

Splunk IT Service Intelligence

Proactively prevent outages with AIOps

- **Align IT with the Business**

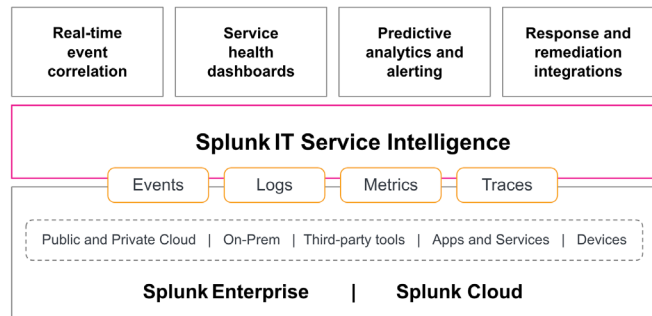
A single live view of relevant IT and business services data makes it easy to view service health and troubleshoot. Reduce unplanned downtime by 60%.

- **Reduce Alert Noise**

Reduce alert noise by 95% and MTTR by 90%.

- **Proactively Prevent Outages**

Prevent service degradations 30 minutes in advance and reduce total incidents by 45%.



In increasingly complex environments, IT teams need to support even more business-critical services. Traditional ITOps tools aren't equipped to manage hybrid environments and can prevent teams from effectively supporting business demands. Splunk® ITSI equips organizations with the agility, tools and visibility required to protect today's business-critical services and their hybrid environments.

Splunk® IT Service Intelligence (ITSI) is an AIOps, analytics and IT management solution that helps teams predict incidents before they impact customers. Using AI and machine learning (ML), ITSI correlates data collected from monitoring sources and delivers a single live view of relevant IT and business services, reducing alert noise and proactively preventing outages.

Built on Splunk® Enterprise or Splunk® Cloud, Splunk® ITSI quickly identifies problems and delivers guided troubleshooting and actionable next steps. Predictive performance dashboards monitor service health, and integrations with IT service management (ITSM) and orchestration tools, like Splunk® On-Call and Splunk® SOAR, teams can monitor, detect, respond and resolve incidents all from one place.

Leidos

Fortune 500 Defense and Technology Leader

Leidos implemented Splunk to manage 120 services and 20 management systems. As a result, they reduced alert noise by 98%, reducing 3,500 daily events to 50 actionable tickets.

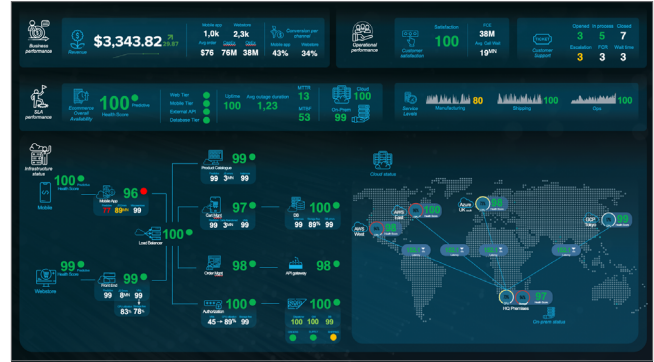
Talk Talk

United Kingdom Telecommunications and Connectivity Provider

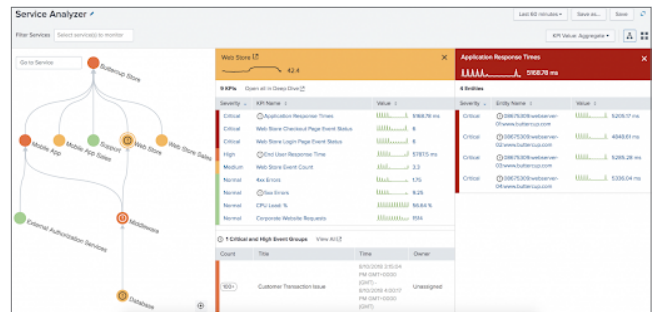
With 4 million customers and 6 million tests per day, TalkTalk required real-time performance monitoring for hundreds of metrics. Within a year of adopting Splunk, customer service improved and TalkTalk's Net Promoter Score (NPS) increased by 22 points.

End-to-end service visibility

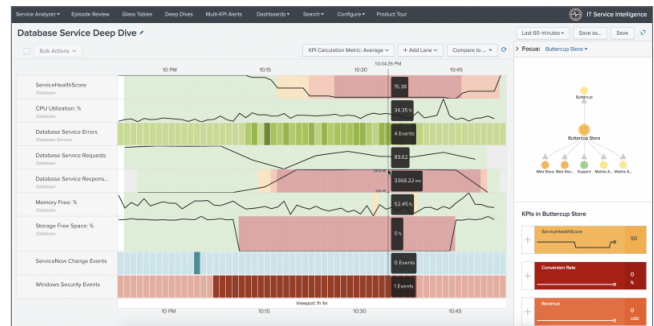
Glass Tables: Monitor business performance and service health with pre-built or custom dashboards in this single pane of glass view.



Service Analyzer: Visually correlate services to underlying infrastructure with a tile or tree view. Drill down to identify root cause from service monitoring dashboards by following a directed troubleshooting workflow.

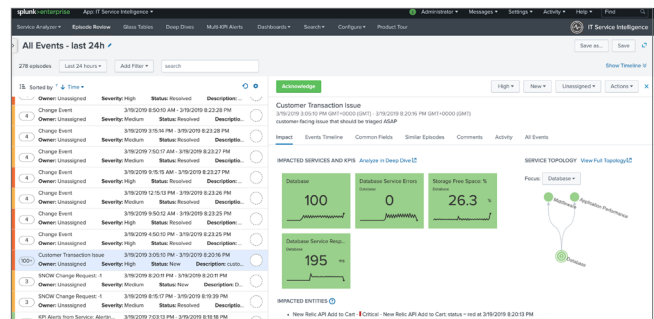


Deep Dives: Use side-by-side displays of multiple services and correlate metrics over time to identify root causes.

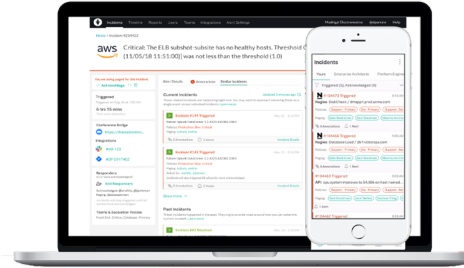


Alert Noise Reduction

Intelligent Event Management & Analytics: Collect and enrich events from multiple sources into a single alerting framework. Real-time, automated event correlation triggers alerts as data enters the system, using out-of-the-box (OOTB) machine learning policies for immediate noise reduction. Incidents are automatically prioritized by service score and impact.

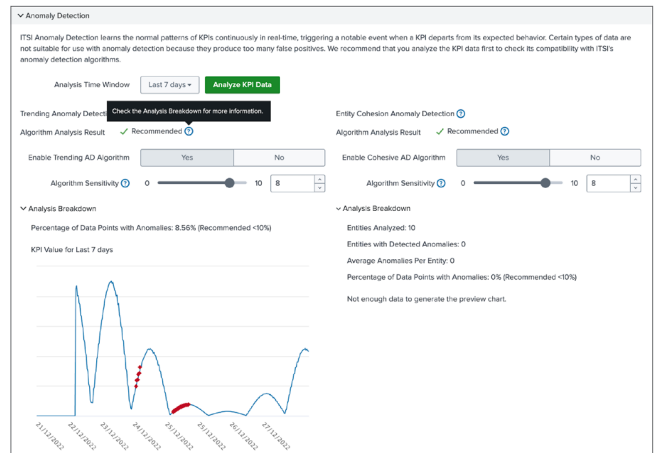


Integrations with External ITSM Tools: Trigger service ticketing, on-call response or automated playbooks directly from your incident review for fast incident resolution.

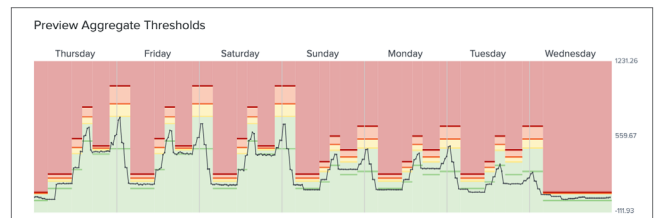


Proactive Outage Prevention

Anomaly Detection: Use historical data to alert on unexpected behavior for one or multiple events. Patterns are continuously updated in real time.

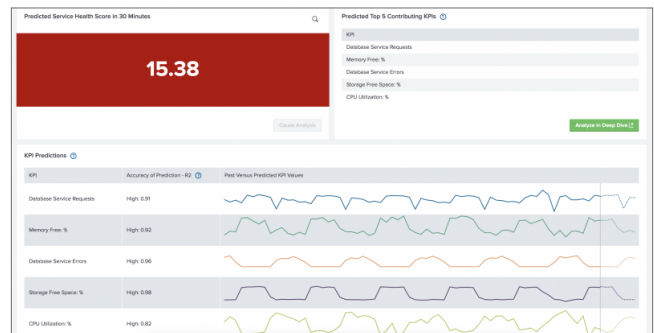


Static and Adaptive Thresholding: Set static or adaptive thresholds to enable alerts only when behavior strays from normal. With adaptive thresholding, machine learning automatically updates thresholds based on observed behavior so your alerts don't become stale. Set custom threshold windows for special times during the year where the regular severity levels don't apply — like Black Friday.



Predictive Analytics

Predict future incidents up to 30 minutes in advance using machine learning and historical service health scores. The top five contributing service metrics are displayed to guide troubleshooting.



[ITSI product page](#)



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