

# IT Operations Analytics with Splunk® ITSI

## ITOA – Bringing ITSM into the Age of Big Data

Unless you're very new to IT, you've heard the promise of ITOA: IT Operations Analytics. The secret sauce that will enable your organization to finally close the loop in managing your IT infrastructure and relating IT performance to the metrics of the business. ITOA promises powerful solutions in Root-cause Investigation, IT Triage, Failure Prediction and Prevention, Proactive Management, and Problem Resolution. As the scope of IT operations scale, managing them becomes increasingly more difficult—and more important—than ever. To keep critical services running smoothly, professionals need a service-centric view of IT and the business. The trouble is, until now, truly effective ITOA has been extraordinarily elusive.

With its roots in IT Service Management, the road to truly effective ITOA has been a long and tortured one. It began in the late 1980s with the realization by many in IT management, not the least of them the British government, that virtually no standards existed to define, benchmark and manage IT operations. In the early 1990's, ITIL was born and a number of software companies were launched to fill the void in ITSM offerings. Throughout the intervening decades, companies like Remedy (now the Service Management Business Unit of BMC Software), Computer Associates, HP, IBM, ServiceNow and a cast of, literally, thousands have offered solutions in the ITSM space. These firms offered powerful solutions around Incident management, Problem management, Configuration management, Change management, Release management, Service-level management, Availability management, Capacity management and the other core pieces of the IT Service Management puzzle. But, until recently, true IT Operations Analytics has remained out of reach.

## ITOA in 2016

The advent of Big Data and powerful analytics platforms that leverage Big Data has changed the game. Scores of long-established enterprise software companies have begun re-tooling their ITSM and BSM platforms to try to deliver on the promise of ITOA. With decades of experience in the world of IT Operations and BSM, Concanon has watched these developments with great interest. And, frankly, we've been unimpressed. Built atop last-century technology, these systems have been hamstrung by their origins and scale very poorly.

Then, in early 2013 we began working with a team at Splunk that was taking a new approach. Instead of trying to retool a decades-old ITSM technology to take advantage of Big Data, Splunk had decided to apply the world's most successful Big Data-based Operational Intelligence platform to the ITOA challenge.

We believed the idea had real merit. Early versions were rocky, to be sure. Then, in late 2015, the dedication and hard work of a bunch of smart folks at Splunk paid off. At .conf2015, the Splunk worldwide user conference, Splunk announced the availability of version 2 of their ITOA product. Called "IT Service Intelligence", the product sits atop the Splunk Enterprise (or Splunk Cloud) platform and, for the first time, delivers on the promise of true IT Operations Analytics.

Splunk describes it this way: "To help you make better, smarter and more informed business decisions, Splunk IT Service Intelligence (ITSI) is a next-generation monitoring and analytics solution that provides new levels of visibility into the health and key performance indicators of IT services. Use powerful visualizations and advanced analytics to highlight anomalies, accelerate investigations and pinpoint the root causes that impact service levels critical to the business."

Built on Splunk's industry-leading platform for machine data, Splunk ITSI scales to collect and index terabytes of real-time and historical events and metrics, across multi-datacenter and cloud-based infrastructures. It offers multiple deployment options: on-premises, in a hybrid environment or as a hosted solution in the cloud.



[www.concanon.com/itsi](http://www.concanon.com/itsi)

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Concanon is the first Splunk Partner to be authorized to sell and deliver Splunk IT Service Intelligence. There are several reasons for this: We have more ITSI-qualified consultants than any organization on the planet. And nearly all of us have deep roots in the IT Operations world. We've lived and breathed it for decades. And, of course, we're one of the most respected Splunk Professional Services Partners out there.

ITOA will be a game-changer for your IT organization and for your business as a whole. And we're absolutely convinced that the most capable, cost effective ITOA solution available is IT Service Intelligence from Splunk. If you'd like to learn more, drop us a note at [itsiteam@concanon.com](mailto:itsiteam@concanon.com), or call Doug McClanahan, Concanon's Director of Business Development at:

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