

Integrating Analytics with IT Service Management

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Presenters



Jeff Battaglino
Sr. Technical Marketing Engineer
Cherwell Software

Jeff is a well-seasoned IT professional who has focused his career in IT Service Management, Compliance and Security, for more than 25 years. He has served in management capacities for Retail, Manufacturing, Financial Services, Higher Education, and Technology organizations. He is ITIL v3 Certified, HDI Help Desk Manager Certified, and is a certified Administrator of 4 of the leading IT Service Management applications. He has been a frequent presenter at ITIL and ITSM focused conferences for more than 15 years.



Presenters



Leigh D. Hilt IV IT Market Strategist Splunk Inc.

Leigh's career spans almost 3 decades working in the Service, Asset and Operations Management industries. He has held roles from Help Desk Manager to VP of Operations and Software CTO. He has worked with software companies supporting small businesses to Global 100 companies for companies like Peregrine and HP. His knowledge spans multiple industries Manufacturing, Retail, Transportation/Logistics, Communications, Entertainment, Financial, Insurance, Health and Life Sciences, and Public Sector



Agenda

- What is Machine Data?
- Turning Machine Data into Answers and Operational Intelligence.
- Cherwell Operations Incident Integration and Demo
- Service Intelligence Integration and Demo
- mApp Integration Logistics
- Summary



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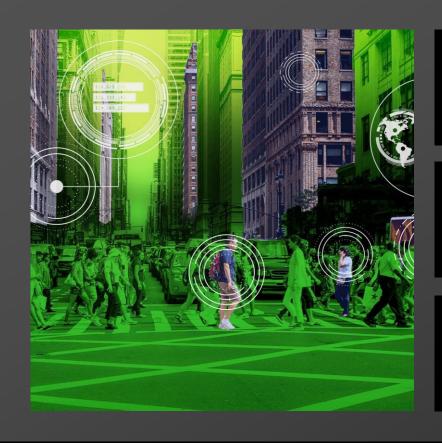
IT Operations event monitoring and management tools automatically creating incidents is a classic service desk integration.

Even better when the operations data is intelligently correlated and only one incident created ...

- Splunk is an industry leader for providing event and data collection, a variety of analytics capabilities, search, and visualizations. Splunk data analysis capabilities are used for IT operations, application and network performance monitoring, business intelligence, and additional use cases such as security.
- Additional Splunk products combine to provide Market Leading solutions for Security Information and Event Management (SEIM) and IT Operations.



IT Struggles to Identify, Investigate and Resolve Critical Service Issues





Guesswork



Reactive



Unproductive



Splunk IT Service Intelligence (ITSI)

Predictive analytics for real-time insights, simplified operations and root-cause isolation



Predict and Prevent Outages

while reducing event noise & MTTR



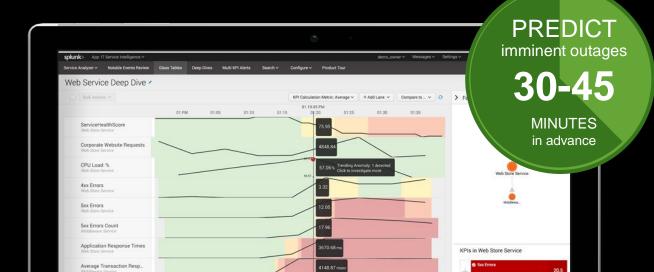
Create a 360-degree View

of real-time insights across all business & IT services



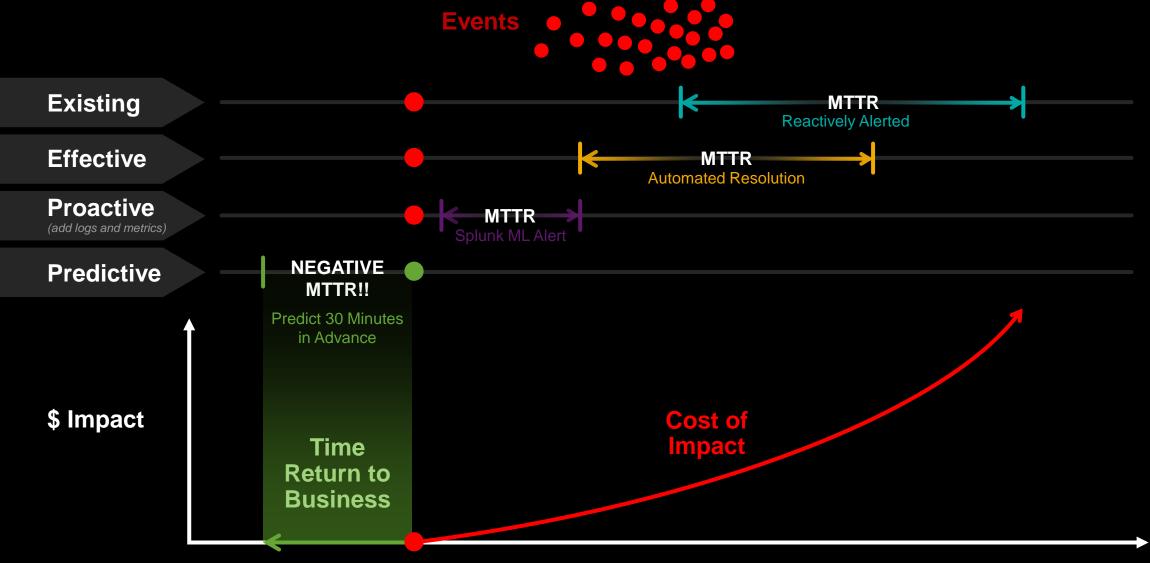
Trust the Splunk Platform

for scalability and versatility with artificial intelligence (AI) at its core





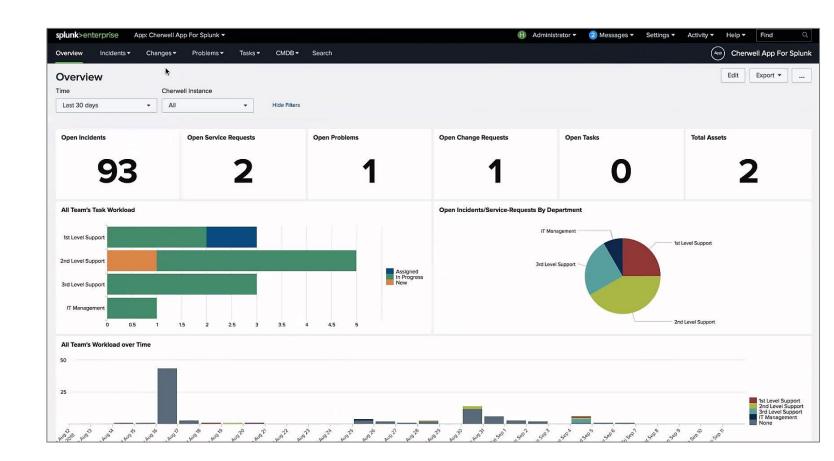
Predict and Prevent Operational Issues with Al



Cherwell plus Splunk

Features

- Bidirectional integration.
- Splunk identifies notable events.
- Creates incidents in Cherwell.
- Cherwell automates actions to assist in triage and remediation
- Assign incidents to appropriate resources for resolution.





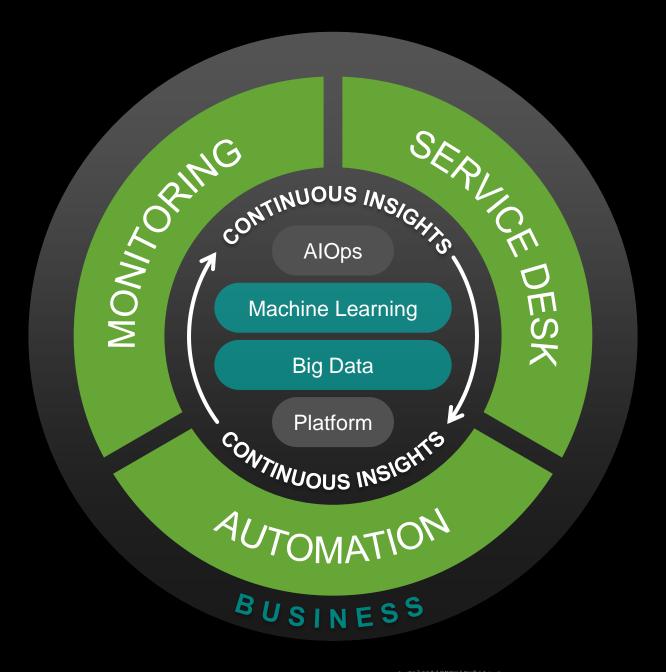
Cherwell Service Management

- 11 ITIL® Processes
- EasilyConfigurable Self-Service Portal
- Configuration Management Database (CMDB)
- Actionable Dashboards and Powerful Reporting
- Low-Code Platform
- Automated One-Step™ Actions
- Mergeable Applications
- Inclusive Concurrent Licensing
- Faster Time to Value

Make work flow.







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Basic Operations Flow



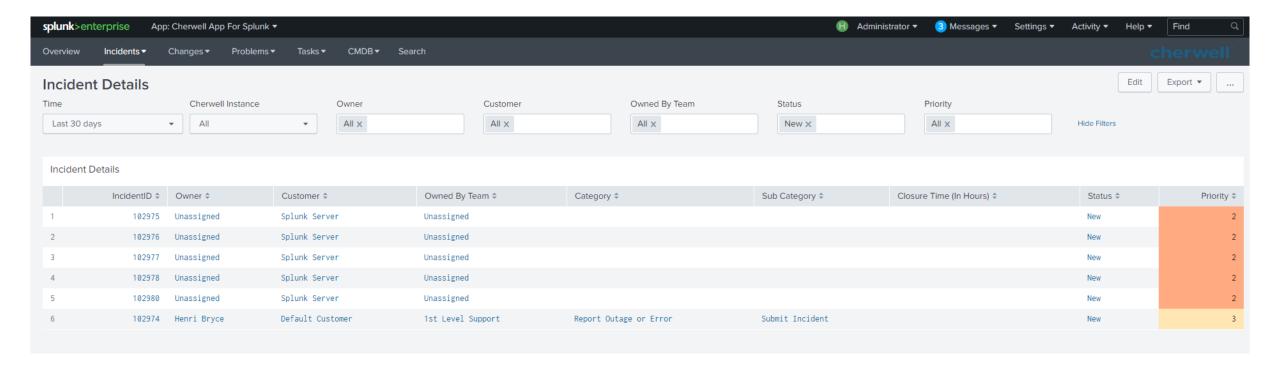




Service Management ITIL® Incident Management

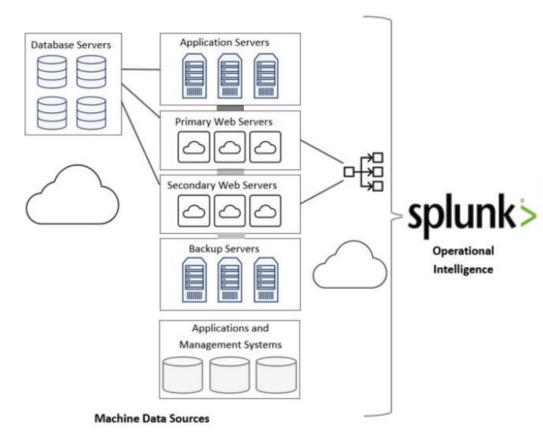


Demo

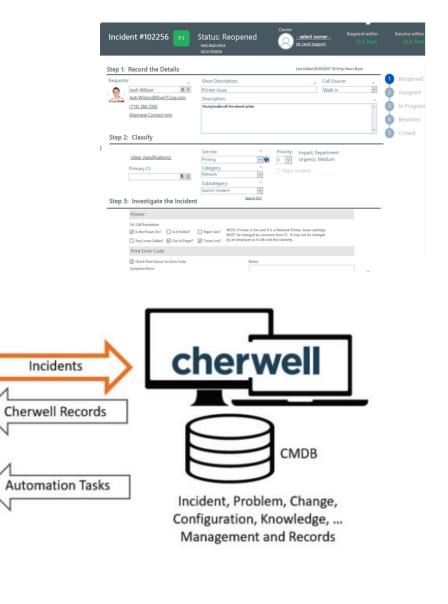




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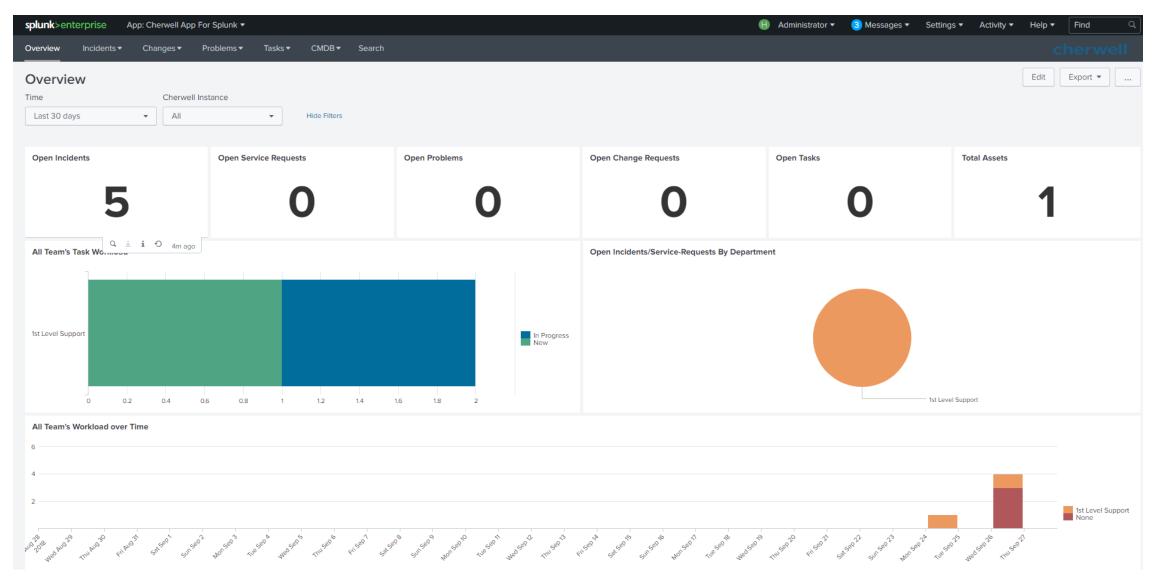


Operational Intelligence





Demo





Wait - There's more

cherwell

Global IT My Work Incidents Service Requests Problems Change CMDB Reports Knowledge Articles IT Management Executive Strategic Manager Tactical Manager Operational

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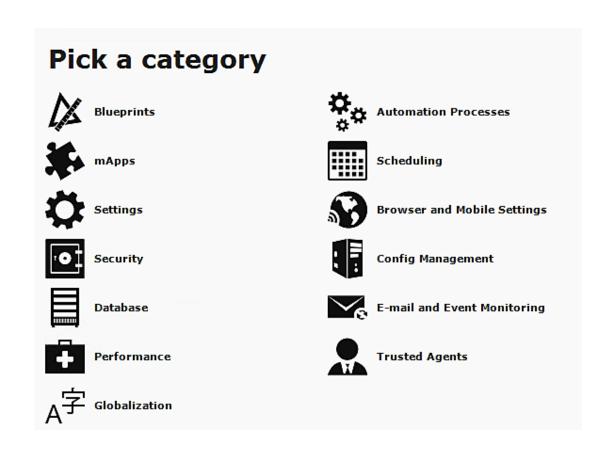
Splunk Technology Add On

- Can access any Cherwell business object
- Includes the Alert Action
- Includes ITSI Integration
- Includes out-of-the-box Dashboards for Incident, Change, Problem, and Tasks

Deployment Guidance

Installation and Configuration Documentation will be available with the mApp

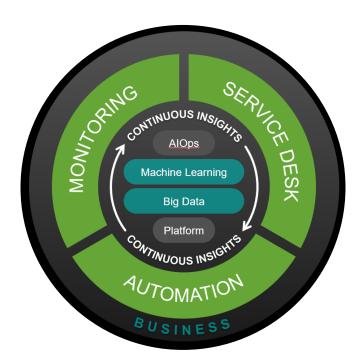
- Define Splunk Service
 Account user
- Create the API Key
- Find the default customer RecID
- Install the mApp
- Configure Server Info for URL
- Configure the Web Service
- Configure the automations

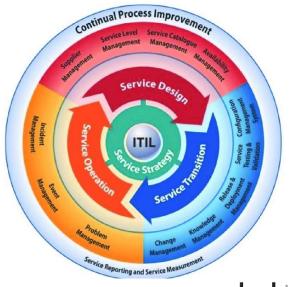




Summary

- Correlate machine data across multiple operations sources.
- Detect, isolate, and remediate potential service impacting events before users start calling.
- Identify patterns in Cherwell incident, problem, change, records by importing into Splunk.
- Enable proactive Problem Management and Continual Service Improvement
- (Again) Improving employee productivity and business service delivery.







Available Now

- Cherwell mApp Exchange https://www.cherwell.com/mappexchange
- Splunkbase https://splunkbase.splunk.com/
- Submit your enhancement ideas to the Cherwell Ideation Station https://cherwell.ideascale.com







Thank You

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