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Fast Pass to Value with Splunk for IT Operations Use Cases

OBS1373C

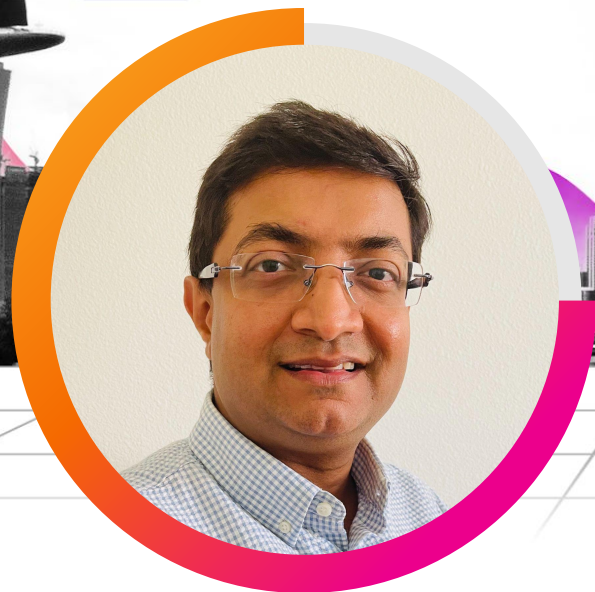**Tapan Shah**

Principal Product Manager,
O11y for IT | Splunk

Thomas Booth

Director of Observability Strategy,
Public Sector | Splunk

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Tapan Shah

Principal Product Manager | Splunk ITSI

Thomas Booth

Director of Observability Strategy | Public Sector

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Agenda

1) A Quick Recap
     IT Ops Background and Products History

2) IT Essentials Overview
     Strategy and Limitations
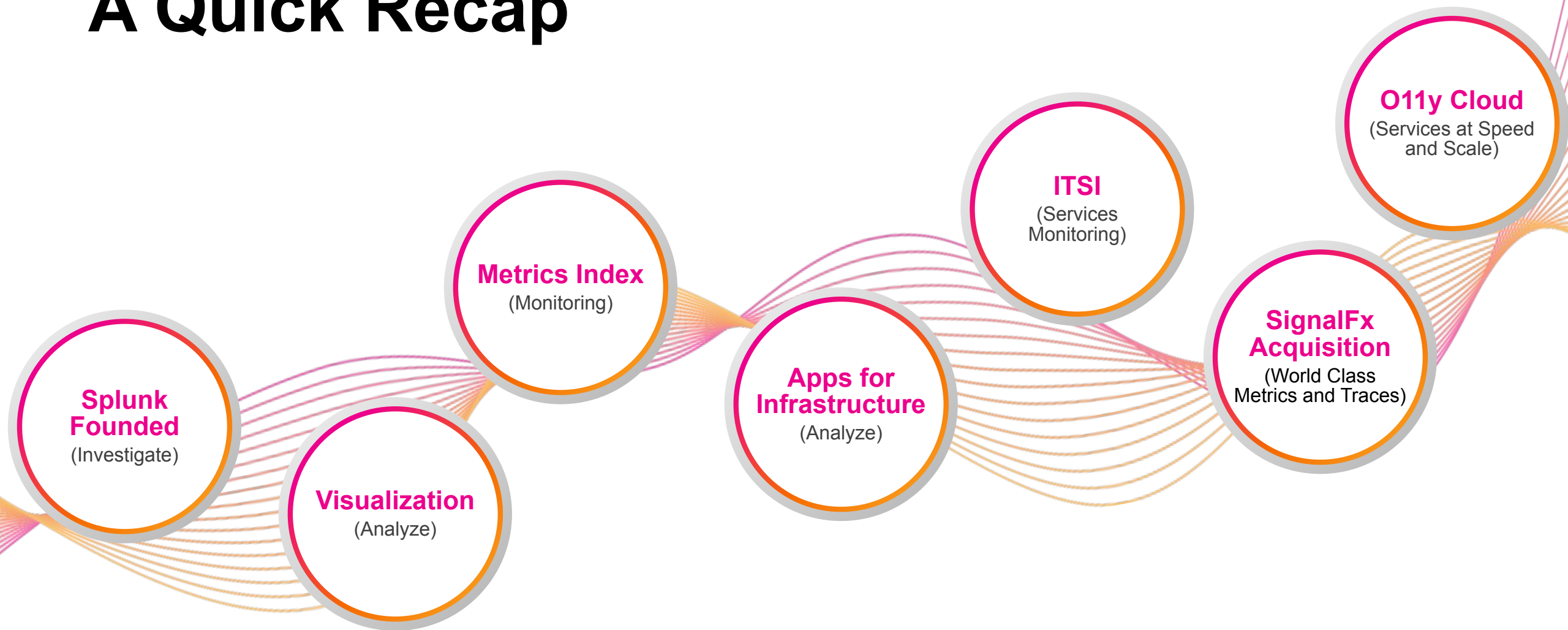
3) Uplift your time to value
     Enhanced experience fueled by out-of-the-box content packs

4) IT Essentials Work Demo
     See real-world use cases in practice

5) Q&A

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A Quick Recap

Splunk Founded
(Investigate)

Visualization
(Analyze)

Metrics Index
(Monitoring)

Apps for Infrastructure
(Analyze)

ITSI
(Services Monitoring)

SignalFx Acquisition
(World Class Metrics and Traces)

O11y Cloud
(Services at Speed and Scale)

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Common Challenges for Splunk's Newest Users

Onboarding

Search & Reporting App doesn't tell me where to begin, no in-product guidance, primarily external resources

Growth

Difficulty onboarding new use cases, and no measure of progress for customer's IT journey

Time-to-Value
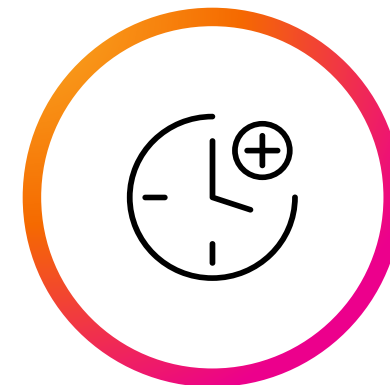
Build your own visualizations or learn new UI/UX with disparate GDI configurations

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IT Essentials

Get started quickly and easily with Splunk for ITOps

////////////////////////////

- **Curated content (pre-built SPLs; step-by-step guidance), grouped by use case family, 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
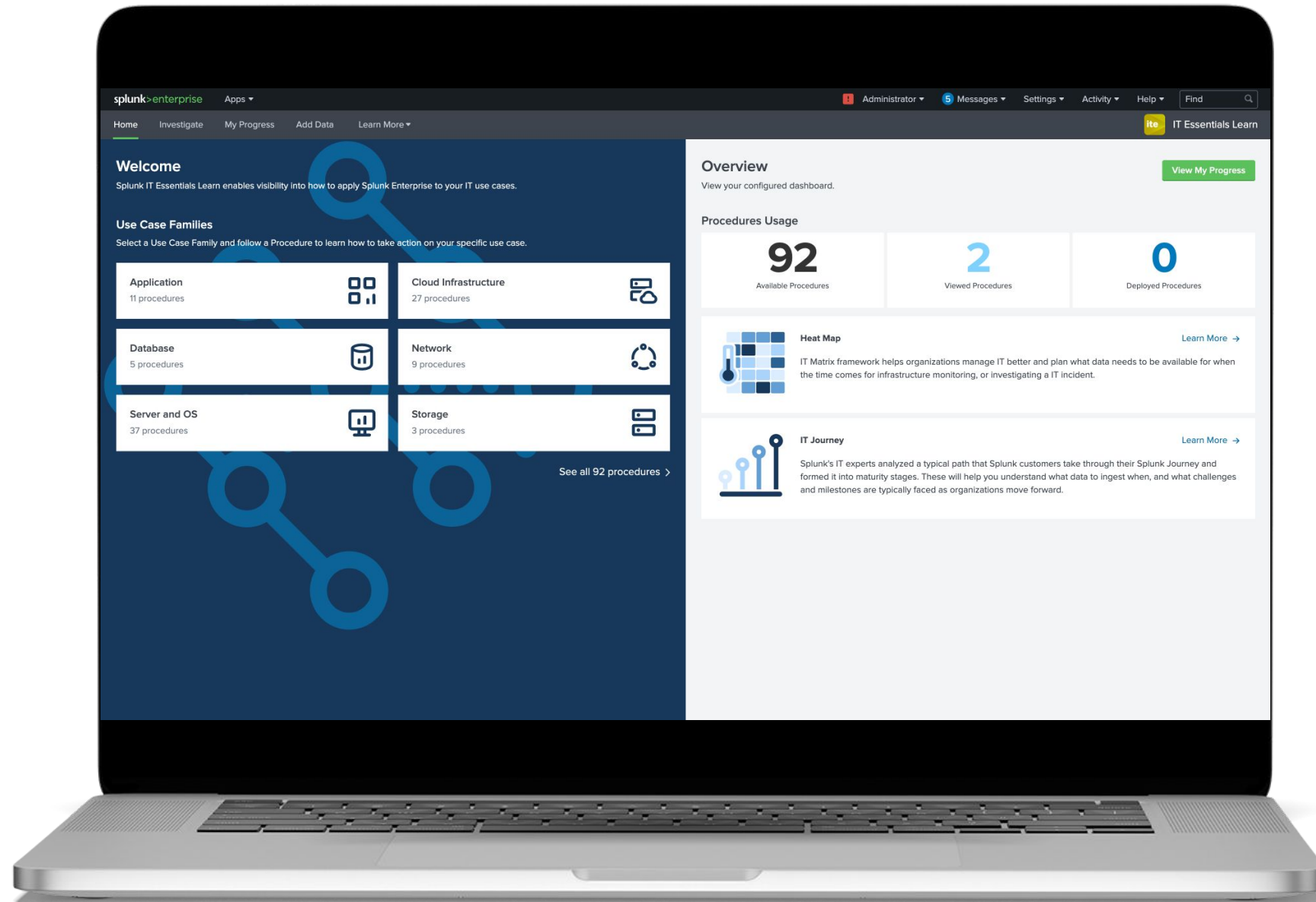
Note: IT Essentials Learn - Getting started with Splunk for IT was never this easier
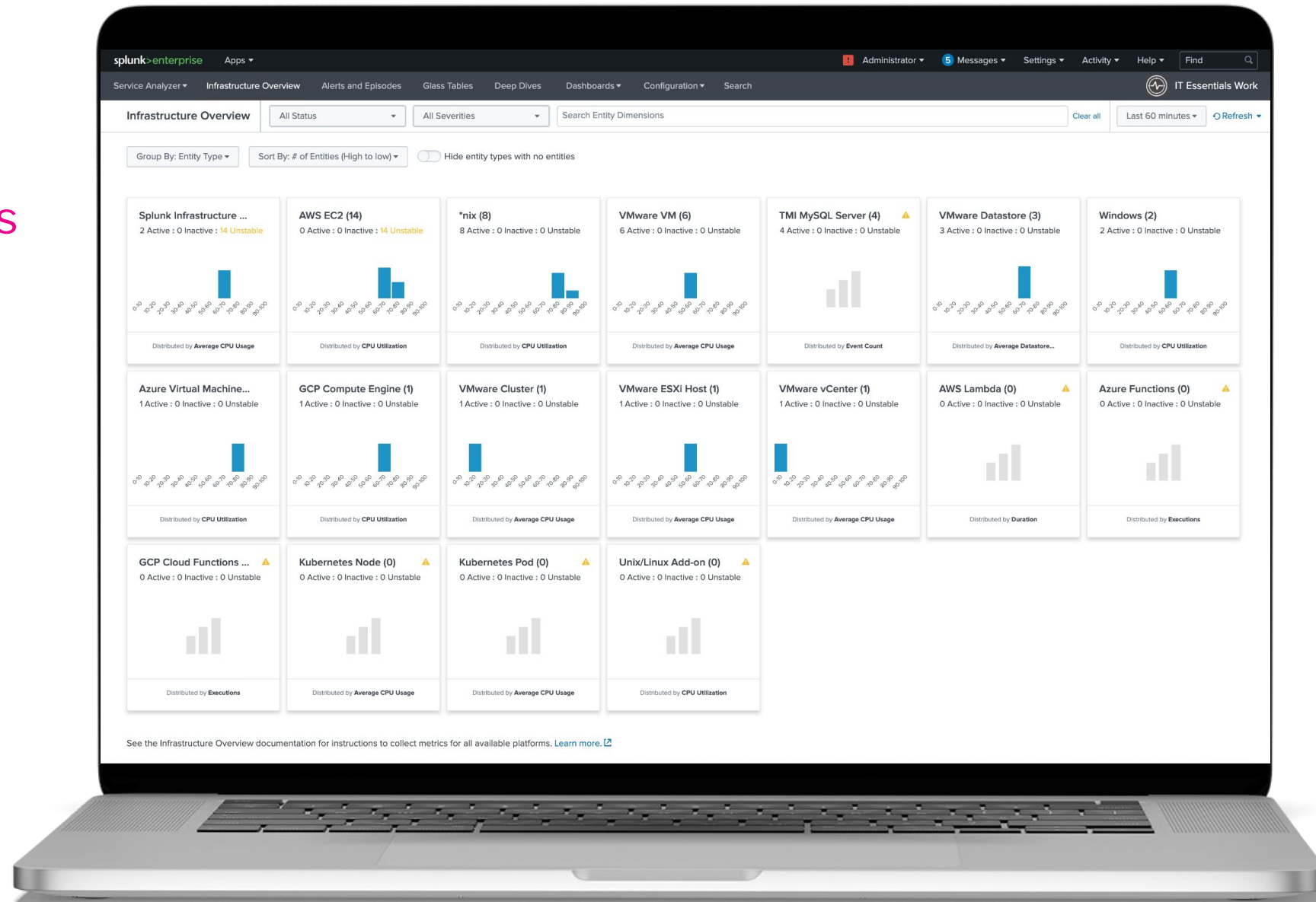
IT Essentials

Get started quickly and easily with Splunk for ITOps

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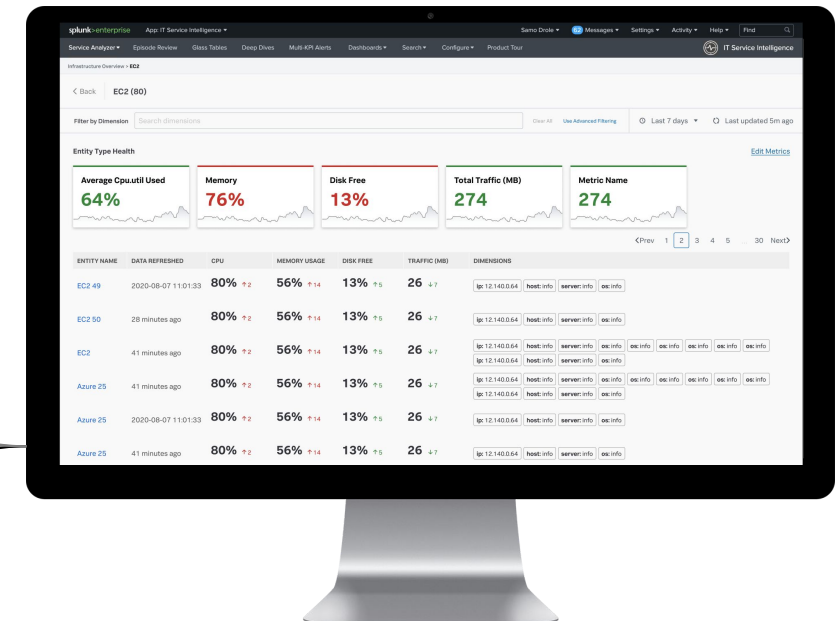

Note: IT Essentials Work - Speed up IT troubleshooting with log-based analysis

IT Essentials' improved experience for existing Splunk customers: >6 to 1 UI/UX

SAI

App for Windows

App for VMWare

App for *nix

App for AWS

App for Microsoft Exchange

IT Essentials Work

- *nix
- Windows
- VMware
- NetApp
- Exchange
- AWS
- Alerting
- Splunk Infra Mon Entities

Splunk App for Content Packs

- **Curated library of out-of-the-box content** used to quickly set up ITSI/ITE Work environment

- **Preconfigured** Entity types, vital metrics, dashboards, KPI base searches, service templates, saved glass tables, and other objects for use within ITSI and ITE Work

- Update all content packs with **just one app,** ensures the latest version is being used

ITSI 4.9+
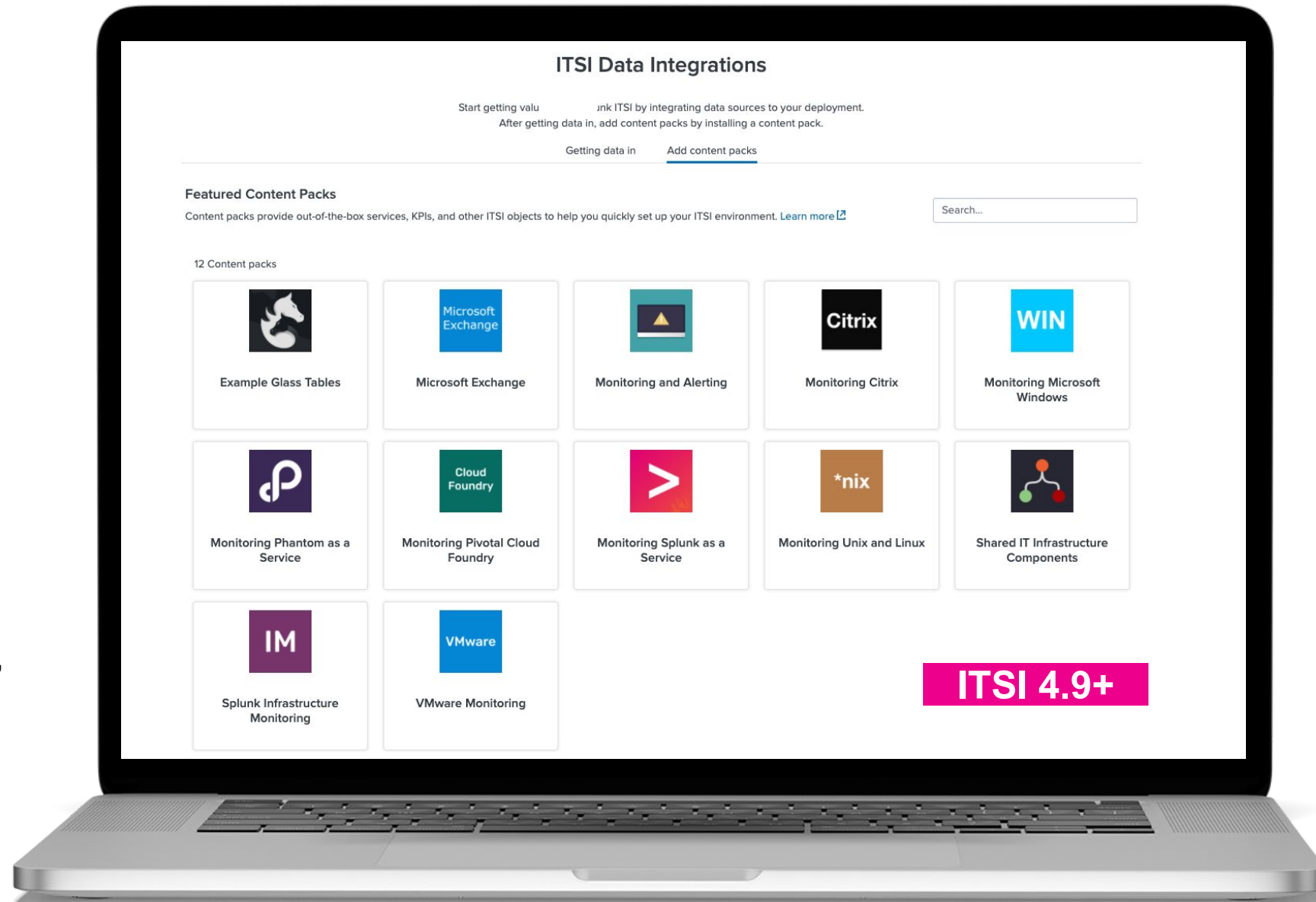
Infrastructure content: Unix/Linux, Windows, VMWare, AWS, Citrix
**App Integrations:** Splunk O11y Cloud, SAP, Microsoft 365, Service Now, New Relic, AppDynamics, Dynatrace

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Improvements and Updated Workflows
for Windows and Unix/Linux

- OOTB dashboards improve usability and faster-time-to-value for OS host monitoring use cases

- Improved usability: Visualize CPU utilization by core; Disk utilization by partitions in overview dashboards

- Drilldown dashboards provide workflows for troubleshooting common OS infrastructure problems
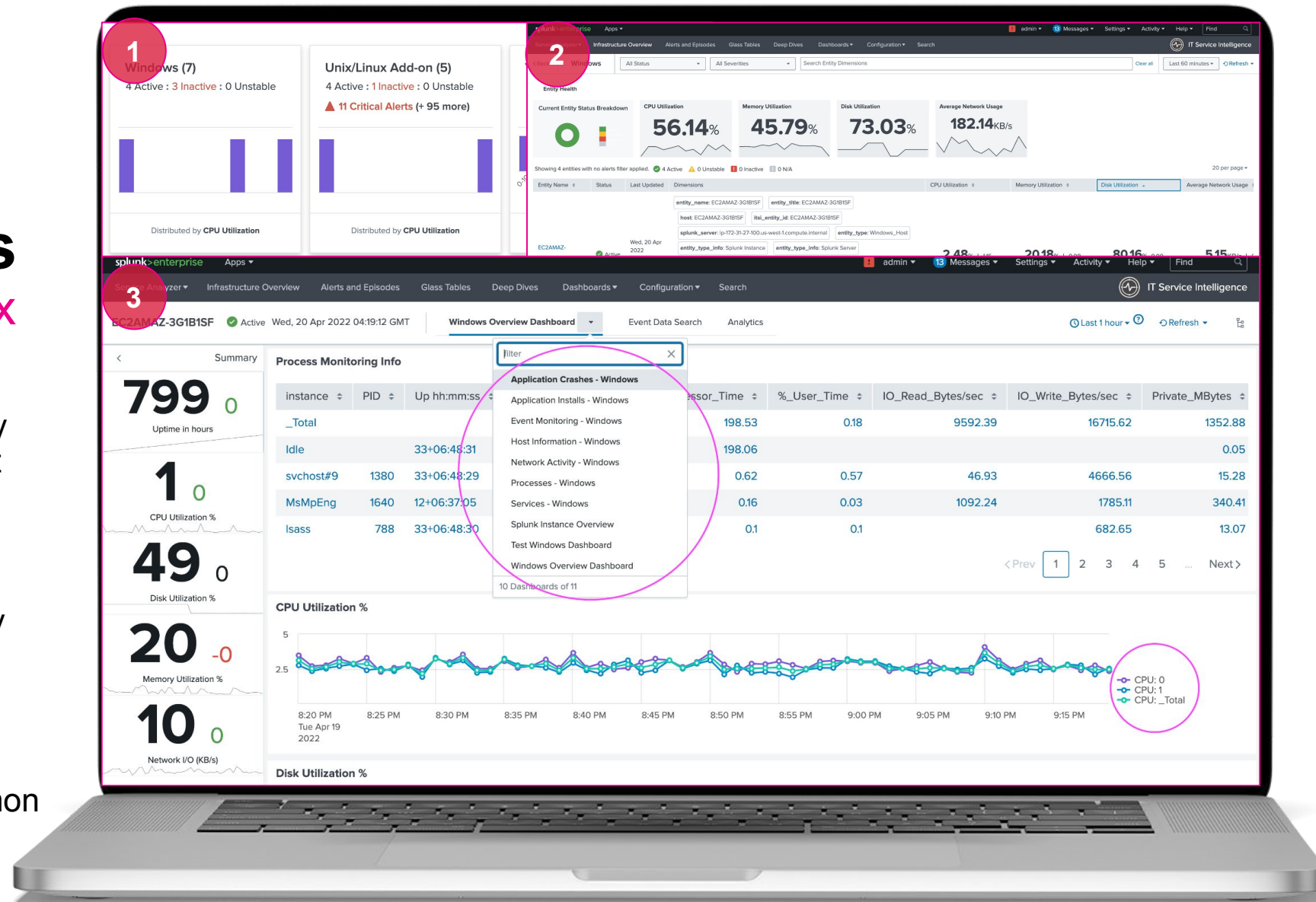
Brand New Entity Type
for Active Directory monitoring

- Newly introduced Windows AD entity type for logical organization of hosts

- Overview dashboard for at-a-glance visibility

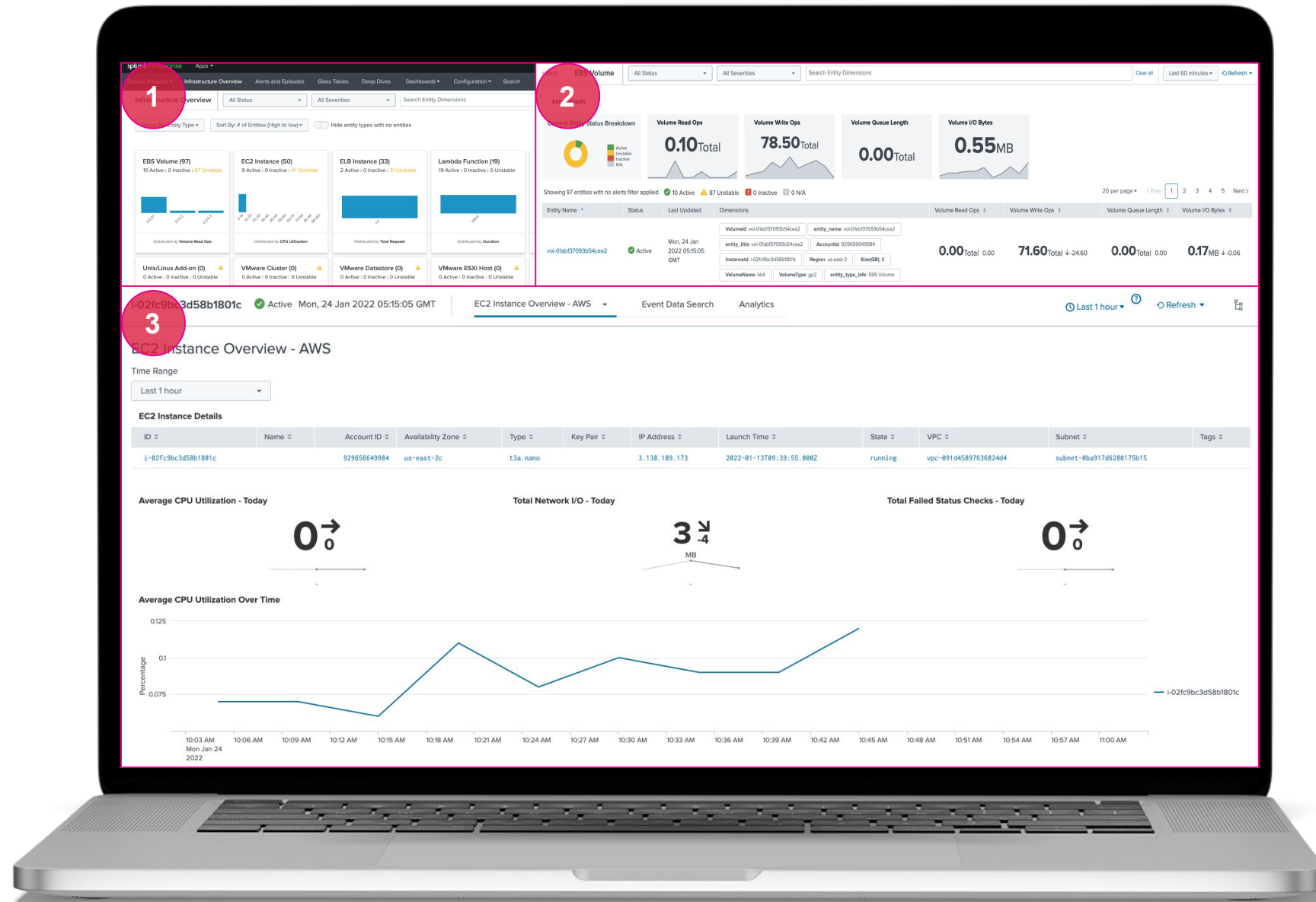- Drilldown dashboards provide logical troubleshooting workflow
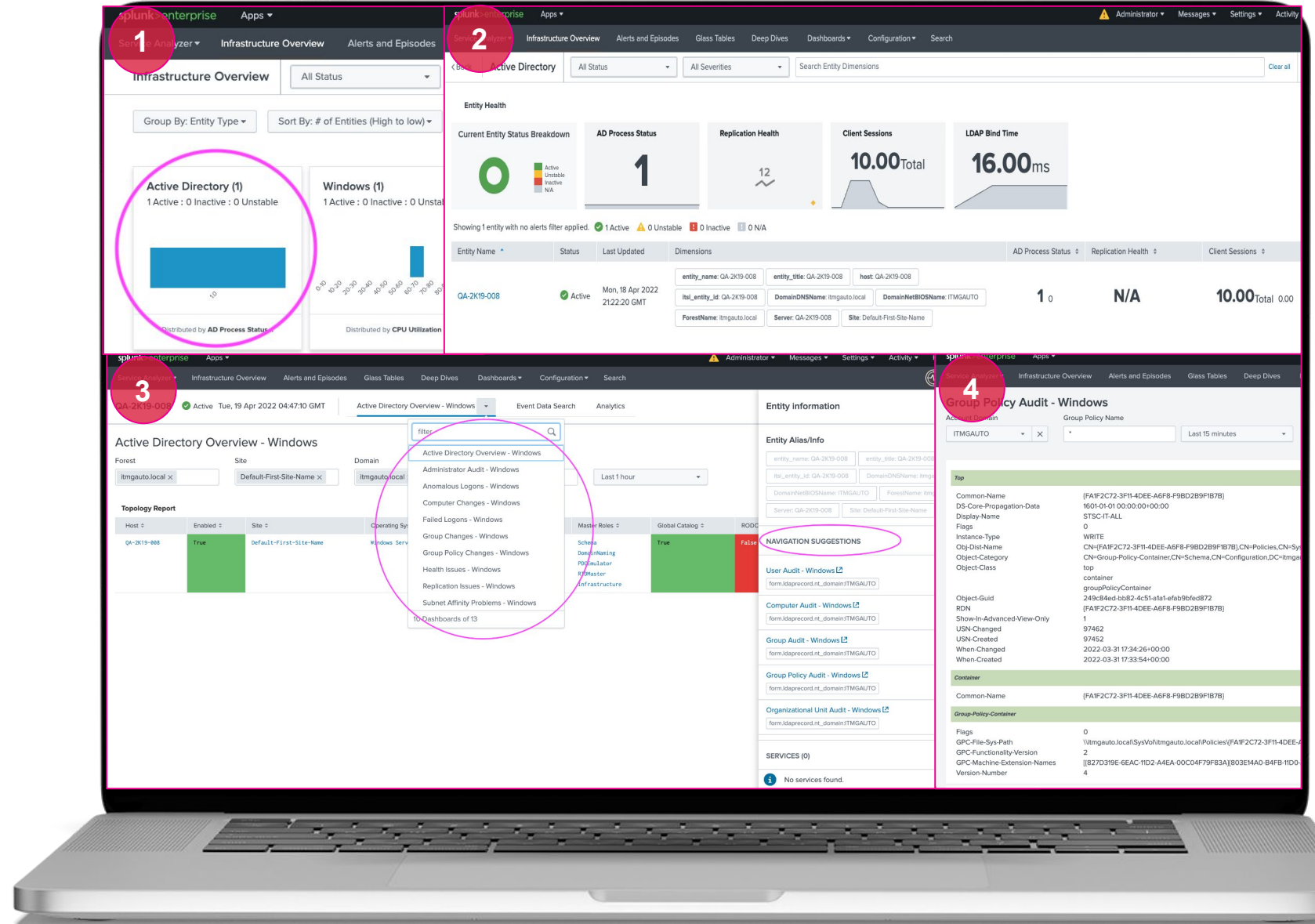
Entity Types for common AWS services

EC2, ELB, EBS, Lambda

- Overview of each AWS service in "Entity Overview" dashboard

- Drilldown into entity inventory and pick an entity and look at the overview dashboard

- Keep entity context as you investigate

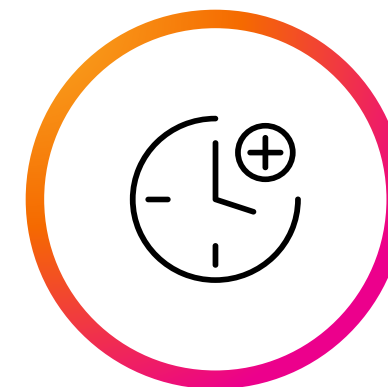# IT Essentials, Your First Step to Observability

Onboarding

Leverage existing TAs and built-in features to provide immediate value and prescriptive direction

Learning

Growing library of procedures help you learn how to accomplish a variety of IT tasks

Time-to-Value

With Splunk App for Content Packs, content pushed every quarter for common technologies and key business services

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Thank You

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