LA World Airports
Streamlining Event Management with ITSI and
IT Service Management

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Agenda

LA World Airports - IT Service Management

- LAWA Business Objectives
- IT Challenges/Opportunities
- Why Splunk IT Service Intelligence
- Solution Benefits
- What's Next
- Technical Recommendations
- Q & A

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Los Angeles World Airports

Transformation

87,905,468

2018 number of travelers

LA 2028

Major modernization and expansion program

3th busiest airport in the world & 2nd in the US

International gateway for Southern California

Los Angeles World Airports

Gold Standard Airport

Transformation

- Modernizing an airport that was build for a different era

- Digital Transformation

- Top 10 most improved airport

IT Challenges and Opportunities

▸ Transformation while we are in full operations mode

▸ Enhance operational effectiveness and increase system availability & reliability

▸ Reduce data silos and complexity and simplify operation

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Solution Options

Which path for the best ROI?

- Improve and integrate with existing ITSM system

- Migrate to new ITSM platform and use their ITOM

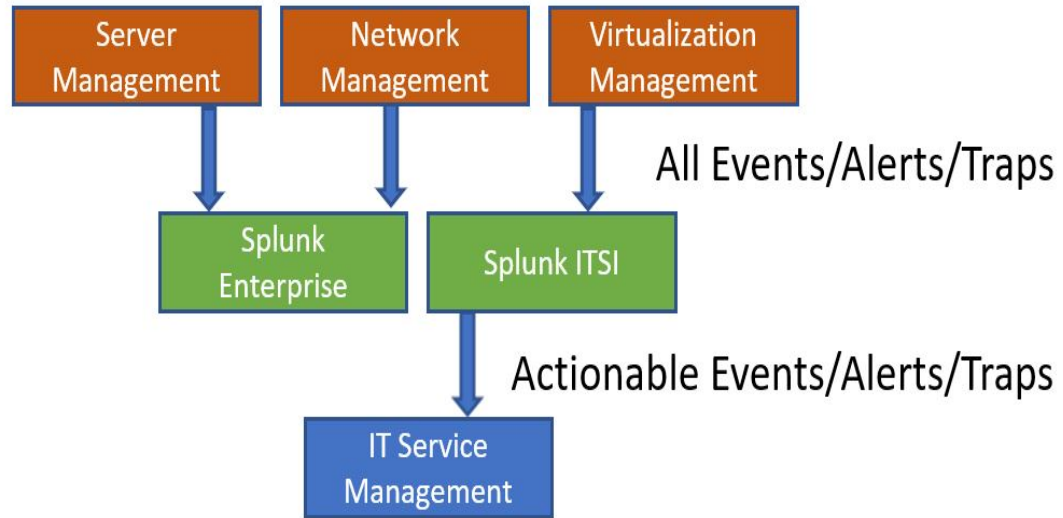- Integrate Event Management system with new ITSM platform

Why Splunk ITSI?

Why we chose Splunk

▸ Easy integration with IT Service Management tool

▸ Better visibility into infrastructure

▸ Fast Time to Value

▸ Parallel CMDB build out

▸ Log Native

▸ Predictive Analytics

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The Solution

- ▸ Centralize event handling
- ▸ Pare down 1000's alerts from multiple monitoring tools
- ▸ Remove data silos
- ▸ Prioritize events
- ▸ Create service tickets on actionable events
- ▸ Monitoring and response for 24/7 operations
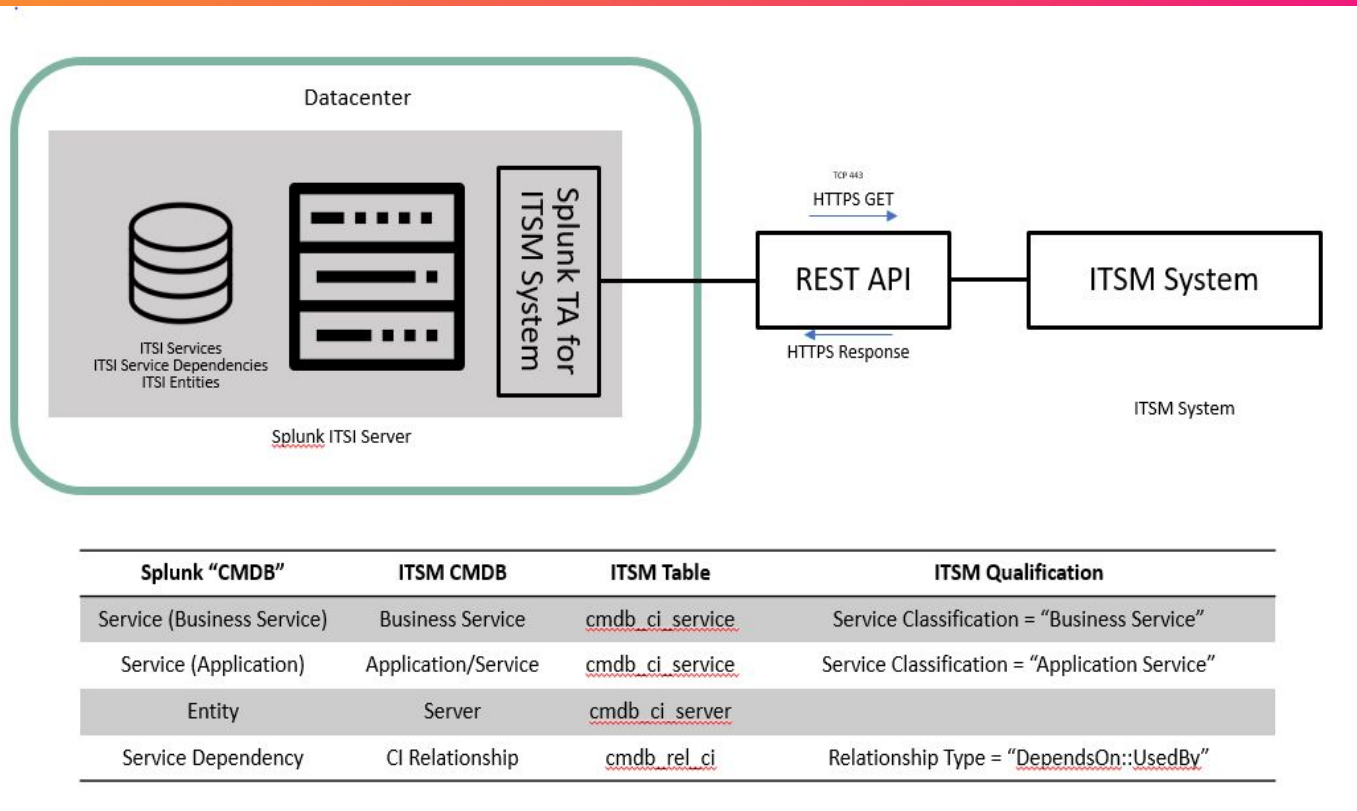
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Centralized Event Management

- ▸ Reduced events storms
- ▸ Increased LAWA employee productivity
- ▸ Proactive vs. Reactive
- ▸ Improved mean time between failures
- ▸ Decreased mean to resolution

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Automated Service Creation

Improved operational efficiency

Splunk "CMDB"	ITSM CMDB	ITSM Table	ITSM Qualification
Service (Business Service)	Business Service	cmdb_ci_service	Service Classification = "Business Service"
Service (Application)	Application/Service	cmdb_ci_service	Service Classification = "Application Service"
Entity	Server	cmdb_ci_server	
Service Dependency	CI Relationship	cmdb_rel_ci	Relationship Type = "DependsOn::UsedBy"

▸ Leverage CMDB integration to auto create business service

▸ Maintenance windows at the business service level

▸ Simplified incident management, speed notification

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Executive Visibility

▸ Increased efficiency by reducing alert/event noise

▸ Focus on real problems, prioritized by the criticality of the business service

▸ KPIs provide increased operational visibility

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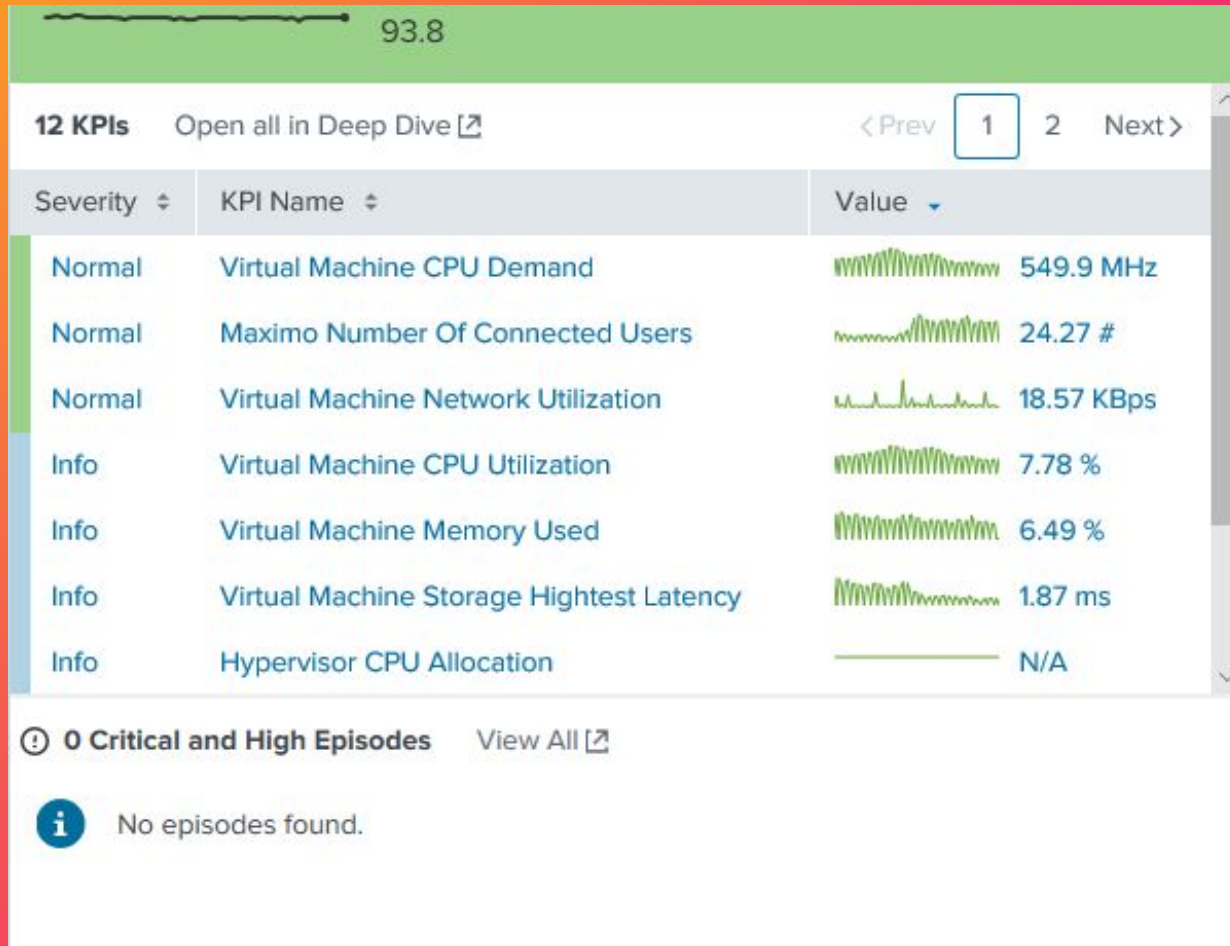
Business Service Mapping
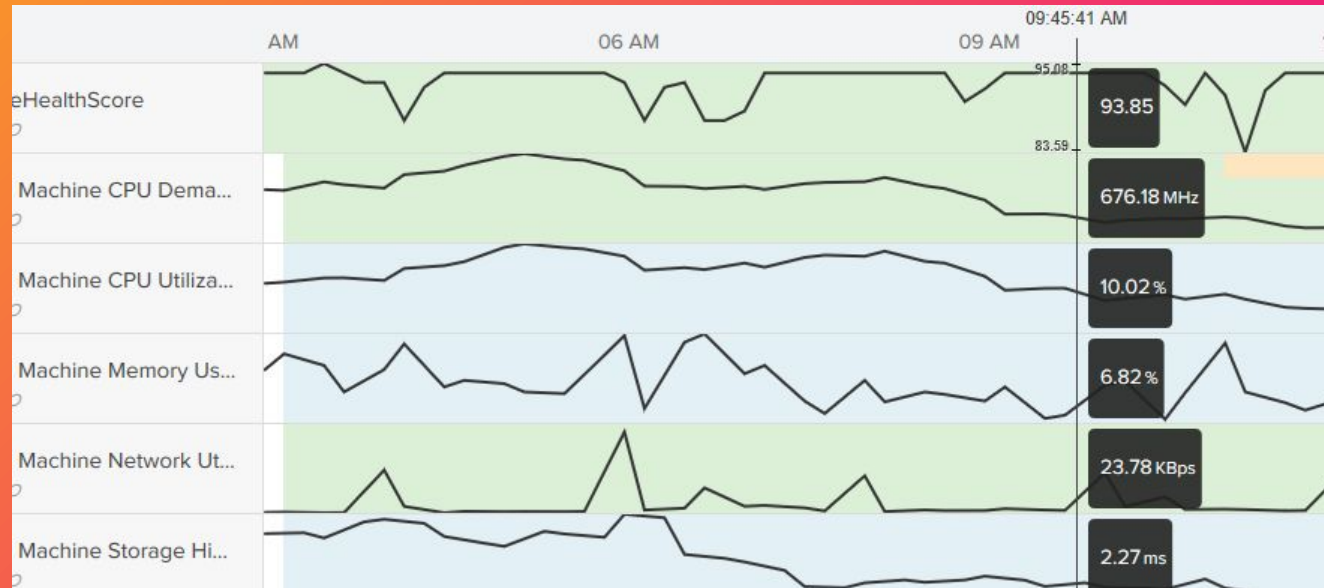

Operational Visibility

▶ Application Infrastructure Health

▶ Multi Service Impact

▶ Visibility to Business Service Health

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Infrastructure Deep Dive

▸ Health Score

▸ ITSI Module for Virtualization

▸ Visibility of KPI values

Deep Dive

- ▶ Visibility to multiple KPIs

- ▶ Behavior over time

- ▶ Can mix Service and Entity value

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Recap of Technical Recommendations

1. Standardize your monitoring

2. Understand CMDB data model for business Services

3. Use correlation searches to normalize events

4. Use lookup tables for data-driven monitoring and alerting

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What's next?

- ▸ Expand operational Intelligence capabilities
- ▸ Work toward predictive analytics

- ▸ **Airport services:**
  - Enable better customer experience
  - Expand into airport operations

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Benefits Summary

1. Centralized Event Management
   - Reactive to Proactive
   - Faster Resolution

2. Automated Service Creation
   - Simplified Incident Management
   - Improved Operational Efficiency

3. Executive Visibility
   - Real-time Status
   - Confident Business Decisions

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Questions?

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