



Why Dinosaurs Make Bad Pets – Legacy Monitoring Tools and their Extinction

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Agenda

What We'll Cover



Agenda

- ▶ History of Legacy Tools at TIAA
- ▶ Out with the Old in with the New
- ▶ Getting People to Embrace the Change
- ▶ Outcomes

When the Dinosaurs Roamed

THE
AGE OF
DINOSAURS



The Age of Dinosaurs - Legacy Monitoring Tools

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Legacy Tools at TIAA

The Past, The Present, The Project, The Plan, The Goal

- **The Past** | Tivoli Suite of Monitoring, Why Change? – Cost, Shift from 10 tools to one that could do it all, do things faster, better, more holistically
- **The Present** | Identify ‘What’ we are monitoring and ‘How’ – What are we trying to replace?
- **The Project** | Replicate Data Inside of Splunk – How do I get that data into Splunk (TA’s, SAI, etc.)
- **The Plan** | Prioritize Where to Start – What’s already in Splunk
- **The Plan** | Make Splunk the ‘source’ of events (start removing non-splunk agents)
- **The Plan** | Make Splunk the Aggregator – Use ITSI as the ‘aggregator’ (use summary indexes to enrich data via lookups)
- **The Goal** | Phase I – leverage ITSI as the sole aggregator for enterprise events | Phase II – stop being event driven and use metrics to more proactive

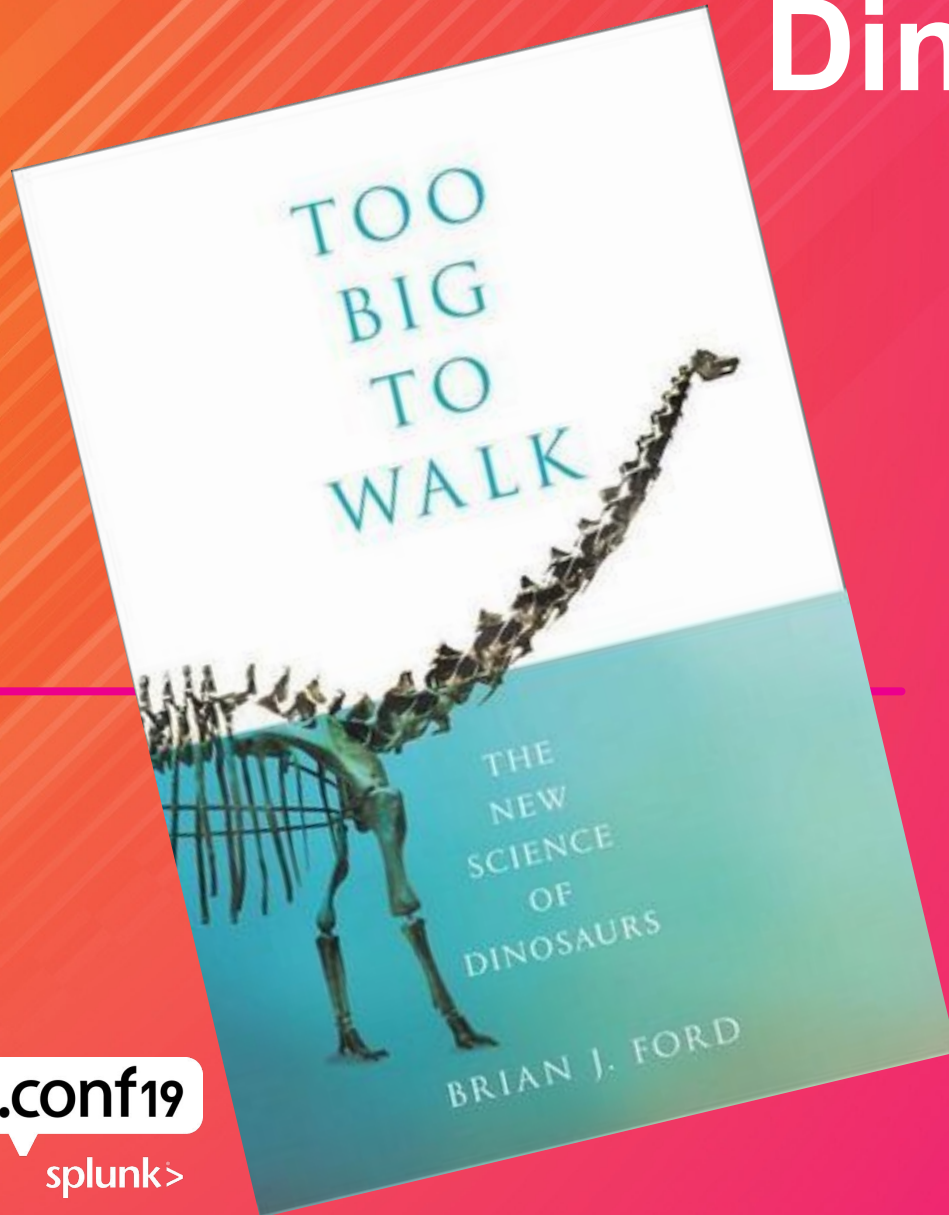
Legacy Tools at TIAA

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Dinosaurs – The Real Reason Dinosaurs Became Extinct

Cretaceous-Tertiary Extinction



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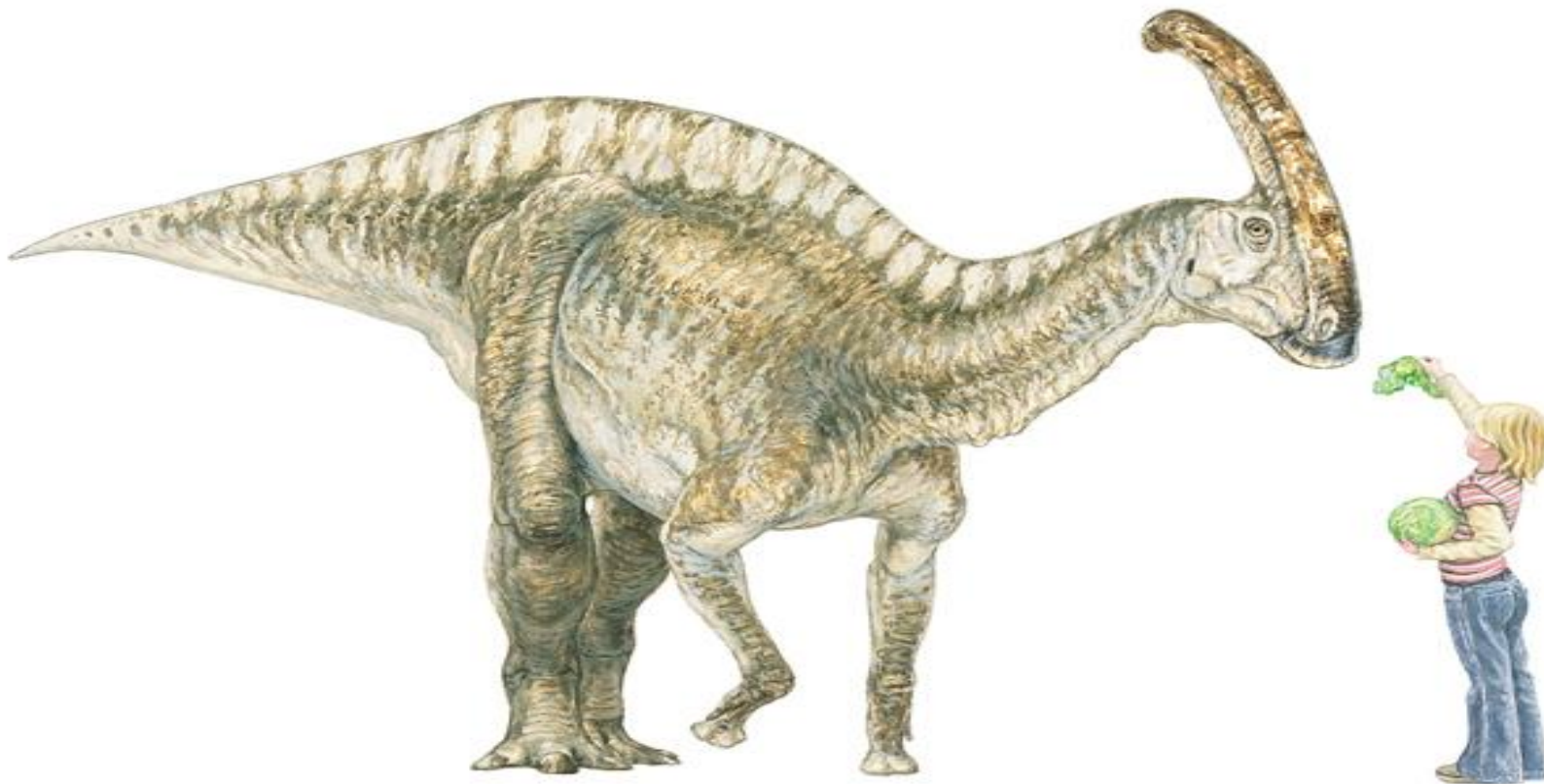


The Beginning of Extinction

Why Dinosaurs Can't Exist in Today's World – Why TIAA Needed Change

1	Problem	Environments are Fluid and rapidly changing causing silos between data and collaboration, Old methods are too rigid (too many rules – too much time to maintain), SO MUCH NOISE – What's actionable and What Isn't? Only the Strong Survive – No, only the Root Cause Indicators Survive.
2	Impact	Enormous Amounts of time spent on 'Validating it's Real', Too many eyes on Too many things – All About MTTI (mean time to innocence) Instead of Fixing the right things more quickly
3	Solution	Splunk IT Service Intelligence (ITSI) is a monitoring and analytics solution that uses AI to go from reactive to predictive IT and gives you insights across both your IT and business services, applications, and infrastructure. Moves organizations from being 'event driven' to 'priority driven'
4	Benefit	Predict and prevent outages; create a 360-degree view; and modernize IT on a true AIOps platform that scales
5	Proof points	TIAA delivers real-time Insight, Reduces Event Noise, Phases out Legacy Tools with IT Service Intelligence

But Dinosaurs are Cool, Can't I keep One?



Which Dinosaurs will Thrive?

Which Ones will Become Extinct?

Serves the Business and IT	Flexibility – get all kinds of data in regardless of source and make it valuable to the Business and to IT
Data	Data Source Agnostic - Identify which monitoring tools are monitoring the infrastructure supporting these services (Network, DB, OS, Web, App) – Send it to Splunk, Use Splunk certified TA's, Utilized SAI (Be Methodical in your Deployment of UF's)
Identify Noise	Event Correlation - Use Event Analytics to Reduce Noise, Correlate Events Cross-Stack, and Marry Metrics to Events to show Service Impact, Root Cause, and 360-degree view
Service Views	Service Insight/Impact - Identify KPI's (Key Performance Indicators) that can tell you if something is performing well or badly – Use these to gain real-time insight and rely less on events
Embrace Change	Path to Success - Change is difficult but not impossible especially if there is flexibility in how you approach it. Find 'how' your teams used 'events' to determine root cause and give them an alternate view with MORE value. Allowing someone to 'SEE' why change is better helps them 'EMBRACE' the change more quickly



THE GREAT DINOSAUR RUSH

FUNDED! 6 Goals Reached!!

LAST DAY!!



lasts ever before seen dinosaurs





Life After the Age of Dinosaurs

- | | | |
|---|----------------------------------|---|
| 1 | Where Do We Start | <p>How do I make them stop looking over there, and start looking here?</p> <p>Reduce the what they have to look at, Only put what's actionable in front of them, Give them a better way to solve the 'right' issue</p> |
| 2 | Data | <p>Why work harder? Let the Data lead you FIRST. Create services where it makes sense – What's the easiest place to start? Where I have the most knowledge – Shared IT Service (Email, DNS, Authentication, Active Directory, Virtual Env, etc.)</p> |
| 3 | Be Less Event Driven | <p>Does a stateful event matter every time it happens? Yes – use Event Analytics. No – Use Metrics Create KPI's that Help You Get the Full Picture and Impact to Technical or Business Services.</p> |
| 4 | Be Proactive / Predictive | <p>Identify the KPI's that give you a better picture of 'the state of things', Use Baselines (Adaptive Thresholds) to Understand What's Normal and What's an Anomaly, Compare those baselines to how things impacted these KPI's in the past to become Predictive Instead of Always Fire-Fighting.</p> |
| 5 | Embrace Change | <p>Change is difficult but not impossible. Find 'how' your teams used 'events' to determine root cause and give them an alternate view with MORE value. Allowing someone to 'SEE' why change is better helps them 'EMBRACE' the change more quickly</p> |

“Just Because We’ve Always Done it
this Way Doesn’t Mean We Should
Keep Doing it this Way”

Emily Duncan

What Does AiOps Really Look Like

I can see clearly now...the Dinosaurs are gone

- End to End Visibility – Splunk is Your Source, Your Aggregator, Your System of Record
- Service Insight – Tying IT Ops to the Business and Back Again, Making Data Driven Decisions, Predicting Outages Instead of Waiting for them to Happen
- 360 Degree View from every Direction – The only Gaps in Visibility are the Gaps in Data
- Active Collaboration, Active Automation, Active Response, Actions that Drive

TIAA Episode View

Episode Review

313 episodes Last 24 hours Add Filter

Sorted by Time

100+	MonitoredEvent - Average me...	9/8/2019 5:14:29 PM - 9/19/2019 1:39:27 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	8/26/2019 8:36:24 PM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	9/9/2019 3:38:34 PM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	9/18/2019 5:23:26 AM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	9/16/2019 2:43:27 PM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	9/9/2019 8:43:33 AM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average CP...	9/9/2019 8:43:33 AM - 9/19/2019 1:34:02 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Average me...	9/9/2019 8:36:46 AM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Low disk spa...	9/9/2019 8:36:46 AM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Low disk spa...	9/9/2019 8:36:46 AM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Low disk spa...	9/9/2019 8:36:46 AM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Low disk spa...	9/9/2019 8:36:46 AM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		
100+	MonitoredEvent - Low disk spa...	9/12/2019 1:26:25 PM - 9/19/2019 1:31:33 PM	
	Owner: Unassigned Severity: Critical Status: New Description: EE - Triggered fr...		

Save as... Save

Show Timeline

Acknowledge Critical New Unassigned Actions X

MonitoredEvent - Average memory usage on windows server

9/8/2019 5:14:29 PM GMT-0400 (EDT) - 9/19/2019 1:39:27 PM GMT-0400 (EDT)
EE - Triggered from: EE_win_mem_standard_v2

Some events in this episode are outside the selected time range. [Fit time range to episode.](#)

Impact Events Timeline Common Fields Similar Episodes Comments Activity All Events

Sort for: Alarm state analysis Group by: Event type

Event type	Current State	9/9/2019	9/11/2019	9/13/2019	9/15/2019	9/17/2019	9/19/2019
Events with no event identifier.	Critical						

TIAA Service View

Service Analyzer

Last 12 hours ▾

Save as...

Save



Filter Services Select service(s) to monitor

Filter KPIs Select KPI(s) to monitor

☐ Show disabled service(s)☐ Show service dependencies

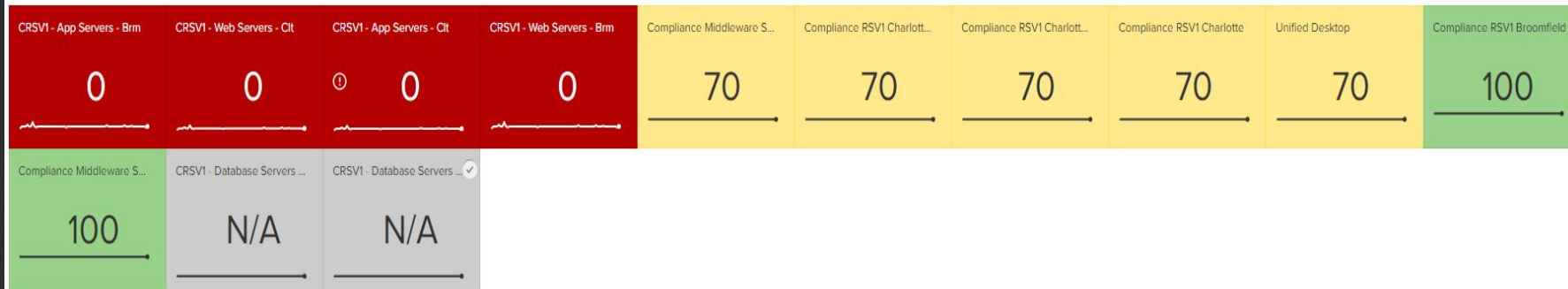
KPI Value: Aggregate ▾

Tile Size: Large ▾



● 4 ● 5 ● 2 ● 2

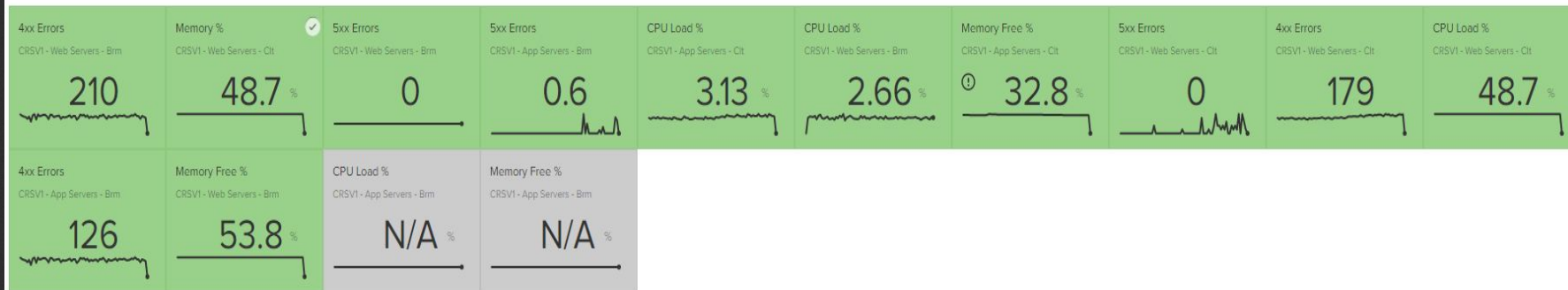
13 Total



Top 50 KPIs

● 12 ● 2

14 Total



How can Splunk Help You?

Key Takeaways

How Can Splunk Help
You?

- Trusted Advisor – Work with our IT Markets Specialists
- Customer Acceleration Workshops – See how ITSI works in Your Environment on Your Data
- Speak to Customers that are on the Same Journey

**Making machine data
accessible, usable and
valuable to everyone.**



**Thank
You!**