

Operational Analytics Services – Splunk

OVERVIEW

Operational Analytics (OA) is an Information Management and Analytics solution that helps IT use all the insights hidden in system silos to resolve root cause of failures faster and improve future operational performance. OA automates and simplifies IT service delivery and digital innovation by streamlining data analysis, automating correlations and increasing productivity.

Background

Businesses in all industries are increasing the use of online and mobile digital services to engage with customers, sell and promote products, and support partners. IT operations, application development, and business analysts are being asked to become more proactive in delivering service levels, optimizing IT resources, and creating business value associated with mission-critical services, applications and workloads.

The typical enterprise will need to analyze, correlate, and take action on events and logs coming from a dozen or more sources. Operations analytics (i.e., IT and application management solutions that apply big data processing capabilities to IT log search and related historical and predictive performance data analysis) are becoming vital to the effective operation of these complex environments.

Use Cases

Monitor and ask questions about your network, storage, server, database and application infrastructure. The success of emerging digital business strategies depends on how well an organization can design and implement state-of-the-art applications, successfully automate, provision supporting infrastructure, optimize third-party services, respond to rapid changes in usage, and extract value from increasing diverse data sources, log files, and events. Operational Analytics can help your organization to:

- Gain deep insight into customer engagement and user satisfaction based on real-time IT metrics and usage patterns
- Utilizing the data gathered from legacy, private cloud, and public cloud services to insure that promised service-level agreements (SLAs) are being met
- The data gathered can be used as a factor to determine which applications are best enabled by public cloud services and which need in-house or hosted support
- Help optimize workload allocations, end-to-end service levels, and total cost of operations
- Provide deep insight into the behavior and dependencies of service as well as applications, middleware, and infrastructure
- Quickly identify unexpected impacts of recent updates
- Detect and adapt to rapid changes in volume and usage
- Monitor and maintain services levels
- Provide insight and enable quick detection of the impact of third-party service issues

Benefits

An Operational Analytics Solution brings enterprise benefits that include:

- Improved IT operations staff productivity
- Better IT infrastructure utilization and optimization
- Improved infrastructure reliability and reduced downtime
- Superior application code quality and improved defect reduction
- Improved application performance and end-user experience
- Positive business revenue impacts

Enterprise IT teams will need to invest in state-of-the-art IT operations analytics solutions that streamline data analysis, automate correlations, and increase IT productivity while optimizing service levels and workload allocations to deliver positive impact to your business.

Splunk

Splunk transforms machine-generated data into valuable insights that can help make your business more productive, profitable and secure. Splunk provides your IT operations staff with a powerful, end-to-end, real-time platform to reduce the time it takes to triage issues and find the root cause of complex problems before they impact your customers and services.



ONX APPROACH

OnX offers a full range of assistance from design, architecture, integration and implementation services to ensure you achieve successful business outcomes and a positive return on your investment in Splunk Operational Analytics. OnX Services can also assist you after your Operational Analytics effort is complete.

Planning and Design

- Assess existing service delivery environment and make appropriate process improvement recommendations utilizing ITSM and ITIL best practices
- Perform tooling and skills assessment
- Assess current measurement strategies and make recommendations for improvement
- Environment assessment - evaluating existing systems environment to identify and recommend file types source needed to analyze for enhanced service delivery
- Architecture and design of a scalable analytic framework that will best fit the clients environment and strategy which includes capacity planning
- Develop a integration plan, based on OnX experience, which minimizes the risk, and aligns with business strategy and cost constraints
- Identify a training plan that aligns with resources needs and cost constraints

Installation & Configuration (Implementation)

- Installation and configuration of the designed Splunk environment
- Assist customer with deployment of Splunk lightweight forwarders

Data Source Type Configuration

- Assist customer with the definition and configuration of identified source types

Queries, Reports & Dashboards

- Create initial dashboards, reports and alerts
- Performance tuning and optimization
- Optional onsite support as part of your team

Knowledge Transfer and Documentation

- Provide documentation and knowledge transfer of the environment
- Provide installation documentation and knowledge transfer
- Provide administration/ operations documentation and knowledge transfer
- Provide user documentation and knowledge transfer
 - Searching and reporting
 - Dash-boarding
 - Environment monitoring
 - Problem resolution
- Assist customer in scheduling purchased training

Services

OnX Services can assist you after your Operational Analytics effort is complete with administration, performance tuning, integration, and much more. We can:

- Provide staffing for the operational analytics environment
- Provide manage services for the operational analytic environment

RELATED SERVICES

- OnX ITIL and ITSM Services
- Security Services and Security Analytics
- Information Management Services (Data Integration, Database, Data Warehousing, Big Data, and more)
- Business Intelligence and Performance Management Services
- Machine Learning, Predictive Analytics and Data Science Services

PROJECT MANAGEMENT

OnX includes project management leadership to manage the overall project team, create and maintain the project plan, communicate status on a recurring basis and facilitate escalations as needed. This helps to minimize risks and ensure timely and successful service delivery. The OnX project engagement activity consists of a four phase project lifecycle specifically tailored to deliver comprehensive, quality capabilities. OnX maintains a knowledgebase of “lessons learned” comprised of feedback from all service deliveries to help prevent unforeseen delays and other impact on the project. We also leverage world-class knowledge centers to ensure our past successes translate into a consistent process contributing to your project’s success.

WHY ONX?

- OnX provides our customers world-class Industry, Architecture and Project Management expertise in designing and integrating enterprise solutions
- OnX has a proven track record of successfully delivering approximately 1,100 projects annually to our clients
 - OnX project management methodology is applied to all our projects
 - OnX has Project Managers on staff certified in ITIL, Agile and PMP
 - OnX can deliver projects using the approach which the customer or project warrants whether waterfall, agile, scrum
- OnX applies Industry, OEM, and OnX Best Practices and lessons learned to reduce project risk and improve outcomes
- OnX is a leader in ITSM and ITIL best practices with numerous practitioners certified
- OnX is a leader in Splunk deployment
 - 10 Architects trained and certified in Splunk
 - OnX is a Platinum partner of Splunk
 - Numerous successful Splunk deployments
- OnX's maintains certifications across a broad selection of best-in-class technology which allow OnX to provide a unbiased view point across technology vendors
- OnX's relationship with market and technology leading vendors and their solutions allow us to maintain a high exposure to a wide varied of technology innovation across information, technology, process, organization, and enablement beyond our competitors