Utilizing Next Generation Platforms to Discover Patterns, Identify Anomalies, and Produce Insights

Our approach is to enable businesses to transform their operational environments by leveraging next generation analytics platforms. Our experts help you navigate the rapidly evolving ecosystem of tools and providers to develop the strategy for your business resulting in the most effective deployment possible.

Forward Leaning IT Operations Analytics Solutions

IT Operations Analytics (ITOA) focuses on strategically placing platforms that leverage data science coupled with our team of analysts to improve monitoring and operations, specifically pattern discovery, anomaly detection, reduced time to innocence, and acquiring meaningful insights. We take this concept and apply it to a broader IT Operational Transformation journey that encompass People, Process, and Product across six key areas that we refer to as a “System of Action”; the monitoring ecosystem, system of engagement, system of automation, system of record, data management, and visualization.

Divide and Conquer

IT operations is a broad topic and can easily become overwhelming when trying to address everything at once. We believe you do not need to “boil the ocean” to achieve meaningful results, but you do need to have an epic story to address each facet of operations. Understanding the integration and dependencies between each facet is paramount for a successful solution. By compartmentalizing using our “System of Action,” customers can triage their most prominent pain points while positioning themselves for a total solution that encompasses their current and future operational needs.
Monitoring Ecosystem

The foundation of the System of Action is the Monitoring Ecosystem, which includes various tools used to collect telemetry and provides the ability to understand how your services and resources are being consumed and utilized. To achieve full visibility, customers need to collect four specific types of telemetry; Wire Data, Agent Data, Machine Data, and Synthetic Data. When combined, these four types of data provide a complete story about the capacity, consumption, and performance of your IT operations environment.

System of Engagement

The System of Engagement architecture is used to collect, aggregate, correlate, and enrich events in real-time that come from the Monitoring Ecosystem, which often includes raw events sent from a myriad of applications, hosts, and network resources. This is where the Network Operations staff sit and conducts break-fix monitoring for incidents and anomalies on the network.

Data Management

Working in tandem with the System of Engagement, the Data Management layer of the System of Action is used to capture data and events over long periods of time to discover patterns, detect anomalies, and provide a historical view of behavior across IT operations. Data scientists often reside in this space and apply algorithms and machine learning techniques to extract meaningful insights.

System of Automation

Automation and orchestration is the Holy Grail of IT operations. It essentially allows for event driven changes to be enacted within IT operations programatically. This is often associated with self healing to adapt to changes on the network as a result of anomalies or change.

System of Record

The System of Record provides various functions such as Incident and Problem Management as well as other Service Desk capabilities. Records are either manually or automatically created by integration with the System of Engagement. The System of Record often includes the CRM, CMDB, and knowledge management for event enrichment and SLA monitoring.

Visualization

Abstracting and rendering the underlying data from the many platforms that comprise the System of Action is the responsibility of Visualization layer. Stakeholders that utilize the data and, more importantly, the insights from the underlying platforms need to have content presented in a meaningful way so that they can make the right decisions in a timely manner.

Partners

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To learn more or to engage one of our IT Operations Analytics specialists, send an email to dishmael@trace3.com or visit www.trace3.com

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