

Get the Real Scoop on Your Health & Human Services (HHS) Government Programs!

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Deputy Director | State of Michigan – DHHS

Sanjay Srivastava
Division Director | State of Michigan – DTMB

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System Architect | State of Michigan – DTMB

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Our Speakers



Amy Hundley

Deputy Director for
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State of Michigan – DHHS



Sanjay Srivastava

Division Director – Eligibility
State of Michigan – DTMB



Josh Scheurer

System Architect
State of Michigan – DTMB



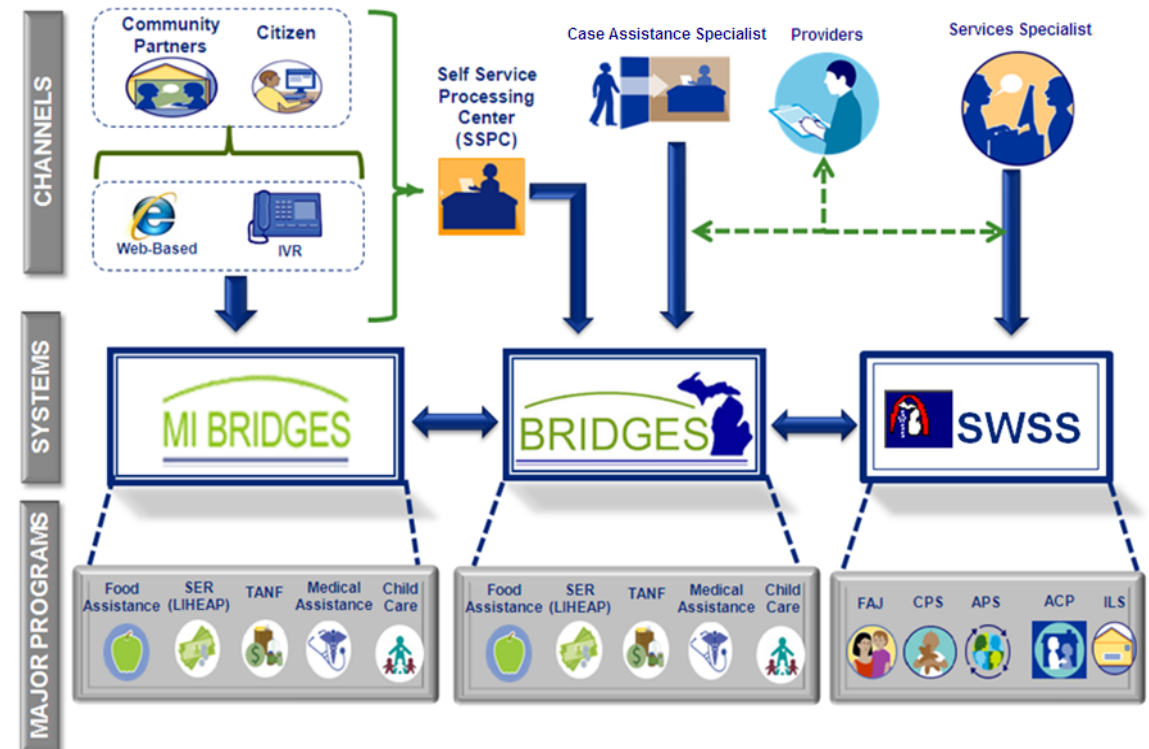
Background & Challenges

What Problems Exist?

Michigan DHHS Eligibility Background

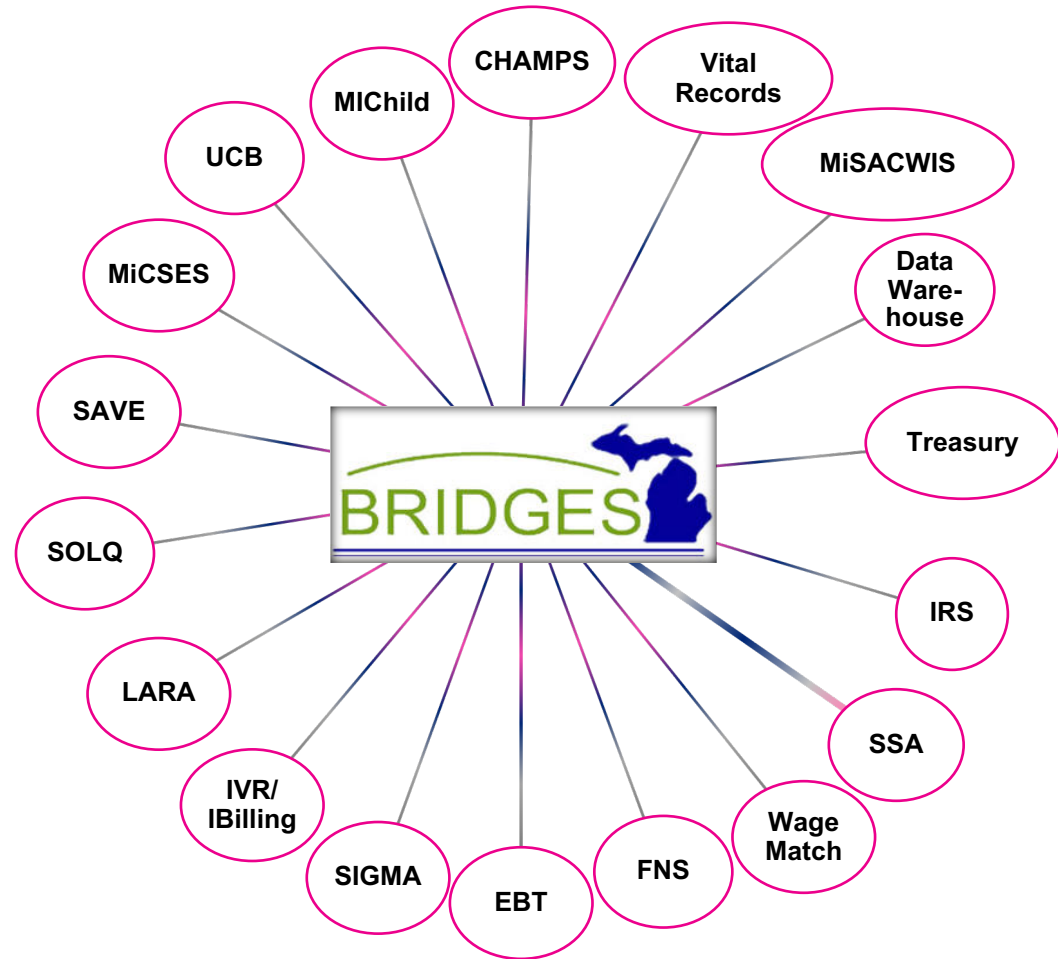
Eligibility at a glance

- 150,000+ citizens get cash assistance
- 1.7+ million citizens get food assistance
- 1.3+ million citizens get health coverage
- 50,000+ children receive day care services



MDHHS Eligibility Overview and Exchanges

- 10,000+ Bridges Users
- 1.7+ million Portal Users
- 150 different integrations
- 80 different agency interfaces
- 12,000+ transactions per minute



Main Objectives

Our goals



1. Application Health Tracking and Reporting
2. Service Level Agreement (SLA) Enforcement and Mean Time to Repair (MTTR) Reduction & Tracking
3. Ensuring compliance and reporting in regards to Federal and State Audit requirements

Challenges

Barriers to success

- Budget Constraints
- Adaptability to innovative technology
- Overly Complex IT Governance
- Costly Legacy Application Technology





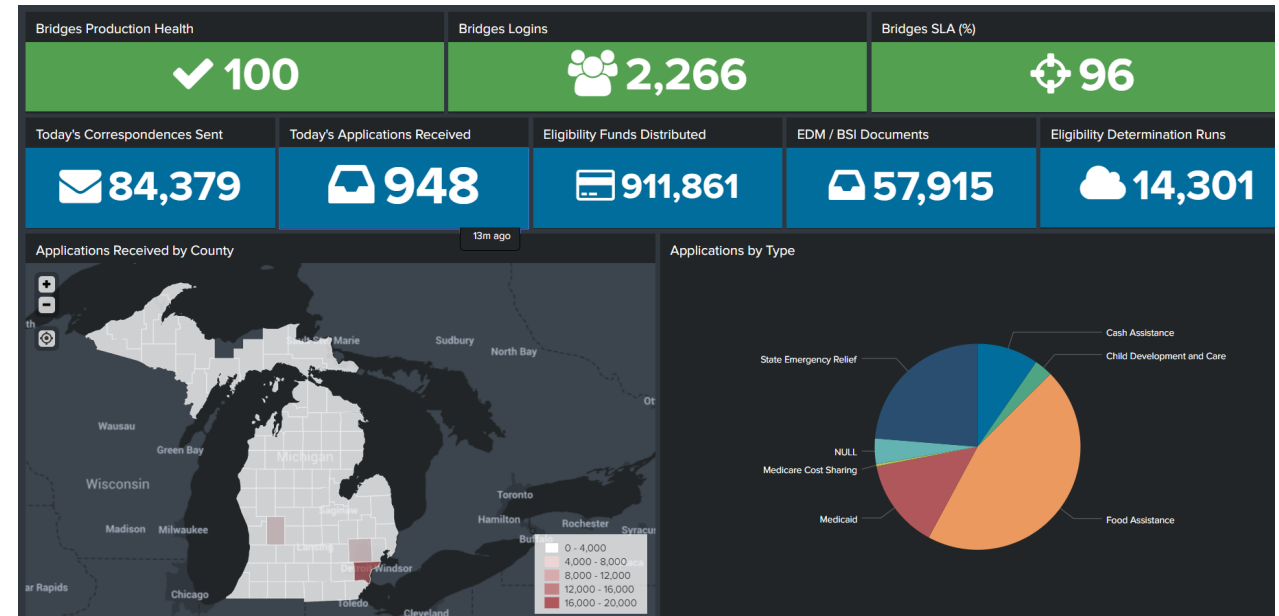
Application Health Tracking and Reporting

Objective # 1 | Critical Application Insights

Application Health

Requirements

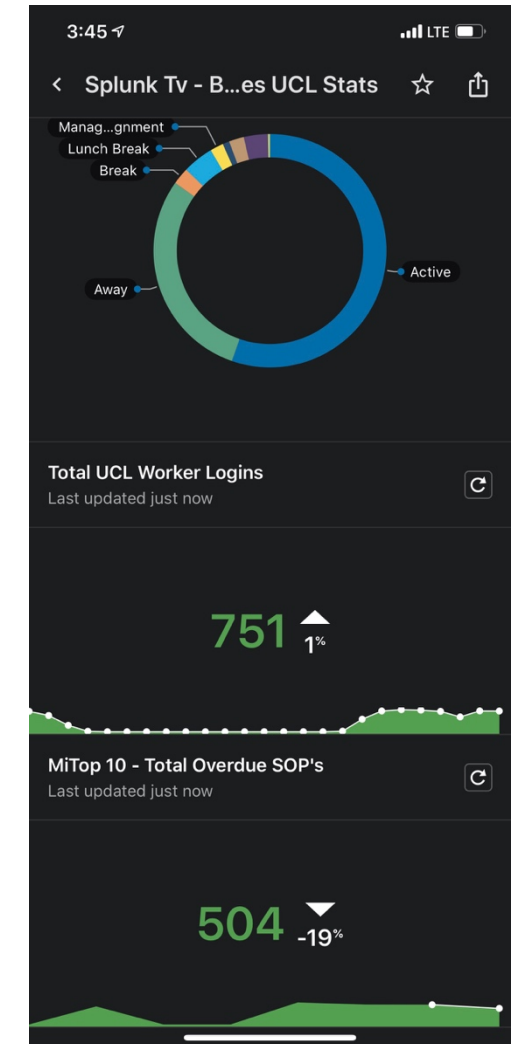
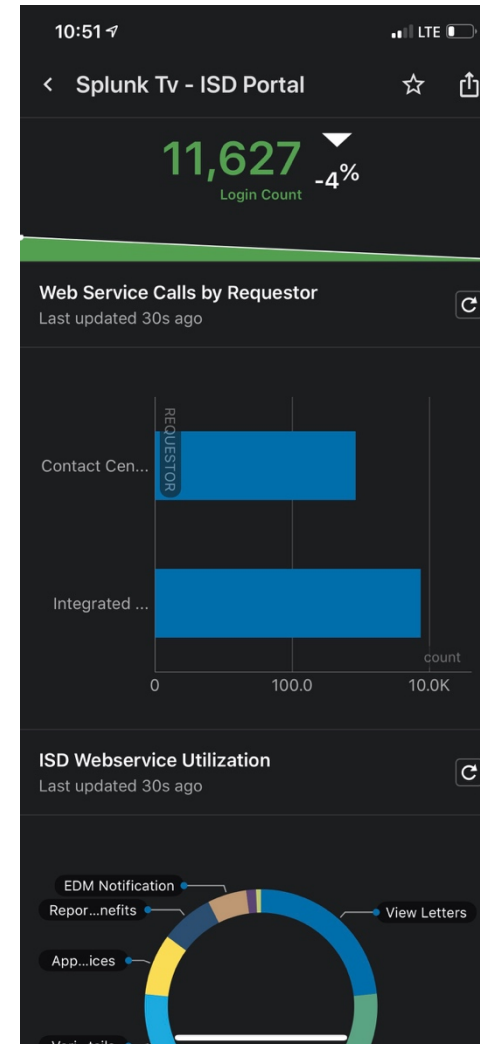
- Observability and good visibility into the applications inner workings
- Increased efficiencies across the business
- Centralized Repository for monitoring
- Time savings



Application Health

How we got there

- Splunk Enterprise
 - Critical visibility into all monitoring aspects
 - Centralized monitoring & reporting
- Splunk Tv
 - Performance data, Business data and Application Health displayed centrally on Splunk Tv
- Splunk Mobile
 - Easily view and analyze dashboard data on the go
 - Annotate and share performance data seamlessly with colleagues



Total UCL Applications Completed Timely (SOP)

[Click for Geo Group Details](#)

✓ 100%

Total UCL Redeterminations Completed Timely (SOP)

[Click for Geo Group Details](#)

⚠ 66%

Total UCL Changes - Changes Completed Timely (SOP)

[Click for Geo Group Details](#)

⚠ 61%

UCL Worker Logins

653 ↓
-13%

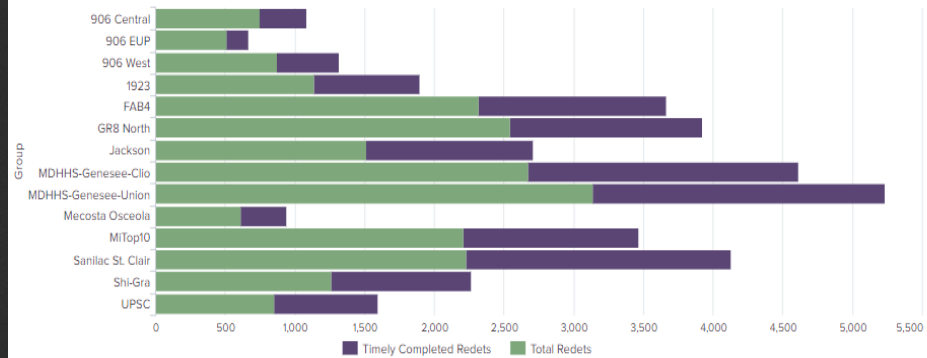
Overdue/Pending SOP's

1,250 ↓
-4%

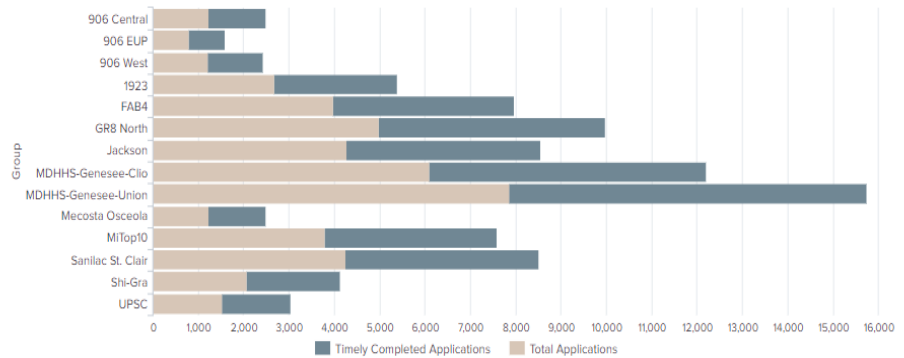
UCL Tasks

23,700

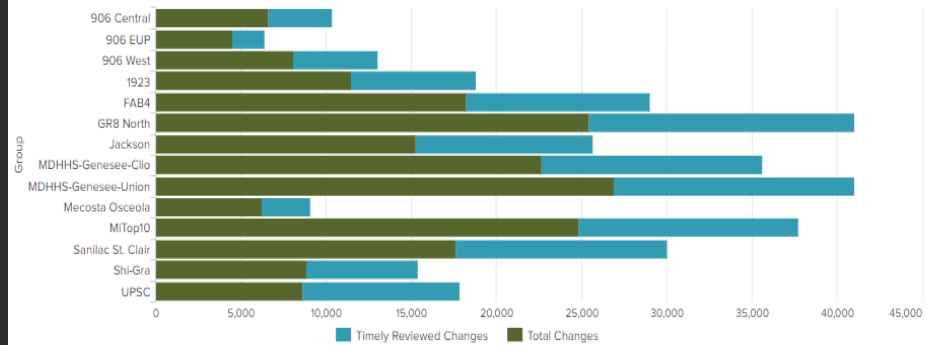
Total UCL Redet's vs Timely Completed Redet's (Monthly)



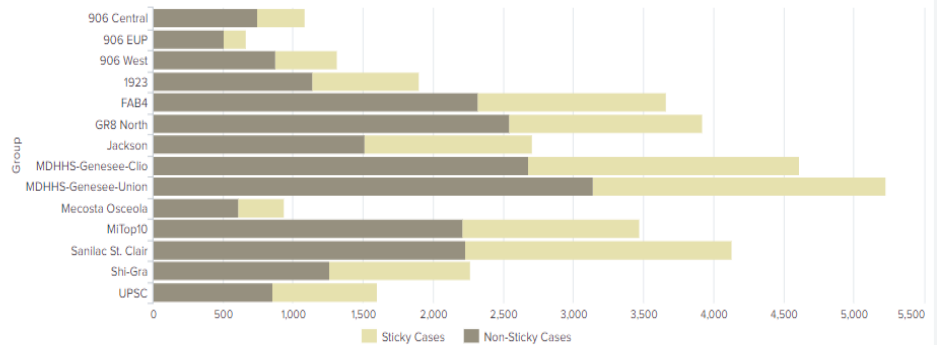
Total UCL Applications vs Timely Completed Applications (Monthly)



Total UCL Changes vs Timely Changes (Monthly)



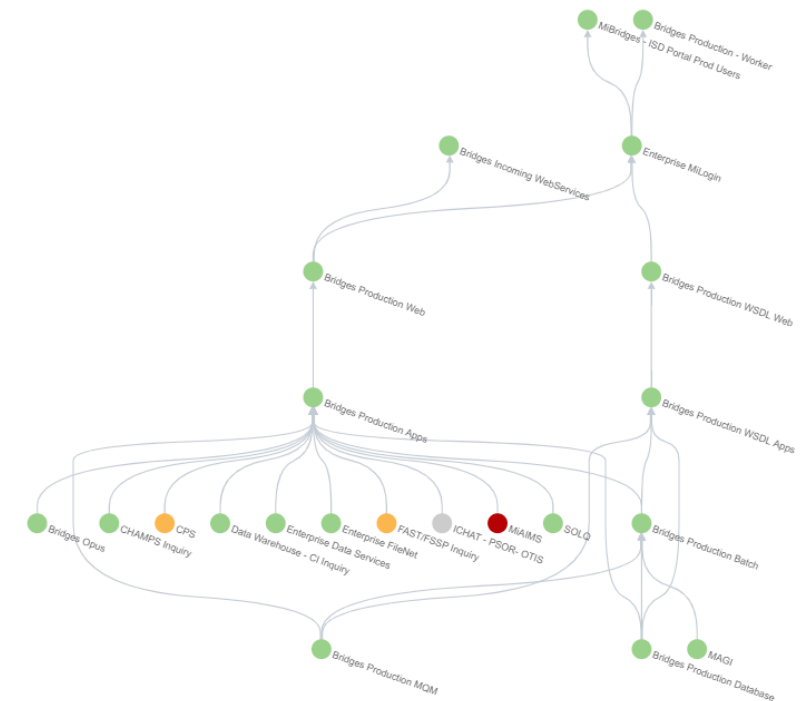
Total UCL Sticky vs Non-Sticky (Monthly)



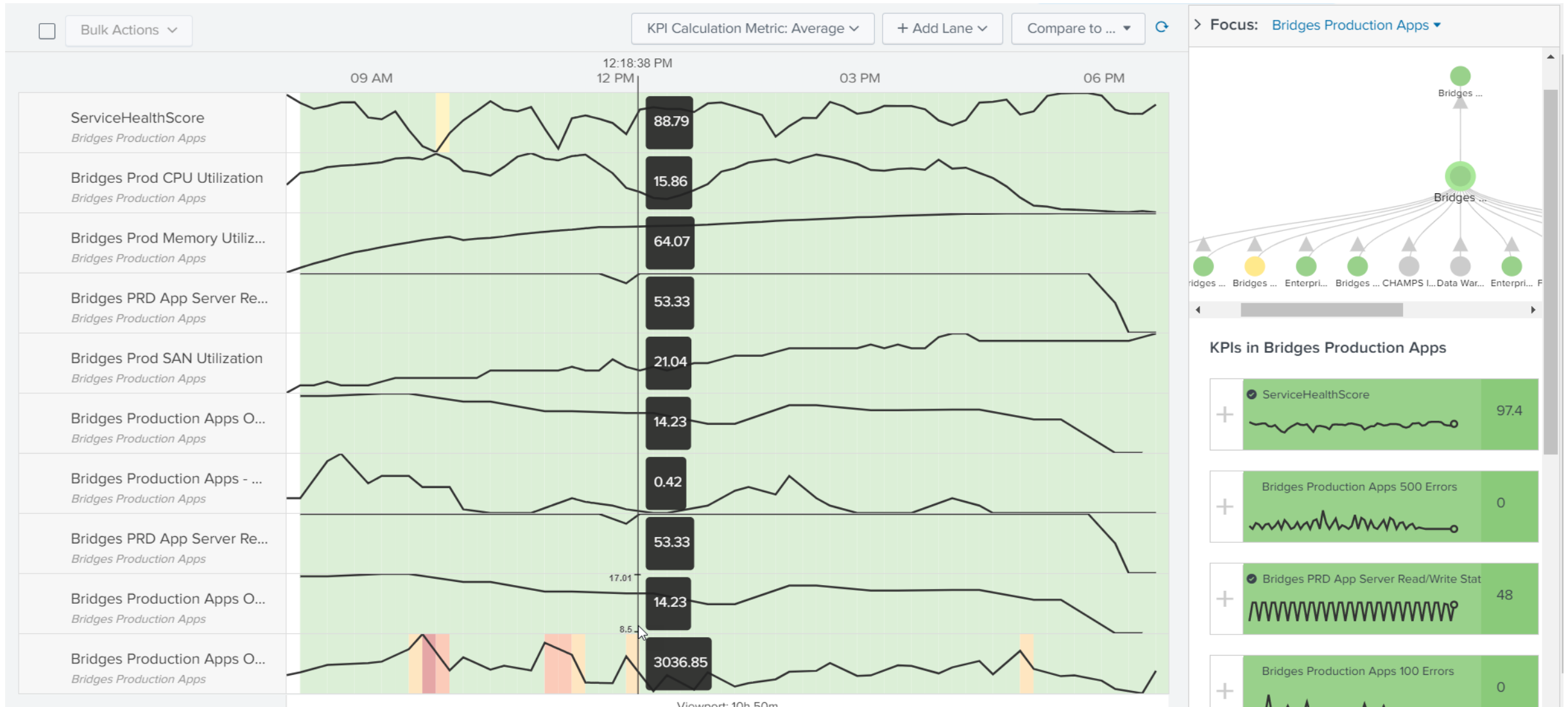
IT Service Intelligence

Insights into the inner workings

- IT Service Intelligence
 - Pinpoint usage and performance analytics
 - Simplified triaging across multiple KPI's and services
 - 20% improvement of addressing issues before users are impacted using predictive analytics and AI



Bridges Product...	CHAMPS Inquiry ...	Bridges Incoming...	Bridges Prod Me...	Bridges Prod We...	Bridges Prod Me...
15	73.2	531	86.6	0.50	21
Bridges Prod CP...	Enterprise FileNet	Enterprise Data S...	Bridges Prod Me...	Bridges Prod CP...	Data Warehouse ...
5.60	163	141	43.2	23.2	87.4
Bridges Prod SA...	Bridges Opus	Bridges Prod SA...	Bridges Prod Me...	Bridges Producti...	Bridges Producti...
27.5	3.03	21.8	12.6	29	3.10 k





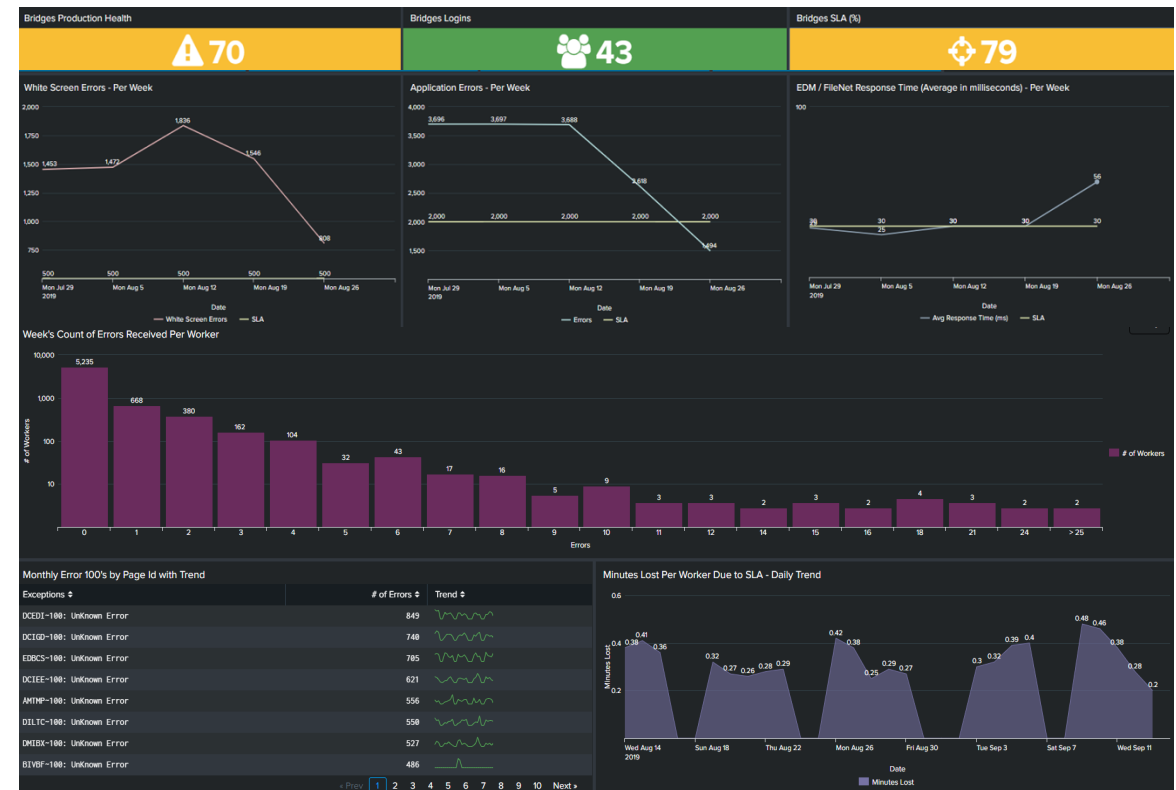
SLA Enforcement and MTTR Reduction

Objective #2 | Application Uptime

SLA Enforcement

Requirements

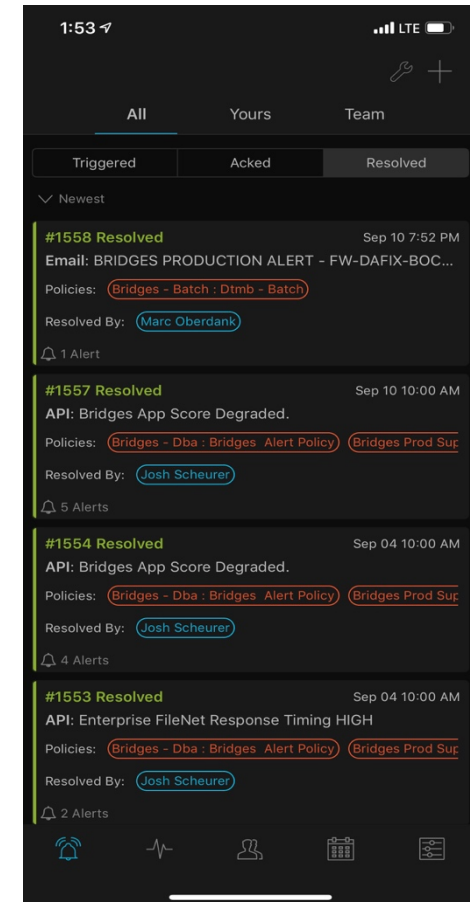
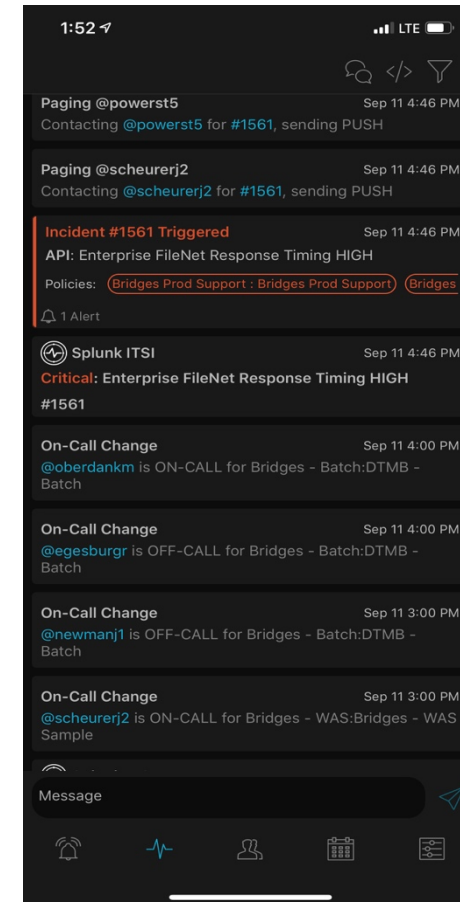
- Improve system reliability
- Simplify & automate SLA enforcement and tracking
- Stream incident response and on call management
- Reduce and track MTTR



SLA Enforcement & MTTR Reduction

How we achieved

- SLA Enforcement via Splunk
 - Provides mission critical SLA and KPI dashboards for enforcement and tracking
 - SLA and KPI alerting
- Splunk + VictorOps
 - Improved our MTTR by 25-35%
 - Reduce alert fatigue
 - Streamlined incident response by automating on-call management, escalations and alerting





Timeline

Settings

Reports

Help ▾

Customize View ▾

@scheurerj2 ▾

Timeline

post an update...



Filters ▾

2 new messages ↑

kollukuduruh is OFF-CALL for Bridges - Batch : DTMB - Batch

Sep. 11 - 5:00 PM

2 messages hidden

Incident #1561 Acknowledged

Sep. 11 - 4:46 PM

API: Enterprise FileNet Response Timing HIGH

Policies: Bridges - DBA : Bridges Alert Policy, Bridges Prod Support : Bridges Prod Support

Acknowledged by: [scheurerj2](#)

0 Annotations 1 Alert

[Incident Details](#)

Trying to contact powerst5 for #1561, sending PUSH

Sep. 11 - 4:46 PM

Trying to contact scheurerj2 for #1561, sending PUSH

Sep. 11 - 4:46 PM

Incident #1561 Triggered

Sep. 11 - 4:46 PM

API: Enterprise FileNet Response Timing HIGH

Policies: Bridges Prod Support : Bridges Prod Support, Bridges - DBA : Bridges Alert Policy

0 Annotations 1 Alert

[Incident Details](#)

Splunk ITSI

Sep. 11 - 4:46 PM

Critical: Enterprise FileNet Response Timing HIGH

#1561

[Alert Payload](#)

Incidents

Incident #1557 Resolved

Sep 10, 2019 10:00 AM



API: Bridges App Score Degraded.

Policies: Bridges - DBA : Bridges Alert Policy, Bridges Prod Support : Bridges Prod Support

Resolved by: [scheurerj2](#)

Details

Timeline

Annotations (0)

VictorOps Fields

ack_author	scheurerj2
alert_type	RECOVERY
api_key	redacted
CONTACTGROUPNAME	Bridges
entity_display_name	Bridges App Score Degraded.
entity_id	Splunk Alert: Bridges Production Apps Health
entity_state	UP
INCIDENT_ID	1557
message_type	RECOVERY
monitoring_tool	splunk-itsi
NOTIFICATIONTYPE	RECOVERY
routing_key	Bridges
SERVICESTATE	CRITICAL
state_message	Resolved by scheurerj2
state_start_time	1568132086160



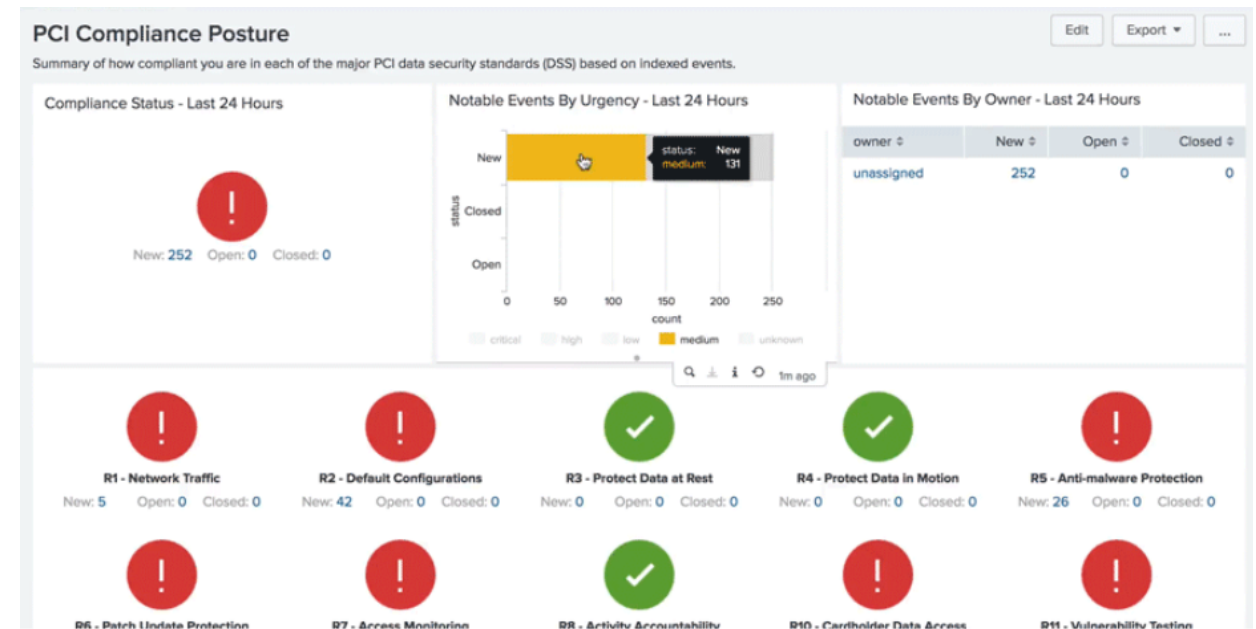


Auditing & Compliance

Objective #3 | Protect your Data

PCI & Audit Compliance Requirements

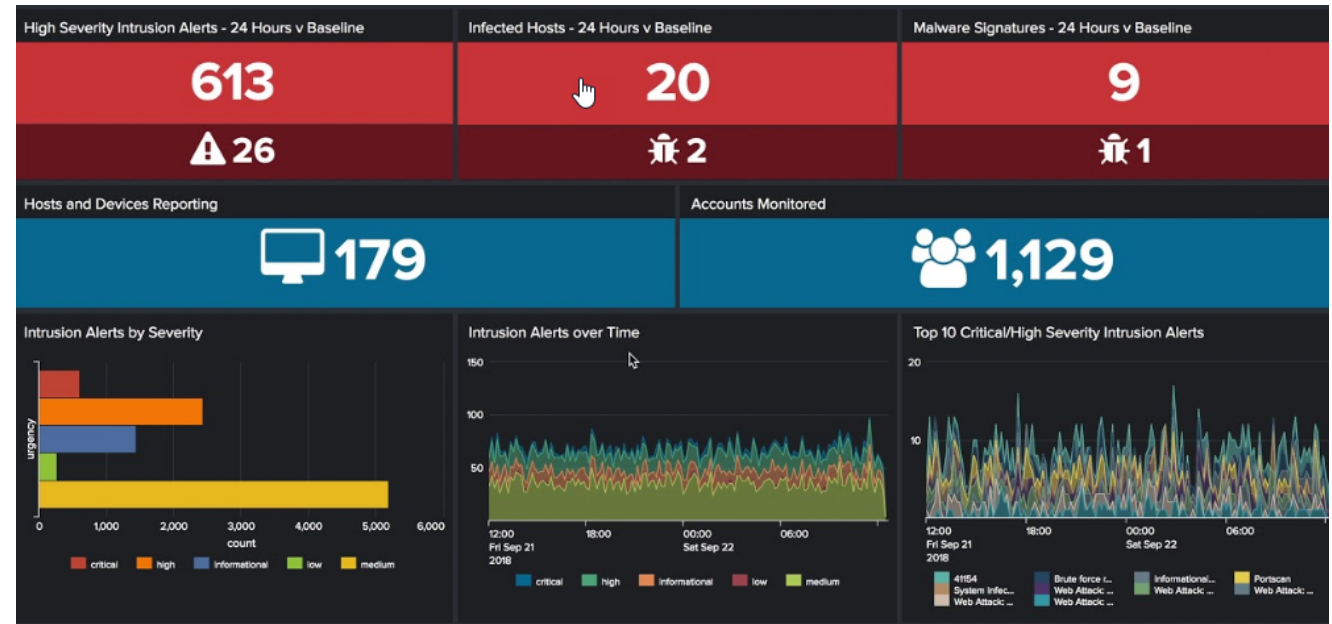
- Assessment of implementation and effectiveness of control
- Improve efficiencies and reduce manual effort for compliance
- Ensure a passing scorecard
- Gain granular visibility into compliance posture in real time



PCI & Audit Compliance

Auditing simplified

- PCI & Audit Compliance via Splunk
 - Enabled assessment of implementation and effectiveness of compliance controls
 - Gained unprecedented visibility into our compliance posture in real time
 - Helps to ensure a passing score
 - 50% reduction in staffing time to manually pull and track audit and PCI compliance data and metrics



Our Solution

Insights When You Need Them!

Splunk



**IT Service
Intelligence**



**Splunk Mobile
& TV**



VictorOps



Return on Investment

Benefits & savings



1. Splunk has provided visibility into performance and usage analytics for **efficient, informed decision-making leading to a noticeable improvements** in the ability to quickly address and prevent issues within our Eligibility systems.
2. Splunk & VictorOps has improved our **Mean Time To Repair (MTTR) by 25-35%** and provided a **20%** improvement of addressing issue before they impacted the business.
3. Our staffs manual effort of providing and tracking PCI & Audit compliance has been reduced by **50%** by Splunk. This helps us to ensure a passing scorecard for audits.

Looking Forward

The Future



1. Container Monitoring Solutions

- Seamlessly integrate with Docker, Kubernetes and OpenShift environments
- Splunk App for Infrastructure (SAI)

2. Splunk Enterprise Security

- Increase detection and investigation capabilities using advanced analytics
- Improve security posture by getting end-to-end visibility across all machine data
- Improve security operations with faster response times



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