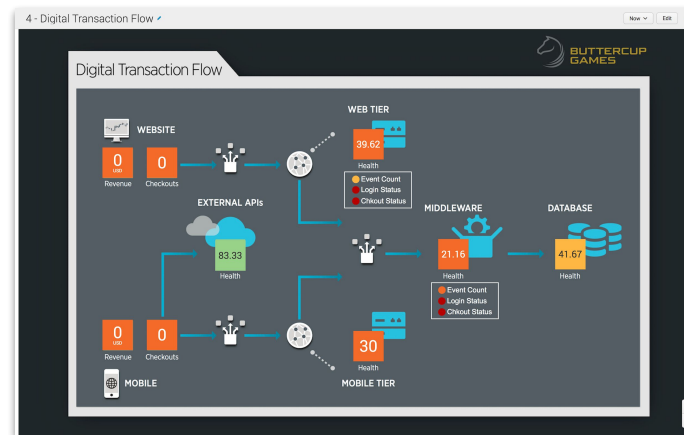
Learn More Today

- Product deep dives, customer success stories, and tons of free online resources
- www.splunk.com/ITSI



Free Onsite Exercise

- See the value for yourself with a free onsite exercise, where we'll use YOUR data to demonstrate the value



Regional Events

- Engage in Free Local Hands-On or Informational Events
- www.splunk.com/workshops



ITOA Sessions at .Conf19

TO be added



splunk>

Thank

You



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