Ironstream and Splunk IT Service Intelligence (ITSI)

Service-centric Operational Insights and Performance Improvement for Your Enterprise

What it is

How well you deliver a service can be the difference between success and failure with your customers, be they internal or external. A service-centric approach which enables you to visualize, analyze, and be proactive is no longer a future possibility - it's available now and a necessity for your critical business service.

Precisely's partnership with Splunk Inc. has enabled a next generation solution to optimize critical business services which span both mainframe and distributed systems. The Splunk IT Service Intelligence (ITSI) premium app from Splunk, combined with Ironstream for Splunk and its tight integration with Splunk ITSI, enables organizations to see, analyze and correlate all relevant machine data involved in the delivery of a service, including SMF, RMF and/or other machine data from each mainframe element.

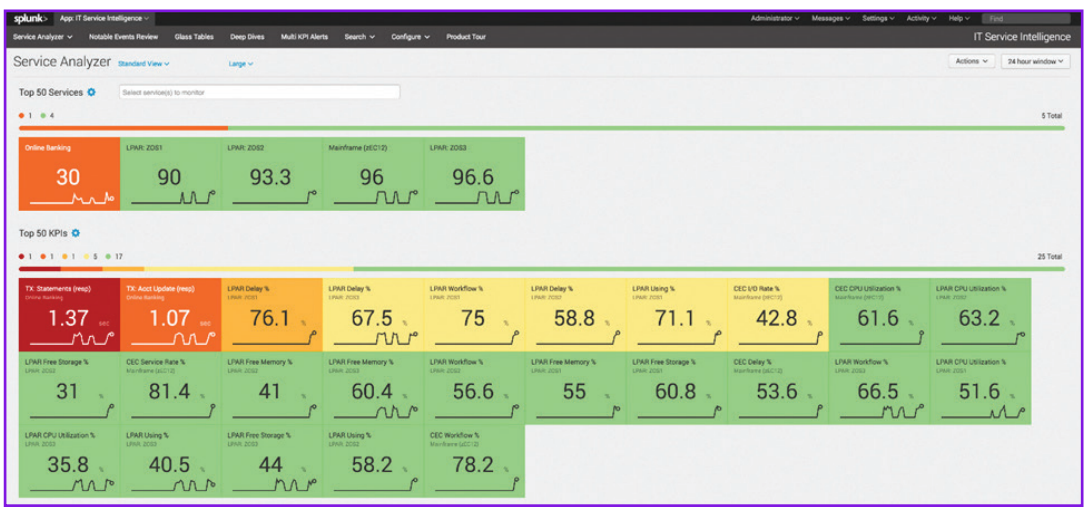
What it does

Splunk's ITSI premium application generates deep, probing insights into the status and health of an organization's IT environment. It generates service-centric operational insights and performance improvements for your enterprise systems and services, including firewalls, web servers, and middleware components. However, the ITSI application by itself has no visibility into mainframe-based information or metrics. A true end-to-end view is still incomplete. Ironstream software makes it complete. Those two elements together enable an IT center to be more proactive in addressing all of those IT functions that are critical to an organization's success. It provides early visibility into incipient problems and situations — problems that can now be dealt with before they seriously impact business.

Ironstream collects z/OS log data (i.e., Syslog, Syslog D, SMF, RMF, Log4j, SYSOUT, LOGREC) and other information on z/OS operations, then feeds it in real time to the Splunk analytics platform.

Using the Splunk platform's data-indexing capabilities and support for analytics, ITSI calculates health scores on all IT services and components, using threshold values set by the user. Each of many distinct services can be displayed (as shown in the accompanying chart) and color-coded along with current values and delivered in real time.

All key performance indicators(KPIs) of the CEC (Central Electronic Complex), LPARs, and critical services are displayed in a table like this, which also includes KPIs from distributed and open-source systems.



Value Provided

Today's computing environments are a complex arrangement of many hardware components and several software layers, and typically it is vital for each of these parts to be functioning well. In the case of customer-facing systems especially, the failure of one element can impact hundreds, thousands, or even millions of users.

With the Ironstream-Splunk ITSI solution, organizations can monitor all of their IT performance indicators, including those in the mainframe environment, so that even IT staff who are inexperienced with mainframe systems can, for example:

- **Be alerted** to unusually high CPU utilization.
- **See what's causing delays** in CICS transaction processing operations.
- **Monitor individual transactions** for response times and failures.
- **See if databases are performing** within acceptable limits.
- **Ensure that the most critical instances** of Db2 are running at optimal levels.
- **Understand when critical services** are being impacted

Ironstream, in short, fills the mainframe gap in the ITSI application, so an organization can leverage the wealth of information stored in its z/OS environment, in real time.

The "glass table" view of your business service is a service-centric, clickable representation of its elements (now including mainframe) and how they're performing.