3M Science. Applied to Life.™

AIOPS with Splunk

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David Clawson – Splunk Yoda, Staff Sales Engineer

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Michael Flint

IT Operations Manager, 3M

20+ years of SAP Technical experience

Manager, Architect, Scrum Product Owner, Eagle Scout, Husband in training, Dog Owner and Father of 2. Michael enjoys reading fantasy and science fiction in his spare time.

Nate Carr

IT DevOps Engineer, 3M

8+ years IT Experience in DevOps

With a background in IT support, Infrastructure administration, and full stack development, Nate enjoys rock climbing, recording a Pathfinder podcast, and exploring new technologies.

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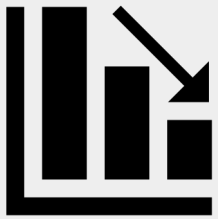
3M at a glance

- Sales in nearly every country
- $32.8 billion in sales
- Four business groups
- 90,000 3Mers globally
- 117,000 patents
- 100+ straight years of dividends
- One of 30 companies on the Dow Jones Industrial Index

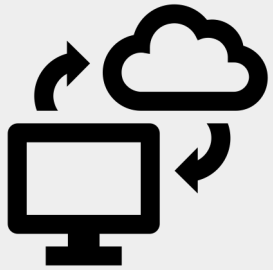
Operational Challenges



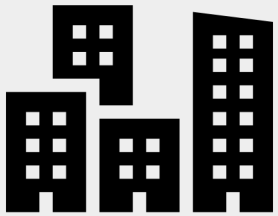
IT outages and unplanned downtime

Long mean time to detect and resolve

Difficult crisis response



Unreachable data



Siloed support organizations

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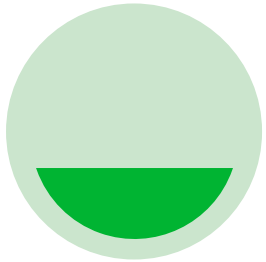
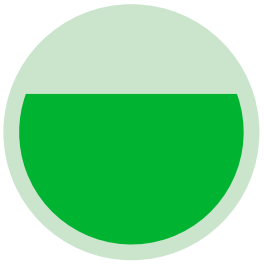
The Pain



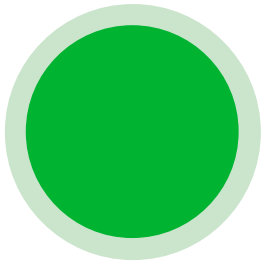
3M Revenue

~$33 Billion



Day Outage

$ Millions



Hourly Outage

$ 100’s of Thousands

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What might other problems or challenges look like…

Imagine if…

The customer was able to access the B2B site…

… only to see that the order they submitted has no estimated dates…

… because the order got stuck in an integration…

… and hasn't been processed in the ERP yet

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What might other problems or challenges look like…

Imagine if…

You receive phone calls from customers…

… wanting to know the status of their orders…

… because they have been unable to access the B2B web site…

… for over an hour.

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What might other problems or challenges look like…

Imagine if…

You receive a call from a panicked truck driver…

… Who is trying to deliver a critical shipment to a very important customer.

… The electronic documentation that was supposed to be received by the dock manager prior to delivery has not yet arrived.

… The order is now overdue and your company is being fined a significant amount of money by the hour.

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What might other problems or challenges look like…

Imagine if…

You receive a call from an irate customer…

… they just received an invoice

… for the third time

… for product that was returned months ago.

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What might other problems or challenges look like…

Imagine if…

You have multiple examples of customers receiving a shipment of goods…

… that they were not expecting

… because you already delivered it

… as part of a larger order earlier.

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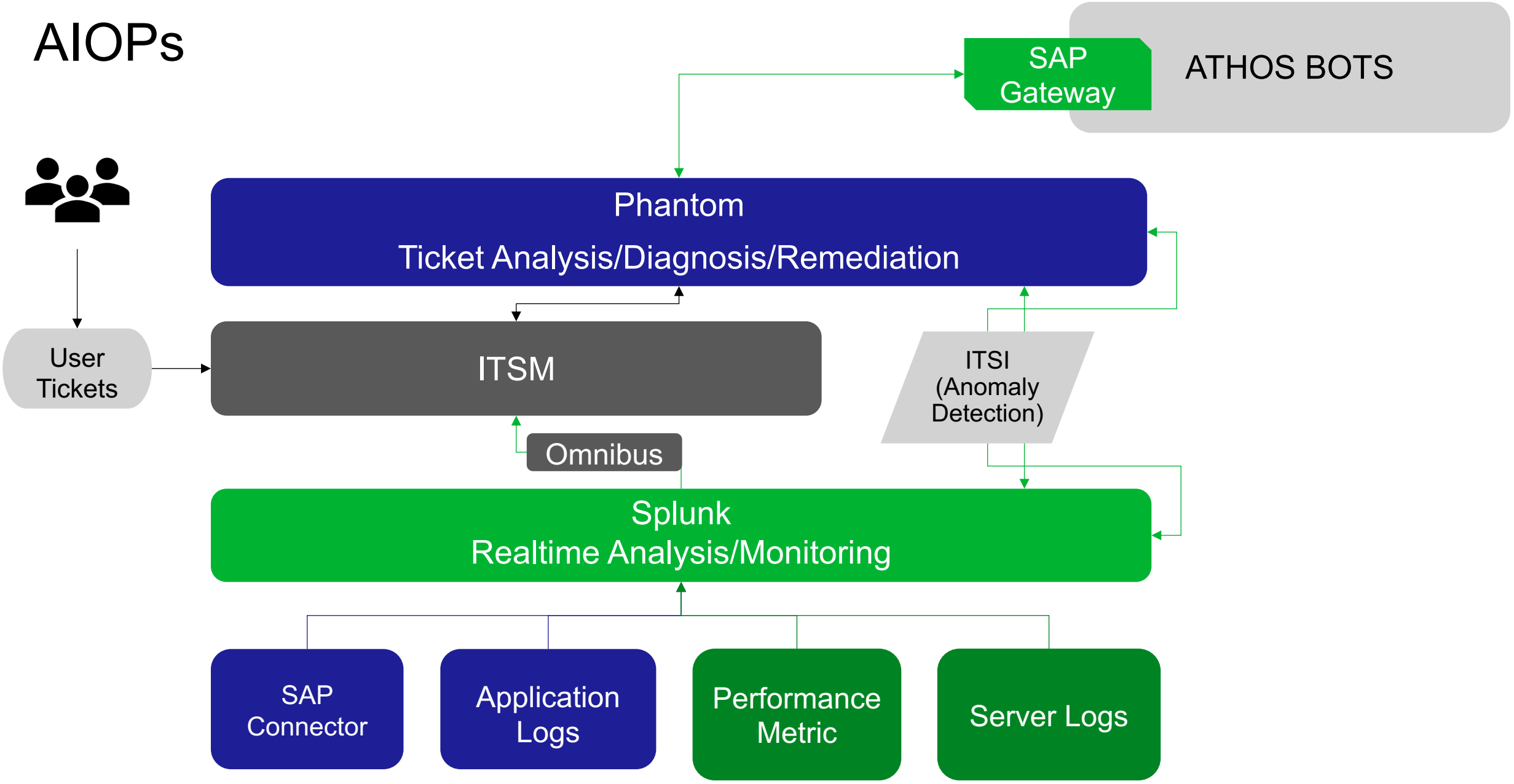
AIOPs



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PowerConnect for Splunk

- Forwards SAP data to Splunk
- Out of the box data provided
- Custom extractors can be created
- Data filters available
- Application and logging data available
- Java and ABAP integrations

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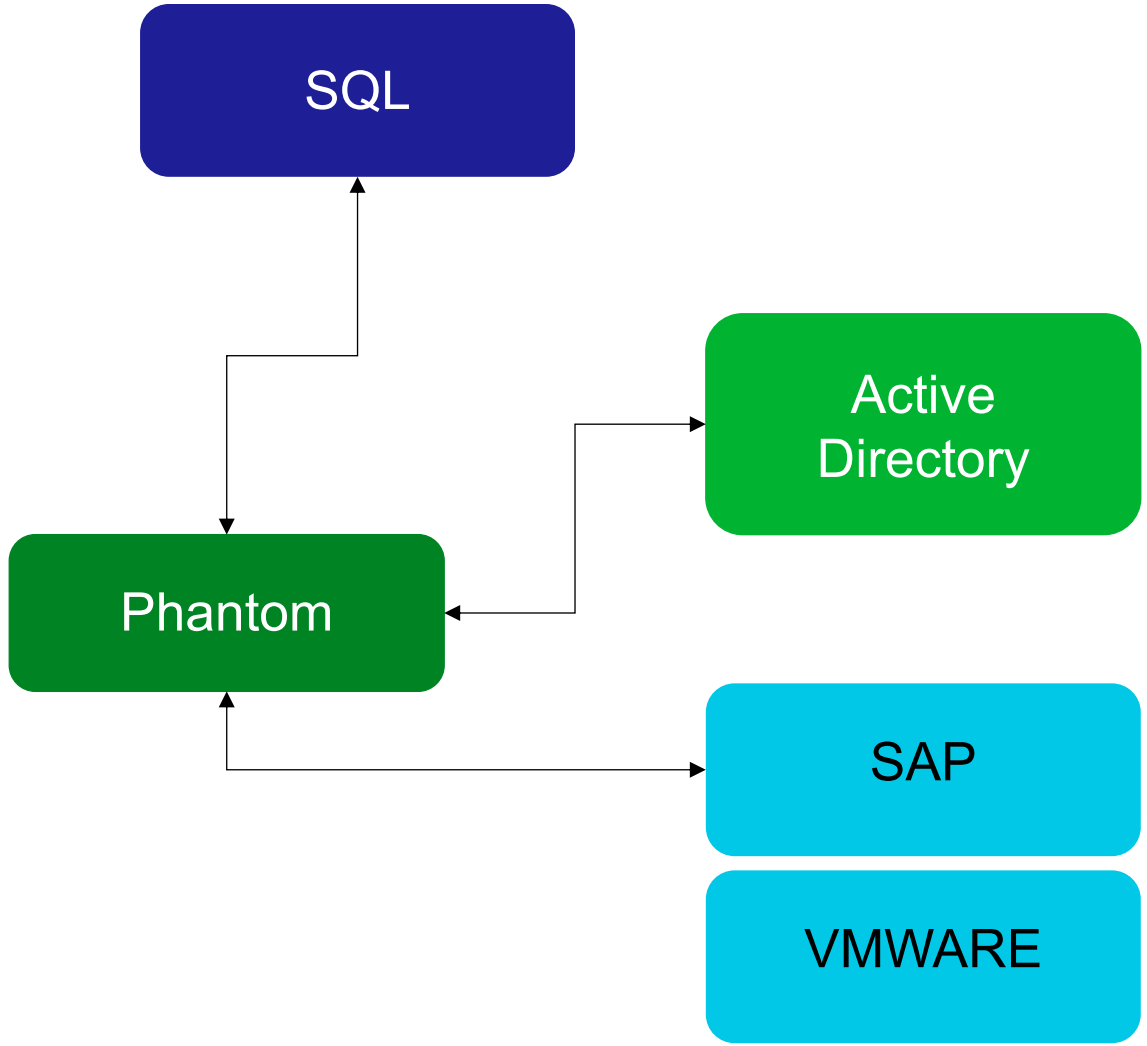
Phantom

Automation orchestration engine

- Programming GUI
- Endless integrations
- Repeatable workflows
- Triage/Ticket resolution



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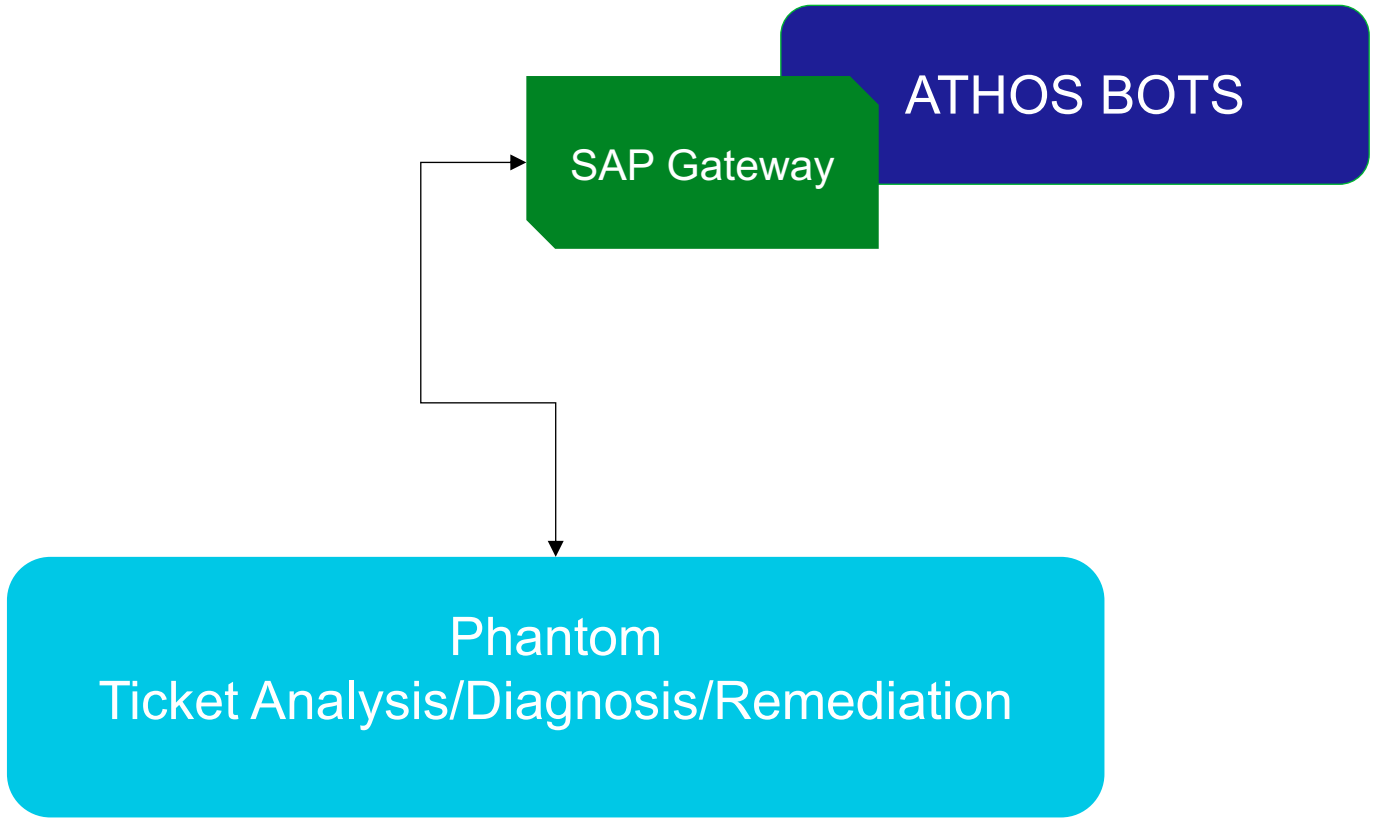
ATHOS ABAP Bots and SAP integrations

- Repeatable, secure, and stable
- Reusable methods
- Single integration point
- Embedded security design



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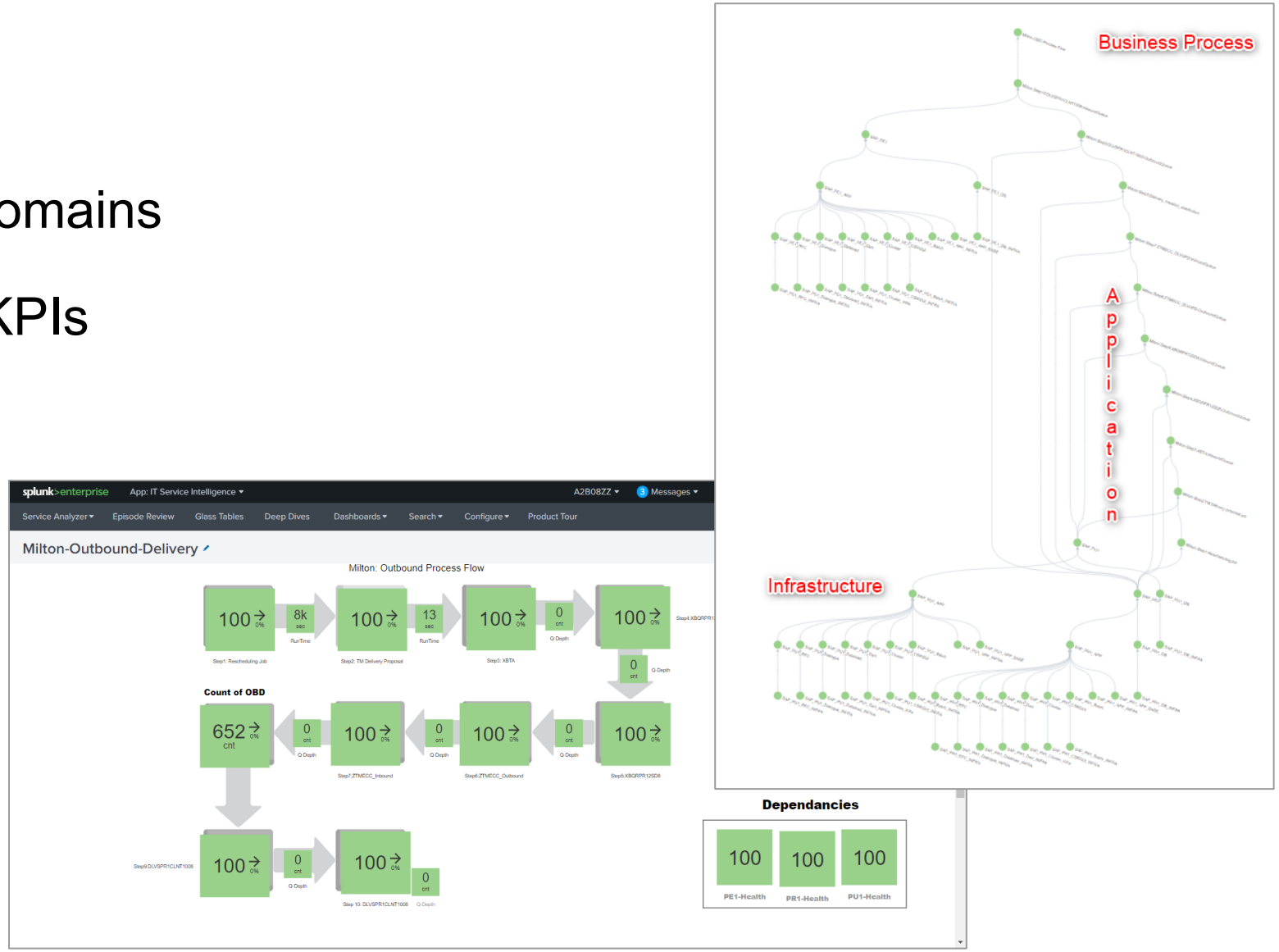
IT Service Intelligence

- Holistic health view across domains
- Customizable and dynamic KPIs
- Faster root cause analysis
- Event correlation



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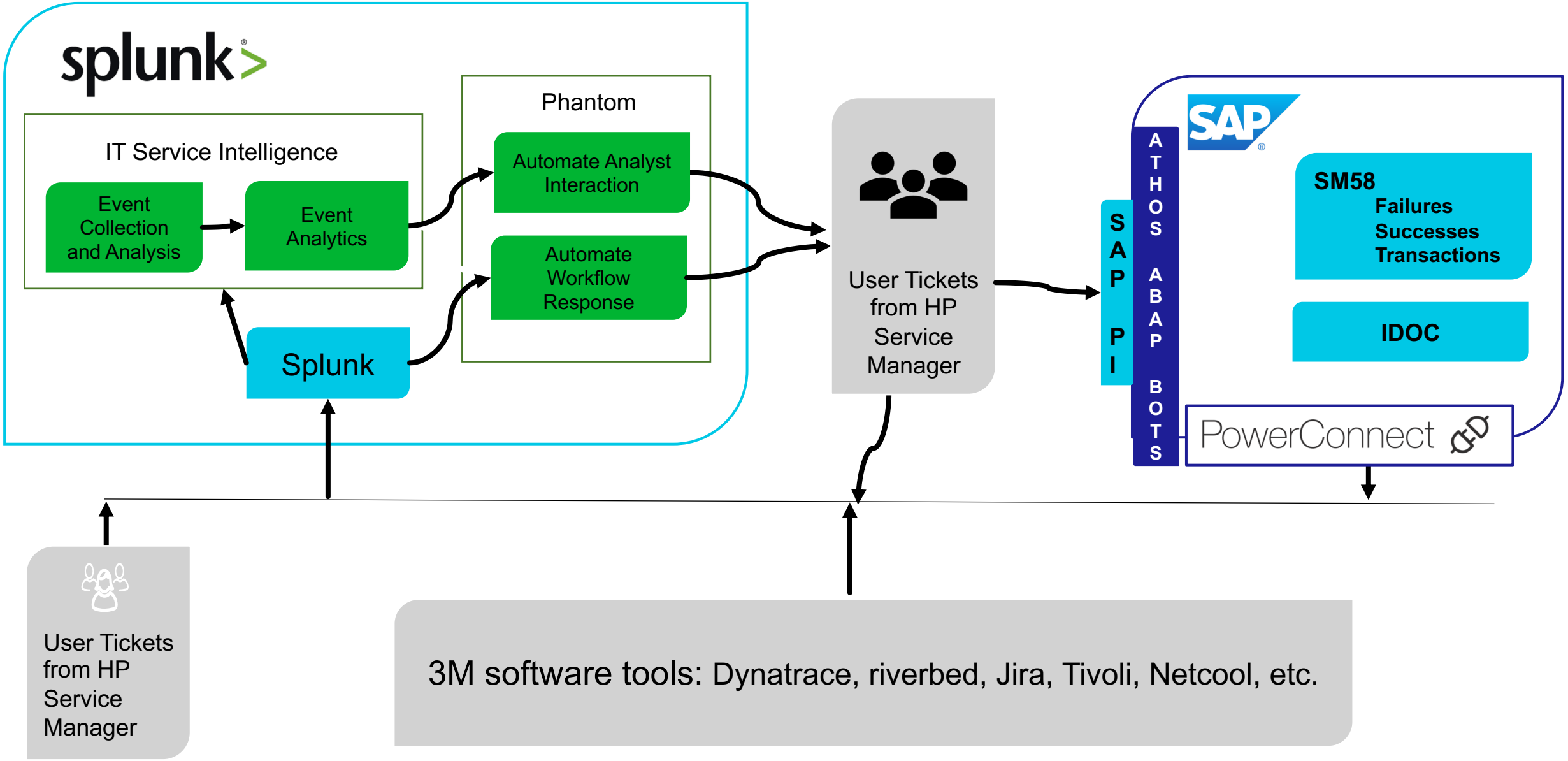
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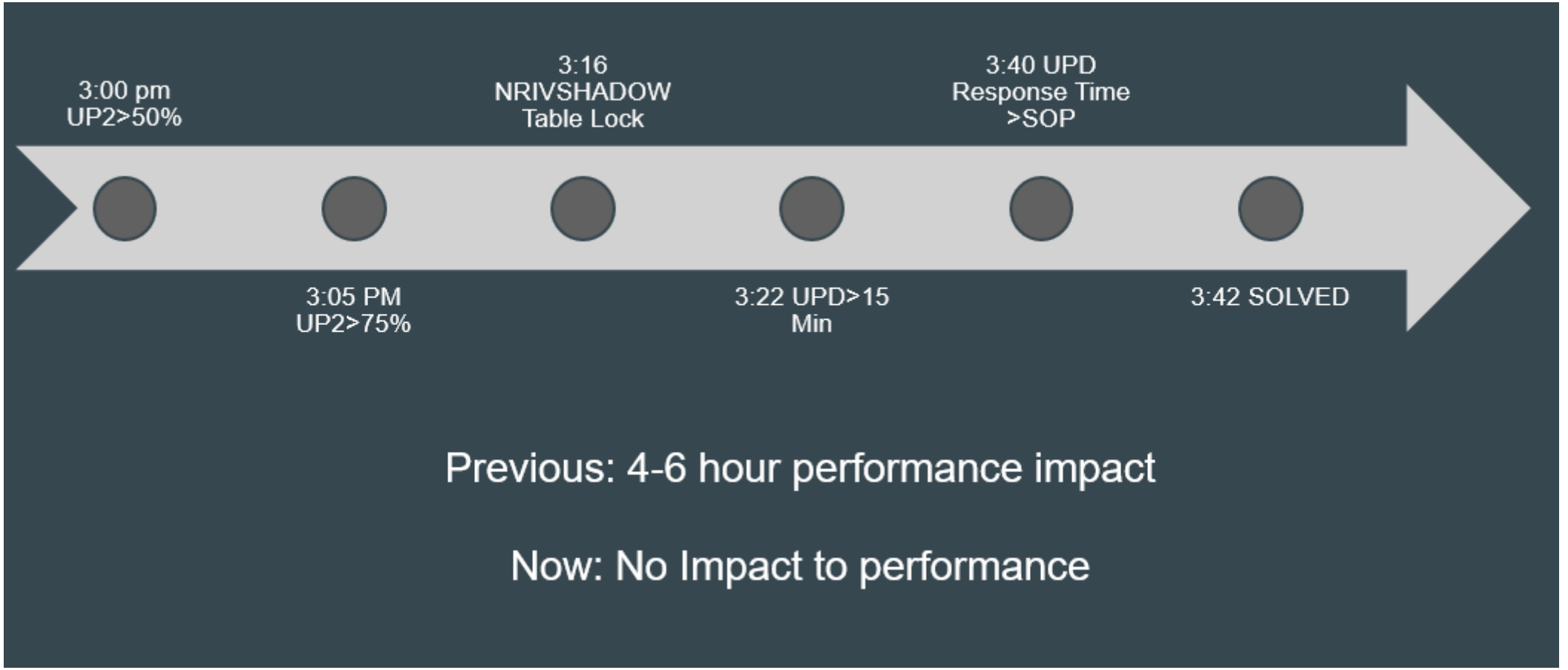
IT Service Intelligence
Event Collection and Analysis
Event Analytics
Splunk
Phantom
Automate Analyst Interaction
Automate Workflow Response
User Tickets from HP Service Manager
SAP
SAP API
ATHOS ABAP BOTS
SM58
Failures
Successes
Transactions
IDOC
PowerConnect
User Tickets from HP Service Manager
3M software tools: Dynatrace, riverbed, Jira, Tivoli, Netcool, etc.

Technical Monitoring Impact Example – Outage Avoidance



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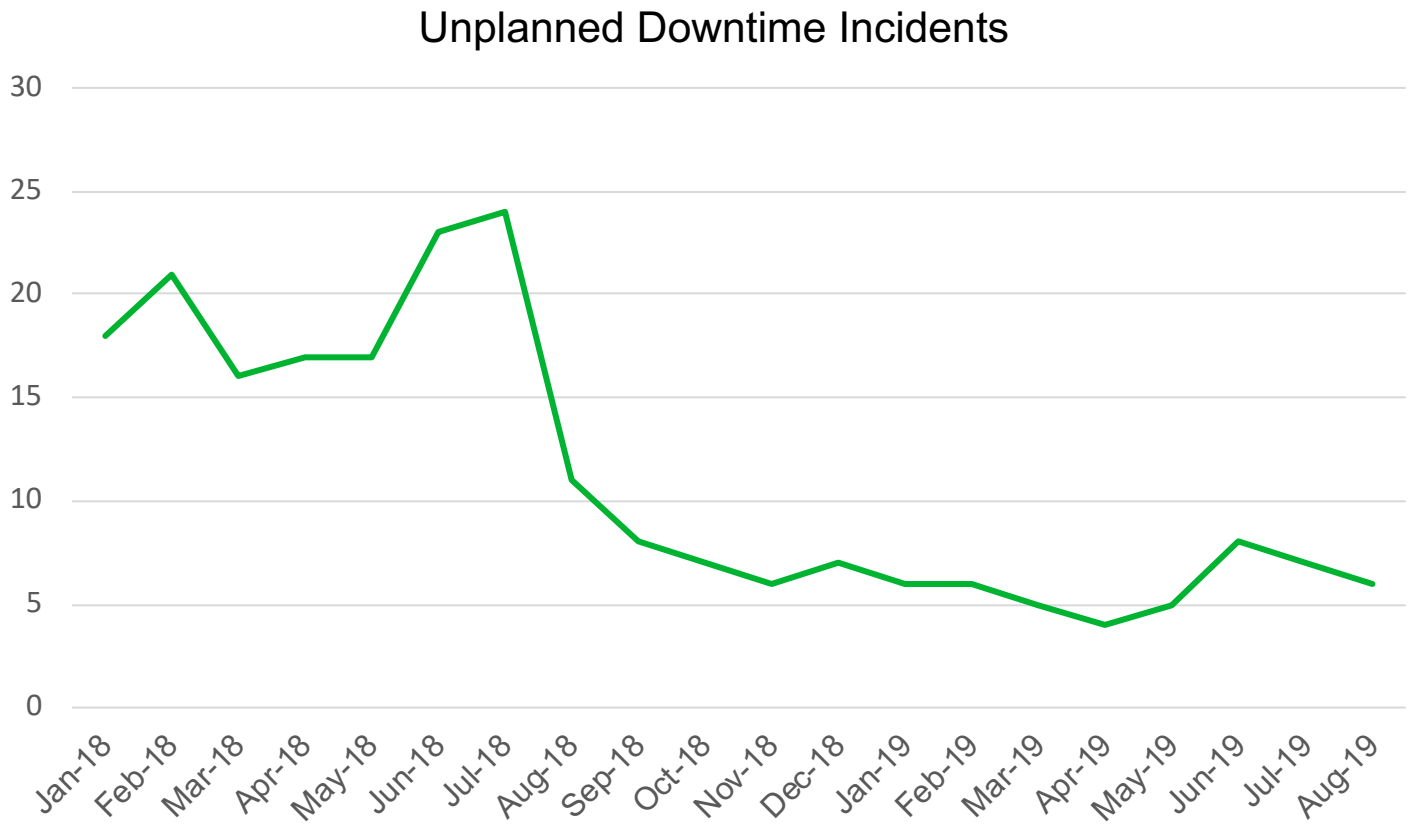
AIOPS Benefits

Goal attainment:
Reduced unplanned downtime by **64%**



Achieved Benefits

- Automatic Critical Notifications
- Reduced MTTD ~ 80-90% for critical focus areas
- Reduced MTTR ~ 70-80%
- Reduced RCA Costs
- Reduced War Room Costs
  - 65% less War Room Activity

Anticipated Benefits

- Automated Resolutions
- Predictive Operations
- Reduced War Room Costs
  - 90% less war room activity
- Reduced TCO

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What's next?

- ITSI, ITSI and more ITSI
- Automated SAP Problem Resolution via ATHOS Bots
- Phantom for Automation
- Phantom for Operations

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If you are Splunking SAP, let’s connect:

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ncarr2@mmm.com

Look for other sessions on ITSI, AIOPS, and Automation at 2019 .conf