

# Splunk for EIS

Delight agencies with successful EIS deployments

## Introduction

Citizen expectations and mission requirements are driving technology adoption in government at an unprecedented rate. Some of the initiatives underway include IT modernization to deliver services akin to experiences from the commercial industry, access to resources from anywhere, at any time and on any device, and the ability to communicate in real time while managing agency risk. Recognizing the fundamental shift necessary in service delivery and constituent interaction, the federal government released a Digital Government Strategy (DGS) intended to drive data-based innovation to improve the quality of citizen services and meet mission demands.

The Network Services 2020 (NS2020), an initiative in direct response to the DGS, aims to simplify acquisition and save costs while reducing complexity, enabling integrated solution procurement and supporting an outsourced managed services/cloud model. NS2020 focuses on the communications marketplace, which is divided into six areas: mobility/wireless, satellite, advisory services, infrastructure solutions, emerging technologies and services, and government shared services. The GSA included NS2020 in its 15-year, \$50 billion EIS contract.

## Data as an Enabler of EIS

An undertaking such as EIS can be daunting given the enormous challenges of meeting its objectives to simplify, cut costs and modernize. Not only are the providers' reputations on the line, but they have to deliver coordinated, integrated solutions across wired, satellite and wireless networks at predetermined costs. Regardless of extensive planning, implementations require real-time decision-making with a potentially unforgiving margin of error. For example, an outage across the infrastructure can have ripple effects if service-level agreements are not met, and can have devastating consequences that reach as far as the halls of Congress. In this dynamic threat landscape, providers must ensure that risk management is part of any solution they deploy.

Though promising many benefits, advances in technology bring higher levels of complexity in interoperability, management and security. Telecommunications operators have to overcome these complexities to deliver service assurance and operational excellence while also ensuring enough flexibility to adopt innovations. And efficient modernization requires that organizations be able to transition within budget and with minimal delays to deliver the same KPIs, if not better, than before. The keys to successful modernization are visibility into

every component and gaining insights in the context of the service and its state in the progression.

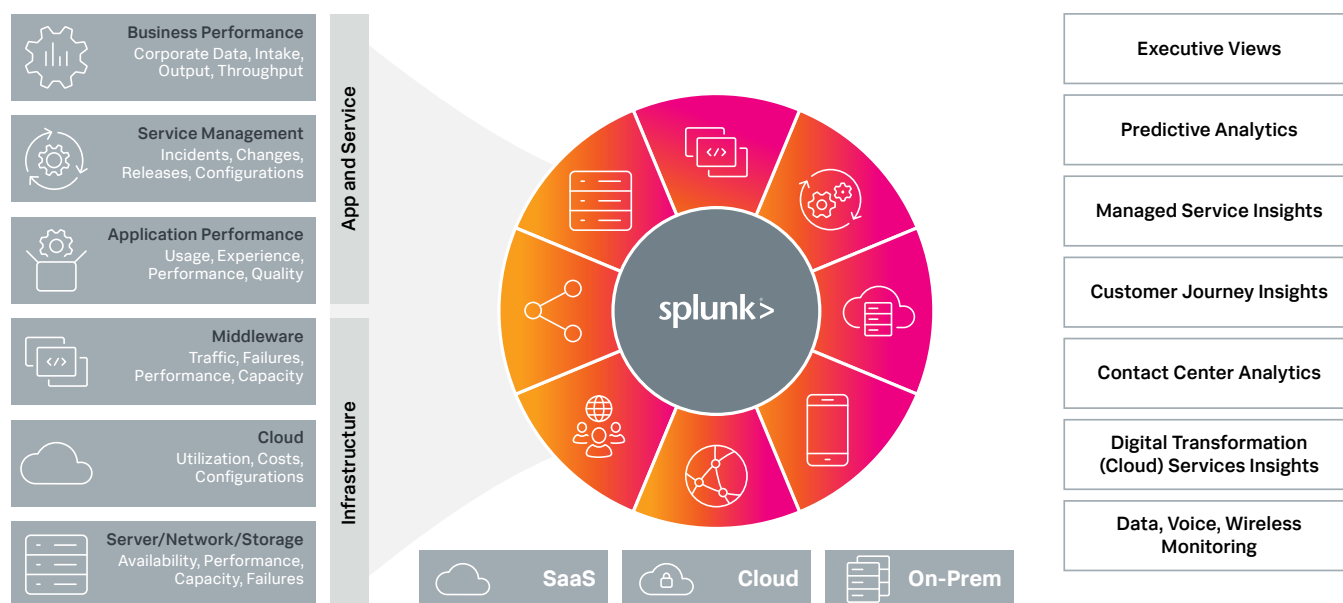
Data is becoming a foundational solution to reducing complexities in technology. Data-driven insights can transform many aspects of a communication service provider's business by helping them make smart decisions, eliminate errors and reduce waste.

## Enter Splunk

Splunk is a leading data analytics platform that collects, aggregates and correlates data from any source — regardless of type, structure or timescale — to deliver granular visibility for real-time situational awareness. Splunk provides a central, unified view of critical IT and business services and utilizes machine learning and pattern detection to highlight anomalies, detect root causes, and pinpoint areas of impact to make service modernization operations more efficient. By enabling discovery of powerful insights, Splunk helps organizations overcome diverse challenges, drive successful modernization, address exceptions, improve efficiencies and help projects deliver on time, and on budget.

Splunk can help implementers make confident decisions and act decisively throughout the EIS deployment lifecycle by providing real-time, data-driven insights. It provides visibility into any stage of the modernization process while enabling proactive risk management.

## Splunk is the platform for real-time visibility, analytics and automation



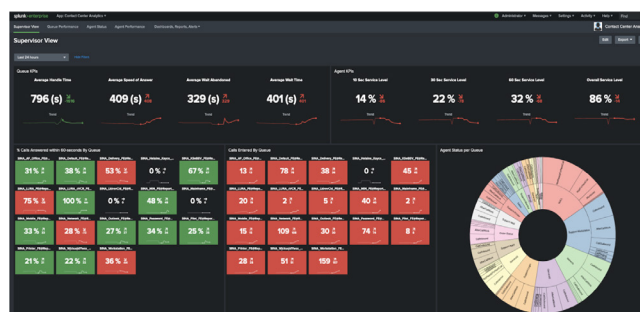
Splunk also helps monitor business and service activity continuously using metrics and performance indicators that are aligned with implementers' strategic goals and objectives. By presenting real-time insights into service health against measured, defined performance indicators, Splunk helps drive data-driven operational and business decisions.

Given the complexity, scope, and scale of large deployments like EIS, even a simple issue can result in cost overruns and delays. Splunk can help ensure deployments are done right the first time by eliminating blind spots that can lead to long troubleshooting times, closing security gaps in multi-cloud and hybrid environments, and providing unprecedented visibility into interrelationships between components and their behaviors to help address — and even predict — issues before they occur.

Splunk helps optimize and improve effectiveness of EIS deployments, leading to greater customer satisfaction. By automating mundane and repetitive tasks and leveraging AI and machine learning, Splunk relieves personnel to focus on more critical priorities.

With AI and machine learning underpinning a rich set of contextual data, Splunk delivers a real-time view into business and mission critical services, improving service operations, transforming IT monitoring and enabling analytics-driven IT operations.

In mapping KPIs to critical service components, implementers can easily pinpoint what matters most and drill down for in-depth issue investigation and resolution. And Splunk can be deployed quickly and support data collection in any environment — on-premises, hybrid or cloud.



**Splunk brings actionable insights to every organization**

For more information please contact our experts at [EIS@splunk.com](mailto:EIS@splunk.com).



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