



splunk>

Intro to IT Service Intelligence

ITSI 101 - Your first step to Service Nirvana

Keegan Dubbs and Alok Bhide | ITSI Product Management

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Our Speakers



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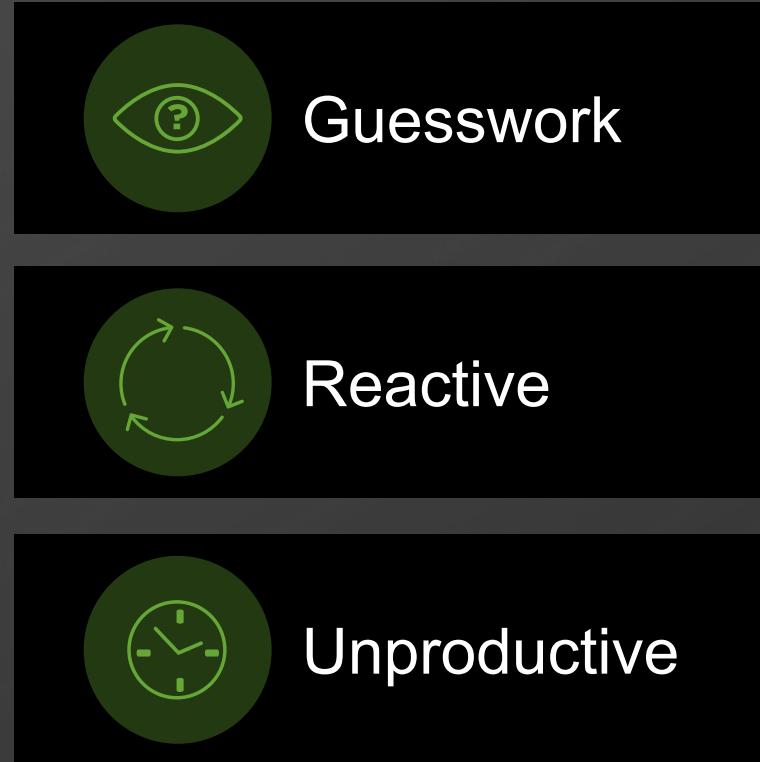
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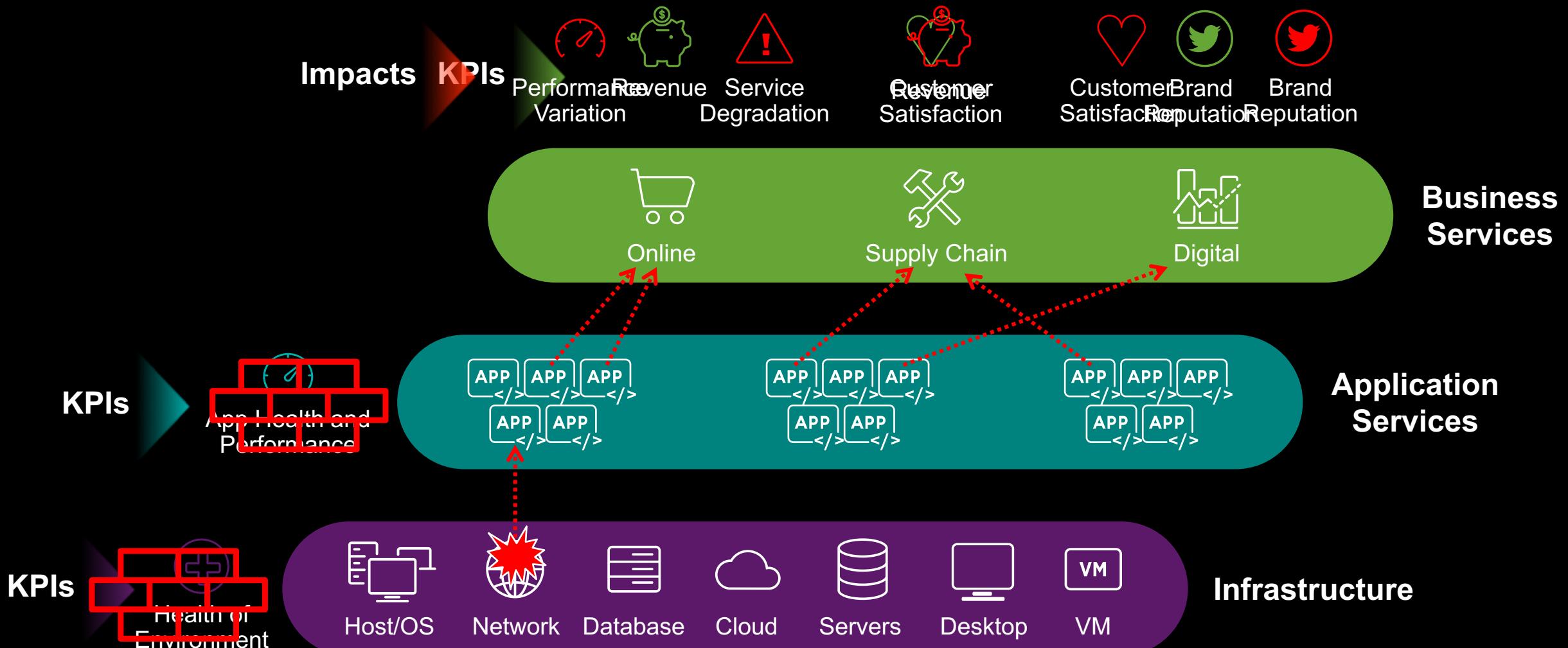
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IT Struggles to Identify, Investigate and Resolve Critical Service Issues



This Stuff Matters Because It's the Biggest Sand Huge Sales Growth Experience



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



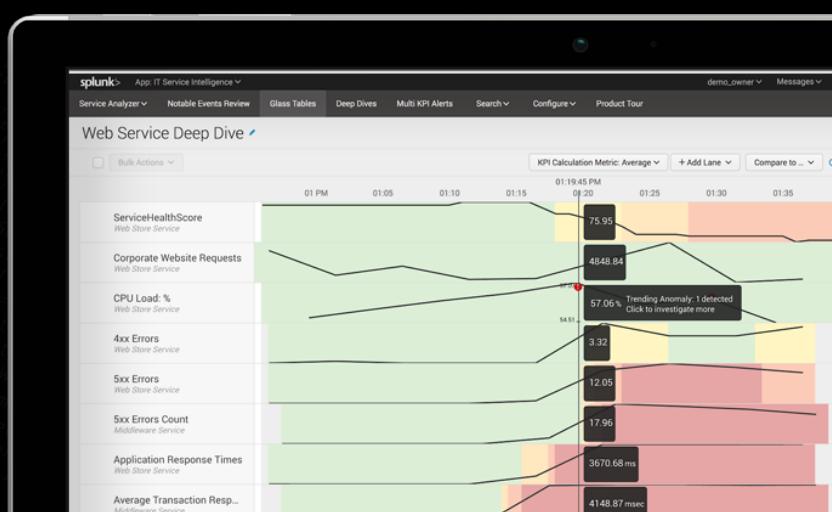
Create a 360-degree View

of real-time insights across all business & IT services



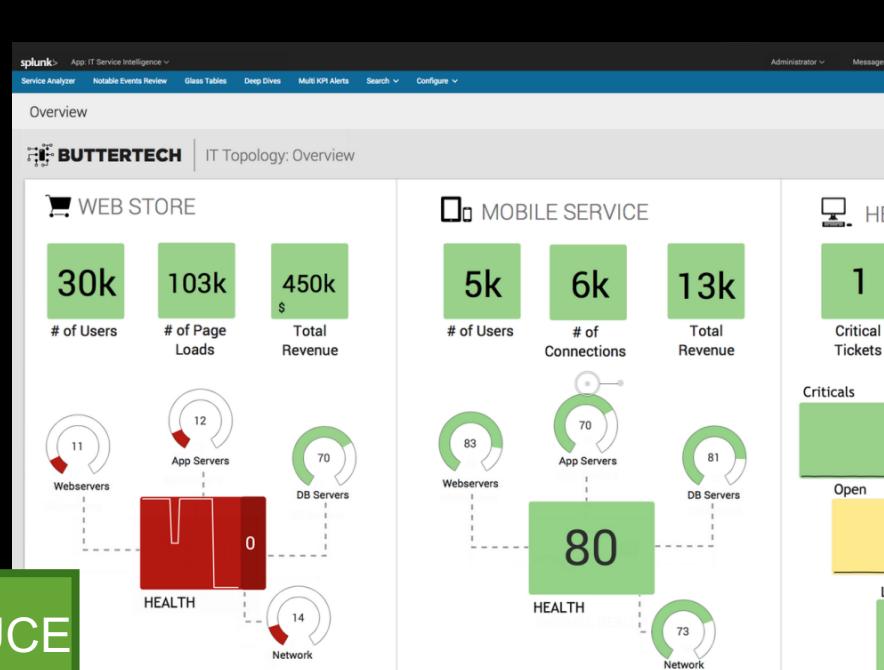
Trust the Splunk Platform

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

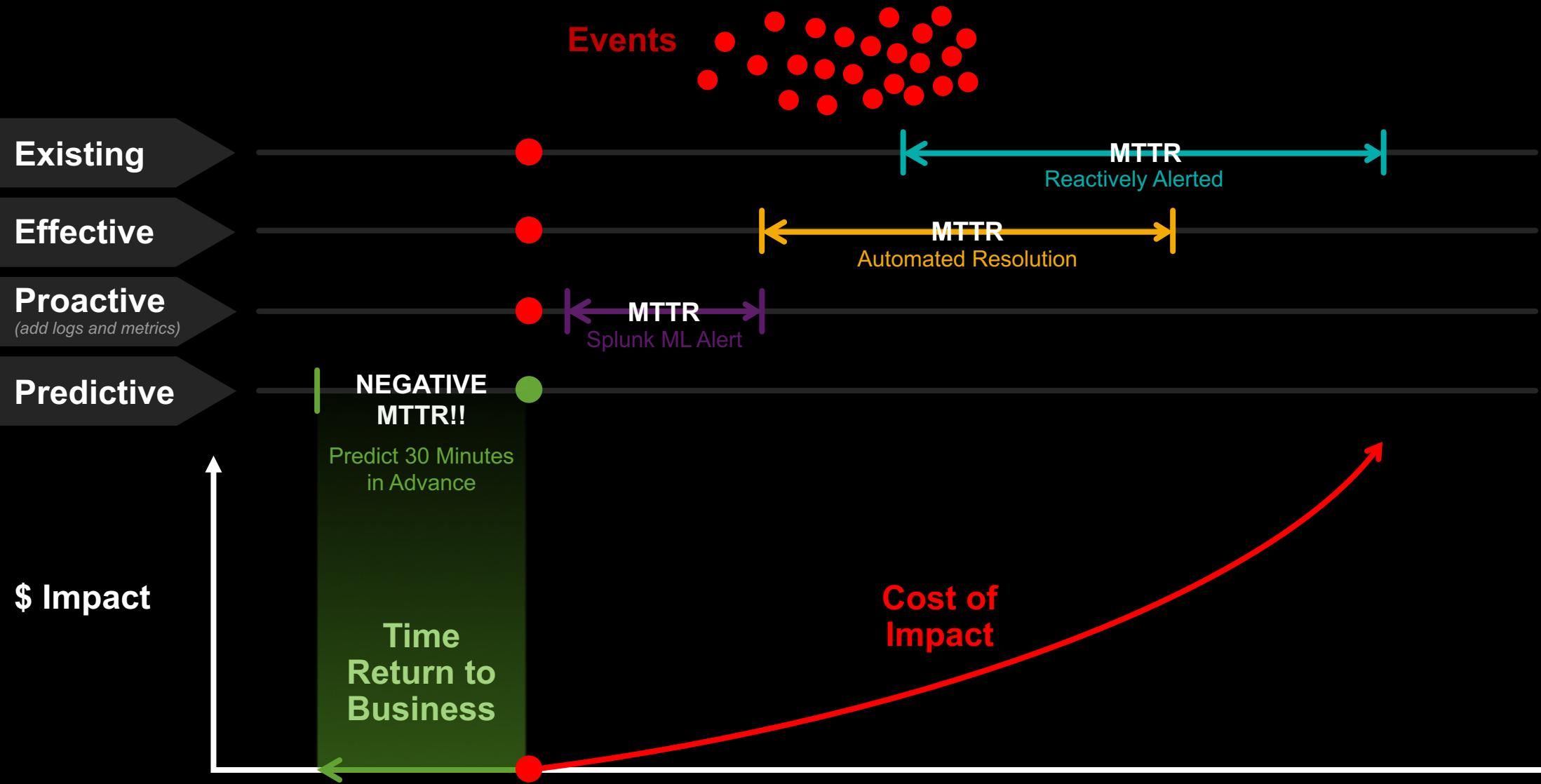


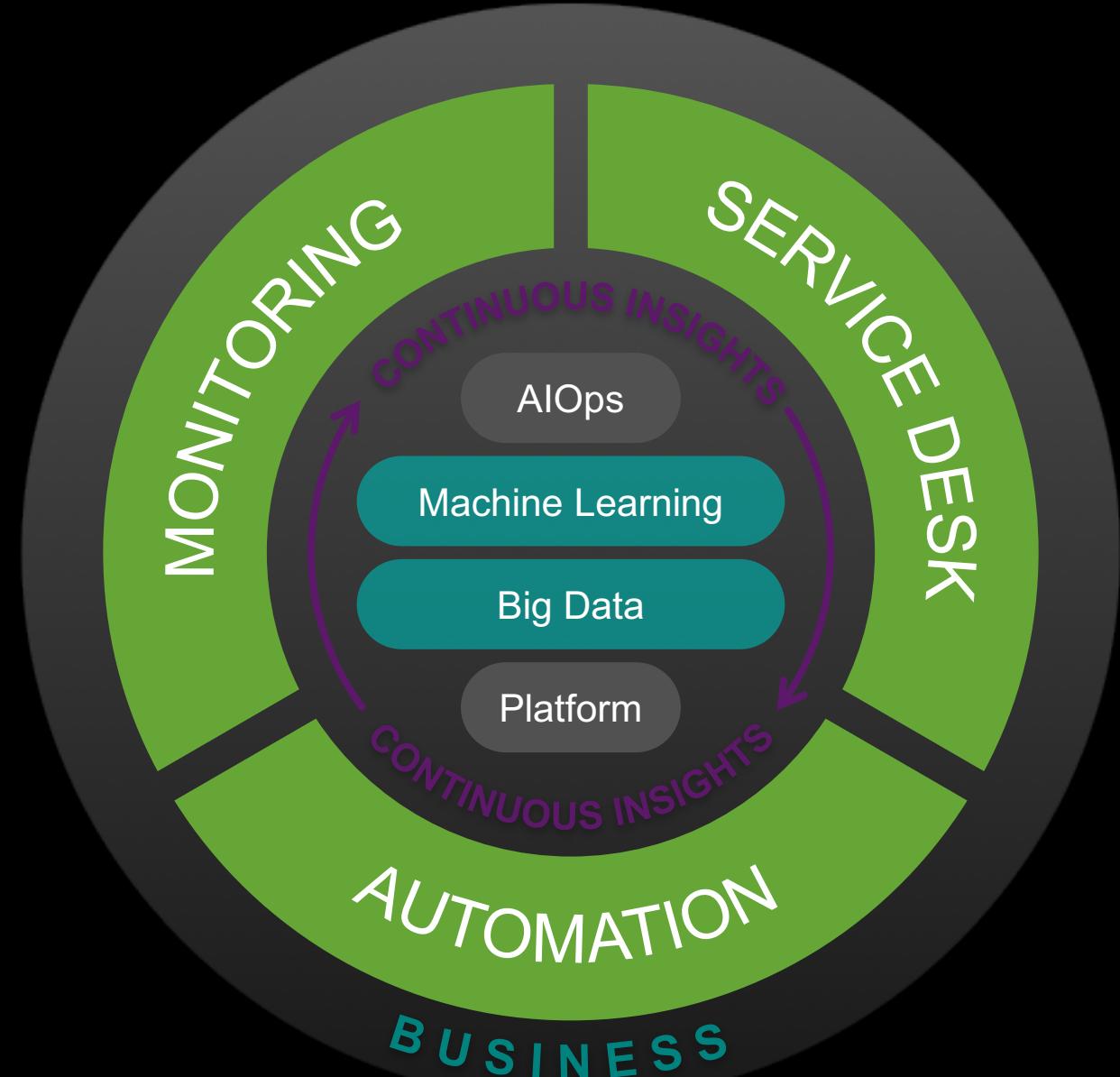
PREDICT
imminent outages
20-30
MINUTES
in advance

REDUCE
event storms & noise by
+95%



Predict and Prevent Operational Issues with AI





Put AI at the Heart of Your Operations

Splunk ITSI for AIOps



Effective

Processed events 8 minutes faster, on average

15% improvement in SLA performance

econocom



Proactive

Reduced the number of IT incidents fivefold, decreased MTTR by 65%

 MOLINA[®]
HEALTHCARE



Predictive

Predicted their Service Health Score's impact 20-30 minutes into the future

 TransUnion[®]

Meet Splunk IT Service Intelligence (ITSI)

One Solution...Two Use Cases To Alleviate Pain Across the Business and IT

Event Analytics

- ▶ Reduce Event Noise
 - ▶ Reduce High Priority Tickets
 - ▶ Increase Mean Time Between Failures



Service Insights

- ▶ Reduce Mean Time to Resolution (MTTR)
 - ▶ Single and Correlated View of IT and Business KPIs
 - ▶ Predict and Prevent Imminent Outages



Background

2014 January

Research and development



2015 September

.conf2015

**General Availability
Service Insights**

2016 September

.conf2016

Modules



2017 September

.conf2017

**Event Analytics
Notable Event Actions**

2018 September

.conf18

**Predictive Analytics
Cause Analysis
SAI Integration**

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ITSI Demo

Keegan Dubbs

ONLINE SERVICES – CLOUD SOLUTIONS, IT OPERATIONS

Real-Time Car Auctions Delivered With Intelligence

“With Splunk ITSI, we have proactive infrastructure monitoring to ensure a consistent level of customer service for interested buyers to bid on cars.”

– *VP Technology Application Development & Operations, Cox Automotive*

- ▶ Reduced time-to-investigate and resolution with real-time insights
- ▶ Reduced incidents across global auctions by 90%
- ▶ Improved end-user experience and service reliability
- ▶ Scaling the implementation with Splunk Cloud





FINANCIAL SERVICES – IT OPERATIONS MANAGEMENT

TransUnion Invests in Splunk Solutions for Enterprise Monitoring, Machine Learning

“Anytime our systems are down, we can't complete customer transactions and could potentially be losing millions of dollars. Splunk's machine learning capabilities enable us to forecast, predict and specifically avoid those potential transaction failures in real time.”

- Lead Splunk engineer at TransUnion

- ▶ Helping to meet customer SLAs
- ▶ Discovering incident root causes in minutes instead of hours
- ▶ Reducing the number of false alerts
- ▶ Increasing revenue by improving transaction processing

TECHNOLOGY – IT OPERATIONS

Leidos Taps Splunk ITSI for Better Event Management

“We have so much information at our fingertips thanks to Splunk... we’re constantly solving business problems in creative ways.”

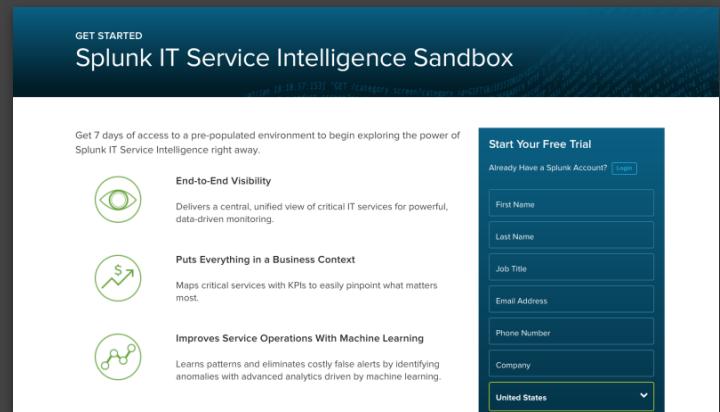
— *Director of Performance Management, Leidos*

- ▶ 95-98% Reduction in event noise, taking 3,500-5000 down to 100-200 actionable events
- ▶ Real-time enterprise-wide infrastructure monitoring
- ▶ Robust solution to tear down IT silos and correlate events
- ▶ Dashboards for different audiences, from problem-solving techs to big-picture managers

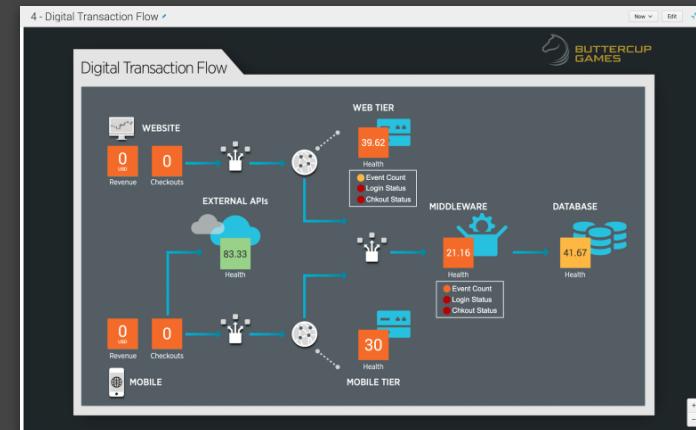


Try Splunk ITSI Today

Free Online Sandbox
7 Day Access to Your Own Free Prepopulated Environment



Free Onsite Exercise
Onsite Exercise Where You See the Value of YOUR Data in ITSI



Regional Events
Engage in Free Local Hands-On or Informational Events



ITOA Sessions at .Conf18

- ## ► TO be added

Thank You

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