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IT Operations Super Session

Clint Sharp

Director, Product Management
Splunk



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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.

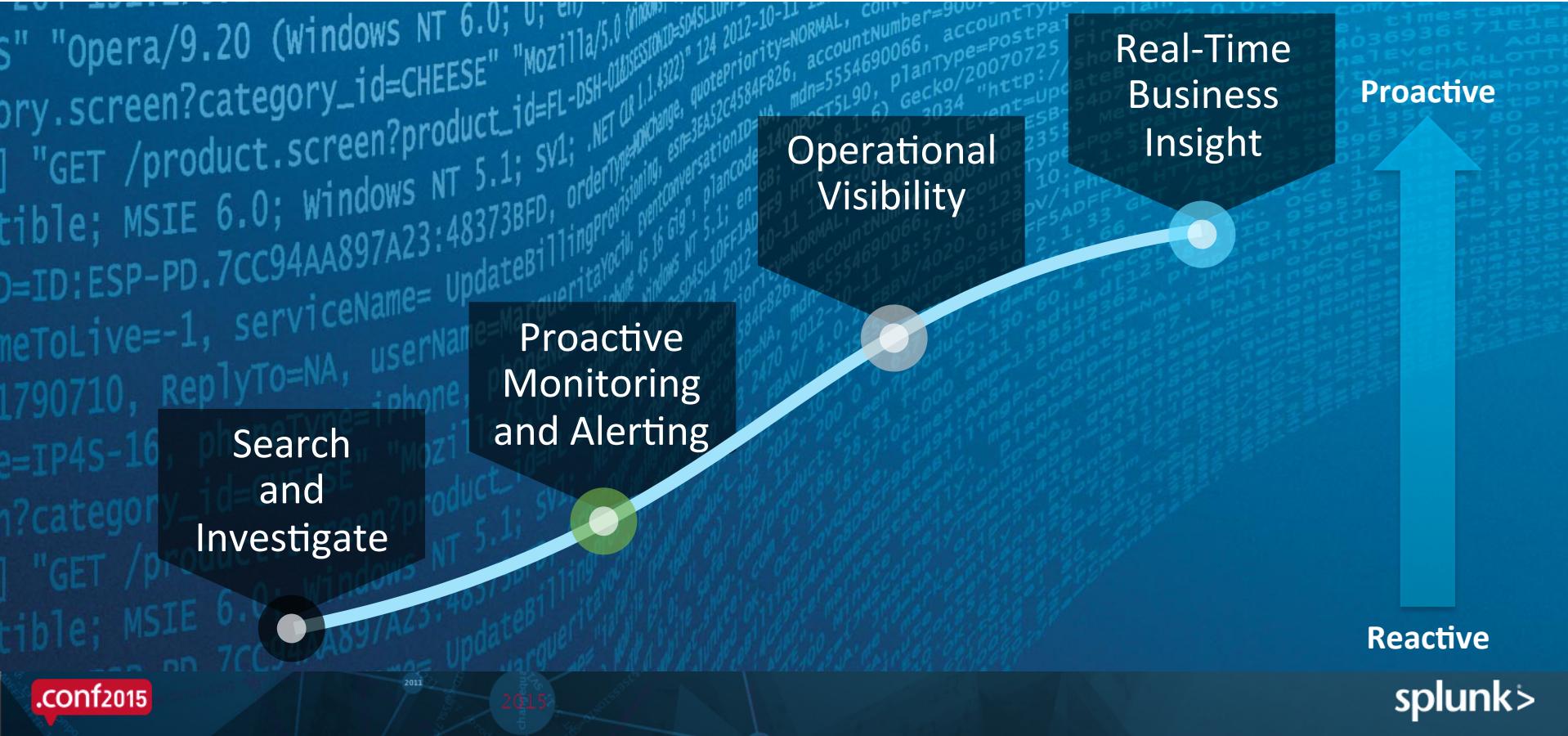
Splunk IT Markets Group

Cross-functional
team focused
on ITOps and
Application
Delivery

Identify, build
and deliver new
solutions for IT

Align resources
across the
company

Phases of Operational Intelligence





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Jim Nichols
Principal Engineer,
Cloud Architect, EnerNOC

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EnerNOC at a Glance

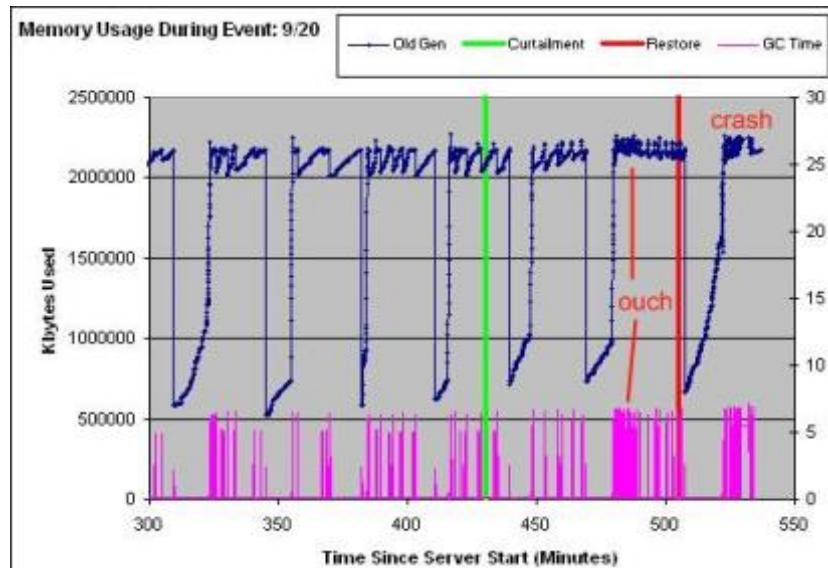
- A leading provider of SaaS-based Energy Intelligence Software (EIS) and related solutions
- Market leader in demand response (DR)
- Serves ~6,000 utility, grid operator and enterprise customers
- Global company (over 1,300 employees in countries across North America, APAC, Europe) with HQ in Boston, MA

E N O C
NASDAQ®
L I S T E D



Before Splunk

- cron Jobs
- Perl scripts to process log files, insert data
- “Huge” mysql databases
- Manually send emails with slick Excel charts and PowerPoint
- New metrics could take weeks
- Files being copied all over
- Ran out of disk one day...



DevOps Knowledge Cycle

Shared Splunk Dashboards

- Find the key metrics
- Put it on the dashboard
- *Talk* about them

- Metrics then develop a language
- Easy to parse for the non-technical
- Enables useful insight into often very opaque systems

- Once you have a good dashboard, the cycle ‘kicks in’



Management



Operations



Dev

What Splunk Brings to the Table

FASTER
TROUBLESHOOTING

THE REAL DATA

POWERFUL-
ALMOST ENDLESS
POSSIBILITIES

Come to the Session!

- **Splunk: Uniting Ops and Dev (Before DevOps was Cool)** – Grace Sumner, EnerNOC
- Wednesday 09/23/15 3:15-4:00pm Level 1, Room 114



ENERNOC

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Donald Mahler
Director, Performance Management
Leidos

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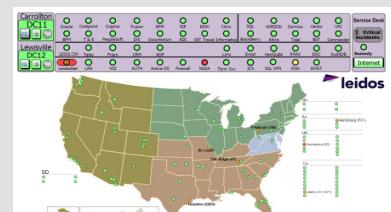
Who We Are

- Science and technology solutions leader
- Focus on national security, health, and engineering
- Government and commercial customers
- Created 9/27/13 and headquartered in Reston, Va.



Operational Intelligence

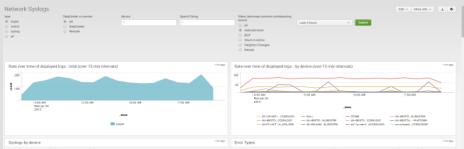
Situational Awareness



Performance and Capacity Reporting



Common Logging and Analysis



Service Delivery Reporting

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Network Management

Server Management

Infrastructure Management

Application Mgt and Synthetics

ITSM integration (ticketing, change, CMDB)

What is in Our Splunk?

- Over 2,000 devices send data to Splunk
- Splunk consumes up to 700GB of logging and performance data daily
- Feeds alerts, ticketing, changes, performance data

Auth	Active Directory®	SSL VPN
Security	Firewall	Proxies
	IDS	IPS
Network	Switches	DNS/DHCP
	Routers	WIFI
Computing	VMware®	Windows®
	Physical	Linux®
	Monitoring	Web/DB Logs

What Splunk Brings to the Table

CAN CONSUME ANY
AND ALL DATA



COMPREHENSIVE
MONITORING

POWERFUL
VISUALIZATIONS-
MAINTAIN
CONSISTENCY

Share the data, free the people

Come to the Session!

- **Making Splunk Your Primary IT information Portal –**
Don Mahler, Ledios
- Wednesday 09/23/15 2:15pm-3:00pm Level 1, Room 114



leidos

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Robert Goolsby

Director, Operations Enablement
FISERV



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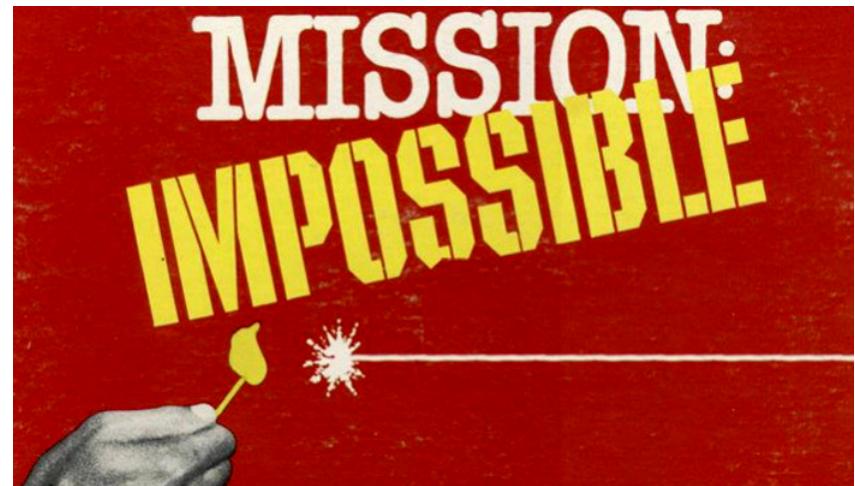
About Us

- Financial Services technology provider serving more than 1 in 3 U.S. financial institutions for core processing services
- More than \$1 trillion moves through Fiserv solutions annually
- If you're a mobile banking user or pay your bills online chances are you're more familiar with Fiserv than you realize

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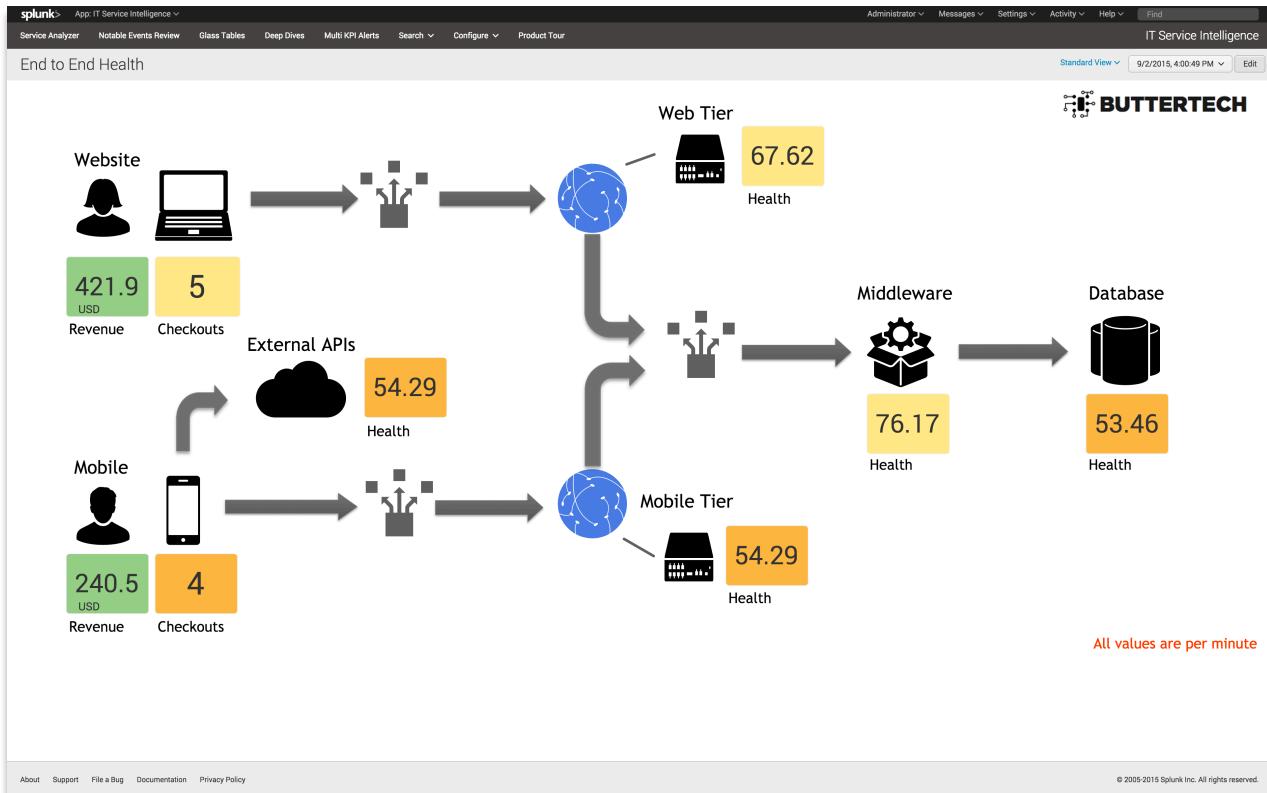
Monitoring Improvement Initiative

- **Mission Impossible:** *90 days* to create dashboards, improve education, and reduce analysis paralysis
 - Initially installed Splunk to collect and index data
 - Needed a faster, easier way to create dashboards and communicate impact
 - Enter Splunk IT Service Intelligence



Benefits of Splunk IT Service Intelligence

- Speed
- Empower Users
- Agility
- Triage



What Splunk ITSI Brings to the Table

CORRELATE ISSUES
AND DETERMINE
CAUSE VS. EFFECT

DELIVER SERVICE-
LEVEL INSIGHTS

EMPOWER ALL
USERS

Come to the Session!

- **Splunk IT Service Intelligence at Fiserv –**
Robert Goolsby, Fiserv
- Wednesday 09/23/15 11:15am-12pm, Level 1, Room 121

fiserv.

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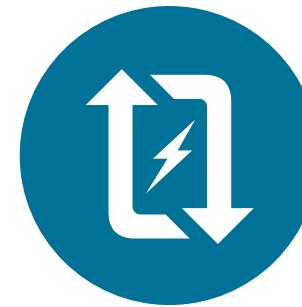


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Conclusion

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Splunk is the Backbone of Modern IT



splunk® Platform for Machine Data

Troubleshooting

Service
Monitoring

Application
Management

Continuous
Deployment

Learn More in Sessions!

HEAR FROM CUSTOMERS, PARTNERS AND SPLUNKERS



Today!
3:00pm-3:45pm, Room 117



Splunk IT Service
Intelligence™

ITSI 101 - Today!
1:00pm-1:45pm, Room 114



vodafone

Wednesday
3:15pm-4:00pm, Room 120



Thursday
11:15am-12:00pm, Room 115-116



Wednesday
4:15pm-5:00pm, Room 117



Splunk IT Service
Intelligence™

ITSI Machine Learning! Thursday
11:15am-12pm, Room 111-112



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THANK YOU

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