



# Jira Powered By Splunk

## Bringing Operational Transparency to Agile Teams

Arzu Gosney, Digital Transformation Lead  
Justin Brown, Splunk Technical Lead

October 3, 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.

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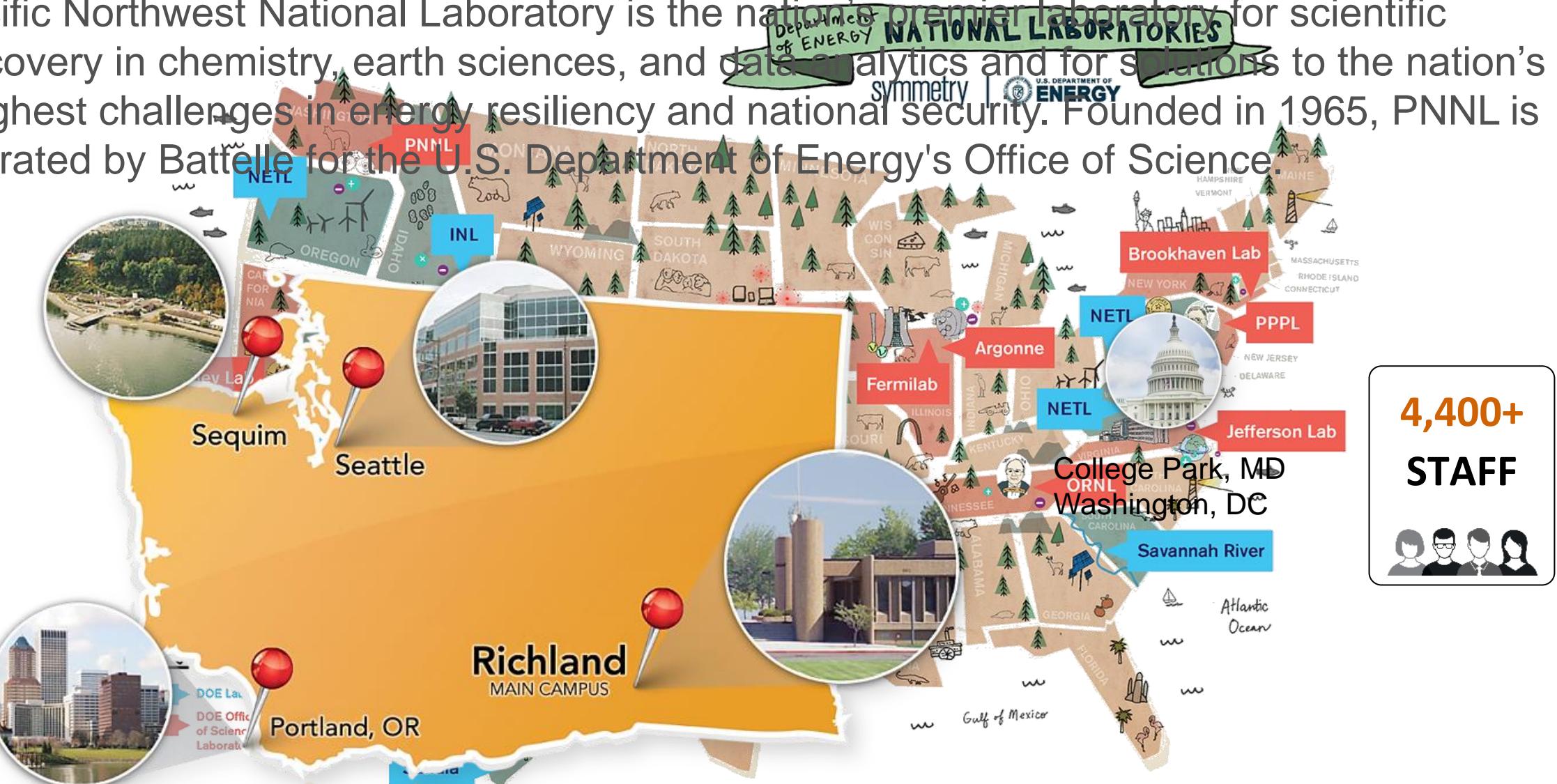
Digital Transformation Lead  
IT Infrastructure & Operations  
Joined PNNL in 2000

# Agenda

1. About Pacific Northwest National Laboratory (PNNL)
2. Digital Transformation Journey
3. Goals
4. Current Landscape
5. Transformation in Action
  - Goals & Platform Selection
  - Development & Implementation
6. Conclusion
7. Questions & Answers

# About Pacific Northwest National Laboratory

Pacific Northwest National Laboratory is the nation's premier laboratory for scientific discovery in chemistry, earth sciences, and data analytics and for solutions to the nation's toughest challenges in energy resiliency and national security. Founded in 1965, PNNL is operated by Battelle for the U.S. Department of Energy's Office of Science.



**4,400+**  
**STAFF**



# <http://energy.gov/about-national-labs>

splunk> .conf18

# Digital Transformation Journey

| <b>From</b>                                   | <b>To</b>                                  |
|---|--|
| Business-aligned                              | Business-embedded,<br>transaction-oriented |
| Efficiency                                    | <b>Value</b>                               |
| I&O-centric silos,<br>internal customer focus | <b>Culture</b>                             |
| Plan-driven,<br>approval-based                | <b>Governance</b>                          |
| Long-term technology<br>supplier deals        | <b>Sourcing</b>                            |
| Risk-averse, conventional<br>project focus    | <b>Talent</b>                              |
| IT-centric, removed<br>from customer          | <b>Metrics</b>                             |
| Slow, months                                  | <b>Team Velocity</b>                       |

# Current Landscape



# Goals

1. One Place to
  - Track I&O Projects
  - See Maximo IRs, SRs, Change Requests and Project Tasks
  - Enter Tasks
  - Manage Work with Agile Methodologies
2. “Standardize” how we use Jira within Infrastructure & Operations team
3. Maximize Jira Capabilities

# Platform Selection



1

# Industry Standard Agile Development Environment

2

# Better UI Comparing to Maximo

3

# Maximo Tickets Are Being Synced

4

# Has Dashboard Capabilities

5

# Can Utilize Confluence For Documentation

# Transformation in Action

## Jira Setup

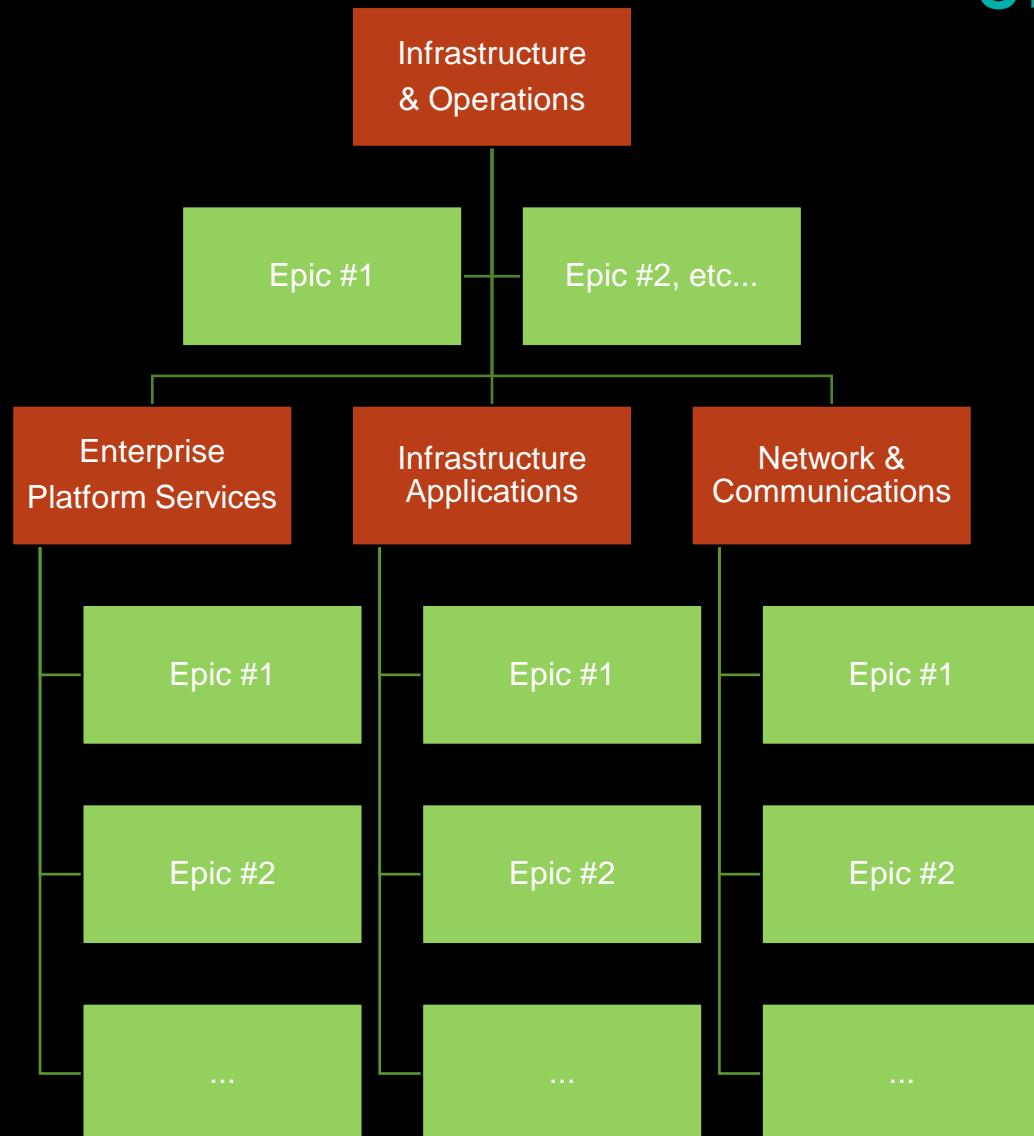


# Reporting Requirement

Filter Results: IO\_All\_Projects

| Service Area ↑               | Strategic Pillar | Epic Name                | Summary                                   | I&O Type                 | P ↑ | Sponsor | Assignee | Due       | Remaining Estim |
|------------------------------|------------------|--------------------------|---|--------------------------|-----|---------|----------|-----------|-----------------|
| Enterprise Platform Services | Process          | Asset Management         | Identify and document our VM environments | Maintenance & Operations | ↑   |         |          | 31/Aug/17 | 100h            |
| Digital Transformation       | Process          | Work Prioritization      | Implement Jira for I&O                    | New Initiatives          | ↑   |         |          | 31/Dec/17 | 220h            |
| Other                        | Process          | Configuration Management | Update Procedures in ODL                  | Maintenance & Operations | ↑   |         |          | 10/Aug/17 | 100h            |

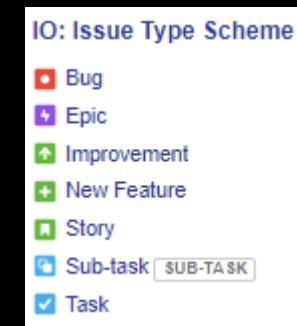
# Jira Setup



- ▶ Projects with Category “Infrastructure and Operations” are I&O SPACES
- ▶ Epic = Project

# Custom Fields, Issue Types, Custom Screens

| Field Name       | Type   | Values  |
|------------------|--|---|
| Service Area     | Single Select Allowed from The Following                   | Infrastructure Applications<br>Enterprise Platform Services<br>Network & Communications<br>I&O Division |
| Strategic Pillar | Single Select Allowed from The Following                   | Process<br>People<br>Product  |
| I&O Type         | Single Select Allowed from The Following                   | Operate & Maintain<br>Risk Driven<br>Value Driven   |
| Sponsor          | People (Select One)  | Select from AD.   |
| Business Need    | Text   | Blank   |
| Risks            | Text   | Blank   |
| Cost Estimate    | Number   | Blank   |
| Priority         | Same as priority but limit to options to Values shown here | High<br>Medium<br>Low   |
|                  |  |   |
|                  |  |   |



**Create Issue** Configure Fields ▾

Project \* Infrastructure & Operations (I...)

Issue Type \* Epic

**General** **I&O Settings**

Service Area \* None

Strategic Pillar \* None

I&O Type \* None

Cost Estimate

Business Need

Risks

Reviewer(s)

Start typing to get a list of possible matches.

User to perform review of document.

Create another **Create** **Cancel**

# Now What?

## Existing Projects in Jira

- Include them in the I&O reports/dashboards as is (custom fields will be missing)
- Move them into one of the I&O projects that the project belongs to.

## New Pilot Projects

- Work with team leads to identify pilot projects.
- If you have a project that you are about to take on, use the new I&O projects we already setup.

## Feedback

- Report Back (Existing/New Project). What is working, what is NOT working.
- Let's collaborate and improve what we have so far

# Infrastructure & Operations Team Dashboards

## The Transformation



# Jira Dashboards

Scheduled Maintenance: First Friday Updates January 5, 2018

**A&M Daily Dashboard**

**I&O - Division Level**

**Projects**

**JIRA Maximo Hub (JMX)**

Lead Open Issues (by priority) 

**Two Dimensional Filter Statistics: IO\_All\_Maximo\_Open\_Tickets**

| Maximo Application               | Bug        | Story      | T          |
|----------------------------------|------------|------------|------------|
| Automation Services-Automation   | 1          | 2          | <b>3</b>   |
| Automation Services-Chef         | 1          | 0          | <b>1</b>   |
| Automation Services-Orchestrator | 0          | 2          | <b>2</b>   |
| Automation Services-SCCM Servers | 1          | 0          | <b>1</b>   |
| Backup and Restore-CrashPlan     | 0          | 10         | <b>10</b>  |
| <b>Total Unique Issues:</b>      | <b>147</b> | <b>489</b> | <b>636</b> |

Grouped by: Issue Type

Showing 5 of 94 statistics. Show more

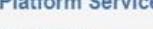
**Two Dimensional Filter Statistics: IO\_All\_Maximo\_Open\_Tickets**

| Status | Bug | Story | T          |
|--------|-----|-------|------------|
| OPEN   | 61  | 269   | <b>330</b> |
| HOLD   | 44  | 99    | <b>142</b> |

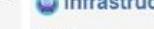
**Projects**

**Infrastructure and Operations**

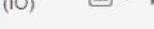
**Enterprise Platform Services (EPS)**

Lead Gosney, Arzu 

**Infrastructure Applications (IA)**

Lead Gosney, Arzu 

**Network & Communications (NC)**

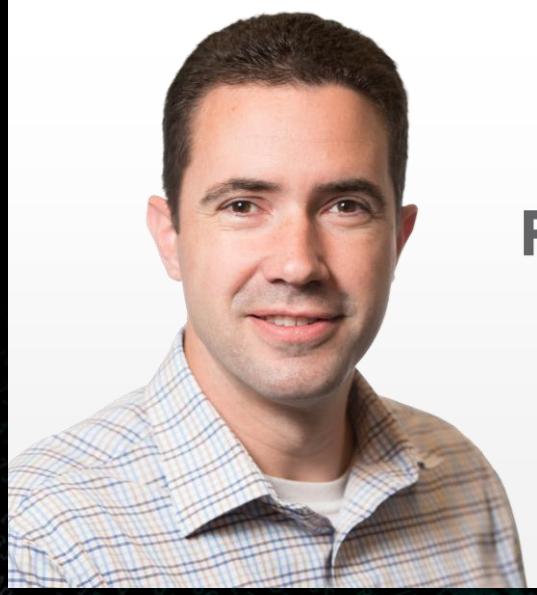
Lead Gosney, Arzu 

**Filter Results: IO\_All\_Projects**

| Service Area ↑               | Strategic Pillar | Epic Name               | Summary | I&O Type                 | P   | Sponsor | Assignee |
|------------------------------|------------------|-------------------------|---------|--------------------------|---|---------|----------|
| Enterprise Platform Services | Process          | Asset Management        |         | Maintenance & Operations |    |         |          |
| Enterprise Platform Services | Product          | RDSH Project            |         | New Initiatives          |  |         |          |
| Enterprise Platform Services | Process          | 2016 Domain Controllers |         | Maintenance & Operations |  |         |          |

# Limitations with Jira Dashboards

1. Field Captions
  2. Out of the box Jira gadgets are pay to play solutions
  3. Filtering and interacting with the dashboard data is limited
  4. Can't open links on new tabs
  5. All data was not in Jira
- # Splunk Dashboards to the Rescue!



Pacific Northwest  
NATIONAL LABORATORY

Justin Brown  
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[@TheOtherJustinB](https://twitter.com/TheOtherJustinB)

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## Splunk Technical Lead Joined PNNL in 2000

# The Goal

Use Splunk to create better dashboards in Jira

**I&O - Division Level**

**Projects**

JIRA Maximo Hub (JMX)

Lead Open Issues (by priority)

| Maximo Application               | Bug        | Story      | T          |
|----------------------------------|------------|------------|------------|
| Automation Services-Automation   | 1          | 2          | 3          |
| Automation Services-Chef         | 1          | 0          | 1          |
| Automation Services-Orchestrator | 0          | 2          | 2          |
| Automation Services-SCCM Servers | 1          | 0          | 1          |
| Backup and Restore-CrashPlan     | 0          | 10         | 10         |
| <b>Total Unique Issues:</b>      | <b>147</b> | <b>489</b> | <b>636</b> |

Showing 5 of 94 statistics. Show more

| Status | Bug | Story | T   |
|--------|-----|-------|-----|
| OPEN   | 61  | 269   | 330 |

**Projects**

Infrastructure and Operations

Enterprise Platform Services (EPS)

Lead Open Issues (by priority)

Infrastructure & Operations (IO)

Lead Open Issues (by priority)

Infrastructure Applications (IA)

Lead Open Issues (by priority)

Network & Communications (NC)

Lead Open Issues (by priority)

**Filter Results: IO\_All\_Projects**

| Service Area                 | Strategic Pillar | Epic Name               | Summary                  | I&O Type | P | Sponsor | Assignee |
|------------------------------|------------------|-------------------------|--------------------------|----------|---|---------|----------|
| Enterprise Platform Services | Process          | Asset Management        | Maintenance & Operations |          |   |         |          |
| Enterprise Platform Services | Product          | RDSH Project            | New Initiatives          |          |   |         |          |
| Enterprise Platform Services | Process          | 2016 Domain Controllers | Maintenance & Operations |          |   |         |          |

# Tasks

- ▶ Get data from Jira into Splunk
- ▶ Allow Splunk dashboards to be embedded
- ▶ Hide Splunk navigation and other default content
- ▶ Pass data from Jira to the embedded Splunk dashboard
- ▶ Allow dashboard to be narrower than default of 960px

# Getting the data from Jira

- ▶ **Option 1:** There's an app for that

Add-on for Jira

<https://splunkbase.splunk.com/app/1438/#/overview>

- ▶ **Option 2:** Custom commands!

- Custom “generating” command using the Jira API
- Resources
  - Extending SPL with Custom Search Commands and the Splunk SDK for Python
    - <http://conf.splunk.com/sessions/2017-sessions.html#search=custom%20search%20commands>
  - Splunk SDK for Python docs
    - <http://dev.splunk.com/view/python-sdk/SP-CAAAEU2>

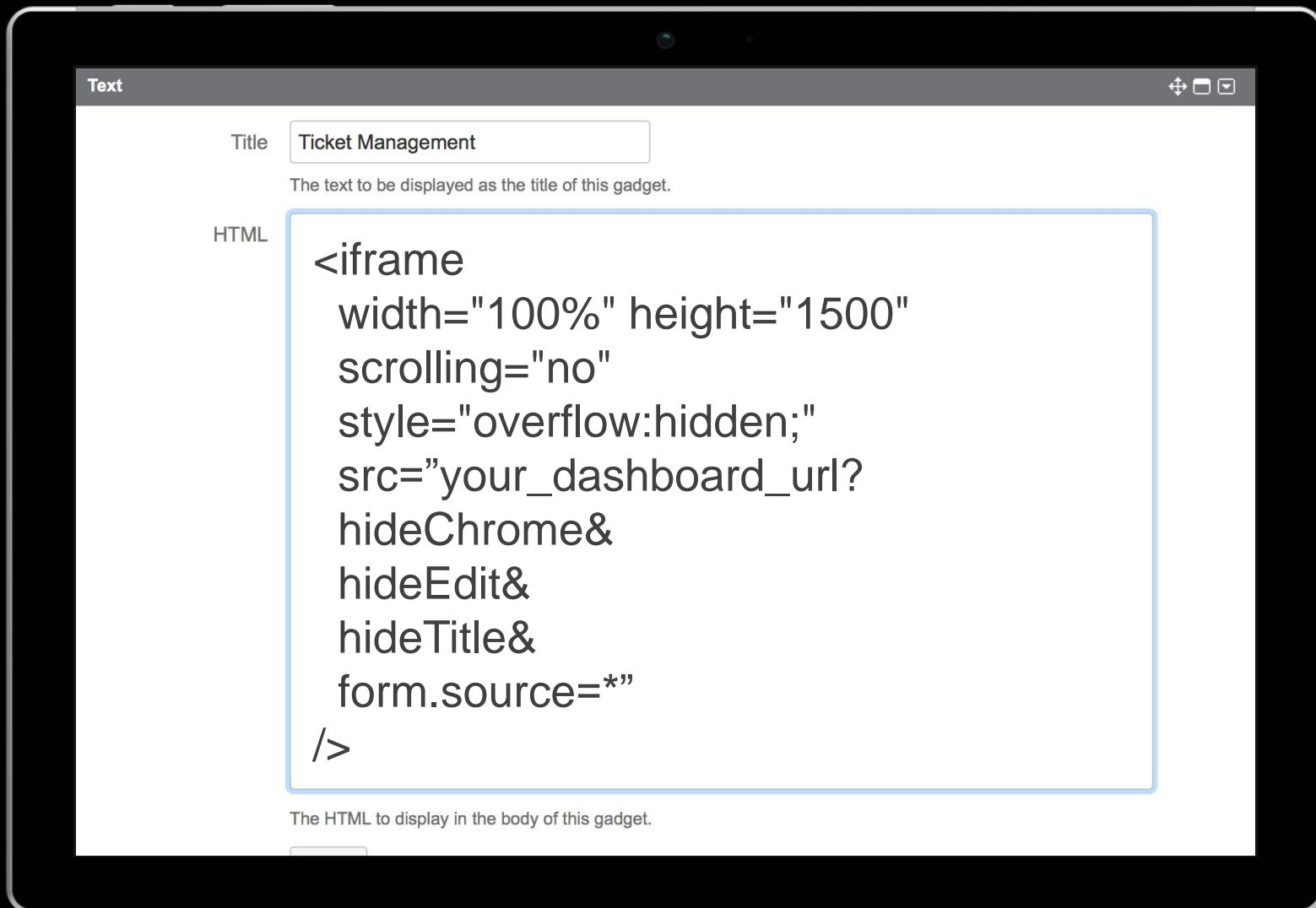
# Allow Dashboard Embedding

- ▶ Edit web.conf
    - <https://docs.splunk.com/Documentation/Splunk/latest/Admin/Webconf>

```
x_frame_options_sameorigin = FALSE
```

- Defaults to TRUE

# Add Splunk to Jira



1. Add a “Text” gadget
2. Use Link Attributes
  - HideChrome
  - HideEdit
  - HideTitle
  - Tokens

# Override Body Width

## Using Custom CSS

- ▶ Default body min-width setting is 960px
- ▶ Added “jelly.css” to the app
  - \$splunk\_home/etc/apps/<your app>/appserver/static/jelly.css
- ▶ Reference it in the dashboard’s opening tag:
  - <dashboard stylesheet="jelly.css">

```
body {  
    min-width: 500px !important;  
}
```

# Passing tokens to Splunk

[https://your\\_dashboard\\_url?form.source=Red&made\\_up=Blue](https://your_dashboard_url?form.source=Red&made_up=Blue)

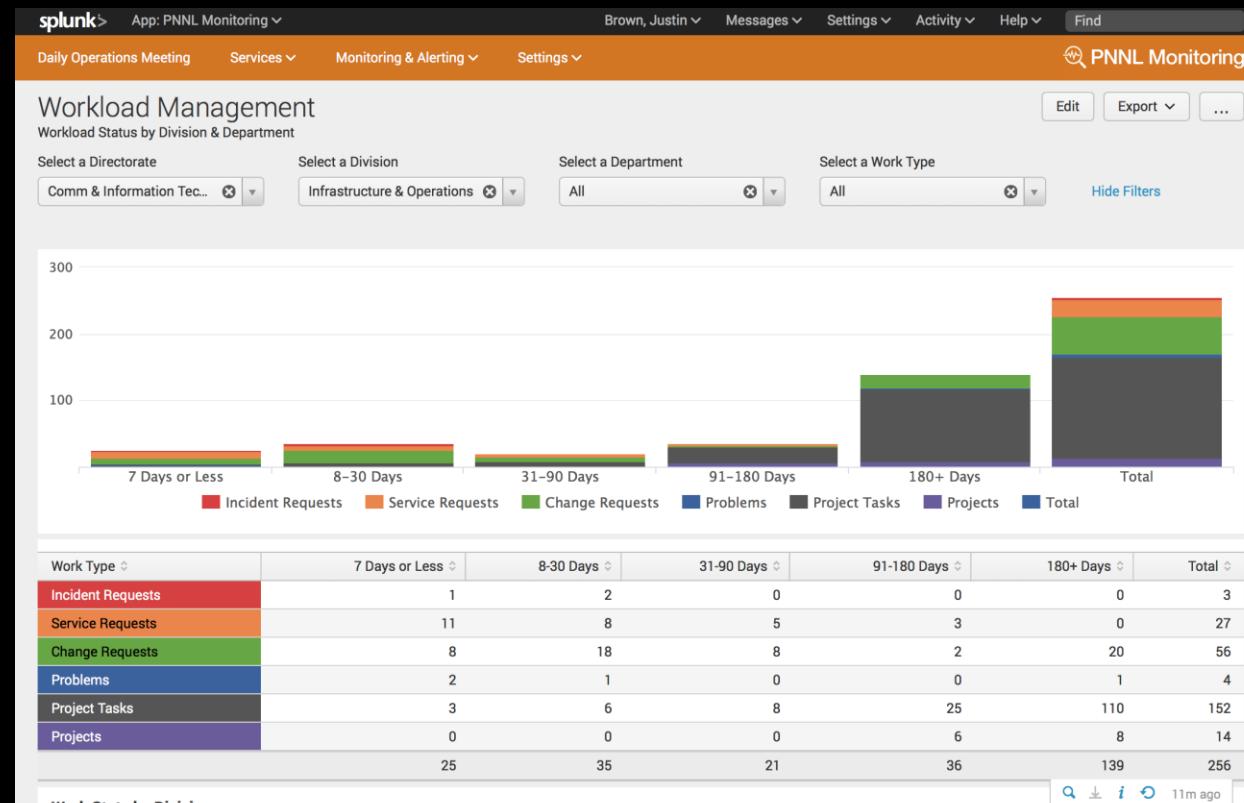
- ▶ Form tokens
    - form.<token\_name>=value
  - ▶ Custom tokens
    - <made up name>=value

## Using tokens in your dashboards

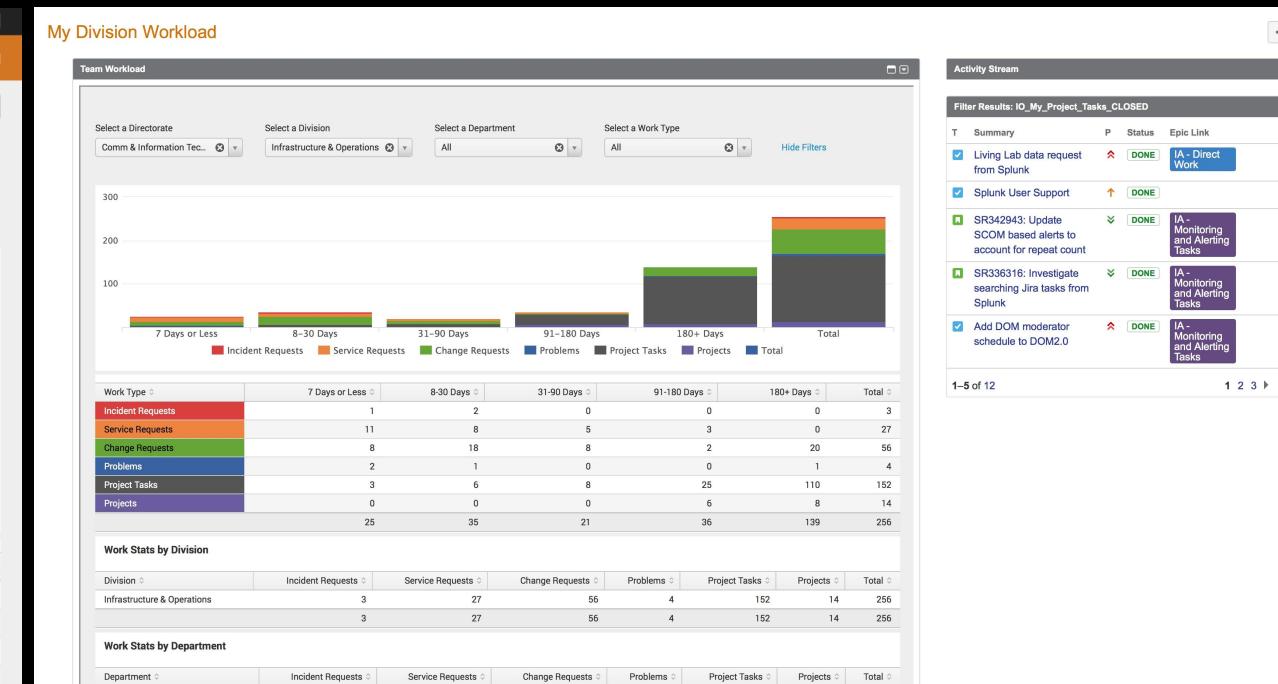
<http://docs.splunk.com/Documentation/Splunk/7.1.2/Viz/tokens>

# Jira Dashboards Powered by Splunk

## ► Typical Splunk Dashboard



## ► Hiding Splunk Dashboard in Jira



# Jira Dashboards Powered by Splunk

Before

## I&O - Division Level

**Projects**

**JIRA Maximo Hub (JMX)**

Lead Open Issues (by priority) 

**Two Dimensional Filter Statistics: IO\_All\_Maximo\_Open\_Tickets**

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| Automation Services-Chef         | 1          | 0          | 1          |
| Automation Services-Orchestrator | 0          | 2          | 2          |
| Automation Services-SCCM Servers | 1          | 0          | 1          |
| Backup and Restore-CrashPlan     | 0          | 10         | 10         |
| <b>Total Unique Issues:</b>      | <b>147</b> | <b>489</b> | <b>636</b> |

Grouped by: Issue Type Showing 5 of 94 statistics. Show more

**Two Dimensional Filter Statistics: IO\_All\_Maximo\_Open\_Tickets**

| Status | Bug | Story | Total |
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| OPEN   | 61  | 269   | 330   |
| HOLD   | 44  | 89    | 133   |

**Projects**

**Infrastructure and Operations**

**Enterprise Platform Services (EPS)** Lead Open Issues (by priority)  Gosney, Arzu

**Infrastructure & Operations (IO)** Lead Open Issues (by priority)  Gosney, Arzu

**Infrastructure Applications (IA)** Lead Open Issues (by priority) Gosney, Arzu

**Network & Communications (NC)** Lead Open Issues (by priority) Gosney, Arzu

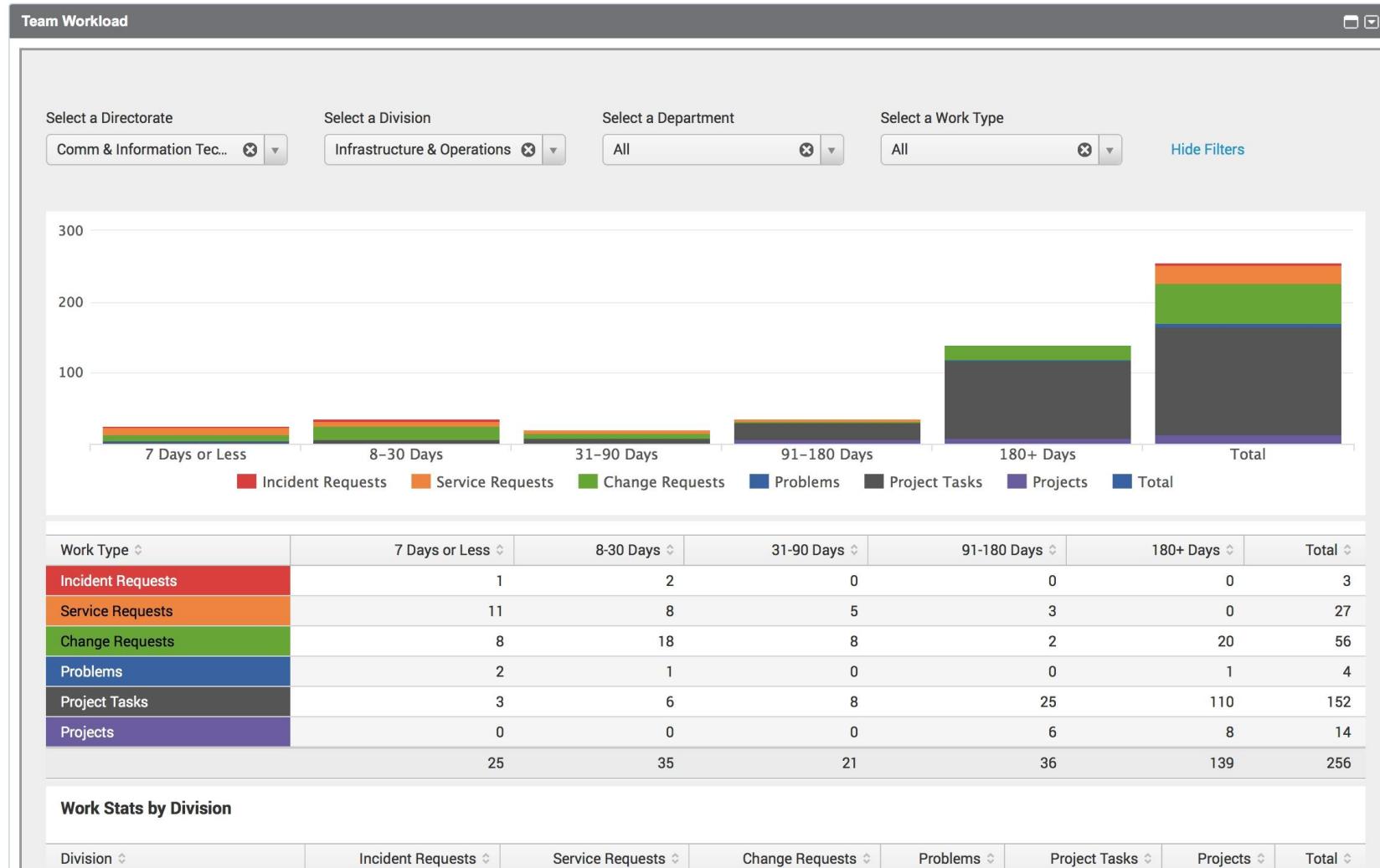
**Filter Results: IO\_All\_Projects**

| Service Area                 | Strategic Pillar | Epic Name               | Summary | I&O Type                 | P | Sponsor | Assignee |
|------------------------------|------------------|-------------------------|---------|--------------------------|---|---------|----------|
| Enterprise Platform Services | Process          | Asset Management        |         | Maintenance & Operations | ↑ |         |          |
| Enterprise Platform Services | Product          | RDSH Project            |         | New Initiatives          | ↑ |         |          |
| Enterprise Platform Services | Process          | 2016 Domain Controllers |         | Maintenance & Operations | ↑ |         |          |

# Jira Dashboards Powered by Splunk

After

## My Division Workload



**Activity Stream**

**Filter Results: IO\_My\_Project\_Tasks\_CLOSED**

| T                                   | Summary  | P | Status | Epic Link                          |
|-------------------------------------|--|---|--------|------------------------------------|
| <input checked="" type="checkbox"/> | Living Lab data request from Splunk                            |   | DONE   | IA - Direct Work                   |
| <input checked="" type="checkbox"/> | Splunk User Support  |   | DONE   |                                    |
|                                     | SR342943: Update SCOM based alerts to account for repeat count |   | DONE   | IA - Monitoring and Alerting Tasks |
|                                     | SR336316: Investigate searching Jira tasks from Splunk         |   | DONE   | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | Add DOM moderator schedule to DOM2.0                           |   | DONE   | IA - Monitoring and Alerting Tasks |

1–5 of 12      1 2 3 ►

# Jira My Workload Dashboard

## My Workload

| My Dashboard                  |  |                                  |                 |                             |                  |          |                 |
|-------------------------------|--|----------------------------------|-----------------|-----------------------------|------------------|----------|-----------------|
| Select a Work Type            |  |                                  |                 |                             |                  |          |                 |
| All                           | <input type="button" value="X"/>                         | <input type="button" value="▼"/> | Hide Filters    |                             |                  |          |                 |
| My Workload by Work Type      |  |                                  |                 |                             |                  |          |                 |
| Owner                         | Incident Requests  | Service Requests                 | Change Requests | Problems                    | Project Tasks    | Projects | Total           |
| Brown, Justin M               | 0  | 0                                | 1               | 0                           | 14               | 1        | 16              |
|                               | 0  | 0                                | 1               | 0                           | 14               | 1        | 16              |
| My Workload by Day Range      |  |                                  |                 |                             |                  |          |                 |
| Work Type                     | 7 Days or Less   | 8-30 Days                        | 31-90 Days      | 91-180 Days                 | 180+ Days        | Total    |                 |
| Change Requests               | 0  | 1                                | 0               | 0                           | 0                | 1        |                 |
| Project Tasks                 | 0  | 0                                | 0               | 2                           | 12               | 14       |                 |
| Projects                      | 0  | 0                                | 0               | 1                           | 0                | 1        |                 |
|                               | 0  | 1                                | 0               | 3                           | 12               | 16       |                 |
| My Projects                   |  |                                  |                 |                             |                  |          |                 |
| Division                      | Department   | Pillar                           | Type            | Project Jira Space          | Project Name     | Priority | Sponsor         |
| 1 Infrastructure & Operations | Infrastructure Applications                              | Product                          | Value Driven    | Infrastructure Applications | IA - Direct Work | Medium   | Brown, Justin M |
|                               |  |                                  |                 |                             |                  |          | 2019-10-29      |
| My Project Tasks              |  |                                  |                 |                             |                  |          |                 |
| JiraID                        | Summary  | Status                           | Priority        | JiraType                    | Due              |          |                 |
| 1 IA-13                       | Field Extraction corrections for Splunk                  | To Do                            | Minor           | Task                        |                  |          |                 |
| 2 IA-14                       | Create custom action for Maximo                          | To Do                            | Major           | Task                        | 2018-01-30       |          |                 |
| 3 IA-142                      | SR462119: Gather Usage Data for PeopleSoft HR, ELM, FSCM | In Progress                      | Minor           | Task                        |                  |          |                 |
| 4 IA-15                       | Create process for Splunk requests                       | To Do                            | Minor           | Task                        |                  |          |                 |
| 5 IA-17                       | Moving Splunk Indexes to the new syslog architecture.    | In Progress                      | Major           | Task                        |                  |          |                 |
| 6 IA-20                       | Alerting Architecture                                    | In Progress                      | Critical        | Task                        | 2017-12-07       |          |                 |
| 7 IA-21                       | Power and Cooling Data in Splunk                         | To Do                            | Minor           | Task                        |                  |          |                 |
| 8 IA-27                       | Manage Access to Splunk Data                             | In Progress                      | Major           | Task                        | 2018-01-30       |          |                 |

## Activity Stream

### Filter Results: IO\_My\_Project\_Tasks\_CLOSED

| T                                   | Summary  | P | Due       | Status   | Epic Link                          |
|-------------------------------------|--|---|-----------|--|------------------------------------|
| <input checked="" type="checkbox"/> | Living Lab data request from Splunk                            | ✗ | 11/Jun/18 | <span style="background-color: green; color: white; padding: 2px 5px;">DONE</span> | IA - Direct Work                   |
| <input checked="" type="checkbox"/> | Splunk User Support  | ↑ | 02/Jun/18 | <span style="background-color: green; color: white; padding: 2px 5px;">DONE</span> |                                    |
| <input checked="" type="checkbox"/> | SR342943: Update SCOM based alerts to account for repeat count | ✗ | 31/Dec/17 | <span style="background-color: green; color: white; padding: 2px 5px;">DONE</span> | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | SR336316: Investigate searching Jira tasks from Splunk         | ✗ | 31/Dec/17 | <span style="background-color: green; color: white; padding: 2px 5px;">DONE</span> | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | Add DOM moderator schedule to DOM2.0                           | ✗ | 07/Nov/17 | <span style="background-color: green; color: white; padding: 2px 5px;">DONE</span> | IA - Monitoring and Alerting Tasks |

1-5 of 12

1 2 3 ►

# Jira My Team Dashboard

## My Team Workload

**Team Workload**

Select a Directorate: Comm & Information Tec... | Select a Division: Infrastructure & Operations | Select a Department: Infrastructure Applications | Select a Work Type: All | Hide Filters

| Duration       | Incident Requests | Service Requests | Change Requests | Problems | Project Tasks | Projects | Total |
|----------------|-------------------|------------------|-----------------|----------|---------------|----------|-------|
| 7 Days or Less | 1                 | 2                | 0               | 0        | 0             | 0        | 3     |
| 8-30 Days      | 1                 | 6                | 1               | 1        | 2             | 11       | 20    |
| 31-90 Days     | 3                 | 5                | 3               | 5        | 26            | 42       | 59    |
| 91-180 Days    | 0                 | 0                | 0               | 3        | 0             | 3        | 6     |
| 180+ Days      | 5                 | 13               | 4               | 9        | 28            | 59       | 95    |
| Total          | 10                | 20               | 10              | 17       | 53            | 65       | 158   |

Work Type: Service Requests, Change Requests, Project Tasks, Projects

**Activity Stream**

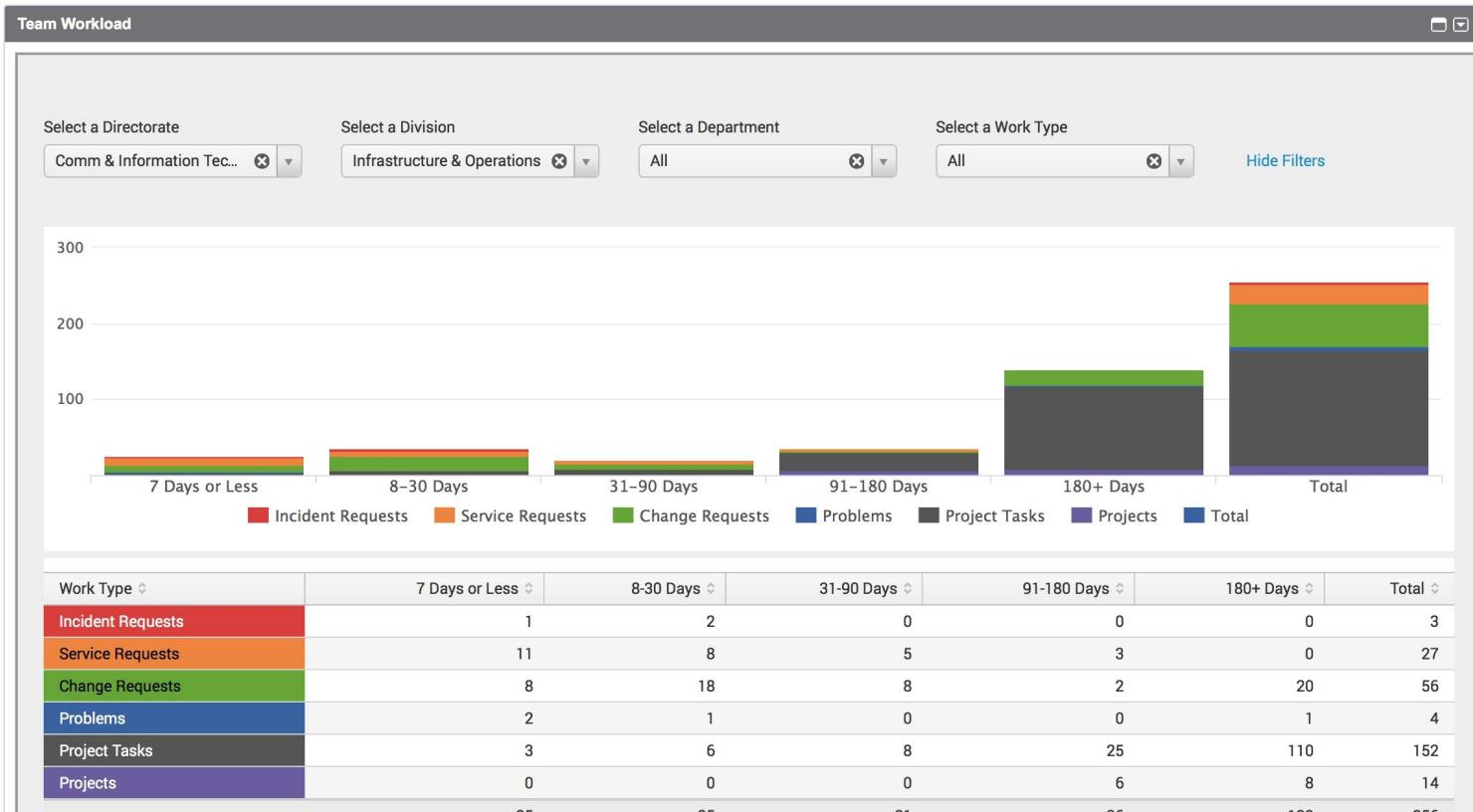
Filter Results: IO\_My\_Project\_Tasks\_CLOSED

| T                                   | Summary  | P                                    | Status                                  | Epic Link                          |
|-------------------------------------|--|--------------------------------------|---|------------------------------------|
| <input checked="" type="checkbox"/> | Living Lab data request from Splunk                            | <span style="color: red;">✗</span>   | <span style="color: green;">DONE</span> | IA - Direct Work                   |
| <input checked="" type="checkbox"/> | Splunk User Support  | <span style="color: green;">↑</span> | <span style="color: green;">DONE</span> |                                    |
| <input checked="" type="checkbox"/> | SR342943: Update SCOM based alerts to account for repeat count | <span style="color: green;">▼</span> | <span style="color: green;">DONE</span> | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | SR336316: Investigate searching Jira tasks from Splunk         | <span style="color: green;">▼</span> | <span style="color: green;">DONE</span> | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | Add DOM moderator schedule to DOM2.0                           | <span style="color: red;">✗</span>   | <span style="color: green;">DONE</span> | IA - Monitoring and Alerting Tasks |

1-5 of 12

# Jira My Division Dashboard

## My Division Workload



### Work Stats by Division

| Division                    | Incident Requests | Service Requests | Change Requests | Problems | Project Tasks | Projects | Total |
|-----------------------------|-------------------|------------------|-----------------|----------|---------------|----------|-------|
| Infrastructure & Operations | 3                 | 27               | 56              | 4        | 152           | 14       | 256   |
|                             | 3                 | 27               | 56              | 4        | 152           | 14       | 256   |

### Work Stats by Department

| Department | Incident Requests | Service Requests | Change Requests | Problems | Project Tasks | Projects | Total |
|------------|-------------------|------------------|-----------------|----------|---------------|----------|-------|
|            |                   |                  |                 |          |               |          |       |
|            |                   |                  |                 |          |               |          |       |

## Activity Stream

### Filter Results: IO\_My\_Project\_Tasks\_CLOSED

| T                                   | Summary  | P | Status | Epic Link                          |
|-------------------------------------|--|---|--------|------------------------------------|
| <input checked="" type="checkbox"/> | Living Lab data request from Splunk                            |   |        | IA - Direct Work                   |
| <input checked="" type="checkbox"/> | Splunk User Support  |   |        |                                    |
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| <input checked="" type="checkbox"/> | Add DOM moderator schedule to DOM2.0                           |   |        | IA - Monitoring and Alerting Tasks |

1-5 of 12

1 2 3 ►

# Jira My Directorate Dashboard

## My Directorate Workload

**Directorate Workload**

Select a Directorate: Comm & Information Tec... | Select a Division: All | Select a Department: All | Select a Work Type: All | Hide Filters

| Duration       | Incident Requests | Service Requests | Change Requests | Problems | Project Tasks | Total |
|----------------|-------------------|------------------|-----------------|----------|---------------|-------|
| 7 Days or Less | 18                | 20               | 28              | 11       | 217           | 294   |
| 8-30 Days      | 134               | 218              | 234             | 223      | 1486          | 2295  |
| 31-90 Days     | 15                | 31               | 20              | 0        | 12            | 164   |
| 91-180 Days    | 3                 | 1                | 0               | 6        | 40            | 50    |
| 180+ Days      | 54                | 389              | 1173            | 803      | 915           | 3334  |
| Total          | 224               | 659              | 1458            | 1073     | 2791          | 6205  |

**Work Type**

| Work Type         | 7 Days or Less | 8-30 Days | 31-90 Days | 91-180 Days | 180+ Days | Total |
|-------------------|----------------|-----------|------------|-------------|-----------|-------|
| Incident Requests | 18             | 20        | 28         | 11          | 217       | 294   |
| Service Requests  | 134            | 218       | 234        | 223         | 1486      | 2295  |
| Change Requests   | 15             | 31        | 20         | 0           | 12        | 164   |
| Problems          | 3              | 1         | 0          | 6           | 40        | 50    |
| Project Tasks     | 54             | 389       | 1173       | 803         | 915       | 3334  |
| Projects          | 0              | 0         | 3          | 18          | 47        | 68    |
| Total             | 224            | 659       | 1458       | 1073        | 2791      | 6205  |

## Activity Stream

### Filter Results: IO\_My\_Project\_Tasks\_CLOSED

| T                                   | Summary  | P | Status | Epic Link                          |
|-------------------------------------|--|---|--------|------------------------------------|
| <input checked="" type="checkbox"/> | Living Lab data request from Splunk                            |   | DONE   | IA - Direct Work                   |
| <input checked="" type="checkbox"/> | Splunk User Support  |   | DONE   |                                    |
| <input checked="" type="checkbox"/> | SR342943: Update SCOM based alerts to account for repeat count |   | DONE   | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | SR336316: Investigate searching Jira tasks from Splunk         |   | DONE   | IA - Monitoring and Alerting Tasks |
| <input checked="" type="checkbox"/> | Add DOM moderator schedule to DOM2.0                           |   | DONE   | IA - Monitoring and Alerting Tasks |

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1 2 3 ►

# Jira: Empowered

**My Division Workload**

Team Workload

Select a Directorate: Comm & Information Tech... Select a Division: Infrastructure & Operations Select a Department: All Select a Work Type: All Hide Filters

Activity Stream

Filter Results: IO\_My\_Project.Tasks.CLOSED

| T  | P | Status | Epic Link                          |
|--|---|--------|------------------------------------|
| Living Lab data request from Splunk                            | ✗ | DONE   | IA - Direct Work                   |
| Splunk User Support  | ✗ | DONE   |                                    |
| SR342943: Update SCOM based alerts to account for repeat count | ✗ | DONE   | IA - Monitoring and Alerting Tasks |
| SR336316: Investigate searching Jira tasks from Splunk         | ✗ | DONE   | IA - Monitoring and Alerting Tasks |
| Add DOM moderator schedule to DOM2.0                           | ✗ | DONE   | IA - Monitoring and Alerting Tasks |

1-5 of 12 1 2 3

Work Stats by Department

| Department                   | Incident Requests | Service Requests | Change Requests | Problems | Project Tasks | Projects | Total |
|------------------------------|-------------------|------------------|-----------------|----------|---------------|----------|-------|
| Network & Communications     | 3                 | 12               | 24              | 2        | 37            | 1        | 79    |
| Enterprise Platform Services | 0                 | 12               | 19              | 0        | 37            | 1        | 69    |
| Infrastructure Applications  | 0                 | 3                | 11              | 0        | 42            | 3        | 59    |
| Infrastructure & Operations  | 0                 | 0                | 2               | 2        | 36            | 9        | 49    |
|                              | 3                 | 27               | 56              | 4        | 152           | 14       | 256   |

Infrastructure & Operations

Service Requests  
Projects  
Change Requests  
Incident Requests  
Problems

- ▶ One place to track work
  - No need to switch tools
- ▶ Jira now has filtering capability
  - Team selections
- ▶ Links open details in a new tab
- ▶ Full control over the look and feel
- ▶ Agile development capabilities are available

# Manage Work with Agile Methodologies

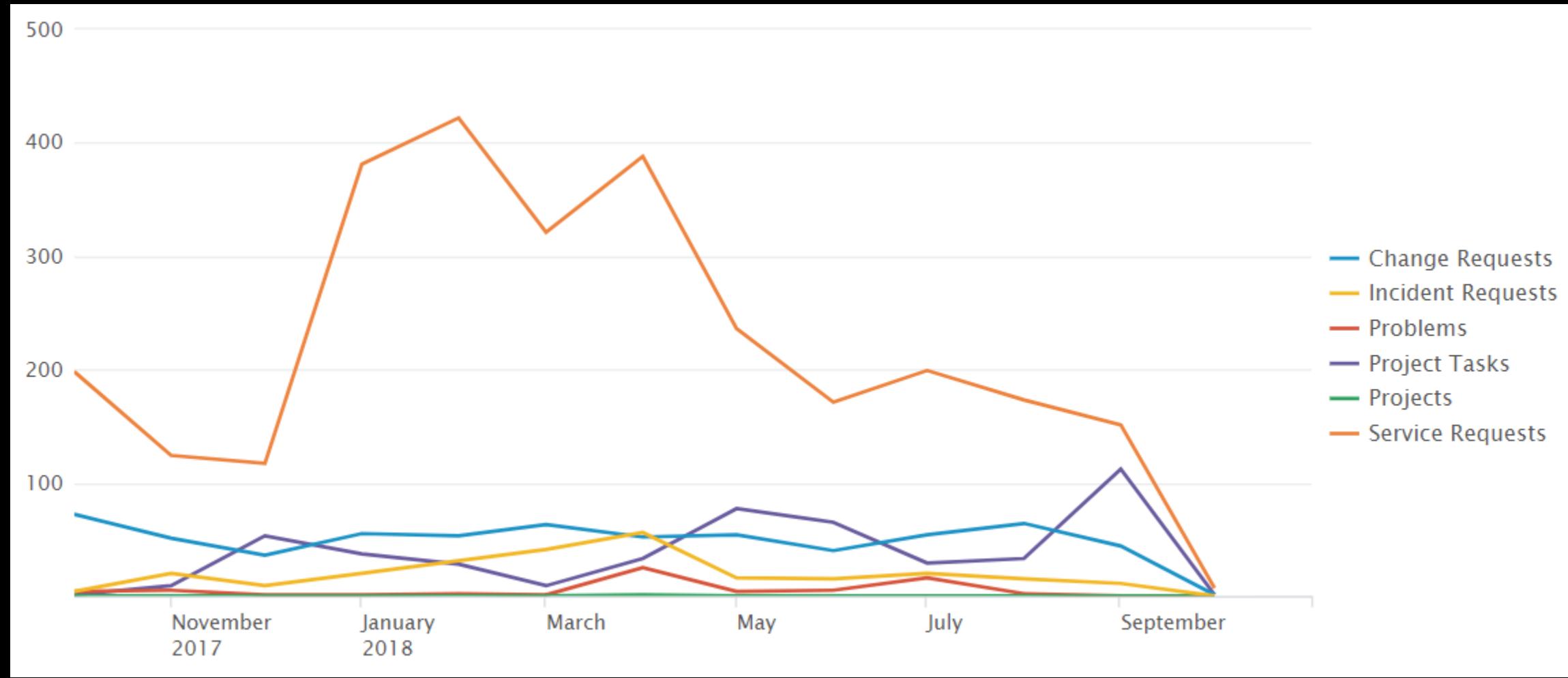
IA - Team Workload Kanban Board

**Kanban board**

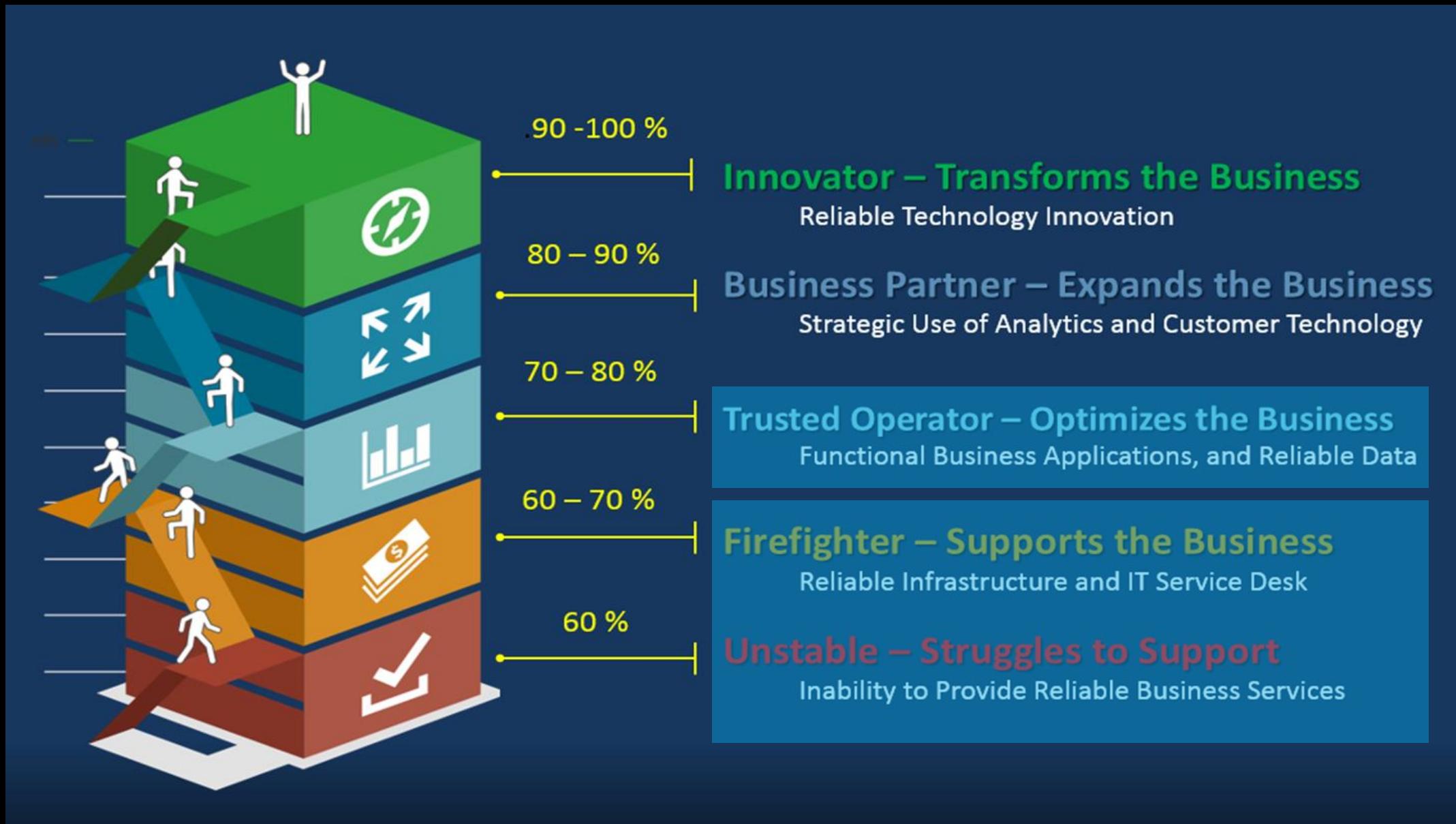
QUICK FILTERS: Recently Updated Only My Issues

| 103 To Do  | 35 In Progress  | 15 Done   | Release...   |
|--|---|---|--|
| <b>✓</b> IA-15<br><b>✓</b> Create process for Splunk requests<br><b>IA - M&amp;O Tasks</b> | <b>✓</b> IA-20<br><b>↑</b> Alerting Architecture<br><b>IA - M&amp;O Tasks</b><br><br><b>✓</b> IA-27<br><b>↗</b> Manage Access to Splunk Data<br><b>IA - M&amp;O Tasks</b> | <b>✓</b> IA-22<br><b>↗</b> Create custom action for OpsGenie<br><b>IA - M&amp;O Tasks</b> | <b>✓</b> IA-37<br><b>✓</b> SR342943: Update SCOM based alerts to account for repeat count<br><b>IA - M&amp;O Tasks</b> |
| <b>▼ Brown, Justin 28 issues</b>   |   |   |  |

# Current State Showing Improvement



# What Staff Thinks?



# Conclusion

1. Bringing Transparency to IT Operations is a Worthwhile Endeavor
2. Integrate data analytics with Jira for additional flexibility
3. Innovate Openly
4. Use Agile Methodologies

# Links and Info

## Add-on for Jira

<https://splunkbase.splunk.com/app/1438/#/overview>

## Extending SPL with Custom Search Commands and the Splunk SDK for Python

<http://conf.splunk.com/sessions/2017-sessions.html#search=custom%20search%20commands>

## Splunk SDK for Python docs

<http://dev.splunk.com/view/python-sdk/SP-CAAAEU2>

## Using tokens in your dashboards

<http://docs.splunk.com/Documentation/Splunk/7.1.2/Viz/tokens>



# Thank You

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