AIOPS with Splunk

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October 23, 2019
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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.
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
The Pain

3M Revenue
~$33 Billion

Day Outage
$ Millions

Hourly Outage
$ 100’s of Thousands
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
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.
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.
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.
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.
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
Phantom

*Automation orchestration engine*

- Programming GUI
- Endless integrations
- Repeatable workflows
- Triage/Ticket resolution
ATHOS ABAP Bots and SAP integrations

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

- Holistic health view across domains
- Customizable and dynamic KPIs
- Faster root cause analysis
- Event correlation
IT Service Intelligence
- Event Collection and Analysis
- Event Analytics
- Phantom
  - Automate Analyst Interaction
  - Automate Workflow Response
  - User Tickets from HP Service Manager

3M software tools: Dynatrace, riverbed, Jira, Tivoli, Netcool, etc.
Technical Monitoring Impact Example – Outage Avoidance

Previous: 4-6 hour performance impact

Now: No Impact to performance
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
What’s next?

• ITSI, ITSI and more ITSI
• Automated SAP Problem Resolution via ATHOS Bots
• Phantom for Automation
• Phantom for Operations
If you are Splunking SAP, let’s connect:
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Look for other sessions on ITSI, AIOPS, and Automation at 2019.conf