

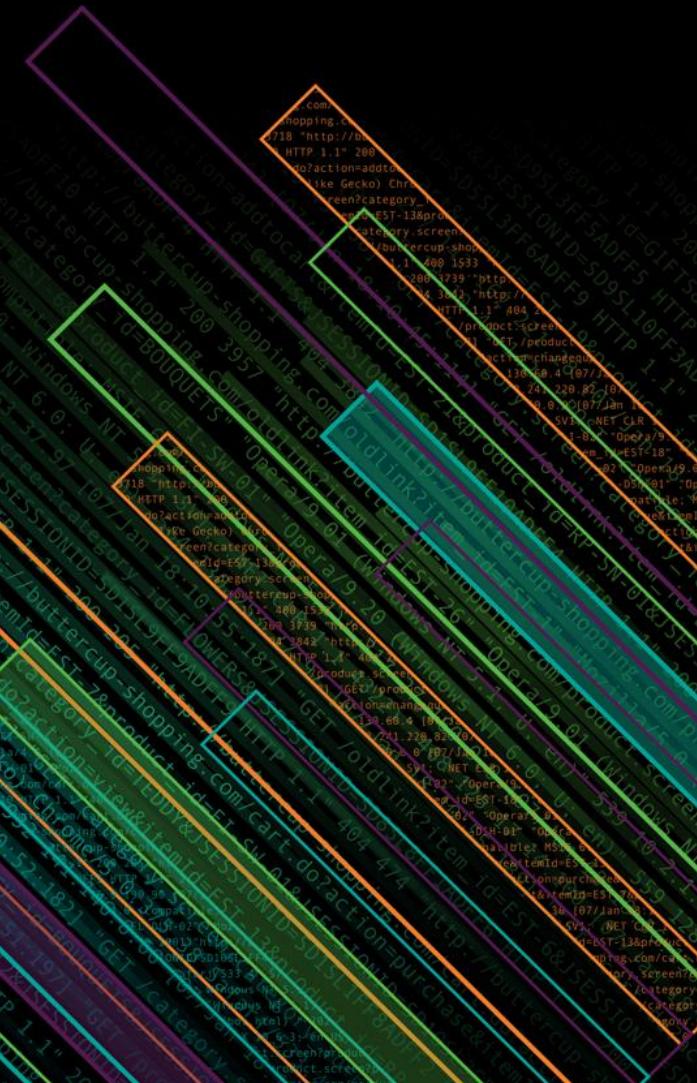


Introduction to VictorOps

Collaborative Incident Response

Joni Klippert, Head of Product, VictorOps

October 2018



Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or the expected performance of the company. We caution you that such statements reflect our current expectations and estimates based on factors currently known to us and that actual events or results could differ materially. For important factors that may cause actual results to differ from those contained in our forward-looking statements, please review our filings with the SEC.

The forward-looking statements made in this presentation are being made as of the time and date of its live presentation. If reviewed after its live presentation, this presentation may not contain current or accurate information. We do not assume any obligation to update any forward-looking statements we may make. In addition, any information about our roadmap outlines our general product direction and is subject to change at any time without notice. It is for informational purposes only and shall not be incorporated into any contract or other commitment. Splunk undertakes no obligation either to develop the features or functionality described or to include any such feature or functionality in a future release.

Splunk, Splunk>, Listen to Your Data, The Engine for Machine Data, Splunk Cloud, Splunk Light and SPL are trademarks and registered trademarks of Splunk Inc. in the United States and other countries. All other brand names, product names, or trademarks belong to their respective owners. © 2018 Splunk Inc. All rights reserved.

JONI KLIPPERT

Head of Product, VictorOps



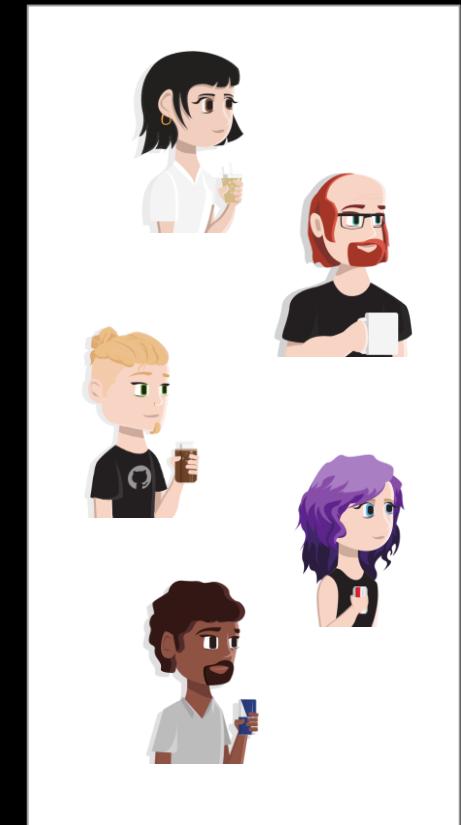
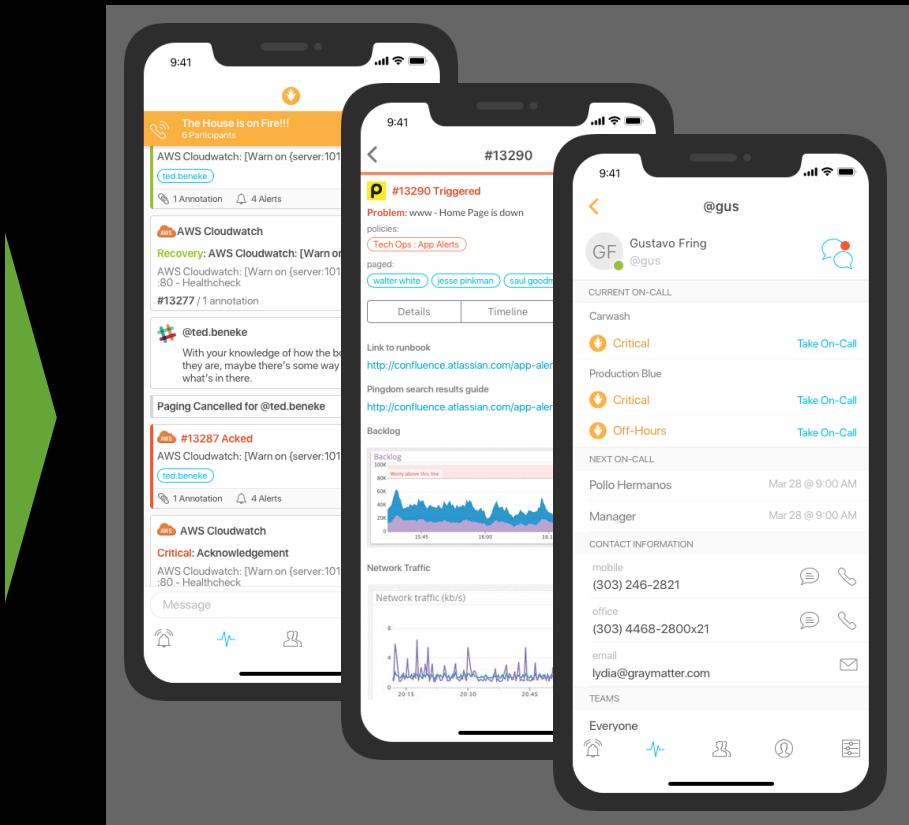
What is VictorOps?



Integrations across monitoring, CI/CD pipeline and collaboration/chat tools for a single view into alerts

- ▶ On-Call scheduling made simple
- ▶ Centralized visibility to alerts
- ▶ Customizable rules and logic to automate alerting and reduce event noise
- ▶ Post-incident reviews and reporting
- ▶ Actionable mobile application

Connect Your Experts with the Right Information



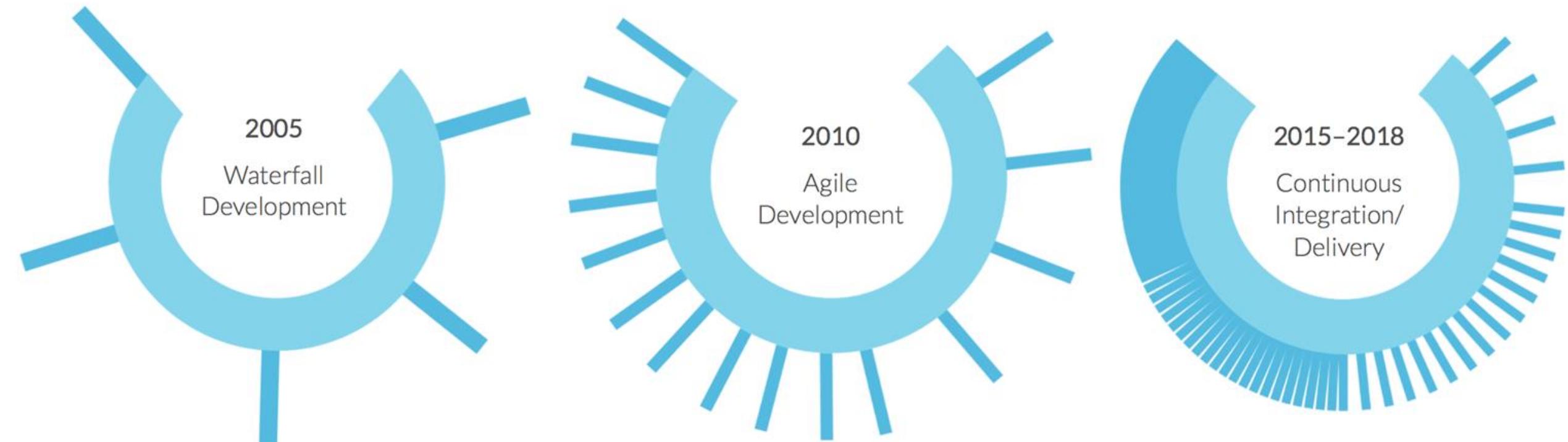
When these products find broken stuff, they send the information to VictorOps

VictorOps processes the stream of event data

We engage the correct people to collaboratively solve the problem

Before the What... *Why* Is VictorOps?

Result: Software Change Cycles have become highly compressed



DevOps Supports Rapid Innovation

Tooling & System Changes

1. **Deploying More Often** made possible via migration to **cloud infrastructure** & breaking up the monolith with a **microservices** approach
2. Invest in **CI/CD** and **Automation** to increase release cadence
3. Instrument **monitoring** for the new stack
4. **Modernize Incident Management** practices to ensure “always on” availability

Result: Technical Operations is moving from Ops → Dev to DevOps



VictorOps + </Code>

Comparison: Traditional Slow Response Model

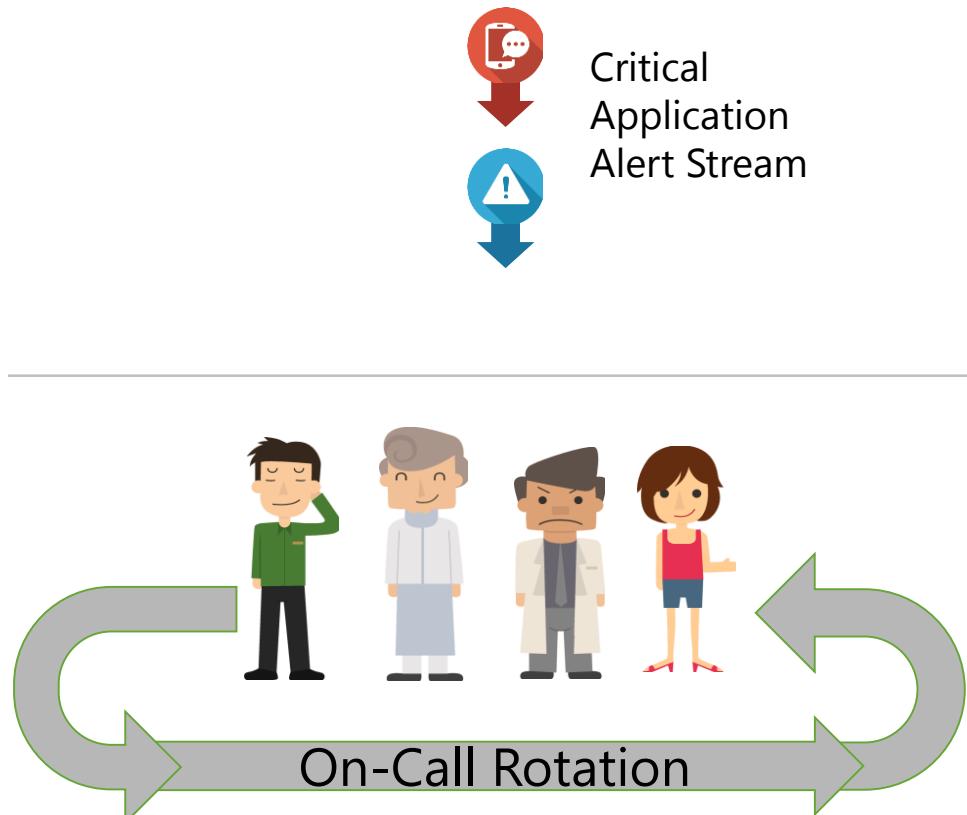
Round-robin response to problems: **“because it’s your turn!”**

Disadvantages:

- First responder probably can't solve the problem
 - So, they 'guess' who the correct responder is and escalate to that person
 - This assumption is often incorrect, increasing MTTA/MTTR

Result:

A problem that happens at night takes all night to solve.



Comparison: VictorOps Fast Response Model

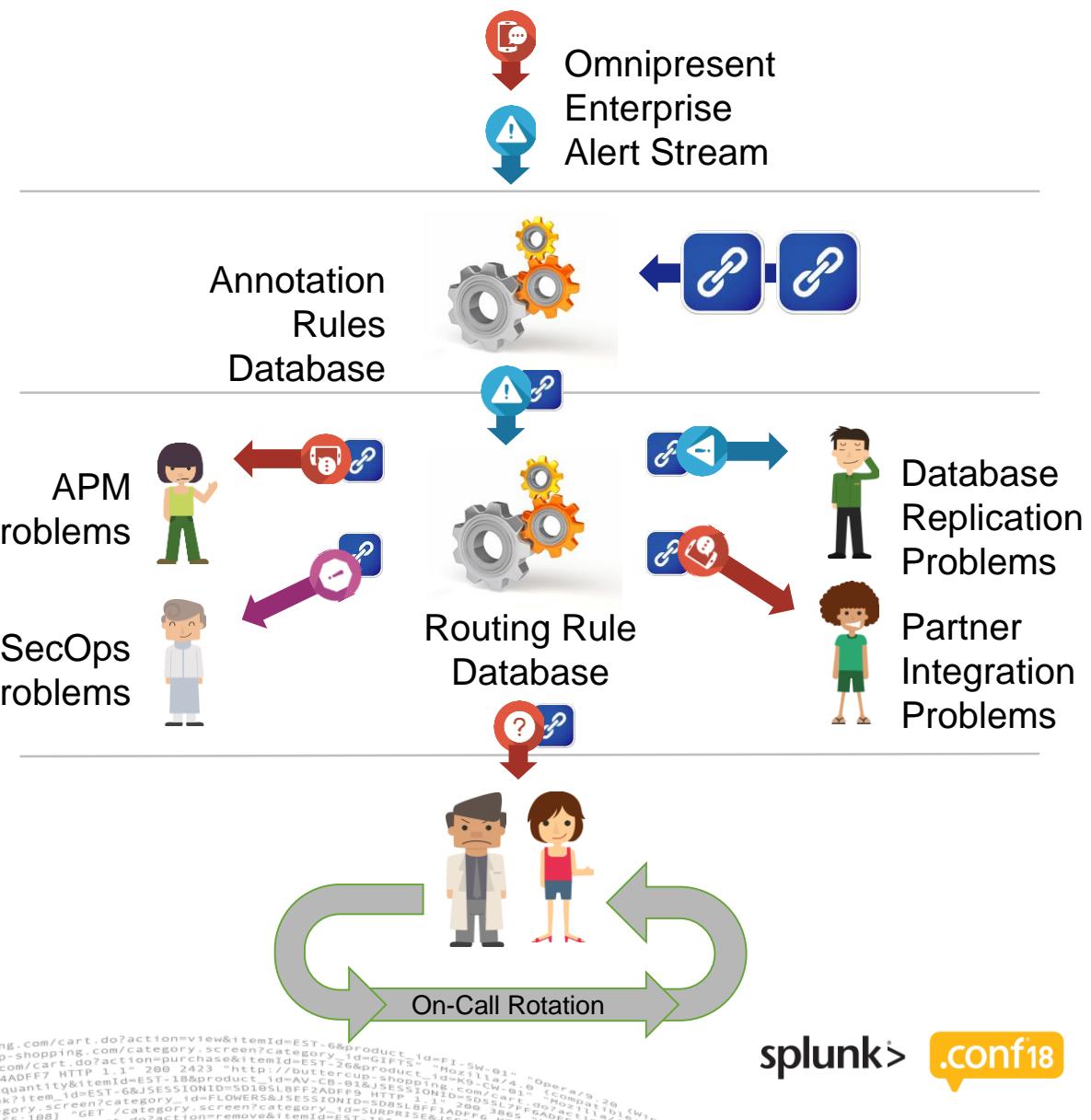
Vectorized response to problems: “because you can fix it!”

Advantages:

- Considerably reduce load on individual team members
 - Incidents are more actionable to the recipient
 - Remediation information is provided to solve the problem more quickly
 - Small fraction of problems fall through to the general on-call rotation, thus significantly improving quality of life!

Results

**Problems fixed fast, and everyone
and the company are happier.**





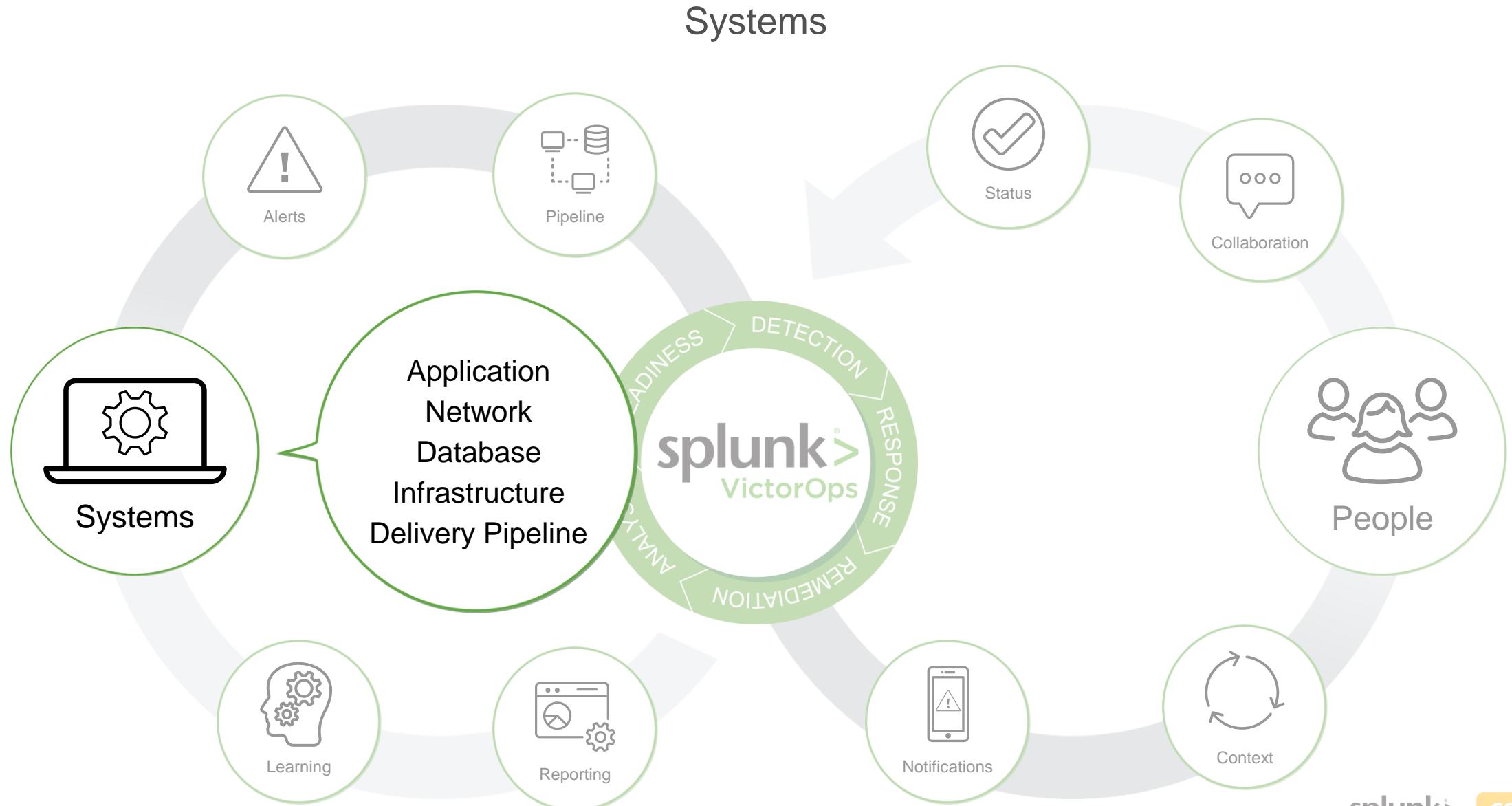
Collaborative Incident Response: Built for DevOps

What is VictorOps

What We Do



What is VictorOps



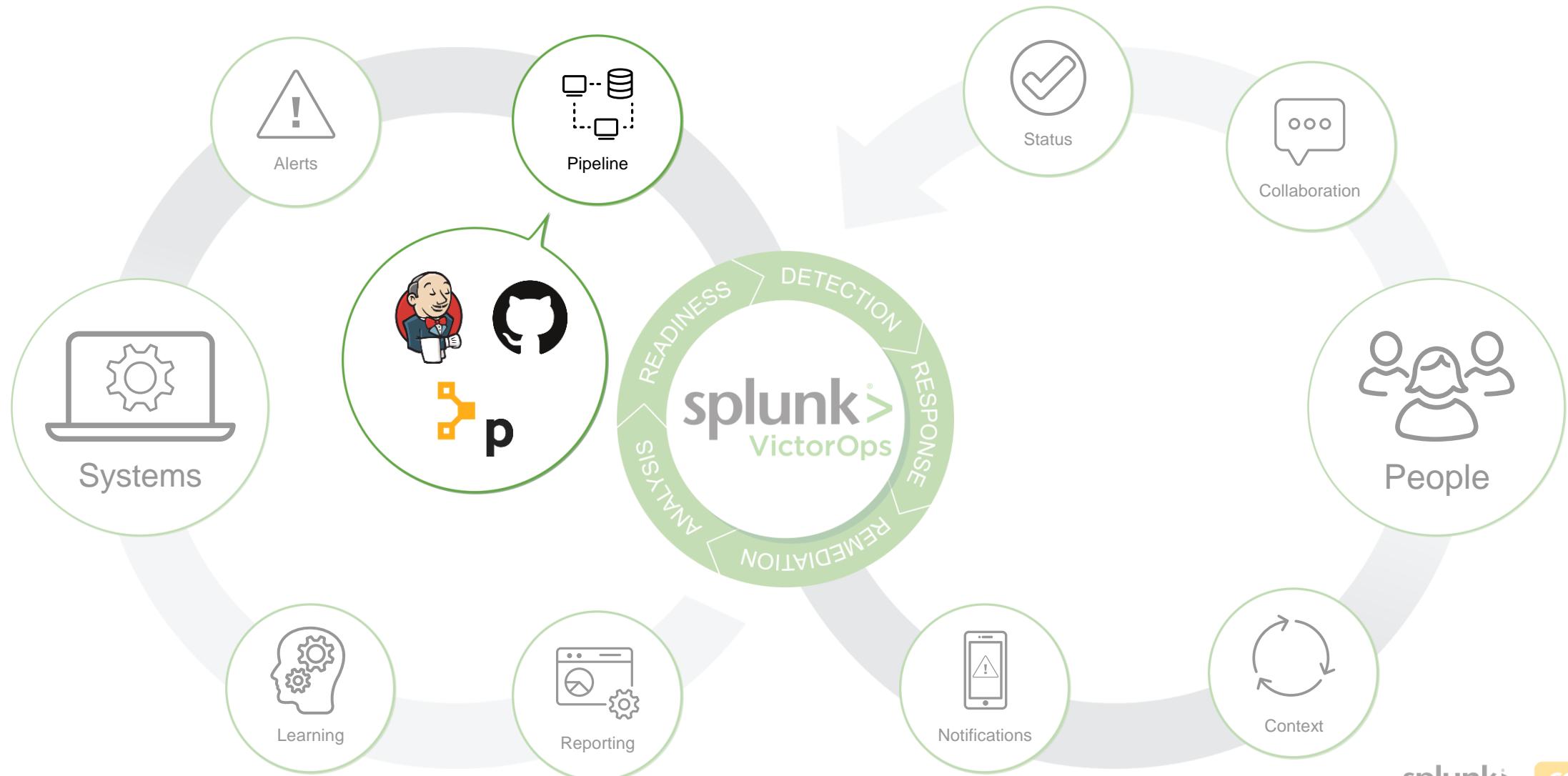
What is VictorOps

Alerts



What is VictorOps

Pipeline



What is VictorOps

Notifications



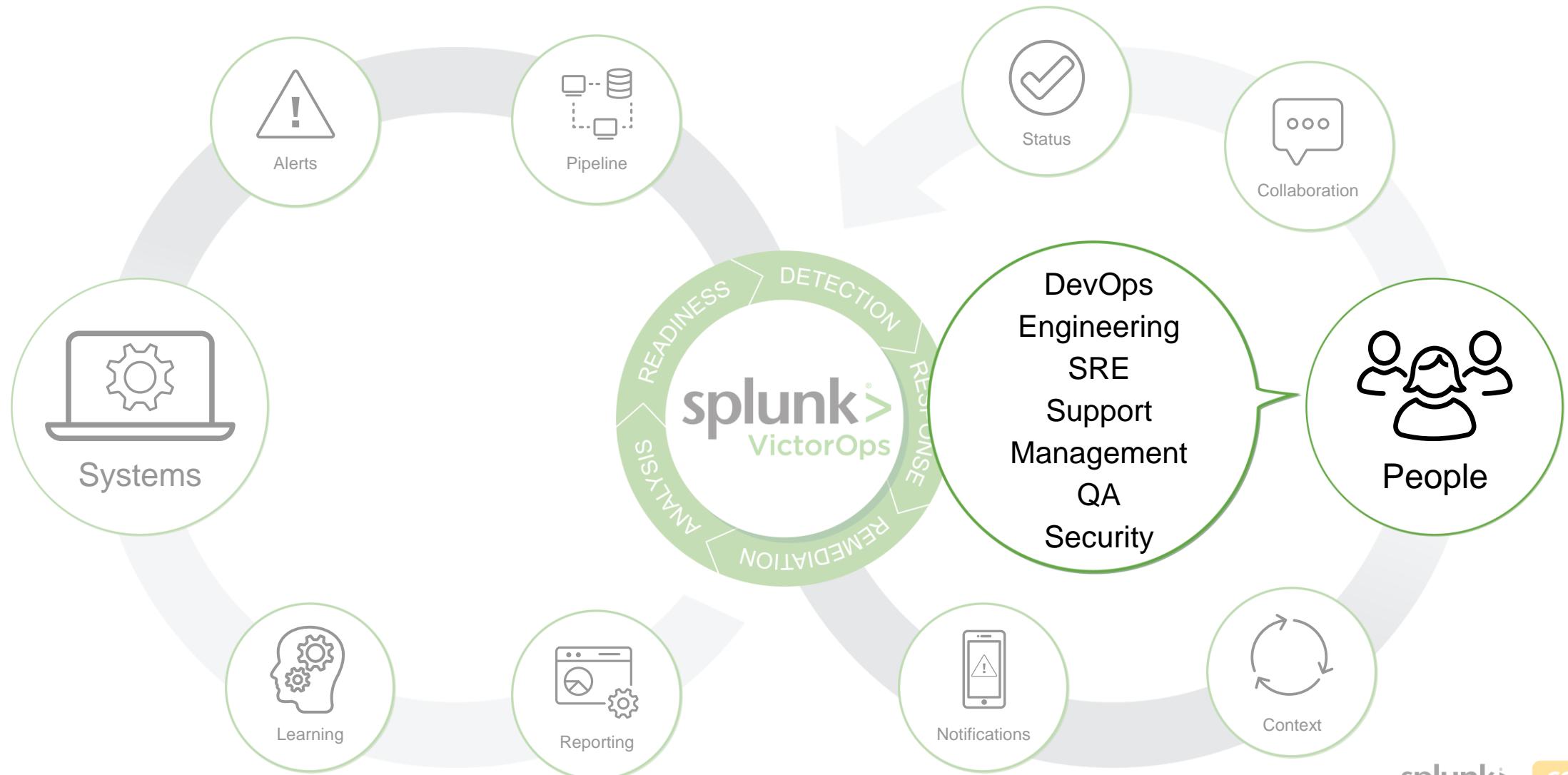
What is VictorOps

Context



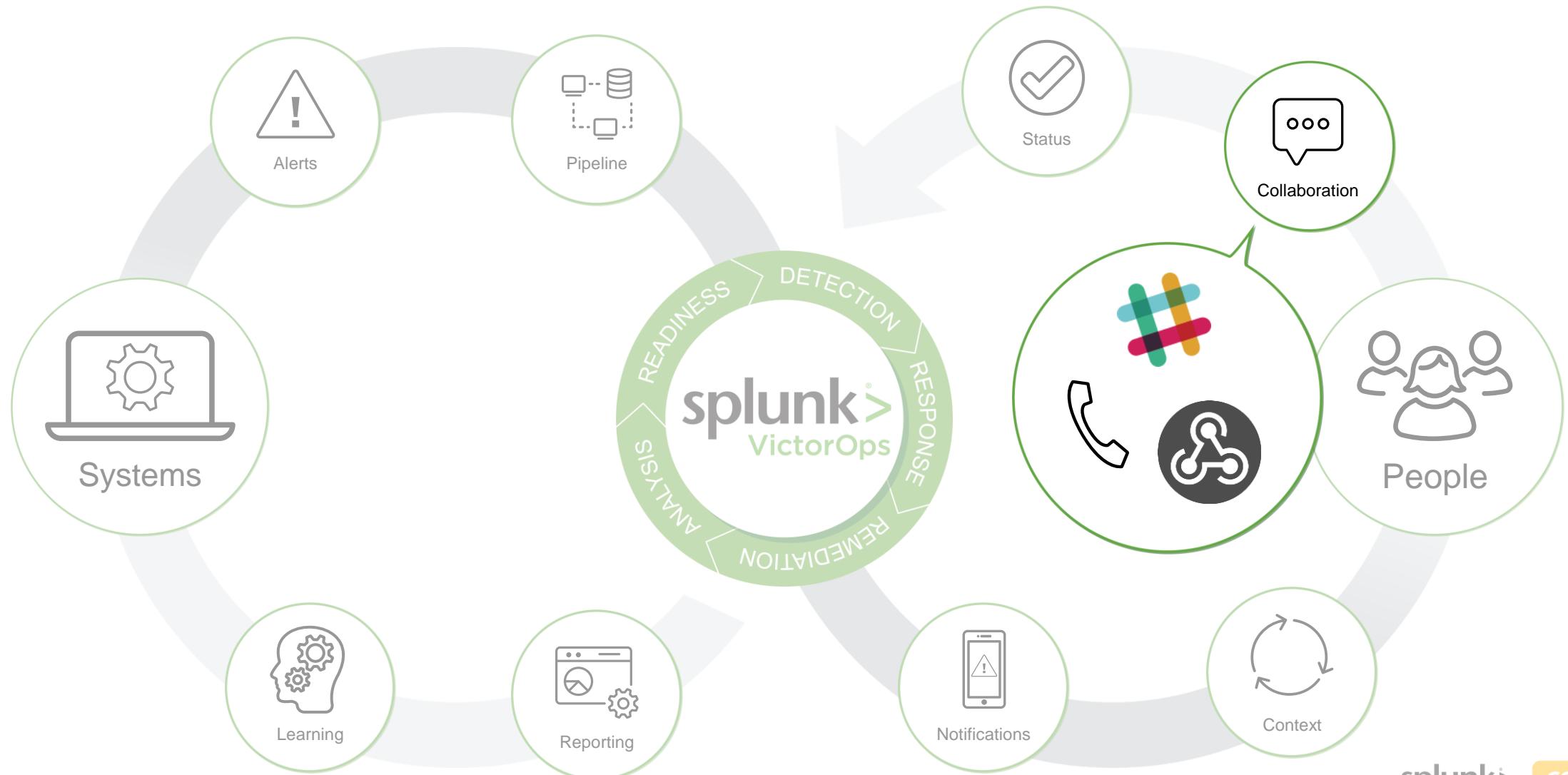
What is VictorOps

People



What is VictorOps

Collaboration



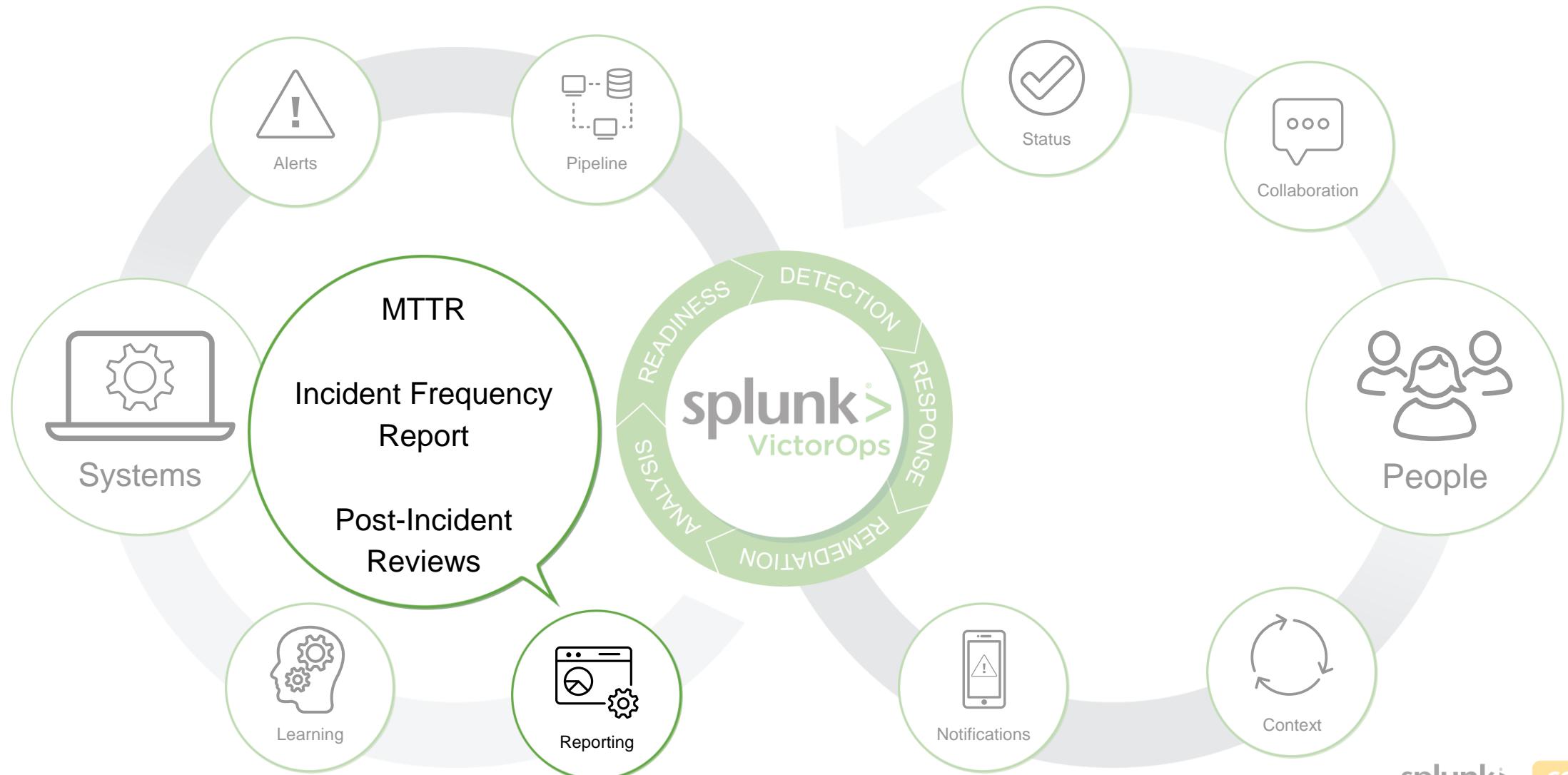
What is VictorOps

Status



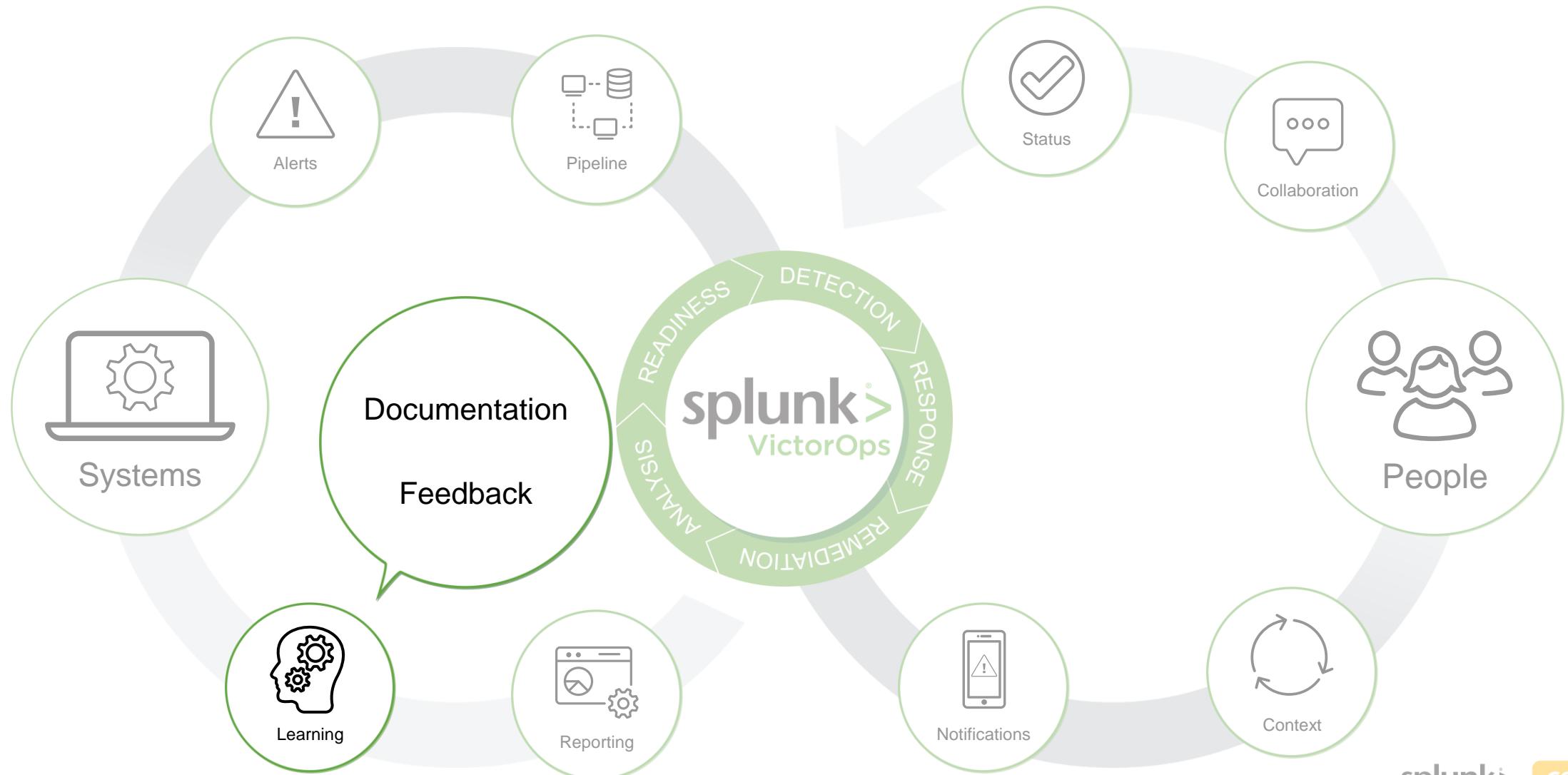
What is VictorOps

Reporting



What is VictorOps

Learning

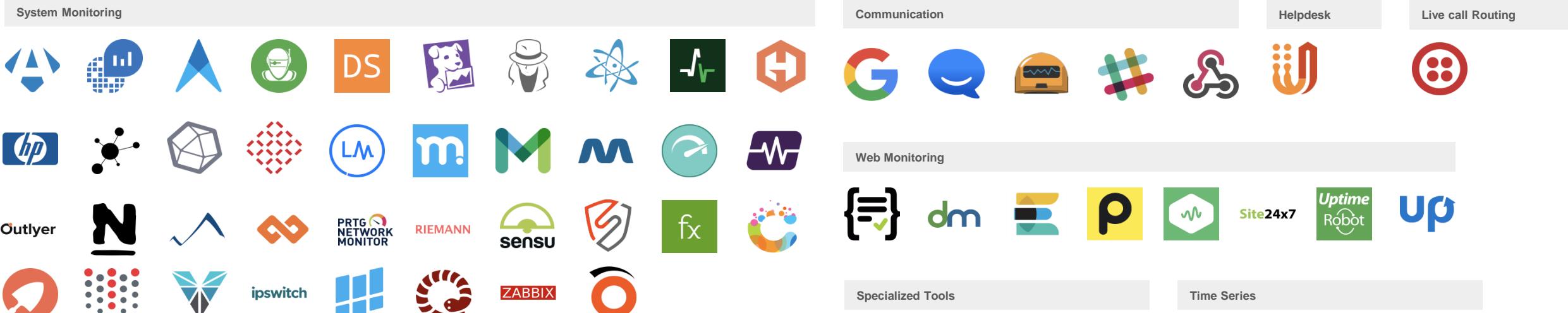


Integrations

APM

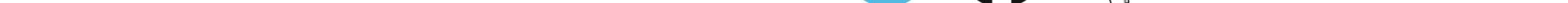


Enterprise Suites



Log Management





Splunk + VictorOps Integrations



Splunk, Inc.
Log Management
enabled



Splunk ITSI
System Monitoring



Splunk SII
System Monitoring

⊖ IT2033 - Integrating Splunk and VictorOps to Connect Events and Alerts

SCHEDULE

Wednesday, Oct 03, 3:15 p.m. - 4:00 p.m.

SPEAKERS

Dave Wiedenheft, Sr Product Manager, Splunk

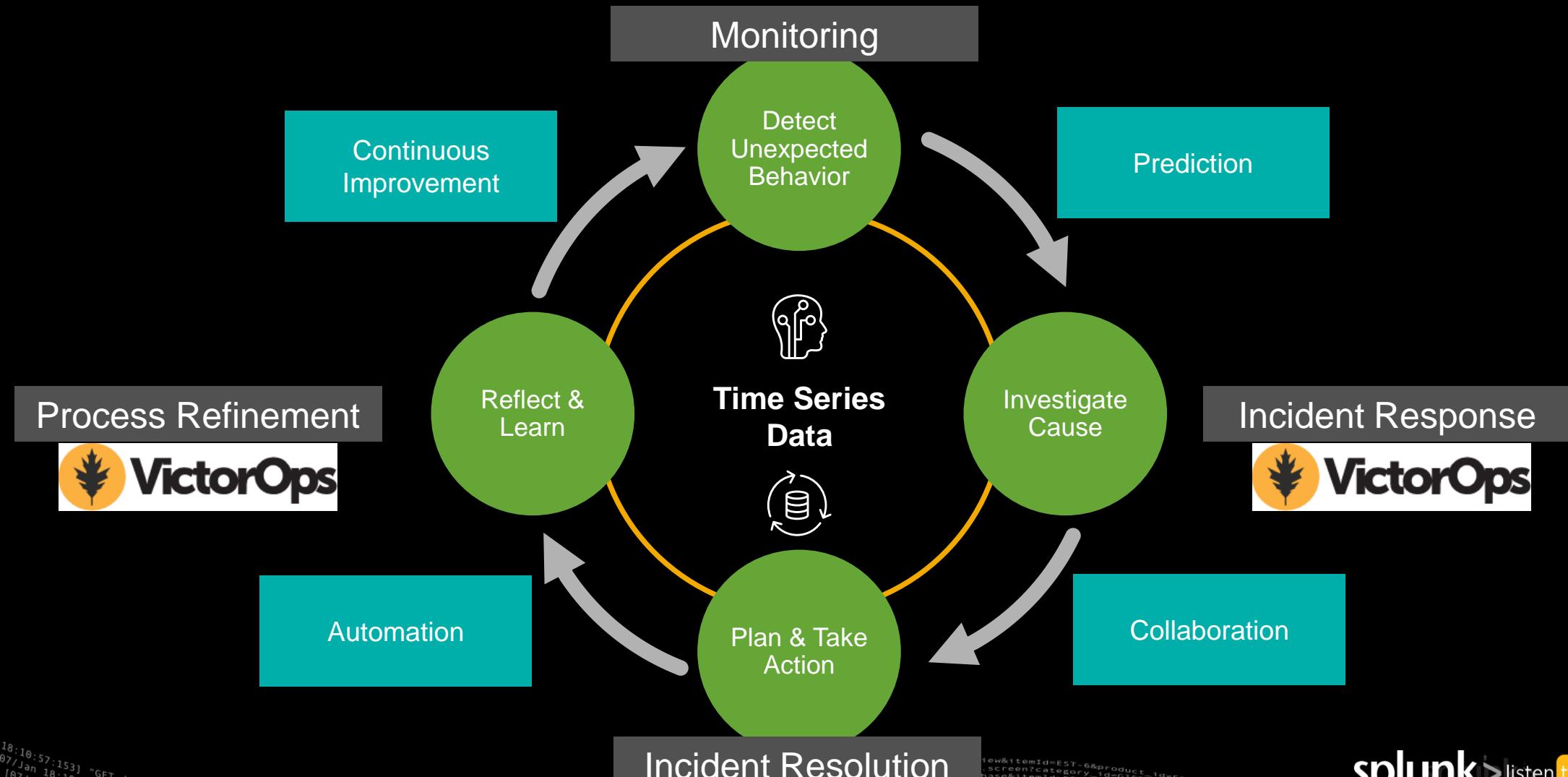
Between Splunk's analytics and events and VictorOps' alerting to your on-call team, the possibilities to level-up your on-call capabilities and experience are limitless. In this technical session, we'll show you how to quickly connect Splunk with VictorOps so you can easily pass the right information from Splunk to VictorOps. We'll share tips on optimizing VictorOps so you can deliver the right alerts to the right team members, enabling collaboration throughout the lifecycle of the incident.



VictorOps Demo

Splunk Building a Platform of Engagement

Vision for Closed-Loop Approach Based on Most Actionable Data



Give VictorOps a Try!

Stop by Splunk + VictorOps Pavilion Booth to receive

20 seats free for 6 months

Thank You

Don't forget to rate this session
in the .conf18 mobile app



Splunk Corporate Logo

Copy/paste these graphics to use in your own presentation



Note: The Splunk corporate logo should be used whenever you are referencing Splunk as a company. When you're representing the product, use the product logo (with the green > symbol).

Splunk Corporate Logo

Copy/paste these graphics to use in your own presentation



Note: The Splunk corporate logo should be used whenever you are referencing Splunk as a company. When you're representing the product, use the product logo (with the green > symbol).

Splunk Corporate Logo: One Color

Copy/paste these graphics to use in your own presentation

splunk>[®]

Note: The Splunk corporate logo should be used whenever you are referencing Splunk as a company. When you're representing the product, use the product logo (with the green > symbol).

Splunk Corporate Logo: One Color

Copy/paste these graphics to use in your own presentation

splunk®>

Note: The Splunk corporate logo should be used whenever you are referencing Splunk as a company. When you're representing the product, use the product logo (with the green > symbol).

Splunk Product Logo: Two Color

Copy/paste these graphics to use in your own presentation



Note: The Splunk product logo should be used whenever you are referencing the product or its capabilities.

Splunk Product Logo: Two Color

Copy/paste these graphics to use in your own presentation

splunk >

Note: The Splunk product logo should be used whenever you are referencing the product or its capabilities.

Premium Solutions Logos

Copy/paste these graphics to use in your own presentation



Splunk User Behavior Analytics™



Splunk User Behavior
Analytics™



Splunk IT Service
Intelligence™



Splunk IT Service
Intelligence™



Splunk Enterprise Security™

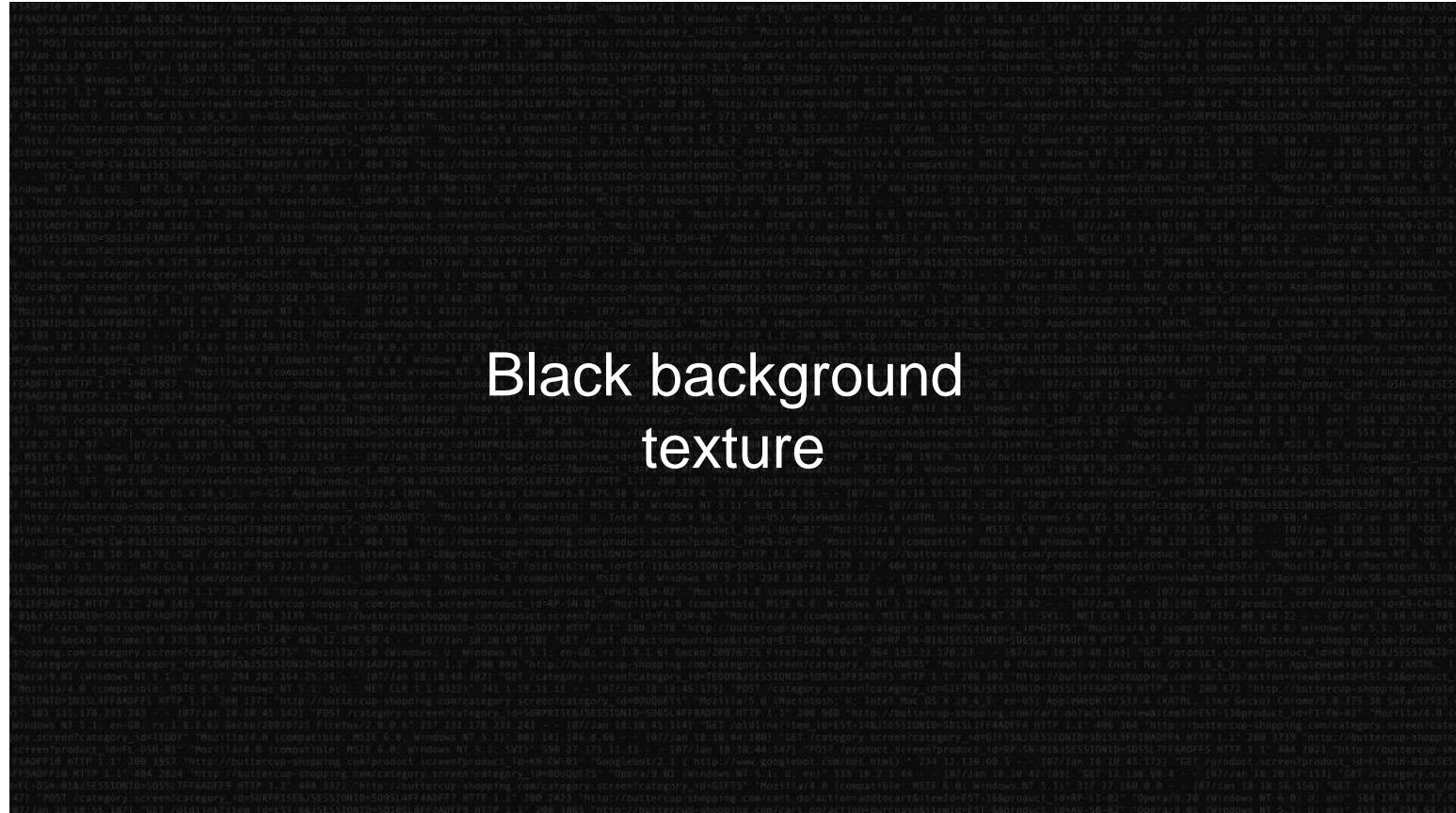


Splunk Enterprise
Security™

Line and Shape Assets

Copy/paste this graphic to use in your own presentations

Black background
texture



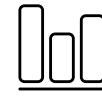
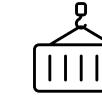
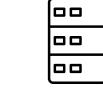
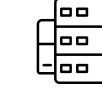
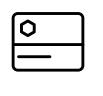
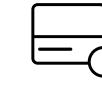
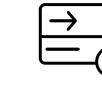
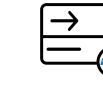
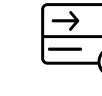
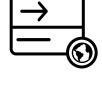
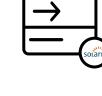
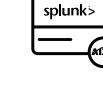
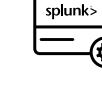
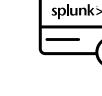
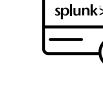
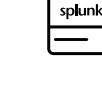
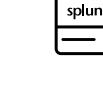
Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

Custom Applications	OS	VM	APP OS	Applications	Energy Meters	Messaging	Databases	GPS Location	RFID
Call Detail Records	Web Services/Global	Security/Lock	Telecoms	Web Clickstreams	Online Services	Desktop	Laptop	Online Shopping Cart	Cell Phones and Devices
Servers	Networks	Networks Alt	Storage	On-Premise	Public Cloud	Private Cloud	Internet of Things	Active Directory	Search
Advanced Search	Analyze	Document	Folder	Log Files	Envelope	Splunk Server Database	Splunk Server	Server	Virtual Server

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

									
Servers	Hadoop Storage	Bar Chart	Pie Chart	Pie Chart Alt	Shipping Container	Enterprise Scale Platform	Gear	Gears / Setting	VoIP
									
Script	Mobile App	Mobile App Alt	Tag/Ticket	Galaxy Note	iPhone	Datacenter	Datacenters	iPad	Blackberry
									
Check Mark	Indexer	Forwarder	Search Head	Blank Database	Forwarder Database	Forwarder AIX	Forwarder FreeBSD	Forwarder Linux	Forwarder Windows
									
Forwarder Web	Forwarder OSX	Forwarder Solaris	Splunk Server AIX	Splunk Server Gearz	Splunk Server Linux	Splunk Server Network	Splunk Server Web	Splunk Server FreeBSD	Splunk Server Windows

Splunk Marketing Icons

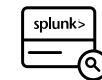
Copy/paste these graphics to use in your own presentations



Splunk Server Solaris



Splunk Server OSX



Splunk Server Search



Failed Splunk Server



Failed Server



Server License



Tools



Clock



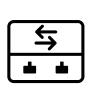
RSS



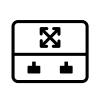
Send Arrow



Android



Network Switch



Router



Cloud Services Monitoring



Telephone



Facebook



Facebook Color



Twitter



Twitter Color



LinkedIn



LinkedIn Color



YouTube



YouTube Color



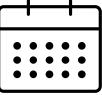
Healthcare



Info



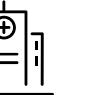
Stop



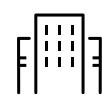
Calendar



Alert



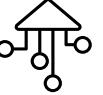
Hospital



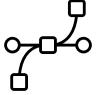
Office Building



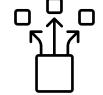
Process Analytics



Universal Collection



Wire Data



Load Balancing



Cycle



Customer Support



Customer Support Alt



Male



Female



Stacked Document/
Documents

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations



People



People Alt



Splunk People



Splunk Male



Splunk Female



Meter



Signature Capture



POS Card Reader



EMV Card Reader



Factory



Electric Car



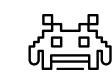
Shield



Footsteps



Malware Document



Malware



Malware Packaged



Security Server



Security Badge



Virus



Key



Firewall



Botnet



Attacker General



Attacker Insider



Attacker Nation/State



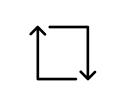
Real Time Monitoring



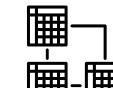
Detect Unknown Threats



Asset Lifecycle Management



Instant Pivot



Data Model



Fraud Detection

Product Analytics/
Custom DashboardHost/
Activity/SecurityOperational
EfficiencyShield
RevisedWaste
Reduction

Monitoring

Environmental
and Industrial

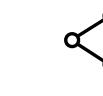
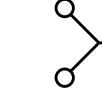
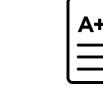
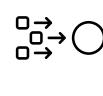
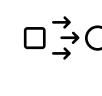
House



Innovate

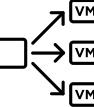
Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

									
Mission Operations	Facilities and Assets	Warfighter	Vehicle Fleet	Vehicle Fleet Cloud	Share with Mission Partners	Collaboration	Data Management	Device Usage Analytics	DHCP/DNS
									
Disaster Relief	Campus Experience	Learning Management System	Machine learning	Learning Management	Emergency Management	Shared Services	Consolidation	Grades	Admissions
									
Admissions and Registration	Consolidation and Modernization	Consolidation and Modernization	Situational Awareness	Infrastructure	Public Services	IT Infrastructure	Campus Housing	Connected Campus + Smart Campus	Control Fraud Waste and Abuse
									
Dispatch Systems	Subway	Locomotive	Energy	Water	Vulnerability Scans	Transportation	Threat Intelligence	Package	Business Analytics

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

									
Badge/Pass	Tailored	Hourglass	Predictive Analytics	Satellite	Intrusion Prevention	Application Management	DevOps/Application Deployment	IT Operations	Adaptive Response
									
Automation or Operational Efficiency	Preventative Maintenance	Splunk Enterprise License	Aviation	New Developer Resources	Data Prep & Analysis	Filter Results	Parallel Processing	Scalable	Kiosk
									
Value Assurance	Trading Systems	Flexible	Platform	Hypervisor	Heart	Patient Generated Data	Healthcare App	CMDB	Service Monitoring
									
Cost Savings	Education	Threat PDF Stealing							

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

									
Custom Applications	OS	VM	APP OS	Applications	Energy Meters	Messaging	Databases	GPS Location	RFID
									
Call Detail Records	Web Services/Global	Security/Lock	Telecoms	Web Clickstreams	Online Services	Desktop	Laptop	Online Shopping Cart	Cell Phones and Devices
									
Servers	Networks	Networks Alt	Storage	On-Premise	Public Cloud	Private Cloud	Internet of Things	Active Directory	Search
									
Advanced Search	Analyze	Document	Folder	Log Files	Envelope	Splunk Server Database	Splunk Server	Server	Virtual Server

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations



Servers



Hadoop Storage



Bar Chart



Pie Chart



Pie Chart Alt



Shipping Container



Enterprise Scale Platform



Gear



Gears / Setting



VoIP



Script



Mobile App



Mobile App Alt



Tag/Ticket



Galaxy Note



iPhone



Datacenter



Datacenters



iPad



Blackberry



Check Mark



Indexer



Forwarder



Search Head



Blank Database



Forwarder Database



Forwarder AIX



Forwarder FreeBSD



Forwarder Linux



Forwarder Windows



Forwarder Web



Forwarder OSX



Forwarder Solaris



Splunk Server AIX



Splunk Server Gearz



Splunk Server Linux



Splunk Server Network



Splunk Server Web



Splunk Server FreeBSD



Splunk Server Windows

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations



Splunk Server
Solaris



Splunk Server
OSX



Splunk Server
Search



Failed Splunk
Server



Failed Server



Server License



Tools



Clock



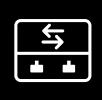
RSS



Send Arrow



Android



Network
Switch



Router



Cloud Services
Monitoring



Telephone



Facebook



Facebook Color



Twitter



Twitter Color



LinkedIn



LinkedIn Color



YouTube



YouTube Color



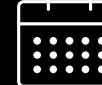
Healthcare



Info



Stop



Calendar



Alert



Hospital



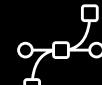
Office Building



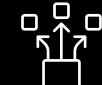
Process
Analytics



Universal
Collection



Wire Data



Load Balancing



Cycle



Customer
Support



Customer
Support Alt



Male



Female



Stacked
Document/
Documents

Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations



People



People Alt



Splunk People



Splunk Male



Splunk Female



Meter



Signature Capture



POS Card Reader



EMV Card Reader



Factory



Electric Car



Shield



Footsteps



Malware Document



Malware



Malware Packaged



Security Server



Security Badge



Virus



Key



Firewall



Botnet



Attacker General



Attacker Insider



Attacker Nation/State



Real Time Monitoring



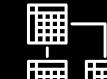
Detect Unknown Threats



Asset Lifecycle Management



Instant Pivot



Data Model



Fraud Detection

Product Analytics/
Custom DashboardHost/
Activity/SecurityOperational
EfficiencyShield
RevisedWaste
Reduction

Monitoring

Environmental
and Industrial

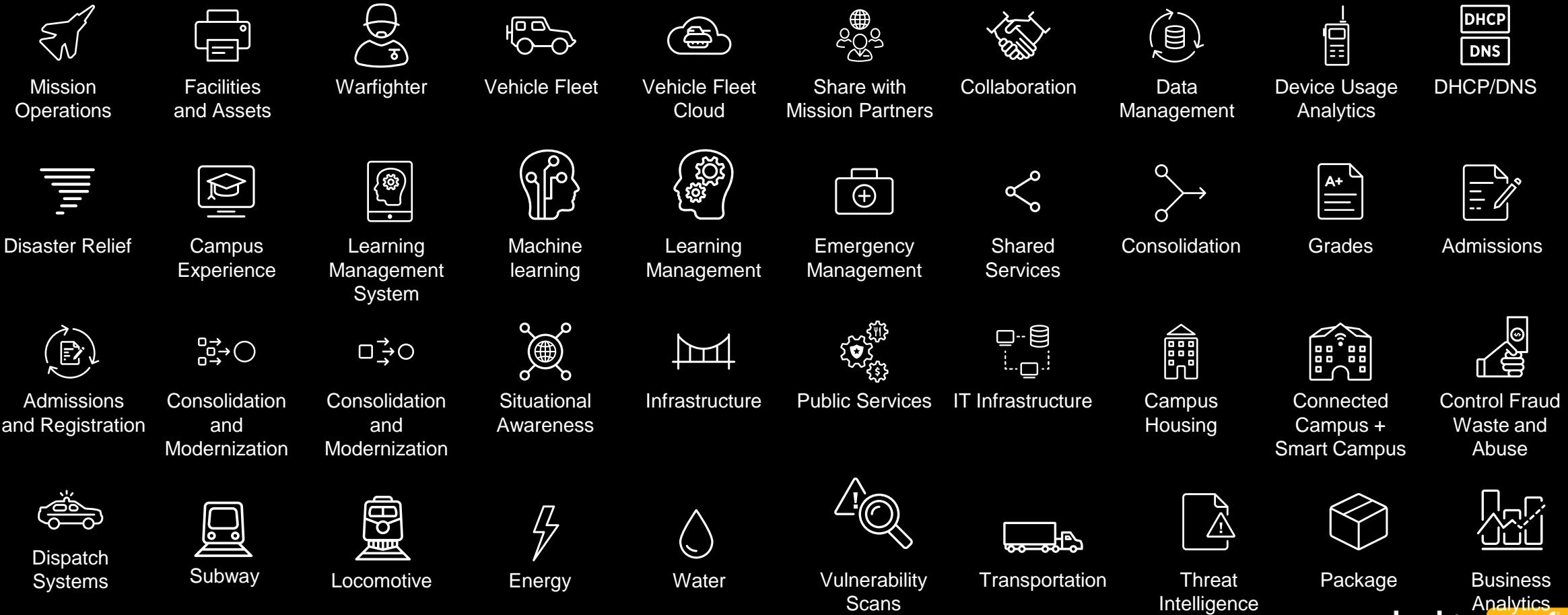
House



Innovate

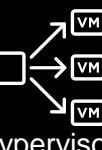
Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations



Splunk Marketing Icons

Copy/paste these graphics to use in your own presentations

									
Badge/Pass	Tailored	Hourglass	Predictive Analytics	Satellite	Intrusion Prevention	Application Management	DevOps/Application Deployment	IT Operations	Adaptive Response
									
Automation or Operational Efficiency	Preventative Maintenance	Splunk Enterprise License	Aviation	New Developer Resources	Data Prep & Analysis	Filter Results	Parallel Processing	Scalable	Kiosk
									
Value Assurance	Trading Systems	Flexible	Platform	Hypervisor	Heart	Patient Generated Data	Healthcare App	CMDB	Service Monitoring
									
Cost Savings	Education	Threat PDF Stealing							