

Earn A Seat at the Business Table with IT Service Intelligence

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splunk>



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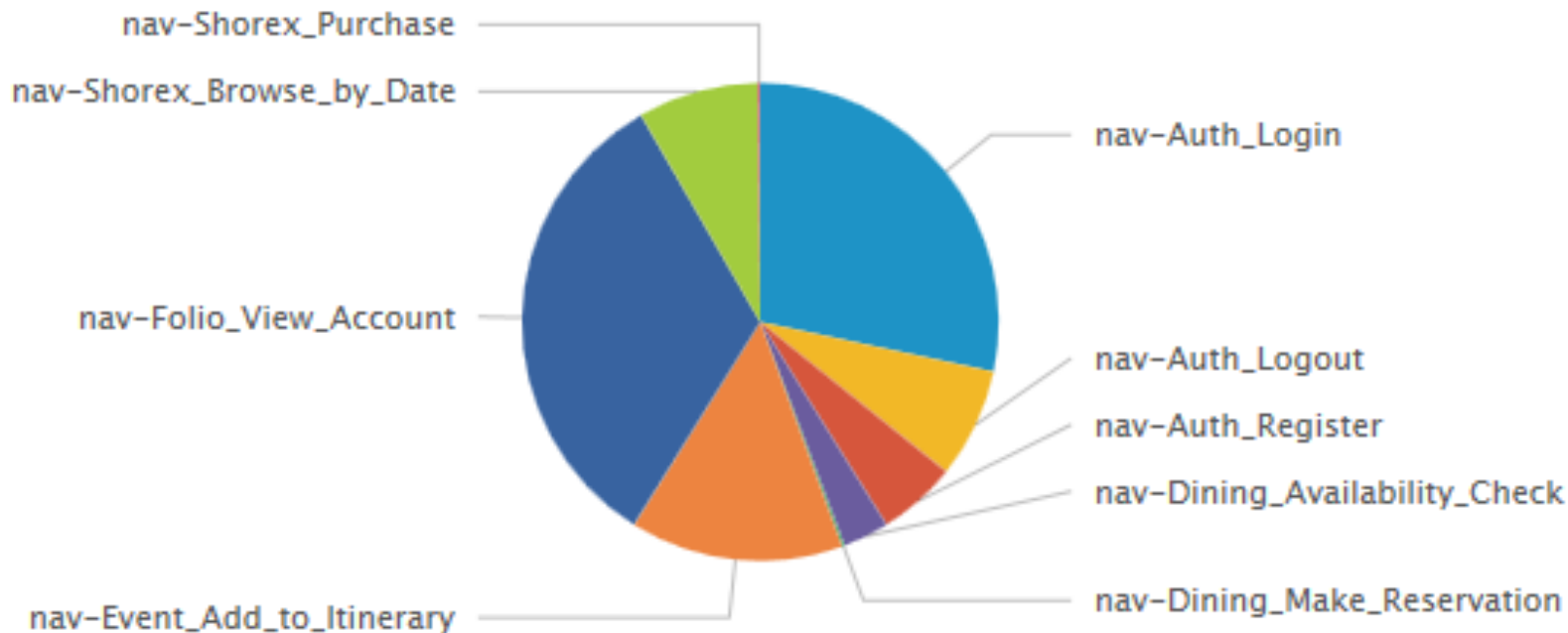
Agenda

- Introduction
- Evolving Operational Intelligence
- DevOps for Splunk at Sea
- Splunk ITSI
- Business Impact and User Reactions

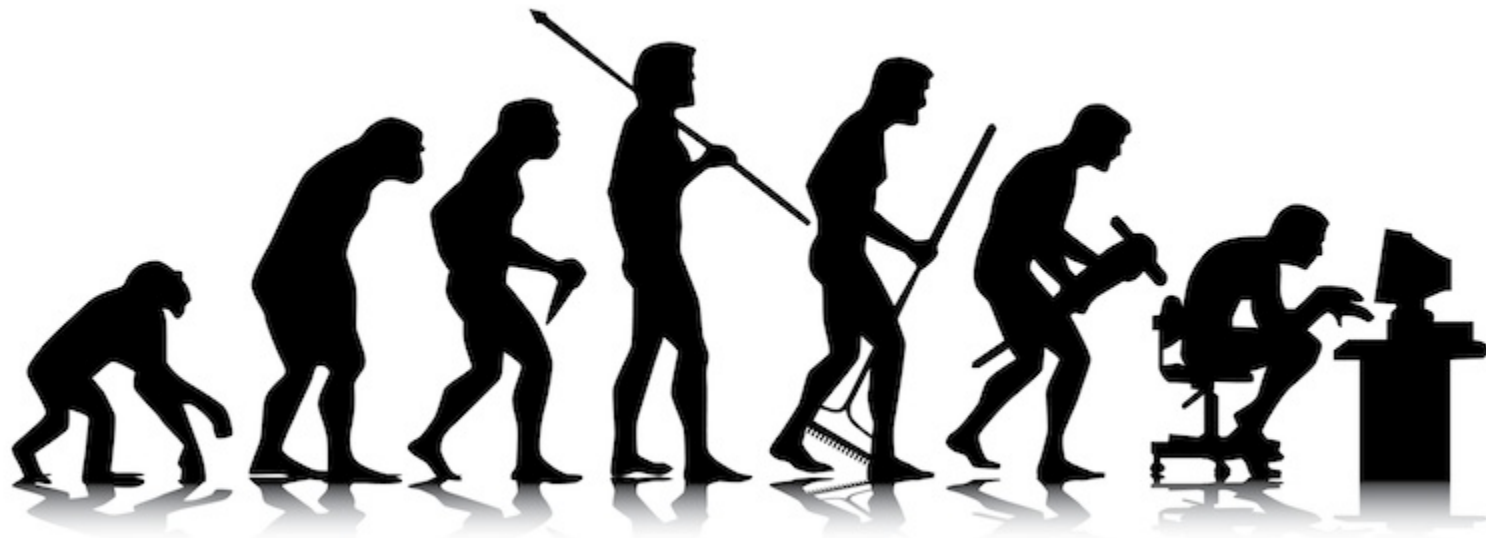
Introduction

- What does earning a seat mean?

Helping Business Make Money



Evolving Operational Intelligence



The Dark Ages

Case Resolution Timeline



The Boss



6 Hours

Key Challenges Splunk Helped Resolve

- Centralized repository of machine data
- Trends and analytics
- Empowering of the developers and business analysts
- Relevant alerting

The Splunk> Ages

Case Resolution Timeline

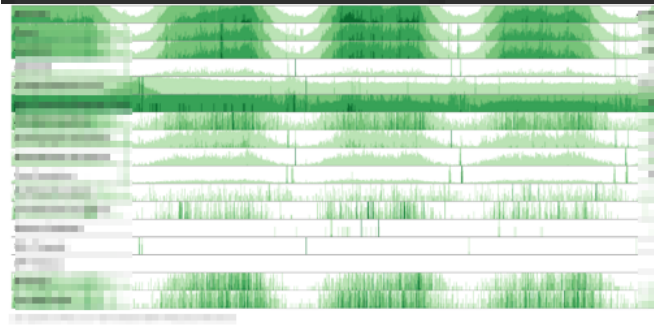
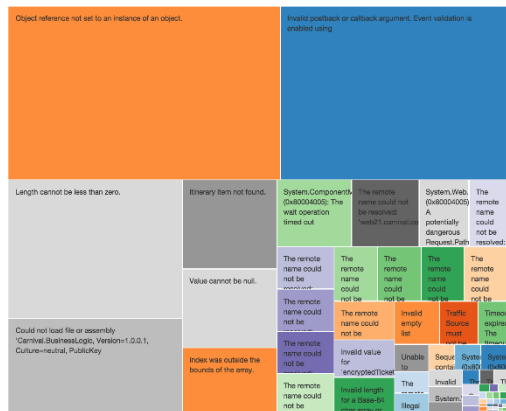


The Boss



3 Hours

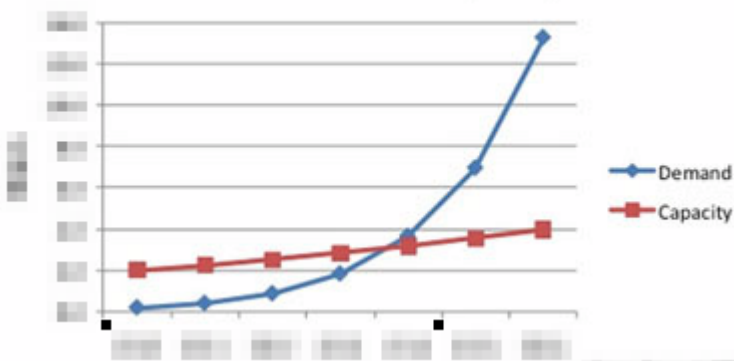
Visualizing Splunk Data Using D3.js



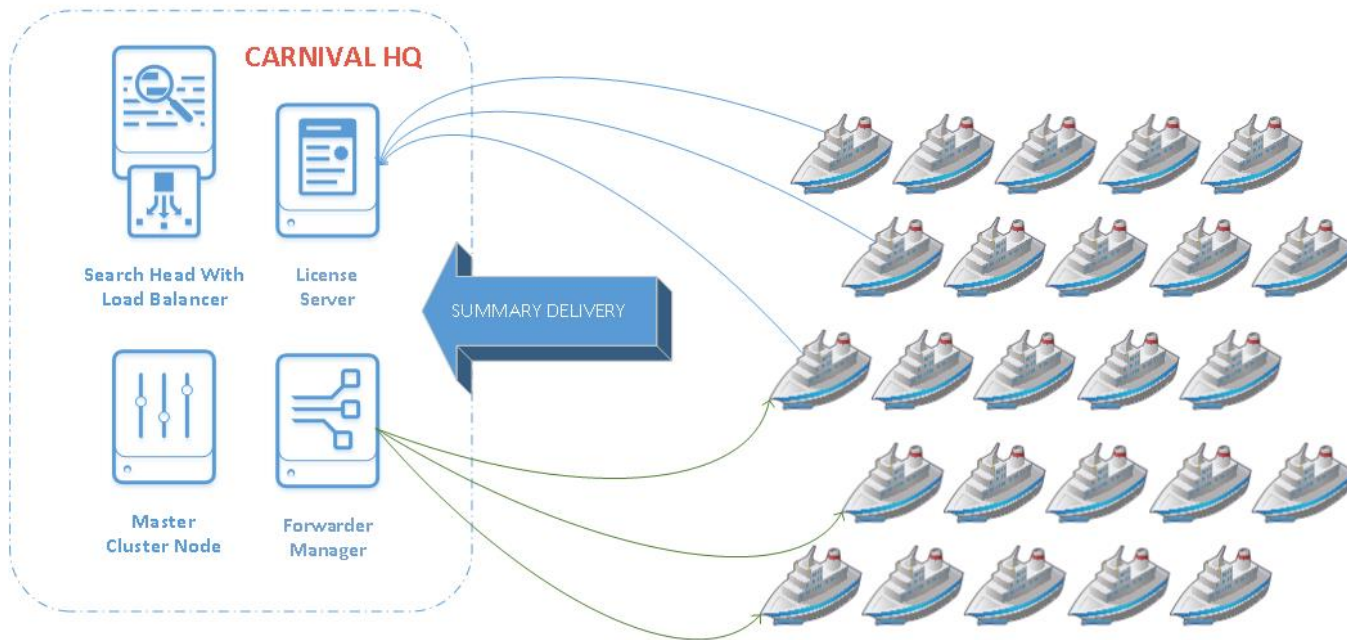
Daily Ship Operation Challenges

```
Pinging 10.110.16.1 with 32 bytes of data:  
Reply from 10.110.16.1: bytes=32 time=1527ms TTL=249  
Reply from 10.110.16.1: bytes=32 time=1460ms TTL=249  
Reply from 10.110.16.1: bytes=32 time=1201ms TTL=249  
Reply from 10.110.16.1: bytes=32 time=1031ms TTL=249  
  
Ping statistics for 10.110.16.1:  
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),  
    Approximate round trip times in milli-seconds:  
        Minimum = 1031ms, Maximum = 1527ms, Average = 1304ms
```

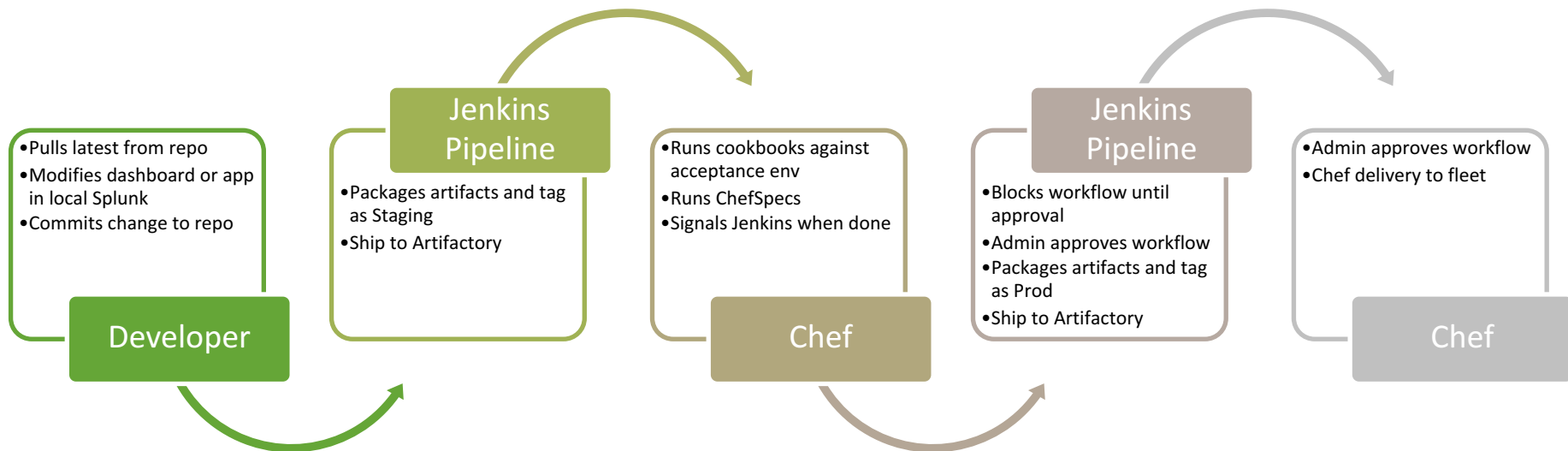
Demand versus Capacity



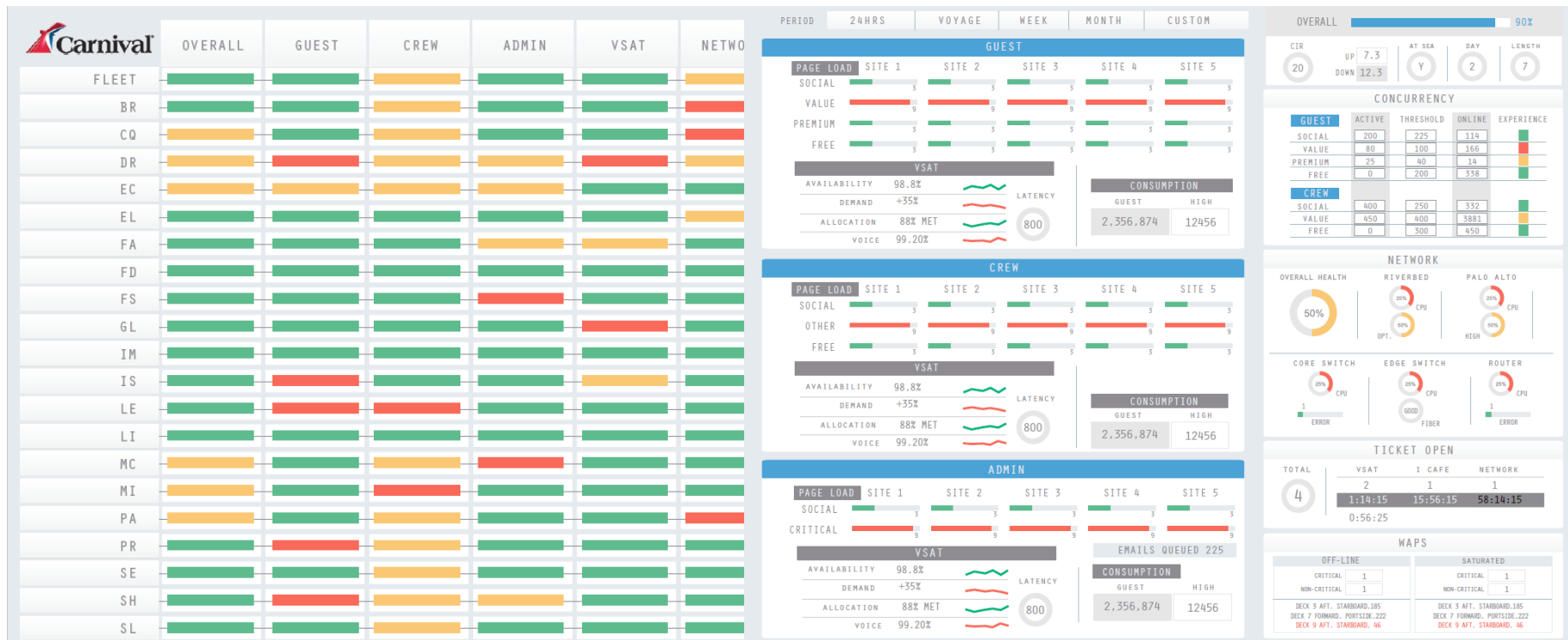
Splunk + DevOps @ Sea



Splunk Dashboard Delivery Pipeline



Rising Business Demand for Splunk + ITSI

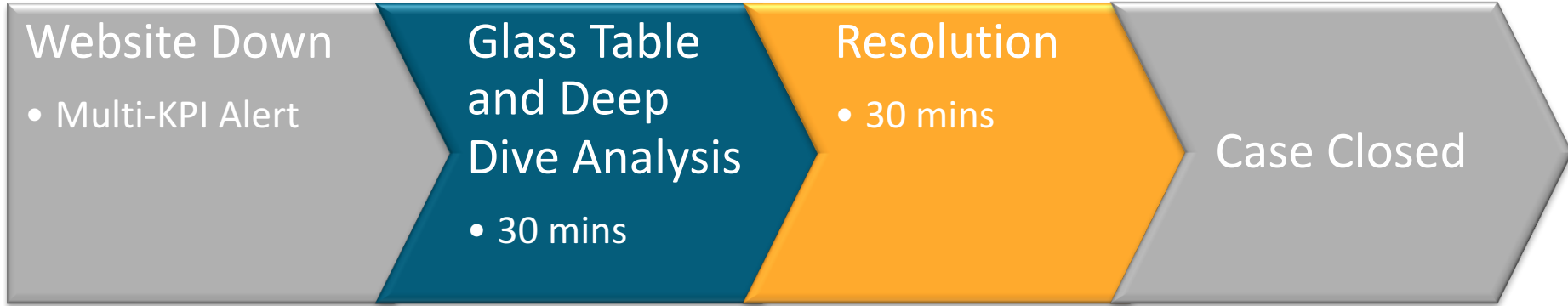


Key Challenges ITSI Helped Resolve

- Consolidated monitoring
- Rapid root cause identification
- Multi-KPI alerts

The ITSI Ages

Case Resolution Timeline

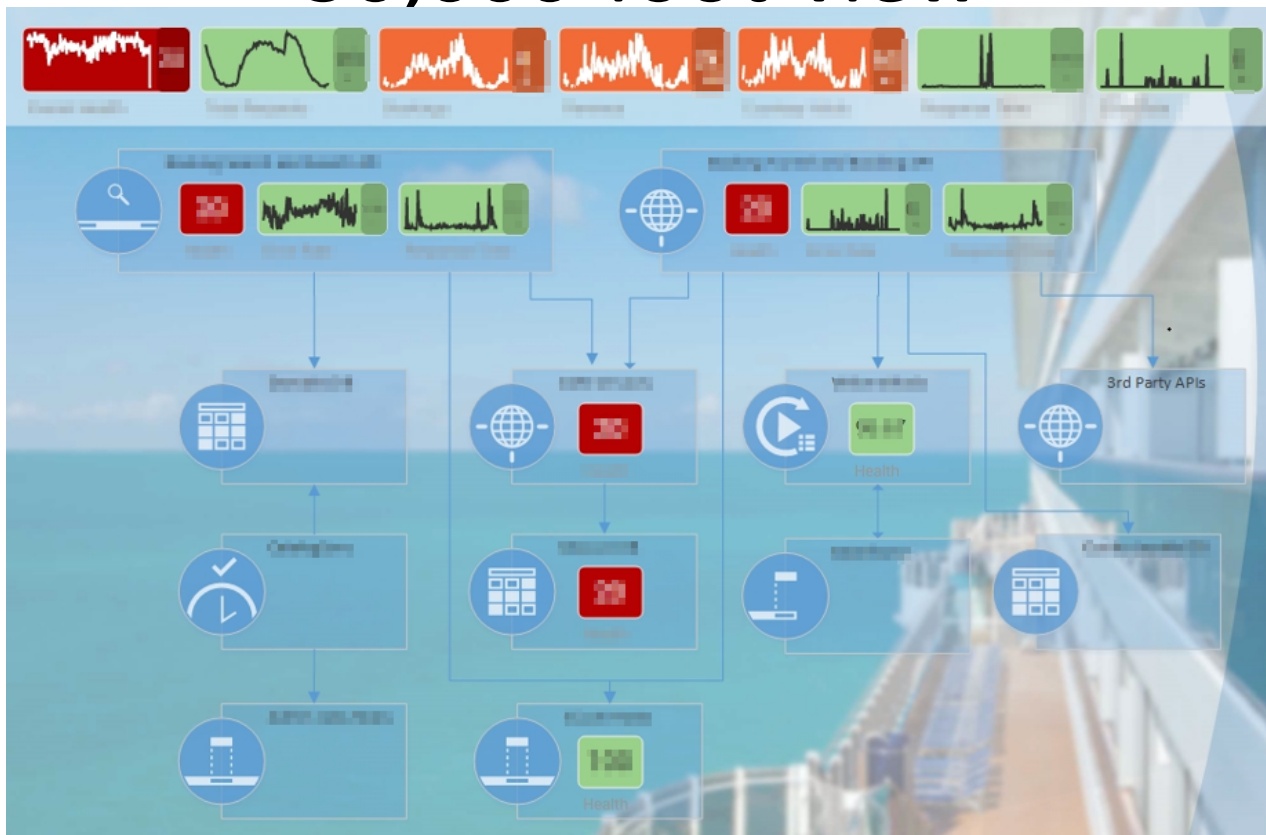


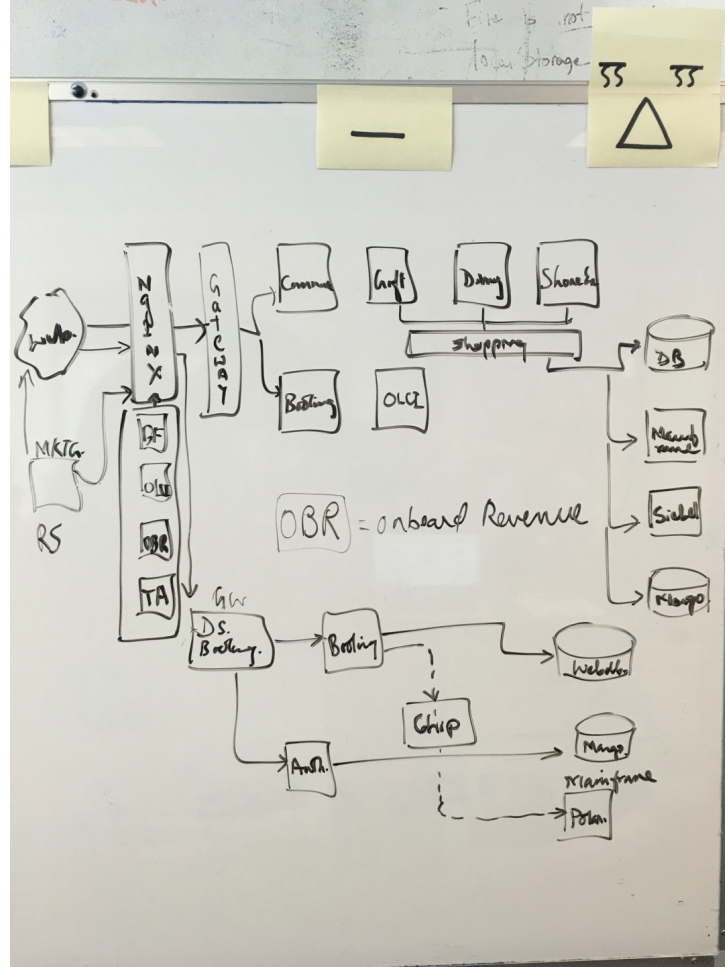
The Boss



1 Hour

30,000-foot-view

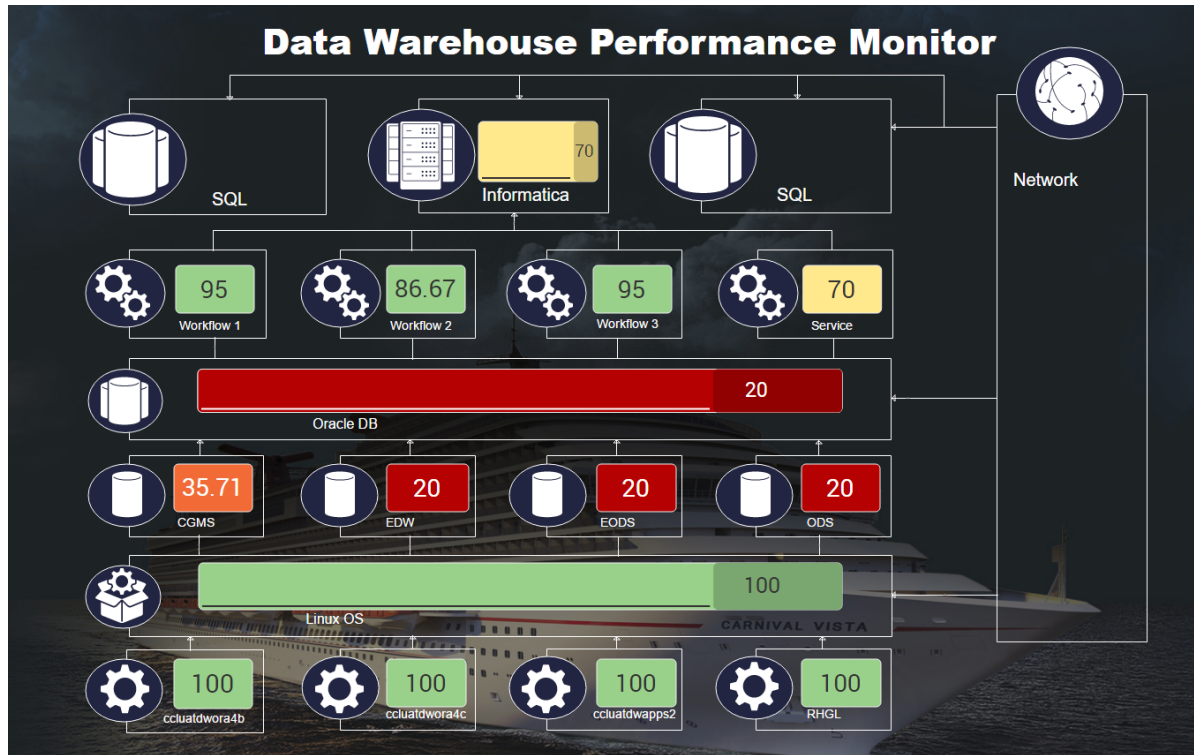




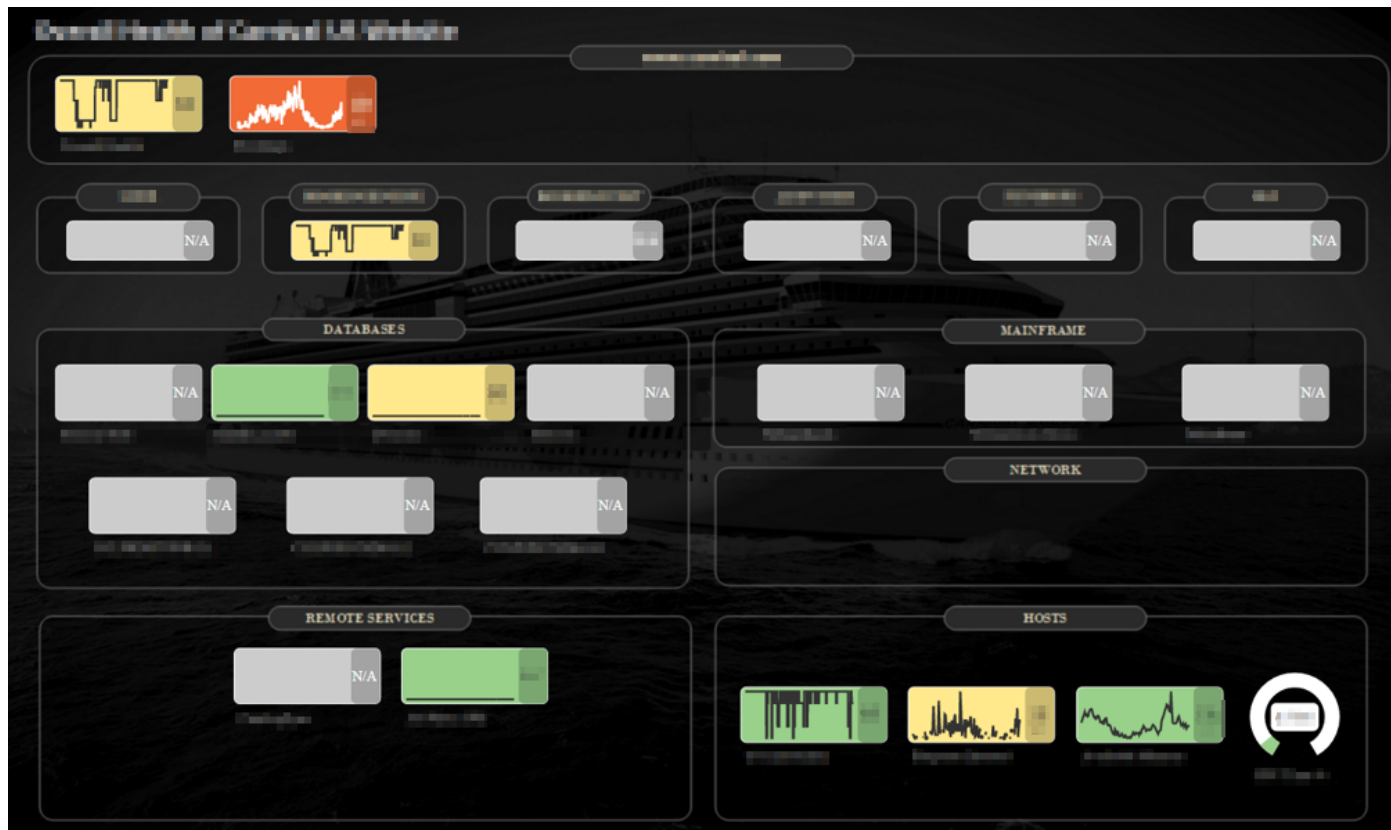
ITSI Implementation Strategy

- Bring them all together: business, dev, and ops
- Define the scope. Start small and grow from there.
- Identify the services and dependencies
- Construct the KPIs
- Draw the glass tables
- Schedule a monthly KPI review

Business-initiated Glass Tables

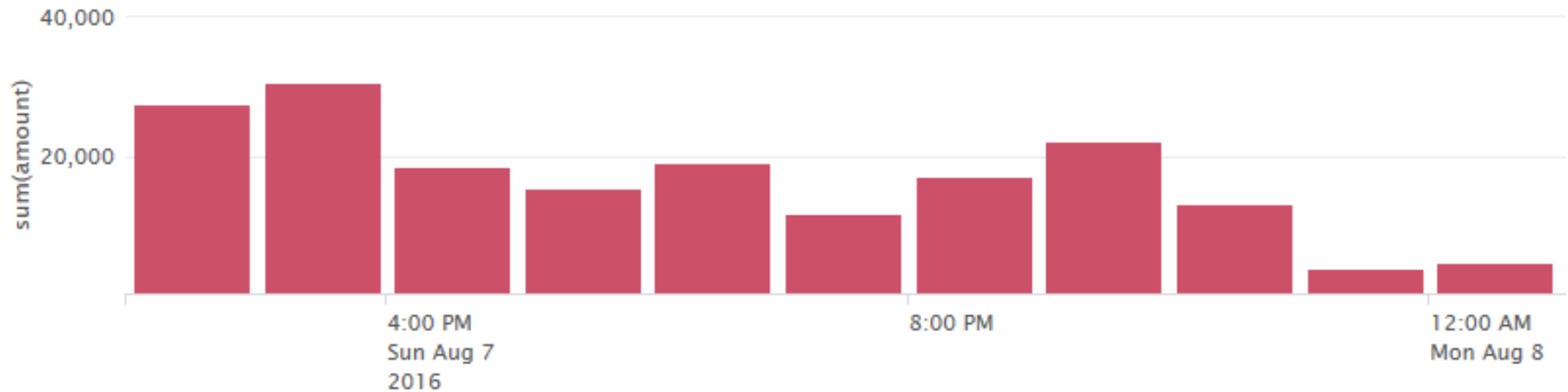


Non-stop Collaboration for KPI Creation

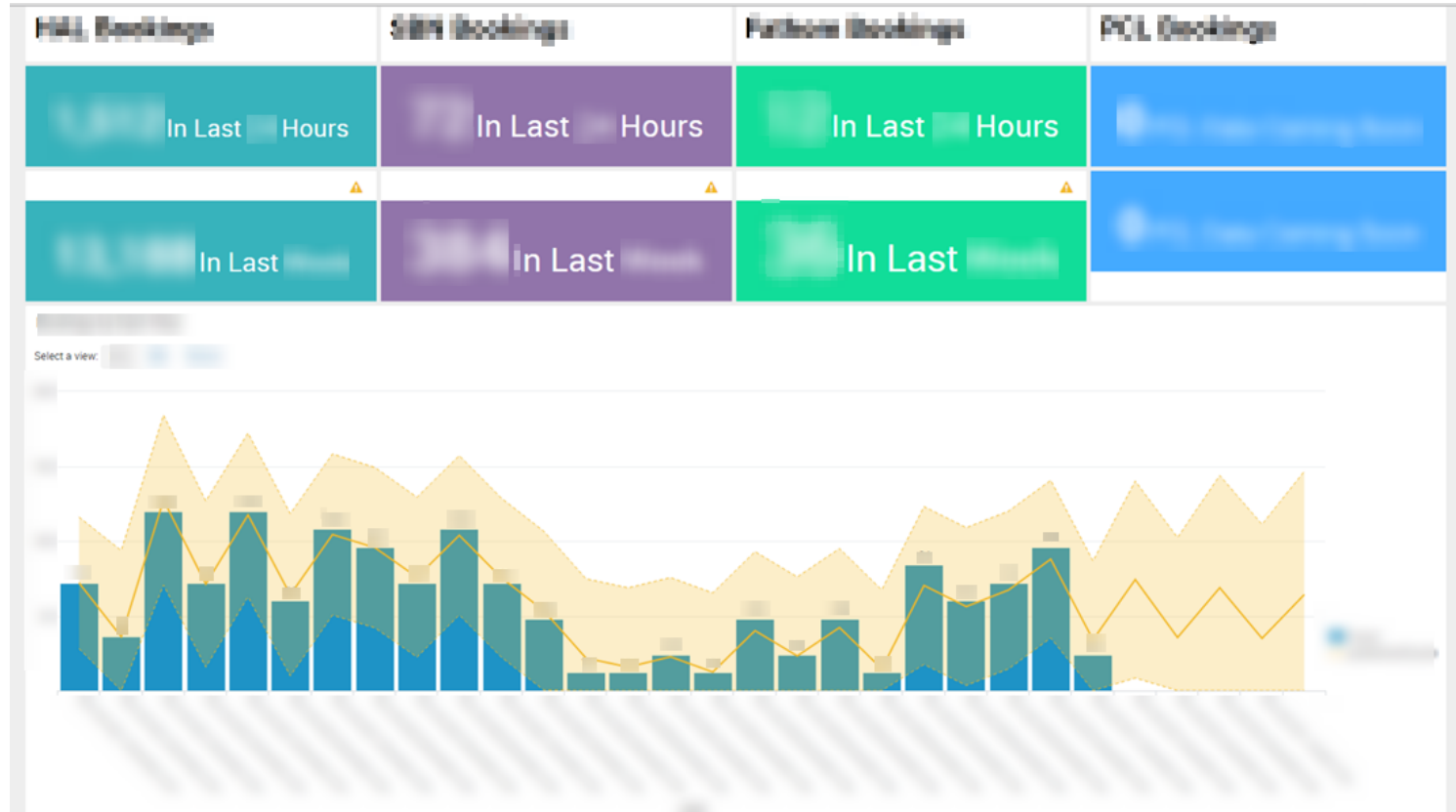


Business Reactions

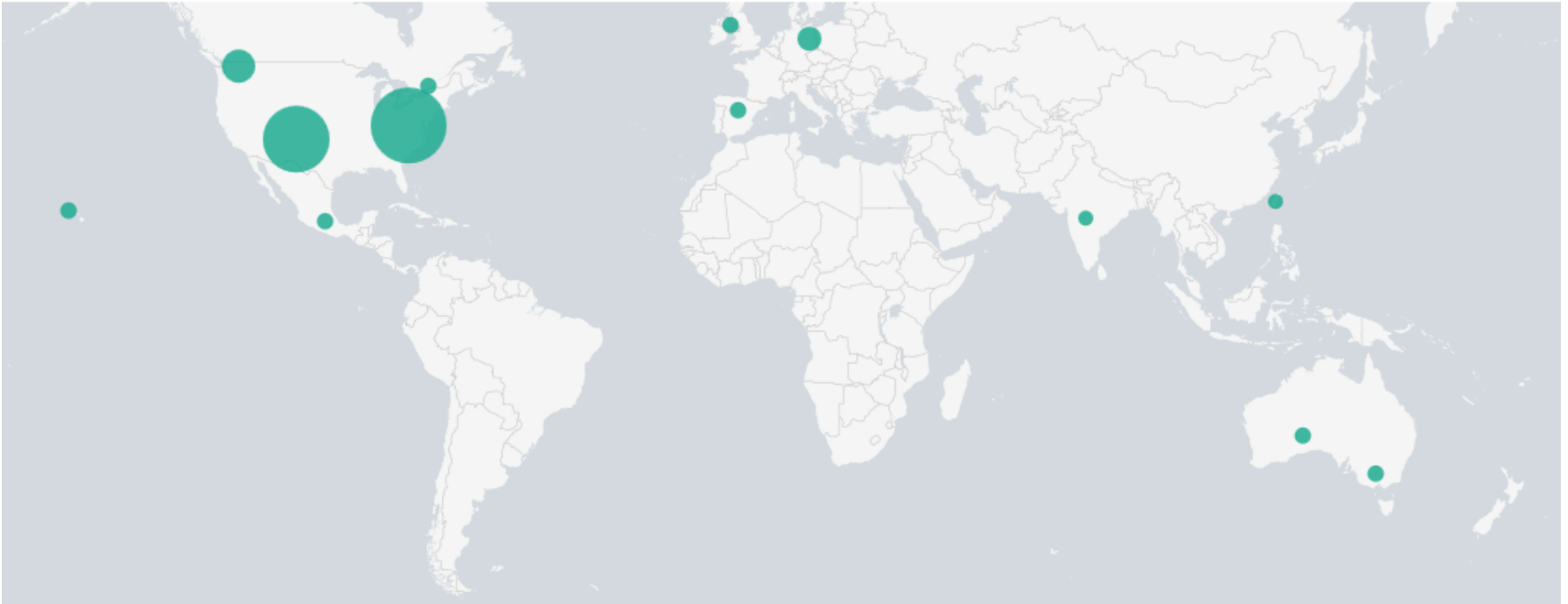
- From this:



To This



And This



Key Takaways

- As Splunk Owners, you have to learn the business and drive value.
- You have to EVOLVE KPIs and Dashboards. Make them available for all to consume. Go beyond App Performance. Advocate for business performance.
- You know you're successful when the business eagerly requests and agrees to pay.

One more thing...

Shameless Plug



Splunk Essentials - Second Edition

by Erickson Delgado, Betsy Page Sigman



A fast-paced and practical guide to demystifying big data and transforming it into operational intelligence

About This Book

Want to get started with Splunk to analyze and visualize machine data? Open this book and step into the world of Splunk. Leverage the exceptional analysis and visualization capabilities to make informed decisions

...

Available Now!



Shameless Plug



THANK YOU

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