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ITSI - An Introduction and What's New Since .conf21

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Agenda

1) What is ITSI?

A quick intro of ITSI and how it can help you

2) New features!

A recap of what we have released since .conf21!

3) Demo





What is ITSI?

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Urgency for Digital Initiatives has Never Been Higher

Due to Covid-19, 2020 saw 10 years of transformation in under 10 months



70%

A circular gauge with an orange border and a white center. The gauge is partially filled with orange, representing 70%. The background features a white wireframe mesh of a hand holding a device, with colorful lines radiating from the left.

Increase in internet use



76%

A circular gauge with an orange border and a white center. The gauge is partially filled with orange, representing 76%. The background features a white wireframe mesh of a hand holding a device, with colorful lines radiating from the left.

Increase in ecommerce



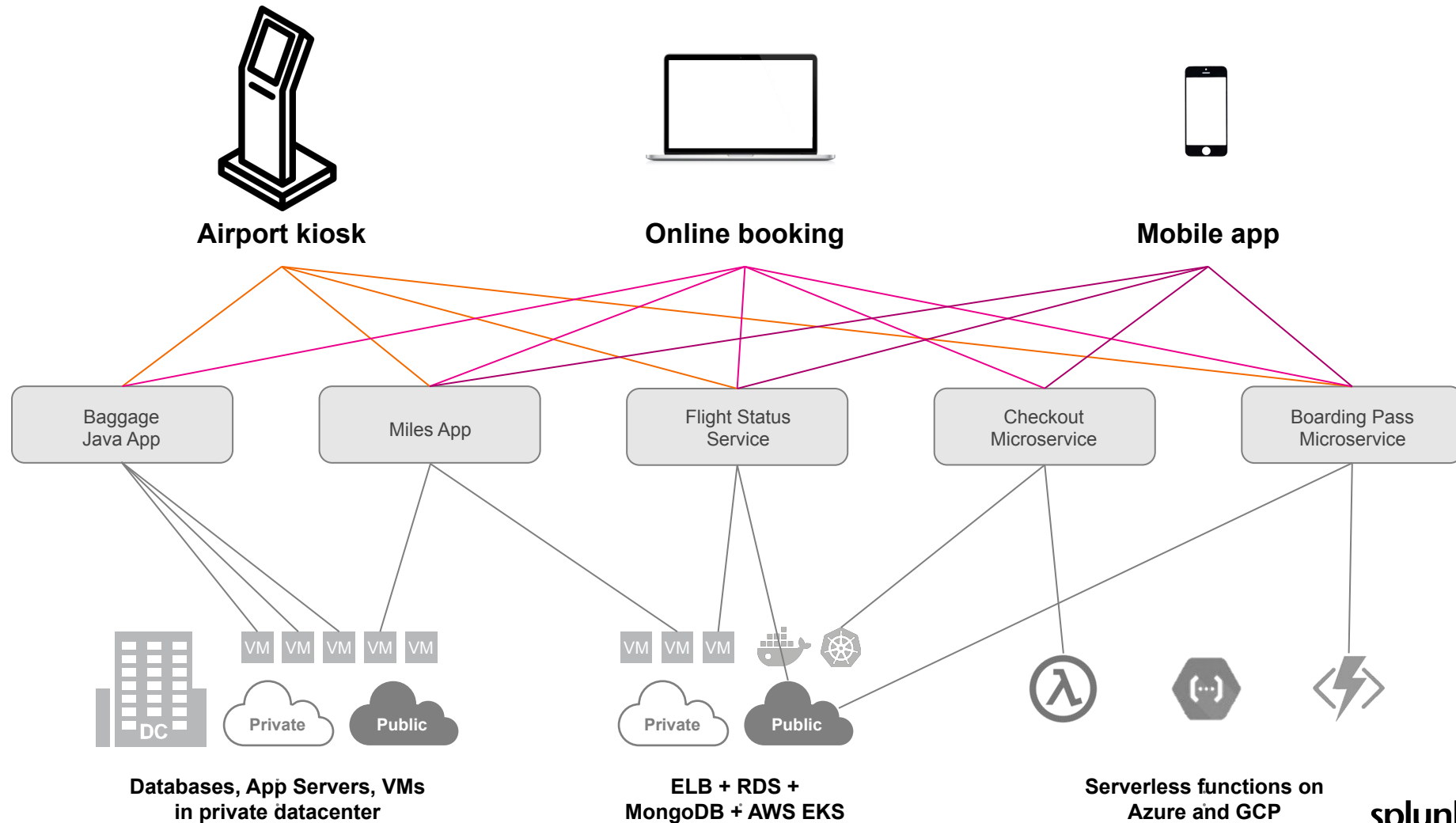
65%

A circular gauge with a purple border and a white center. The gauge is partially filled with purple, representing 65%. The background features a white wireframe mesh of a hand holding a device, with colorful lines radiating from the left.

Of customer interactions are now digital in 2020

Complex, Interdependent Service Stacks

Risk user experience and expose gaps in visibility from siloed tools



Complex Environments Present New Challenges

Fragmented Visibility



Due to siloed monitoring

Poor Service Reliability



With shift to modular, cloud-first architectures

Slow Response Times



Because of inefficient, manual processes

Splunk® IT Service Intelligence

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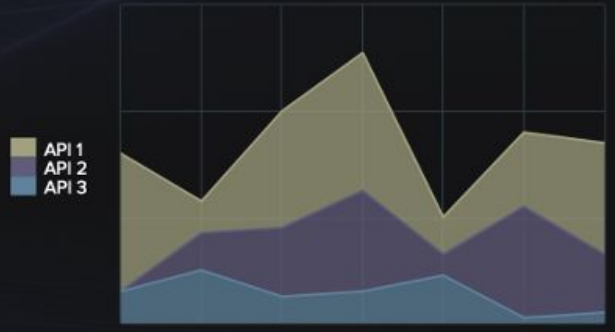
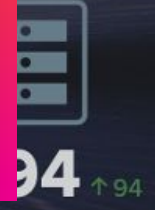


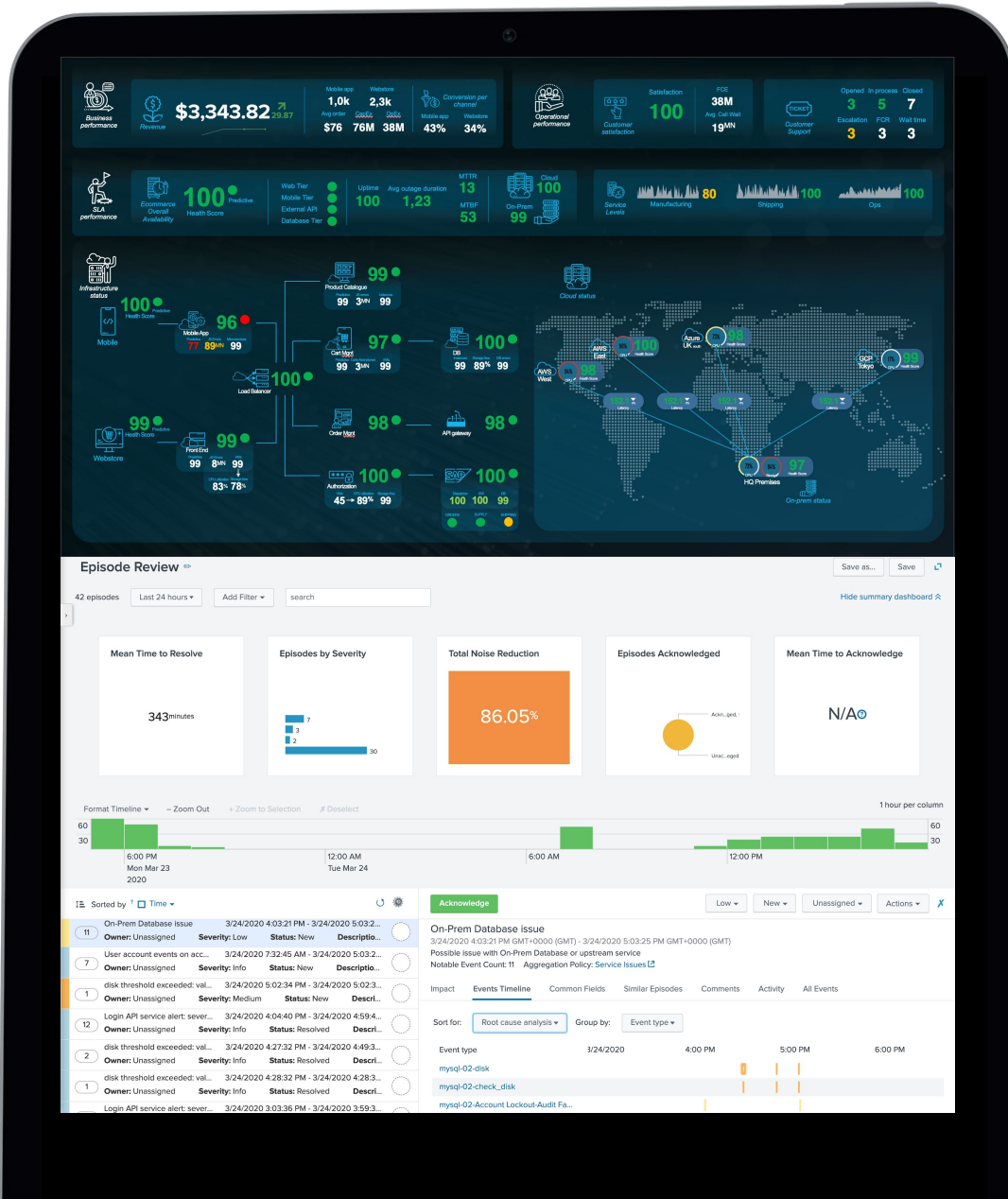
Approve

Replicate



Adapt





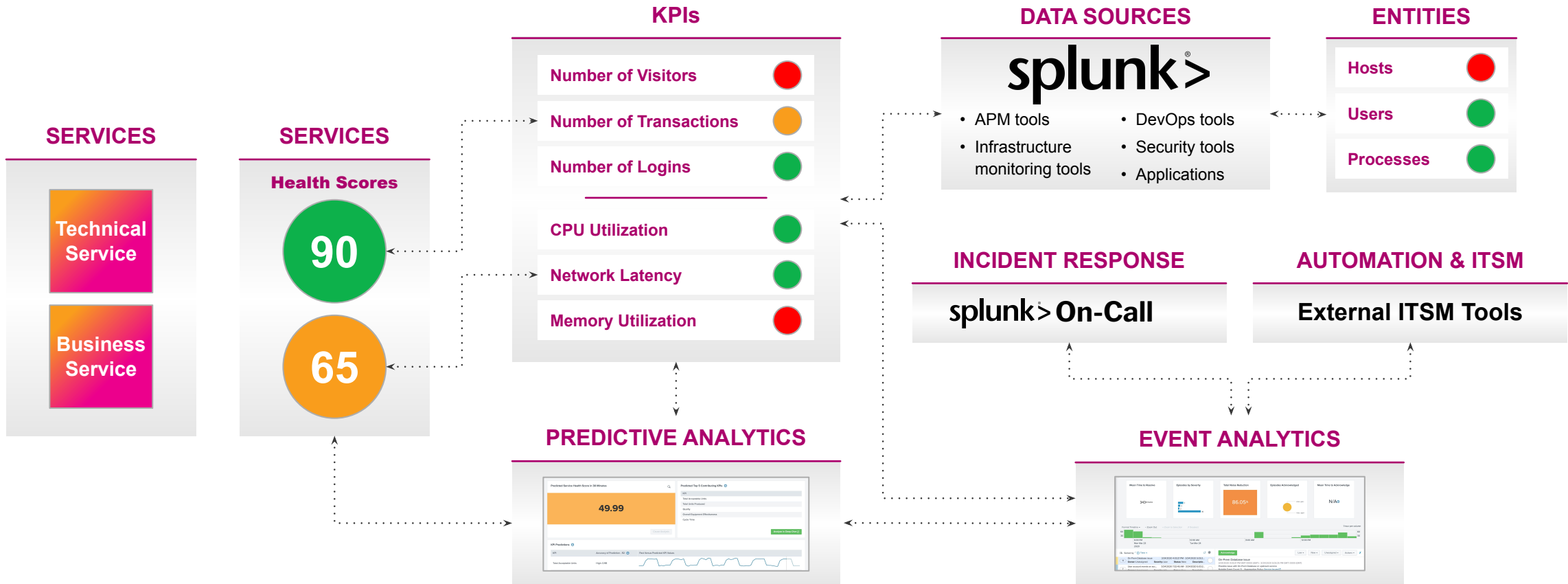
Splunk® IT Service Intelligence

A KPI-driven, predictive analytics solution for digital services



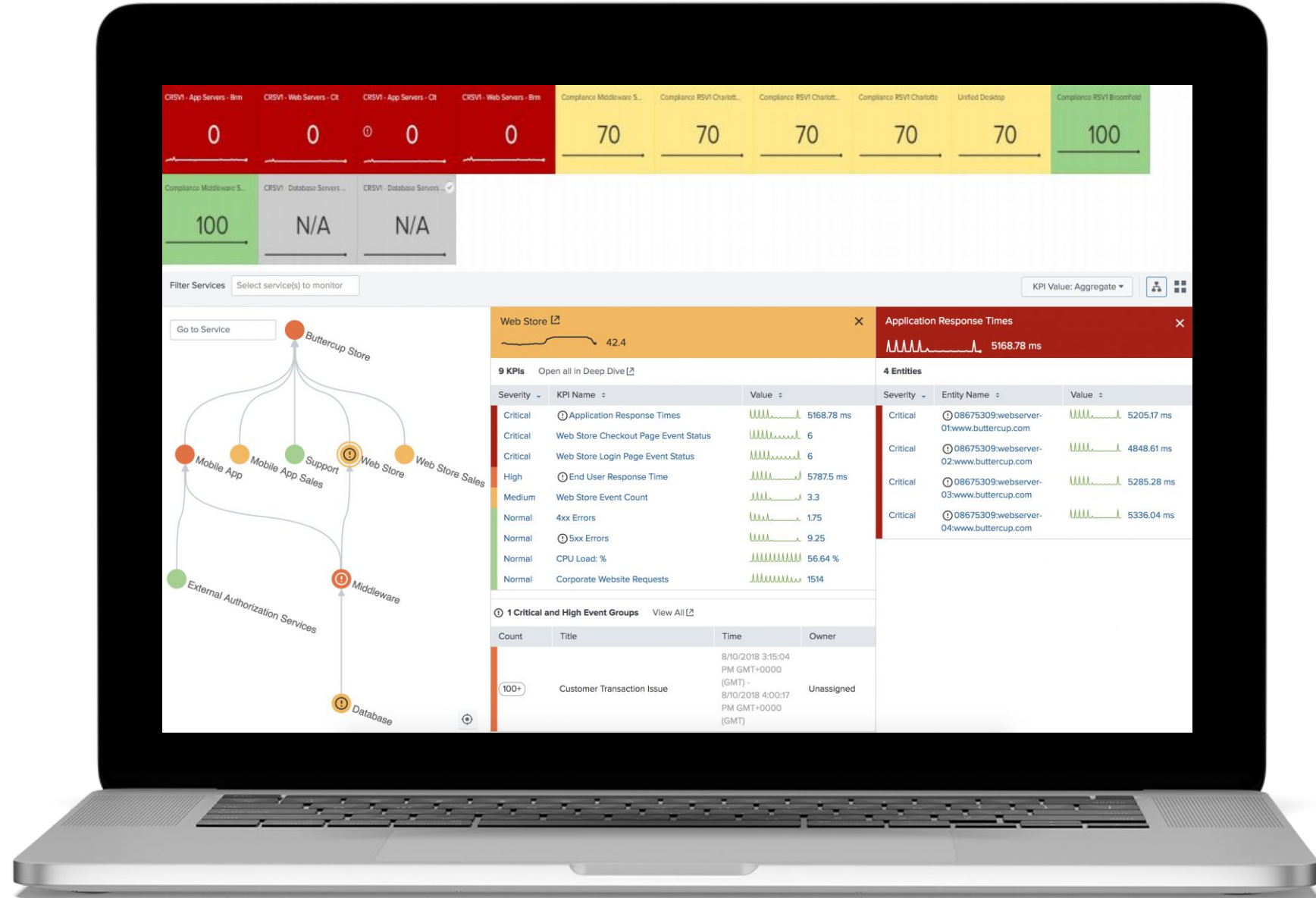
- Business & service monitoring
- Intelligent incident management
- Machine learning & predictive analytics

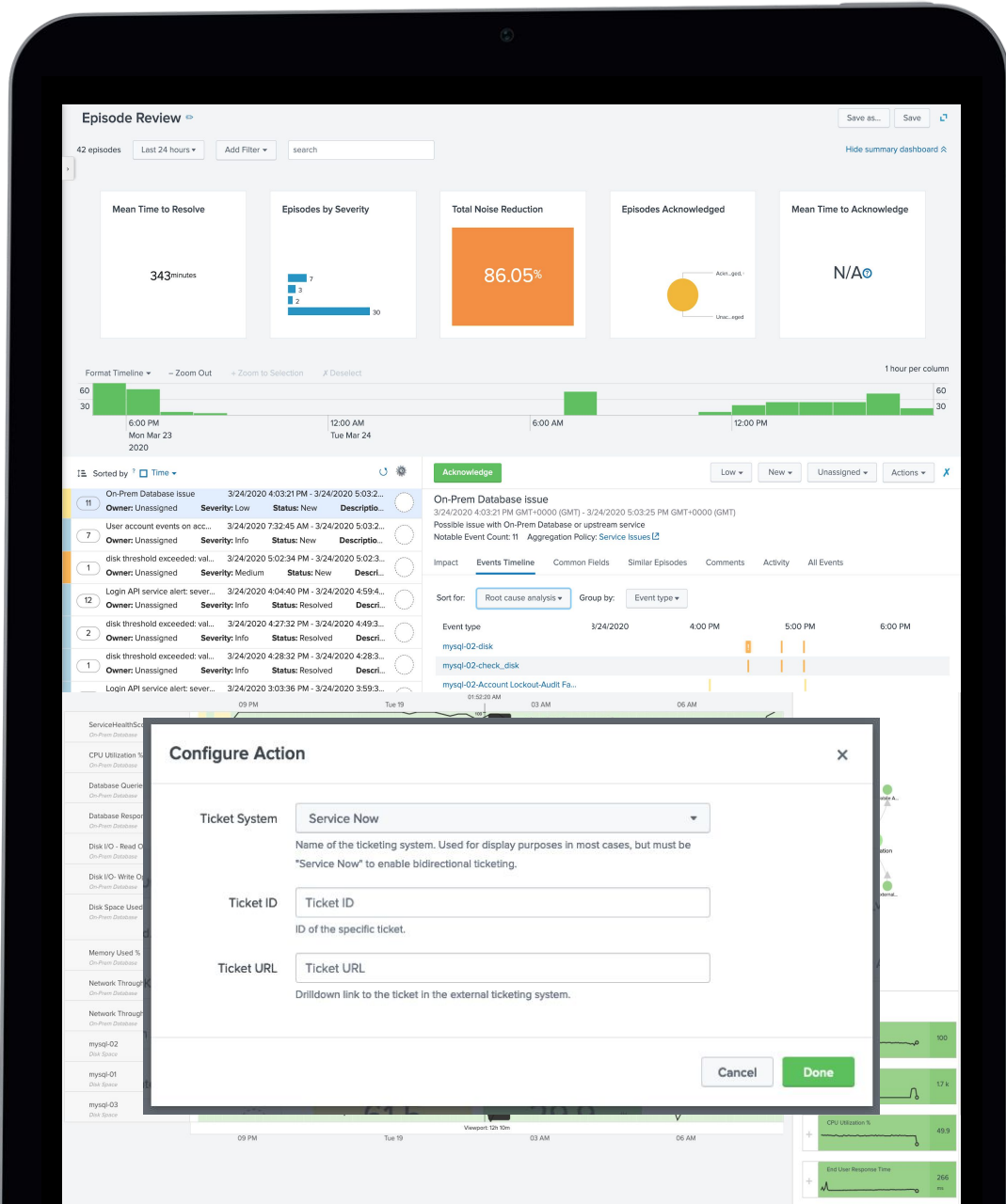
Technical Overview



End to End Visibility

Protect business performance, monitor service health, and drill down into underlying infrastructure, all from one dashboard



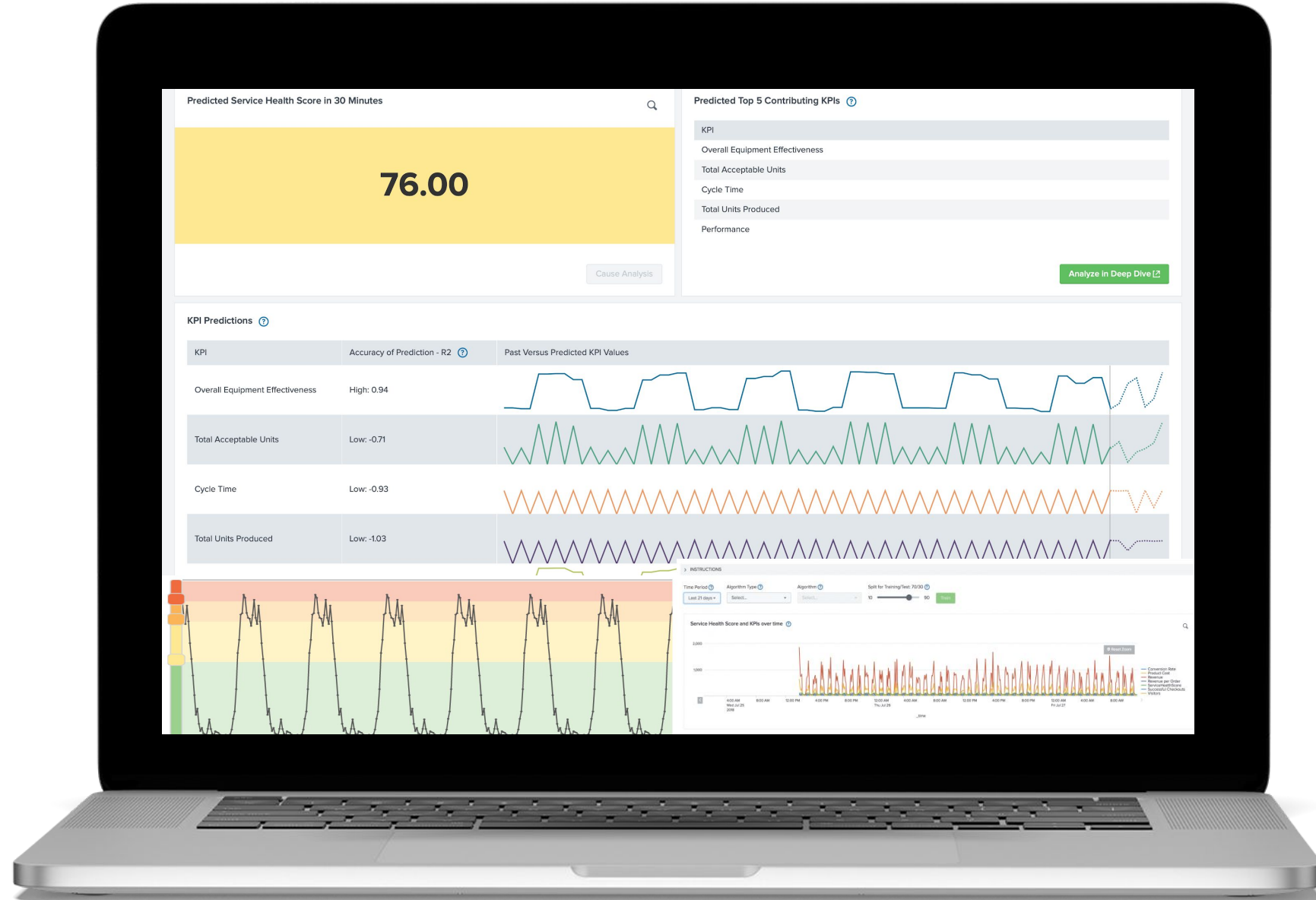


Intelligent Incident Management

Accelerate MTTR using real-time event correlation, automated incident prioritization and integrations with IT service management (ITSM) tools

ML and Predictive Analytics

//////
Anomaly detection, adaptive thresholding and predictive health scores to monitor KPI data and prevent issues 30 min in advance.





New Features!

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.conf22

A Brief Overview of Features Since .conf21

Highlights from the 4.11, 4.12 and 4.13 releases

- Entity integrations -
 - Retire entities - retire all capabilities, auto retire
 - Time range syncs
 - Infrastructure overview improvements - entity filtering capabilities, hide/show types, dashboard drill down consistency
 - In product content improvements
- Services Improvements -
 - KPI health score calc improvements
 - Percentage of baseline adaptive thresholding algo
 - Entity impact of service health scores enable/disable
 - Custom KPI calculation windows
 - Custom threshold windows Beta
 - Glass tables on Splunk® Mobile
- Event Analytics -
 - Run time-based actions only toggle once



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Entity Retirement

- 4.11 - Released Entity Lifecycle Management (ELM) capabilities for **detecting inactive entities** through curated policies tied to entity presence in services and entity types
- 4.12 - Retire All functionality introduced to remove all entities marked for retirement - **up to 50,000 marked entities** at once!
- 4.13 - Auto retire capabilities at the per ELM policy level to **automatically retire entities** if they meet the policy criteria (great for ephemeral entities!)

The screenshot displays the Splunk Enterprise Entity Management interface. The main view shows a table of 31 entities, including DispatchReaper, ExecProcessor, HealthChangeReporter, HttpListener, and various license checker and scheduler entities. A 'Create Policy' modal window is open, allowing the user to define a retirement policy. The modal includes fields for Policy Title (Retirement), criteria (has not sent data in 24 hours), evaluation frequency (Run every day), and entity types (*nix, VMware VM). The Auto-Retire and Policy Status options are both enabled.

Title	Actions	Aliases	Services	Entity Type	Health	Team
DispatchReaper	Edit	dispatchreaper			View Health	Global
ExecProcessor	Edit	execprocessor			View Health	Global
HealthChangeReporter	Edit	healthchangereporter			View Health	Global
HttpListener	Edit	httplistener				
itsi.backfill	Edit	itsi.backfill				
itsi.bulk_import	Edit	itsi.bulk_import				
itsi.controllers.itoa_rest_interface_provider	Edit	itsi.controllers.itoa_rest_interf...				
itsi.feature_flagging.SuitificationState	Edit	itsi.feature_flagging.suitificati...				
itsi.license_checker.ItsInternalLicensesGroupF...	Edit	itsi.license_checker.itsintern...				
itsi.license_checker.LicenseManager	Edit	itsi.license_checker.licensem...				
itsi.license_checker.SplunkLicensesAPI	Edit	itsi.license_checker.splunklic...				
itsi.notable_event_hec_init	Edit	itsi.notable_event_hec_init				
itsi.objects.searches	Edit	itsi.objects.searches				
itsi.scheduled_backup_caller	Edit	itsi.scheduled_backup_caller				
itsi.service_template_update_scheduler	Edit	itsi.service_template_update...				
itsi.untracked	Edit	itsi.untracked				
itsi.user_access_init	Edit	itsi.user_access_init				
LocalAppsAdminHandler	Edit	localappsadminhandler				
maintenance_minder	Edit	maintenance_minder				



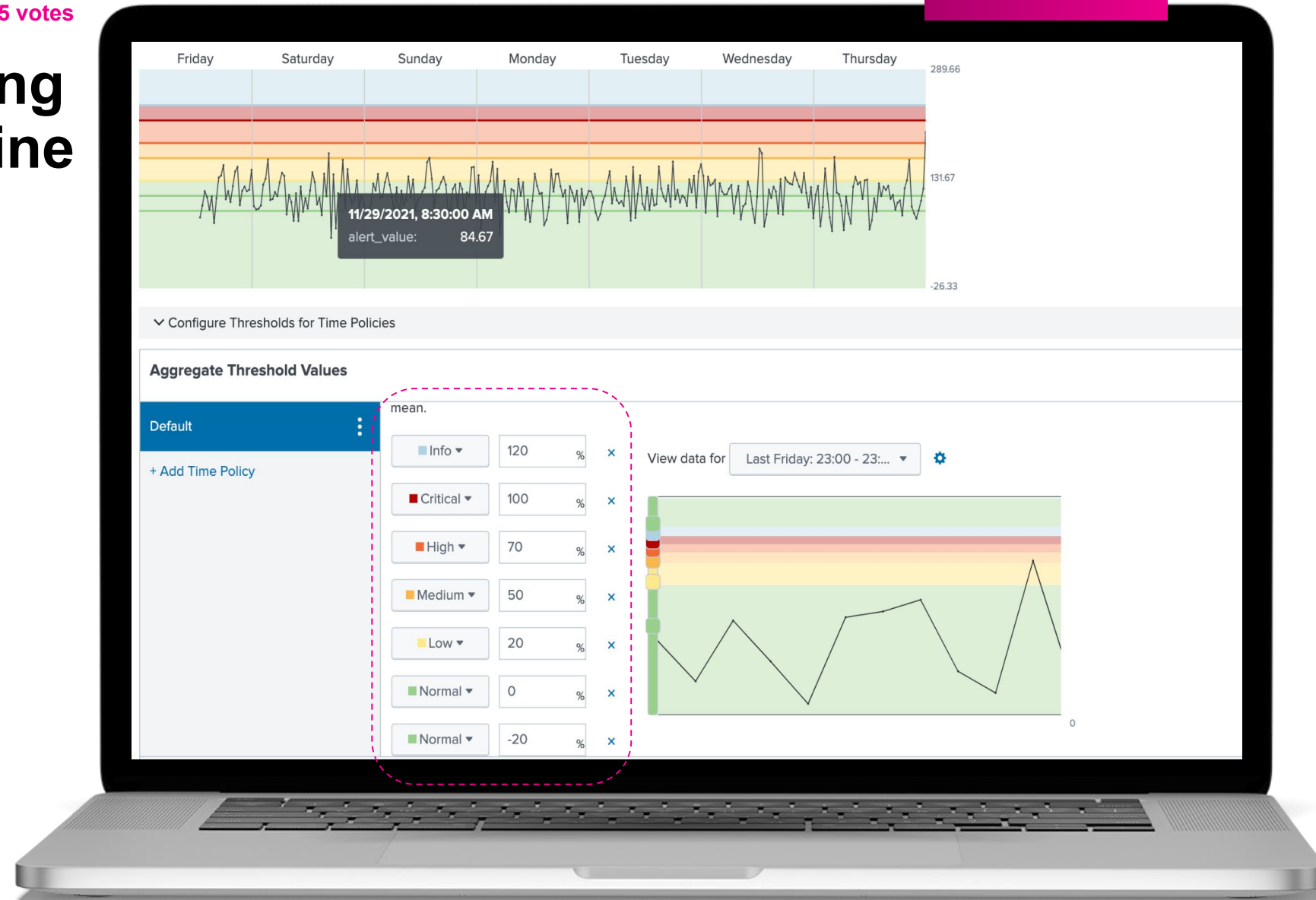
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Adaptive Thresholding Percentage of Baseline

- Allows users to set thresholds using percentages under the policy dropdown, in addition to quantile, range and standard deviation
- Conveys thresholds in an easily digestible format that IT admins and non-technical stakeholders understand
- Easy to use out of the box AT policies to get started quickly
- Add percentage in service, service templates and KPI threshold template





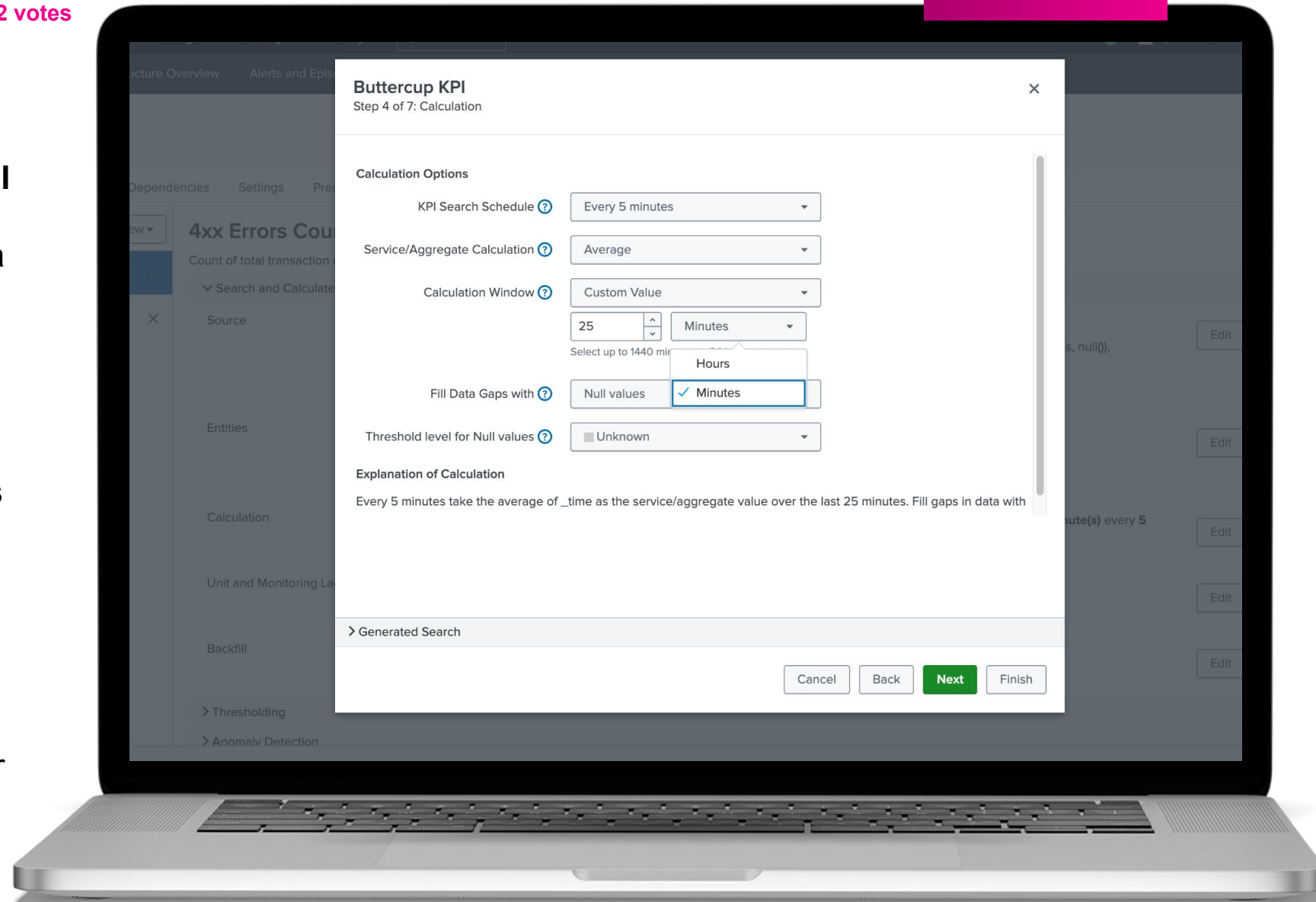
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Service Improvements

- ITSI 4.13 - Support for **Custom KPI Calculation Window** for easy averaging and usability across data sets
- Glass tables available on Splunk[®] Mobile with ITSI 4.9+ and Splunk[®] Secure Gateway
- Service health score improvements with enable/disable entity impact health scores at the per service level and for service templates
- Upgrade Readiness Dashboard
- (Splunk[®] Cloud Platform only) - Restartless install and upgrades for Cloud stacks on the SH layer for ITSI and ITE Work. No complete stack downtime

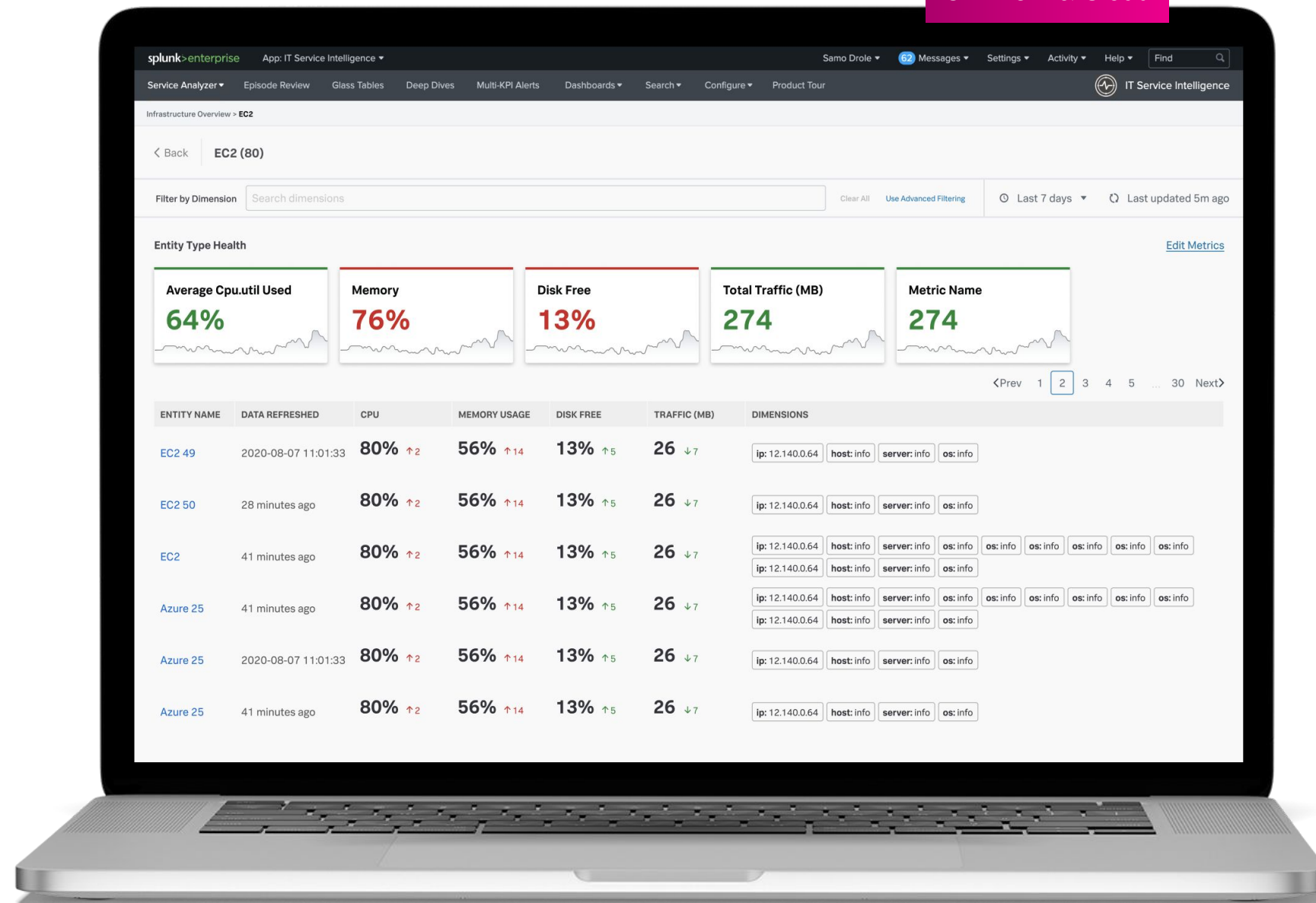


Infrastructure Overview Enhancements

- Time range syncs between dashboard drilldowns and entities
- Generic Improvements
 - Entity filtering capabilities
 - Hide and show of empty entity types on Infra Overview Homepage
 - Entity drilldown consistency
- Integrated content improvements

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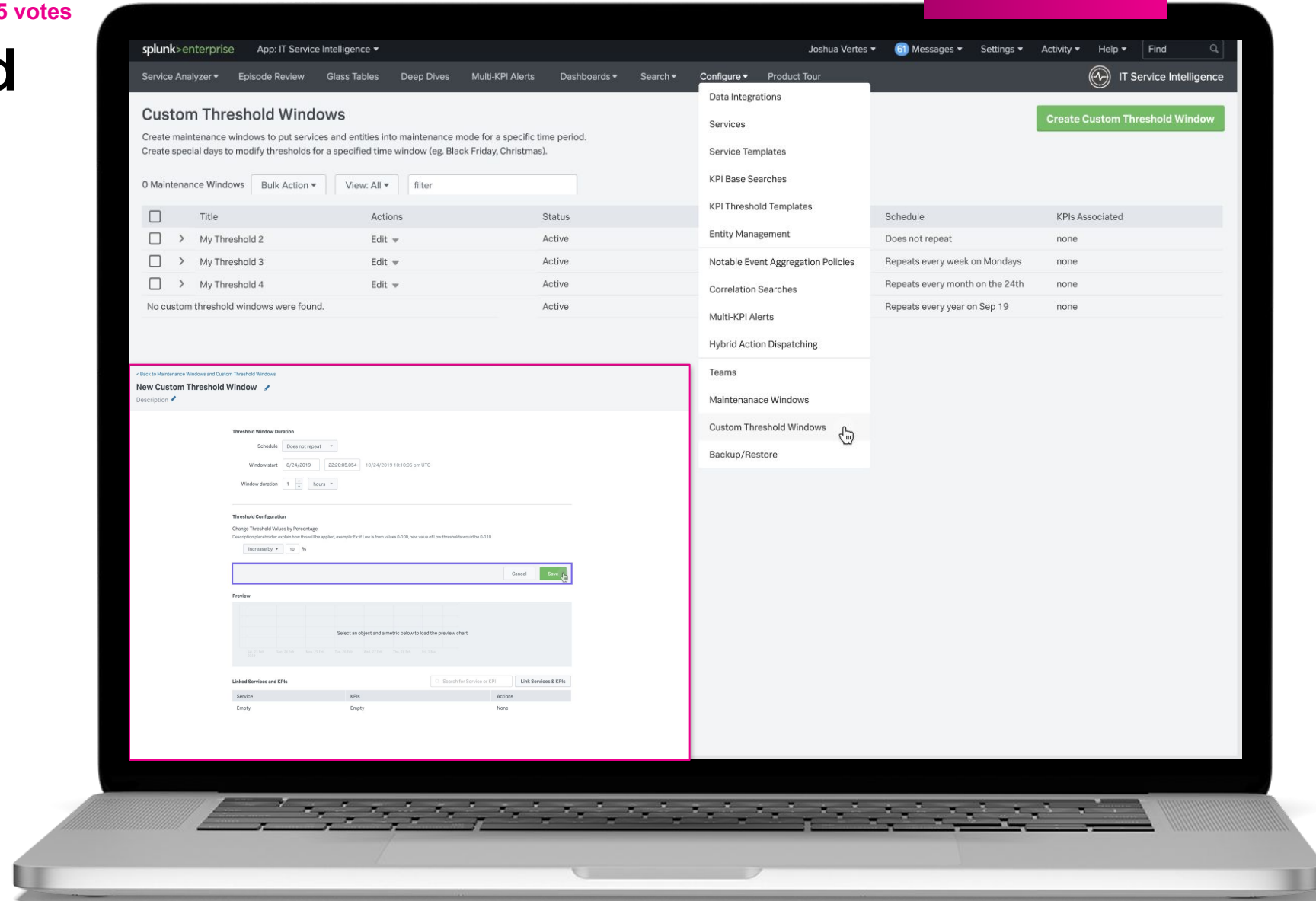
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Custom Threshold Windows Beta

- Custom Threshold Windows to support setting one time or recurring thresholds for days and times where day to day thresholds do not apply, like Cyber Monday for retail or holidays
- Current thresholds set for KPIs can be adjusted by a percentage set
- Apply multiple Custom thresholds to the same KPIs for fine tuned monitoring of your true business cycles
- Sign up today for beta access!





New Content!

More than just features

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.conf22

Available today

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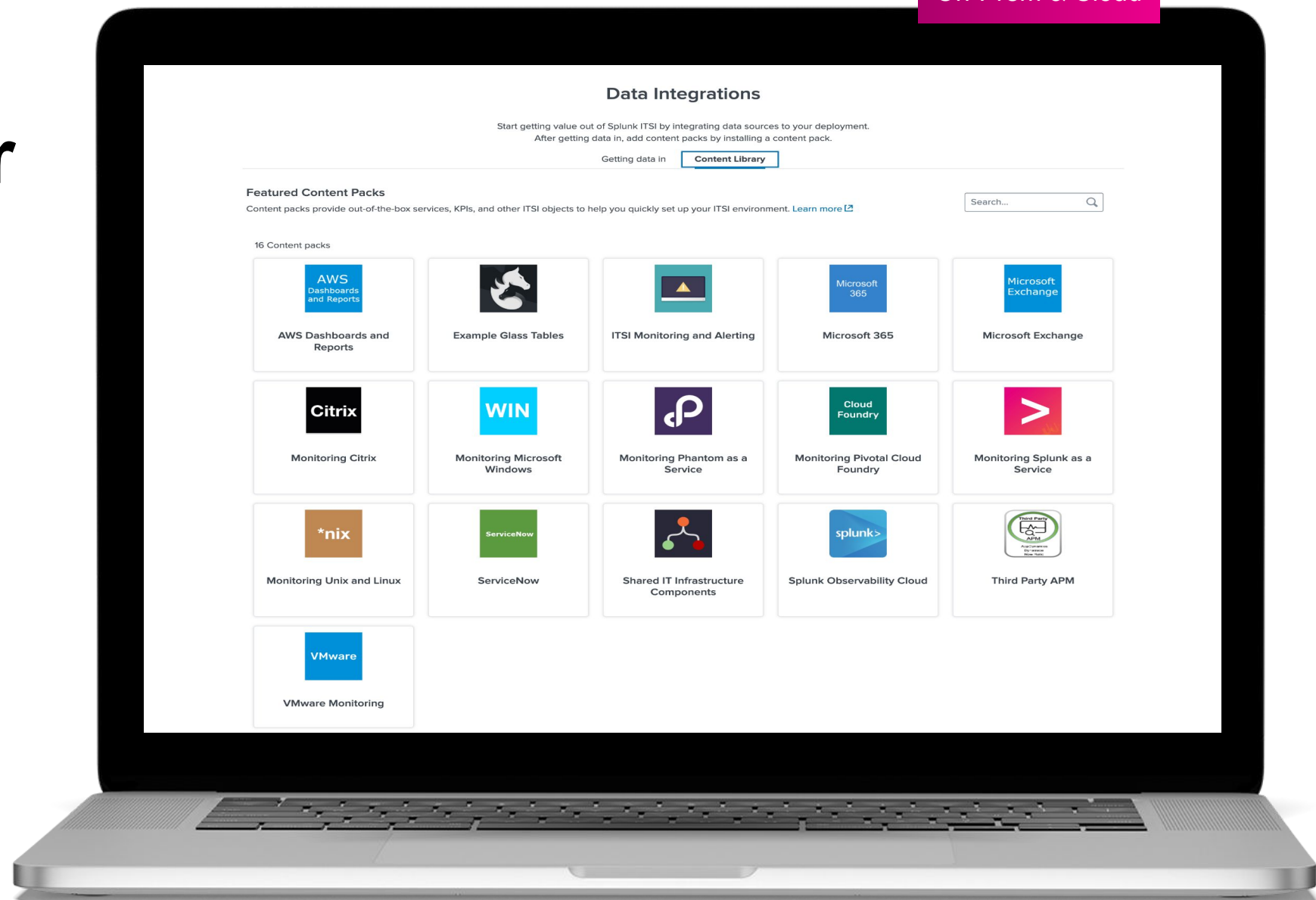
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ITSI 4.9+

Splunk App for Content Packs



- Curated library of content available for IT Essentials Work and IT Service Intelligence
- **Out-of-the-box content** used to quickly set up ITSI/ITE Work environment
- **Preconfigured** KPI base searches, service templates, saved glass tables, and other objects for use within ITSI
- Update all content packs with **just one app**, ensures the latest version is being used



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Content Pack for O11y Cloud

What it is

- A library of pre-built content that provides a **seamless Observability experience to IT and DevOps teams.**
 - 1 Service Analyzer
 - 25+ Services
 - 70+ KPI's
 - 15+ Dashboards
 - 5 Glass Tables
 - 2 TAs
- Supports Splunk Infrastructure Monitoring, Splunk Synthetic Monitoring, Splunk® APM

Why it matters

- Helps IT and DevOps teams **improve MTTD / RCA / MTTR** by looking wholistically at their **Splunk O11y and service health data in a single view.**
- Accelerates our customers to Splunk® Observability Cloud, while supporting their four biggest challenges.



Download the [Splunk App for Content Packs on Splunkbase](#)

Note: This content pack requires the [Splunk Synthetic Monitoring Add-on](#) and the [Splunk Infrastructure Monitoring Add-On](#)

Microsoft 365 (M365)



- Provides the elements necessary to **understand performance, availability, security, incidents, and messages** across your Microsoft 365 services.
- Customers can gain better understanding of the **health of their M365 environment**
- **Preconfigured services** with KPIs that monitor critical functions.
- Entity types to help you **group and analyze entities in your environment.**



Note: This content pack requires the [Splunk Add-on for Microsoft Office 365](#).

Available today

Third-Party APM

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- Visualize, monitor and investigate your Application Performance Monitoring (APM) data from AppDynamics, Dynatrace and New Relic side by side and combined together..
- Provides out-of-the-box content for data ingested through the Splunk add-ons for New Relic, AppDynamics and Dynatrace.
- Get up and running quickly with pre-packaged KPIs, measuring metrics from APM tools to get an overview of the health of your applications.



Note: This content pack uses data from the following 3 Add-Ons:

- Splunk Add-On for AppDynamics
- Splunk Add-On for New Relic
- Dynatrace Add-On for Splunk



Available today

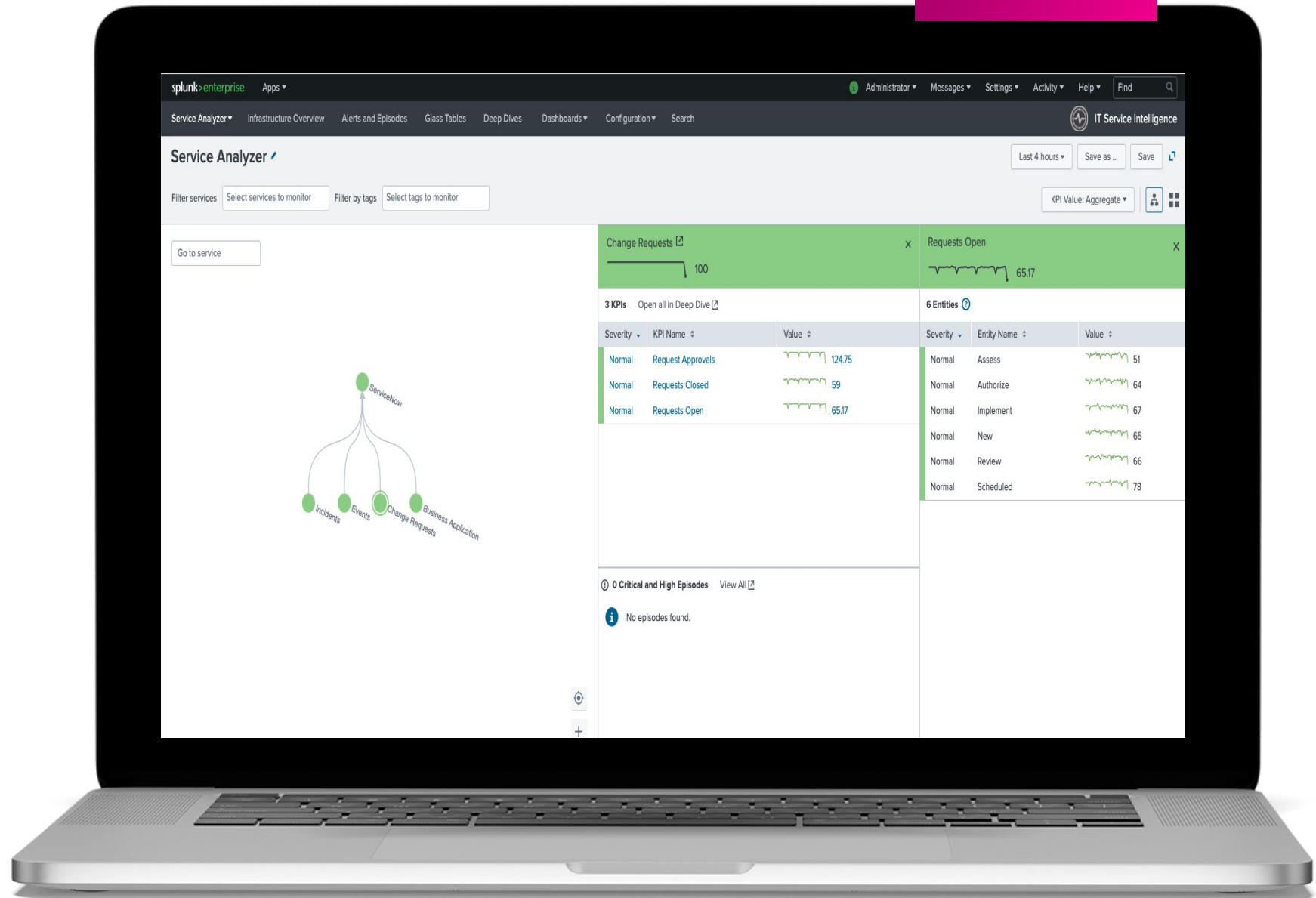
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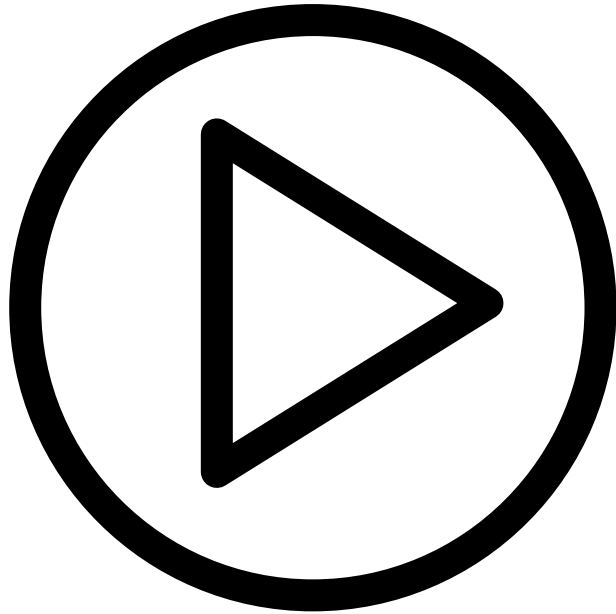
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ServiceNow Content Pack for ITSI



- OOB KPIs, services, and dashboards available for ServiceNow data in ITSI
- Events, incidents, change requests, business applications providing a contextual drill-down into ServiceNow native UI
- Pairs with ServiceNow Add-on





VIDEO / DEMO PLACEHOLDER

Presenters:

DO NOT embed videos in your slides. Use this slide as a placeholder to cue the production team to stitch your separate MP4 file into your recorded presentation. This slide will not be shown in your final session.

When recording your demo, please do not include any PII and remove the web address bar.

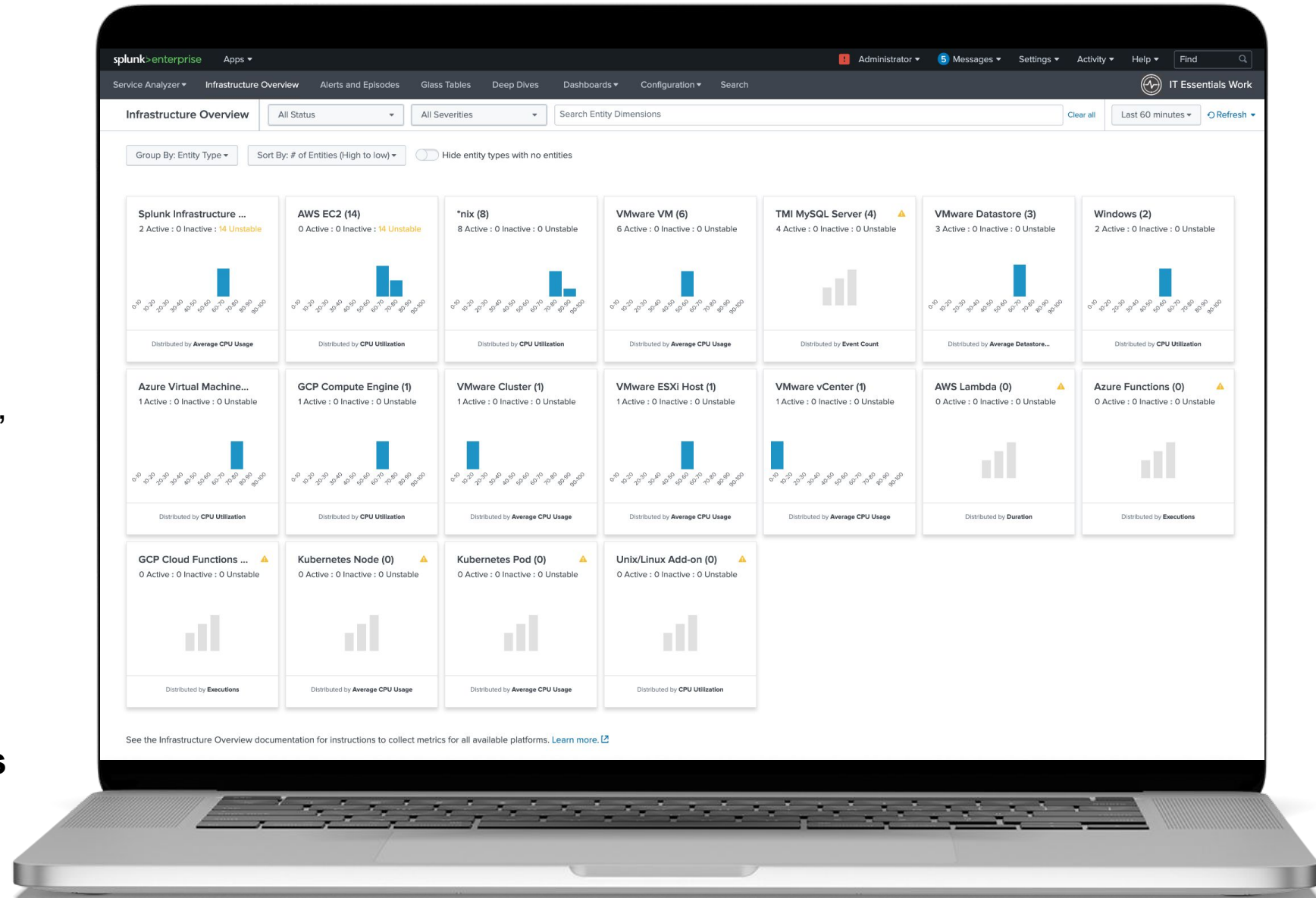
Place the filename of your video below, following this naming convention:
SESSION ID_.conf22_Breakout_Demo

Video Filename: **OBS1208C_.conf22_Breakout_Demo**

Don't have ITSI today?

Try IT Essentials Work for FREE today with your Splunk Enterprise license

- Curated content (pre-built SPLs; step-by-step guidance), grouped by use case, for easier onboarding to achieve desired ITOps outcomes
- Holistic view of all active entities (infra, services, apps) in the IT environment
- Automatically correlate logs and metrics for quick entity context and fast troubleshooting for improved MTTR



Thank You

