

# **ITSI Training**

**Prachi Saxena - 2020**

# Day 1 Agenda

## Introduction to ITSI

Identify what ITSI does

Describe reasons for using ITSI

Examine the ITSI user interface

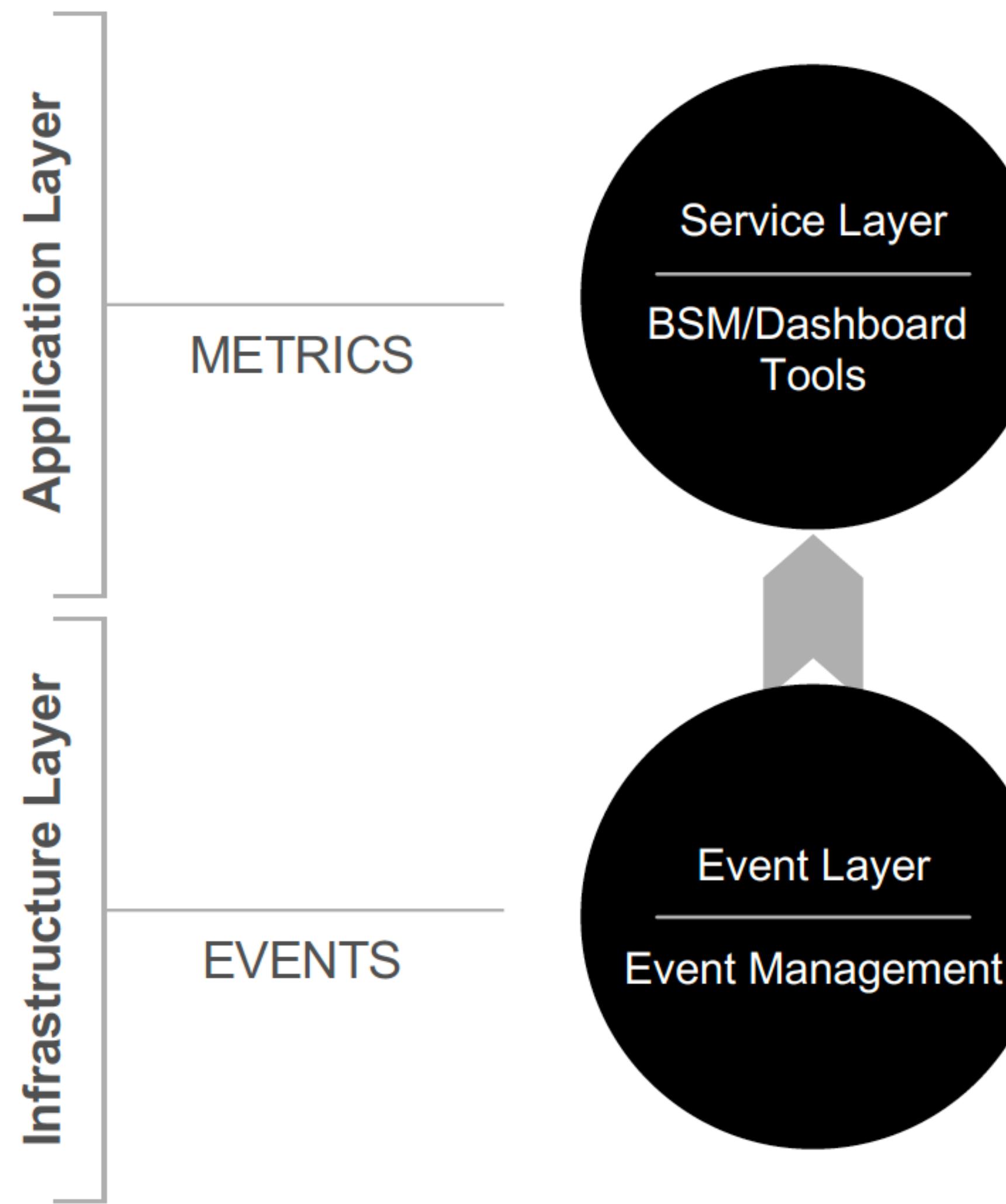
# Rethinking and Improving How IT Operates



- Structured data
  - Brittle tools and integrations
  - Obsession with “faults” and “traps”
  - Focus on components parts
  - Search oriented
  - Structured and unstructured data
  - Robust data integrations
  - Real-time insights from big data
  - Focus on the whole service
  - Machine learning-driven analytics

# Why The Old Ways Disappoint

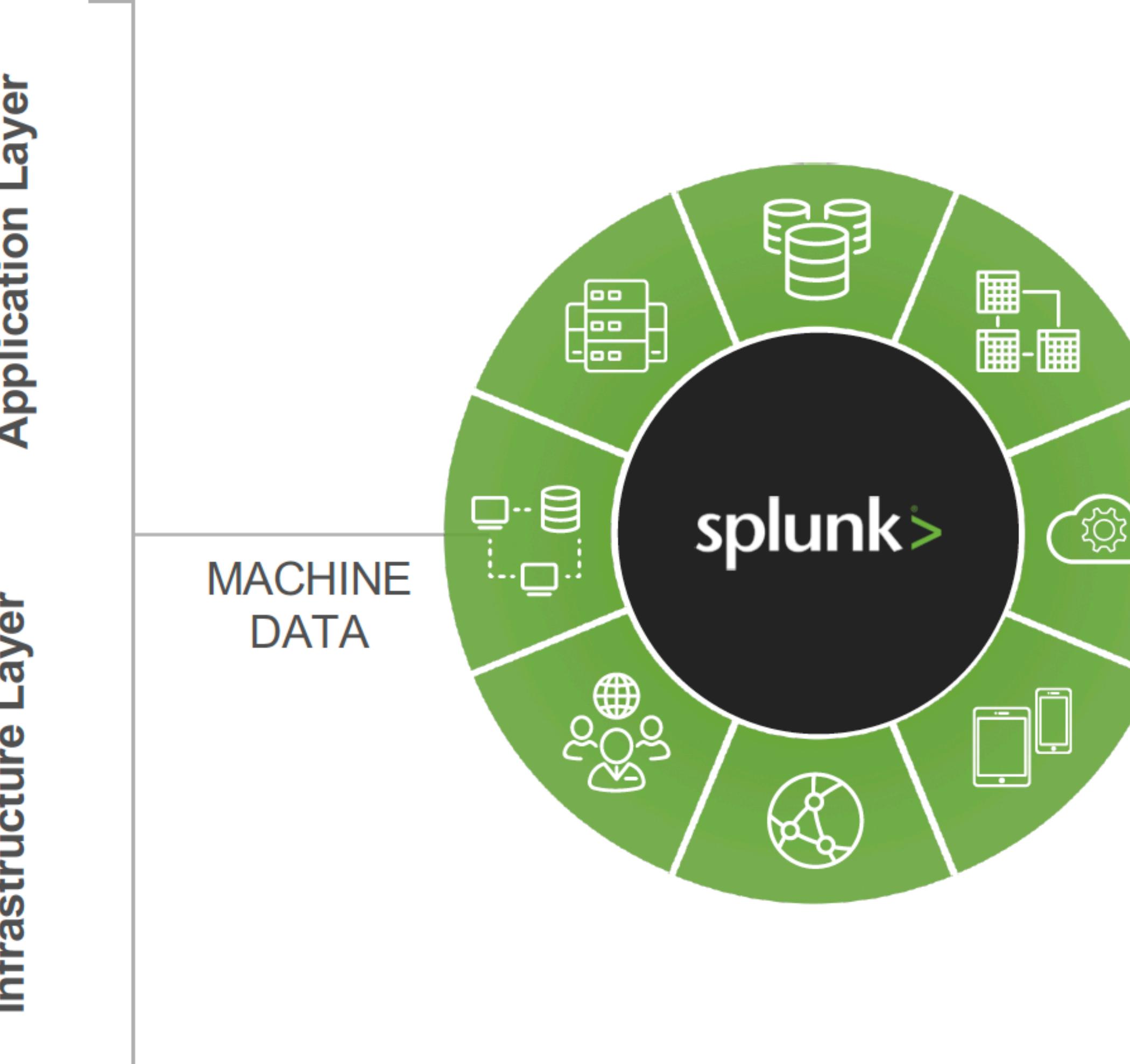
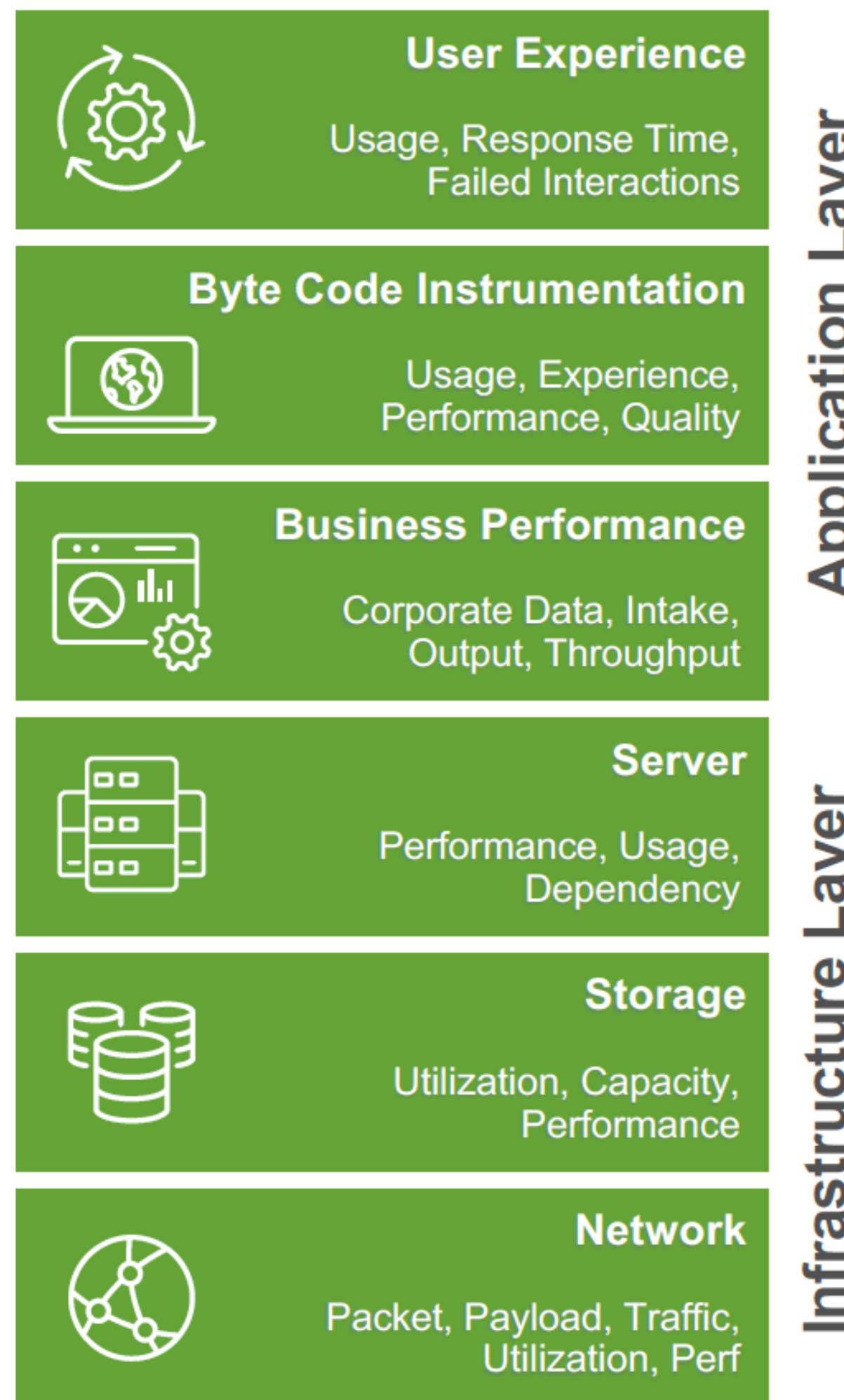
	<b>User Experience</b> Usage, Response Time, Failed Interactions
	<b>Byte Code Instrumentation</b> Usage, Experience, Performance, Quality
	<b>Business Performance</b> Corporate Data, Intake, Output, Throughput
	<b>Server</b> Performance, Usage, Dependency
	<b>Storage</b> Utilization, Capacity, Performance
	<b>Network</b> Packet, Payload, Traffic, Utilization, Perf



## Challenges

- ▶ Many disparate components
- ▶ Brittle integrations
- ▶ Data is summarized and lost
- ▶ Longer root-cause identification
- ▶ End-to-end view challenging
- ▶ Labor-intensive to manage
- ▶ Not agile for digital business

# IT Service Intelligence Platform Approach



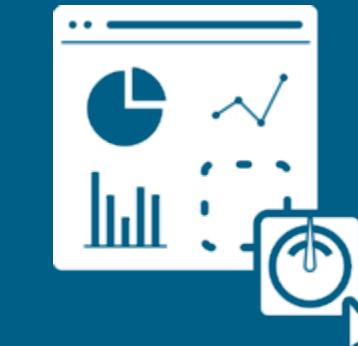
## Splunk Approach:

- ▶ Single repository for ALL data
- ▶ Data in original raw format
- ▶ Machine learning
- ▶ Simplified architecture
- ▶ Fewer resources to manage
- ▶ Collaborative approach

# What Is Service Intelligence?

# Enabling a business-aware IT

*Measuring and reporting on indicators that matter*



# Unlocking operational efficiencies

*Collaborating across silos to improve service operations*

# Data-based decision making

*Solving problems and anticipating pitfalls with sophisticated analytics and powerful insights*



# Data-based decision making

## *Solving problems and anticipating pitfalls with sophisticated analytics and powerful insights*

# Augment Conventional Monitoring

*Deliver Insights Based on Integrated Data, Not Integrated Products*

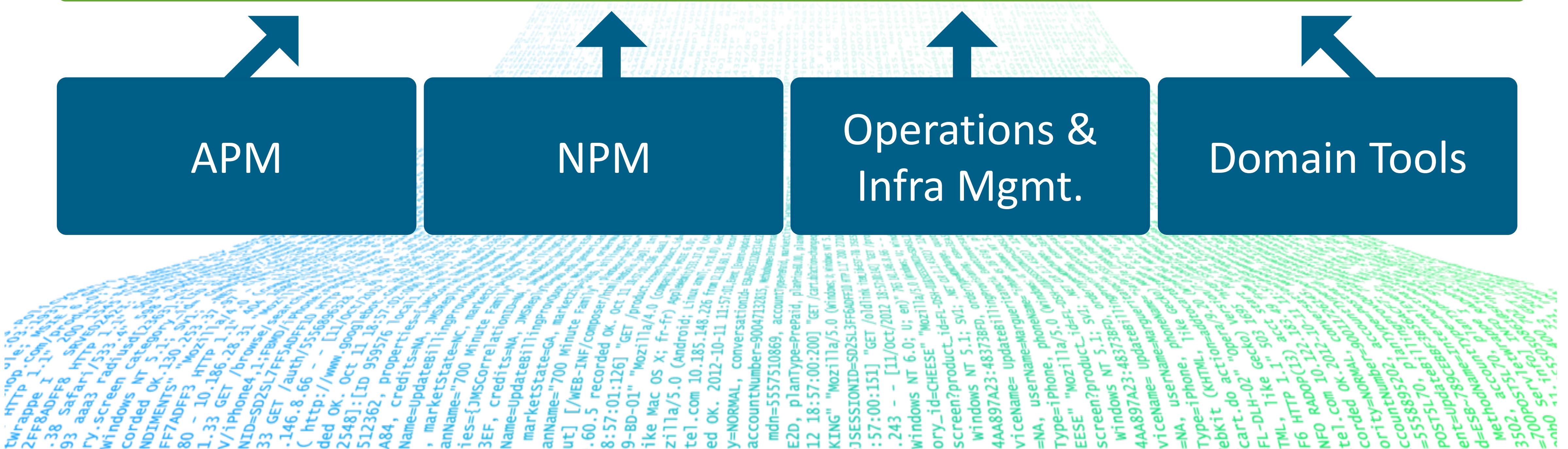
## Splunk IT Service Intelligence

APM

NPM

Operations &  
Infra Mgmt.

Domain Tools



# Why Another Splunk Solution?

A data-centric approach is needed

Service context maximizes Splunk value

An integrated solution accelerates customer success

# Splunk IT Service Intelligence

*Machine Learning-Powered, Analytics-Driven IT Operations*

## Prioritize incidents with context

Deliver business & service context to prioritize incident investigation & action

## Redefine the role of IT

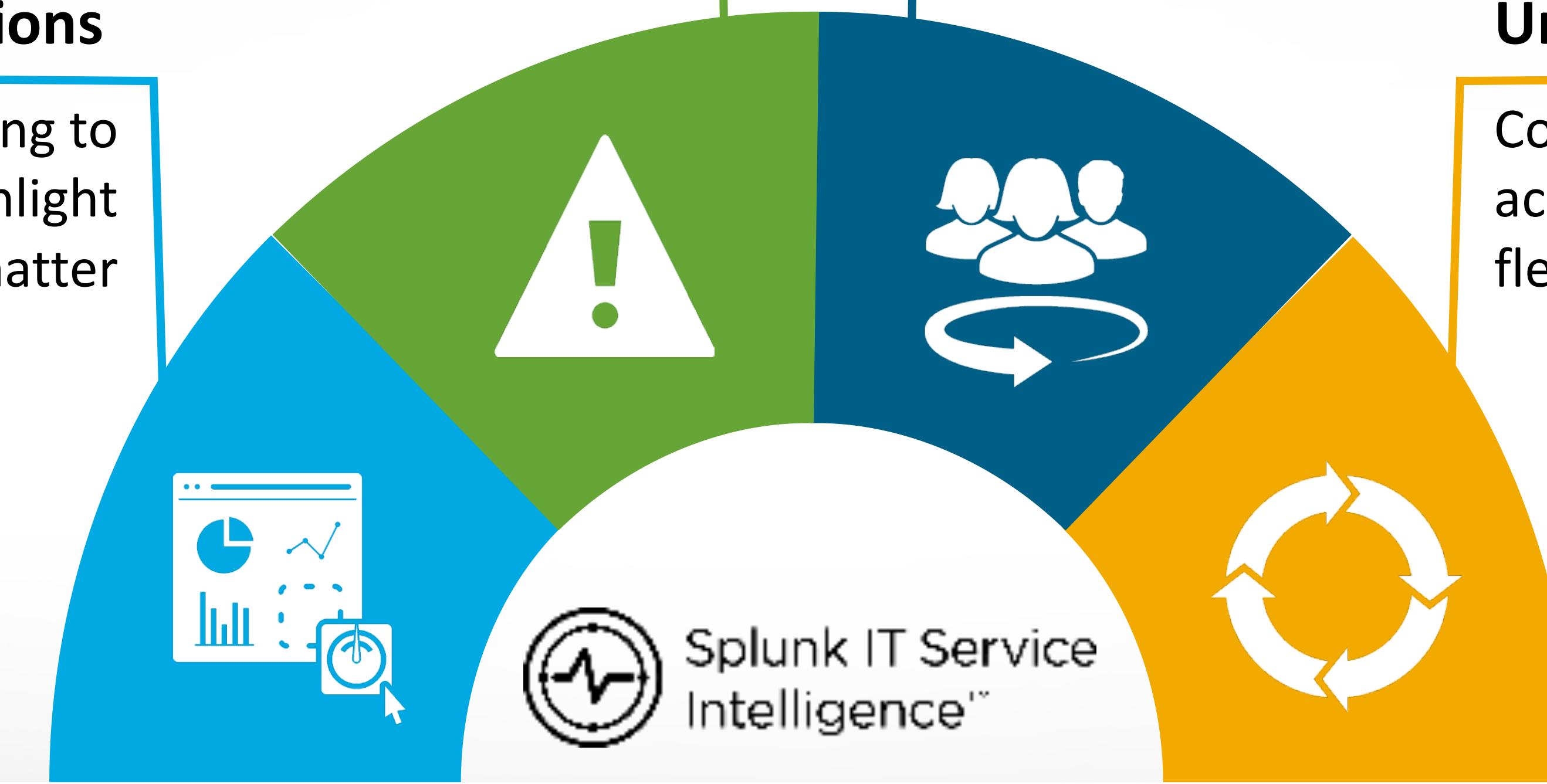
Support decisions & communicate results with powerful service-level insights

## Simplify service operations

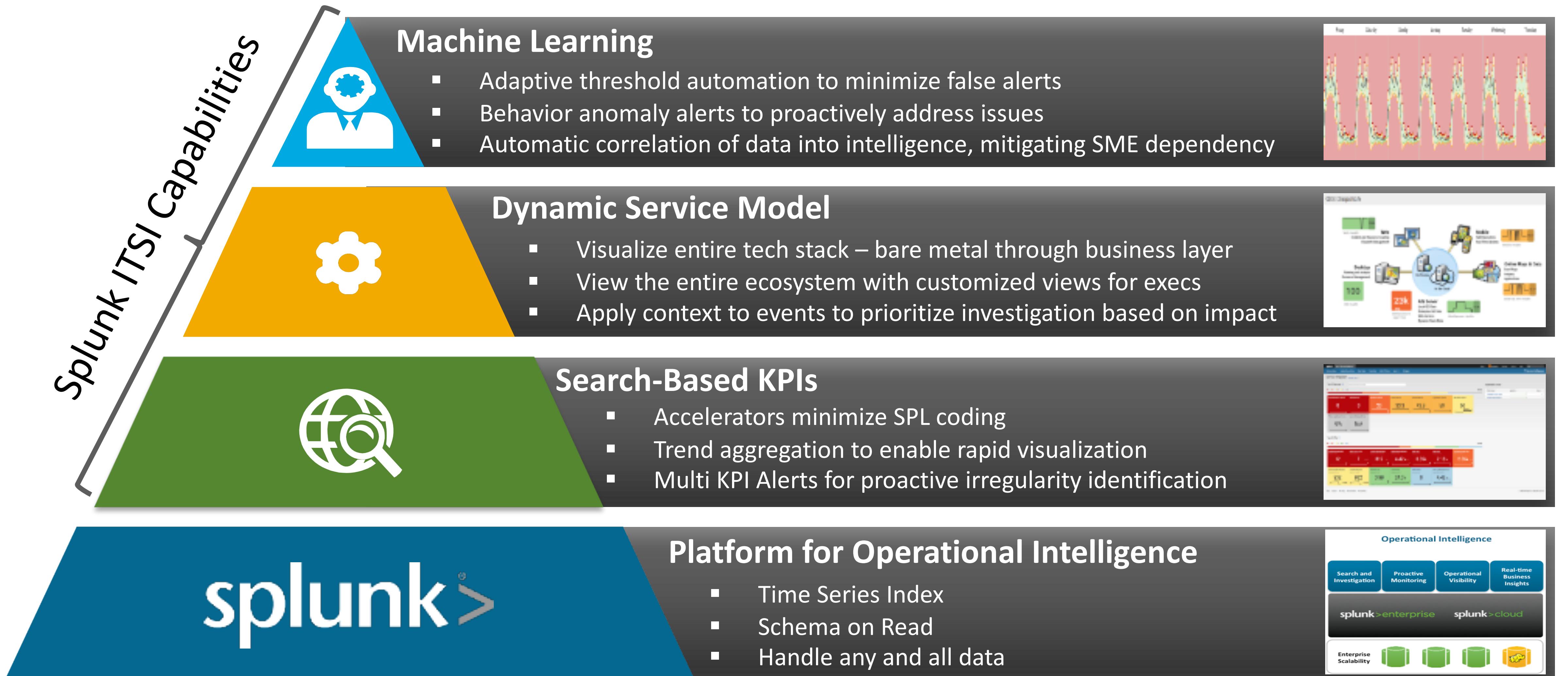
Leverage machine learning to detect anomalies & highlight events that matter

## Unify siloed monitoring

Combine events & metrics across silos with ease, flexibility & scale in days



# Splunk IT Service Intelligence



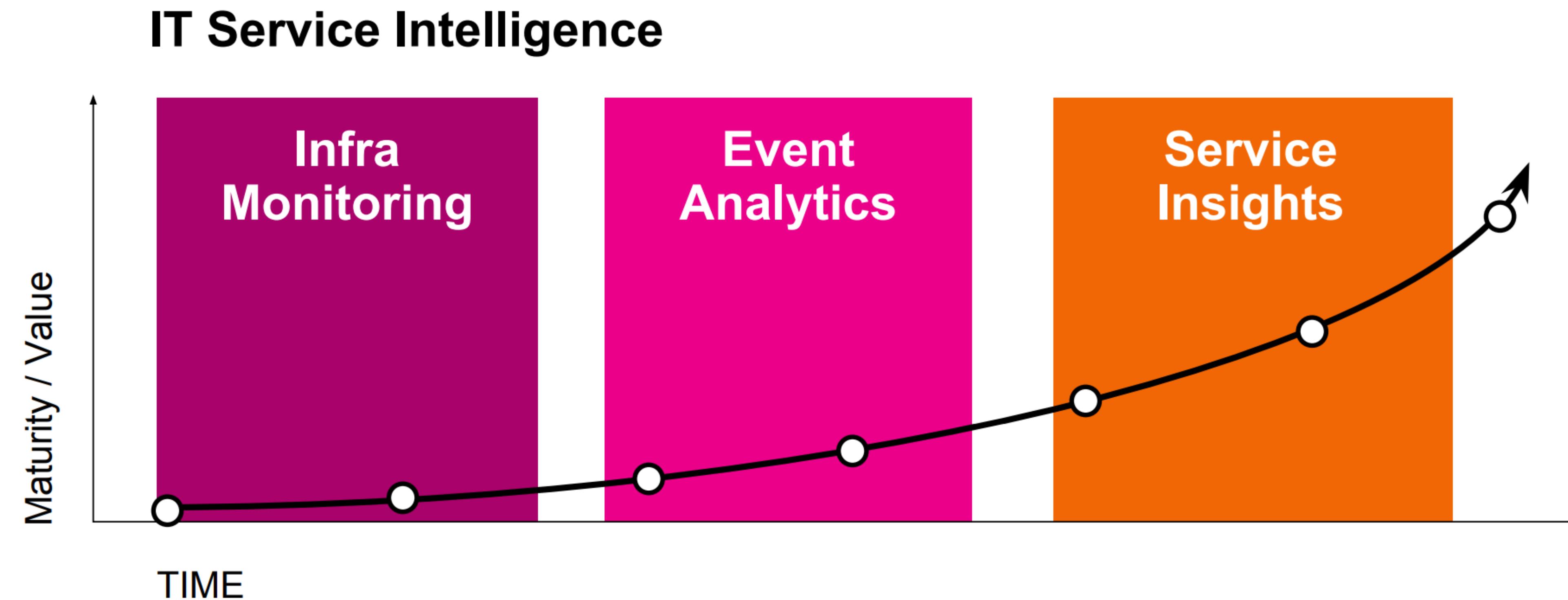
# **Identify what ITSI does**

## **Connect Business and Technology**

- Service Insights : reduce incidents and improve MTTR
- Event Analytics: reduce event noise
- Predictive Analytics: predict outage
- Infrastructure Monitoring

# Maturity Path for Getting Started with ITSI

Start with Infrastructure Monitoring or Event Analytics and Move into Service Insights



# What we need

