

Proactive Engagement: Identifying Issues Before Your Clients Do

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How We Got Started with Splunk

- Nick
 - Attended Splunk talk...
- Courtney
 - Had a Splunk t-shirt
- Jason
 - Arranged Marriage



Before & After

Which would you prefer?

Proactive

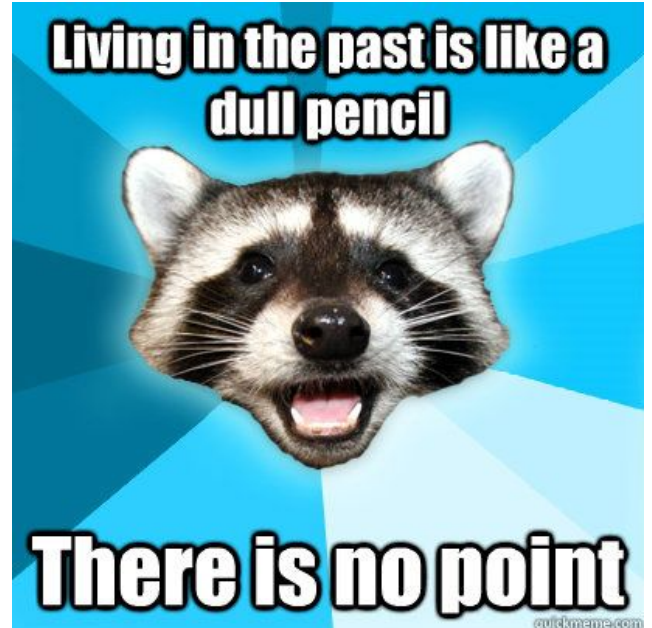


Helps protect you from drowning.

Reactive



Thrown to you after you're already drowning.



Log Types

C++

Java

Database

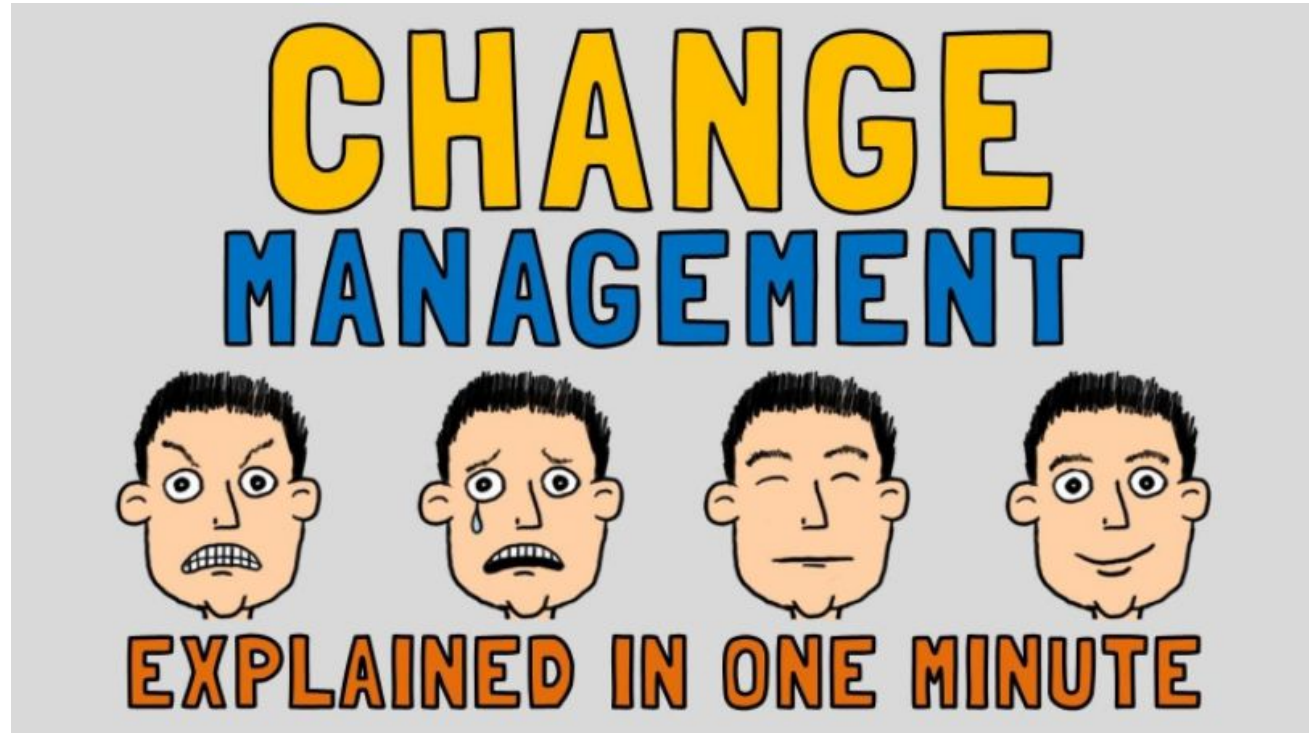
Oracle Net Listener

Websphere



Process Changes

- Development
- Support
- Operations



Benefits

- Greater visibility in key health metrics
- Significantly reduce time to resolve problems
- Better collaboration between Dev / Ops
- Improved engineering productivity
- Understand impact of new feature campaigns

Engineering

Technical
Operations

Marketing

Millennium Out of Memory Errors

OutOfMemory Issues in Servers

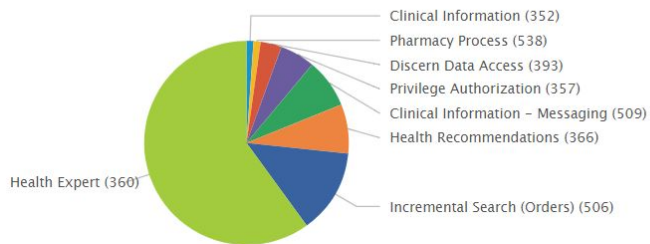
Edit ▾



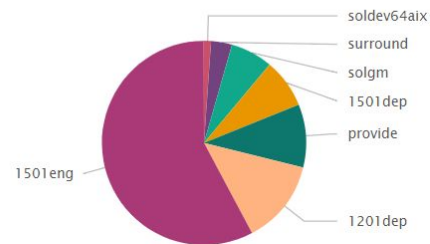
Server Number: Last 7 days ▾ | | Domain: |

- [Millennium Out of Memory Errors - Wiki Page](#)
- [How to attach a JIRA to issue](#)
- Press CTRL+D to bookmark your team report

All Out Of Memory Errors by Server



All Out Of Memory Errors by Domain



Out Of Memory Errors without JIRAs

Count	Domain Count	Domains	Server	Server Name	Team	Owner
54	2	1501eng, surround	360	Health Expert	Guardians of the Galaxy	NULL
7	1	provide	366	Health Recommendations	Guardians of the Galaxy	NULL

Out Of Memory Errors with JIRAs

Count	Domain Count	Domains	Server	Server Name	Team	Owner	JIRA	Jira Status	Tags
12	1	1201dep	506	Incremental Search (Orders)	Avengers	Bacon, Chris P	SPLUNK-32424	NULL	team_manticore

Dashboards

Event Types and JIRAs

JIRA	tag	Domains	count
NULL		1501DEP 15DEPSTP 15ENGSTP INTGM	345
REVENUECYCLE-8818		15DEPSTP 15ENGSTP	193
REVENUECYCLE-10045		15DEPSTP 15ENGSTP INTGM	159

Alerts

Save As Alert



Title

Description

Alert type **Scheduled**

Time Range

Schedule At

Trigger condition

Trigger if number of results

Cancel

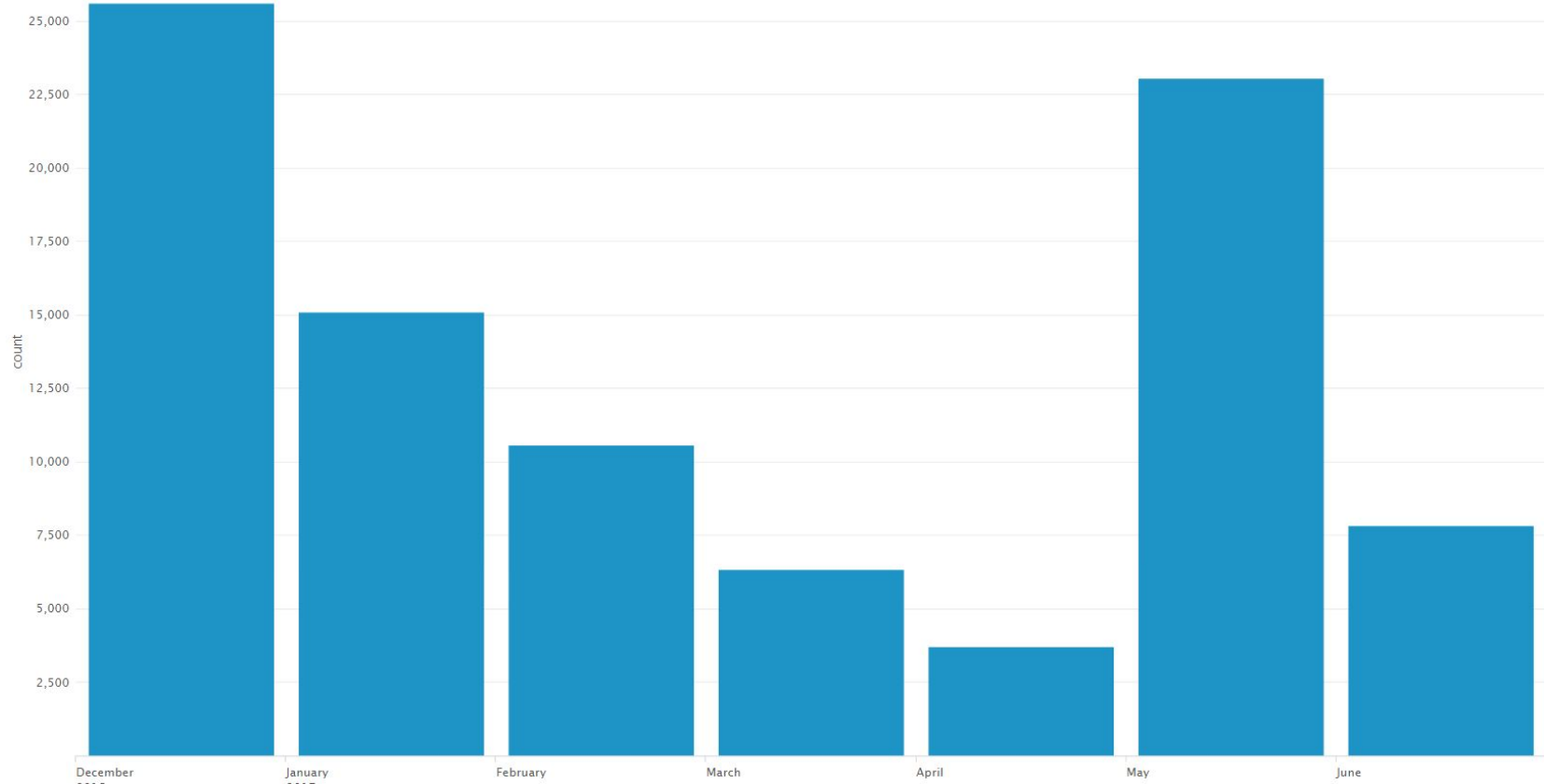
Next

Success Stories

- 174+ Dev Defects Found and Fixed prior to release
- 86+ Client Defects Found and Fixed
- ABN Exception
- Strategic Client exceptions 2012 versus 2015
- No Recipient Exceptions



Monitoring Server Errors Month Over Month



Monitoring Server Errors Month Over Month

- May 23,051 errors in server
 - 55% : Issue A : no user impact, noise in the logs
 - 36% : Issue B : View failing to load ~1,500 times a week
- Fixed Issue A dropping June to 7,857 errors
- Then fixed Issue B eliminating 96% of remaining issues

Delivering 2 simple code fixes reduced their total volume from 23,051 errors to ~500 errors a month

Cost Saved

- One organization caught and fixed 83 unique bugs in QA in 2017.
 - Savings : \$705,500 in defect repair costs | 1,660 man hours



Challenges



- Access
- Licensing
- Retention

Future

- Improved Access
- Onboard more clients
 - Development Partners
 - Premier clients
 - Upgrade Center
- Ops process
- Usage Context
- Monitoring





Questions?