

Building a Leading Observability Practice for Digital Resilience

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What is Digital Resilience?

STRATEGY

Digital resilience

MONITORING

OBSERVABILITY

What is Observability?

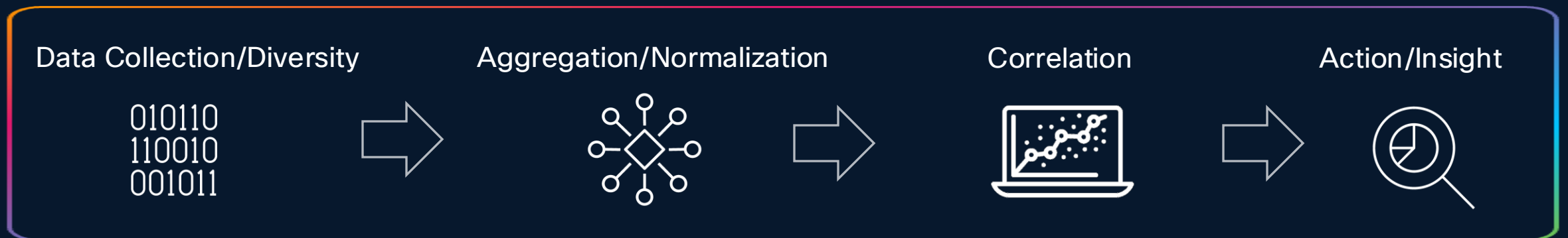
*Observability is the ability to understand and assess the internal state, performance, and health of a **technology system** by analyzing the data it produces externally, such as logs, metrics, and traces.*

Control Theory - Rudolf E Ka'Iman, 1959-1960

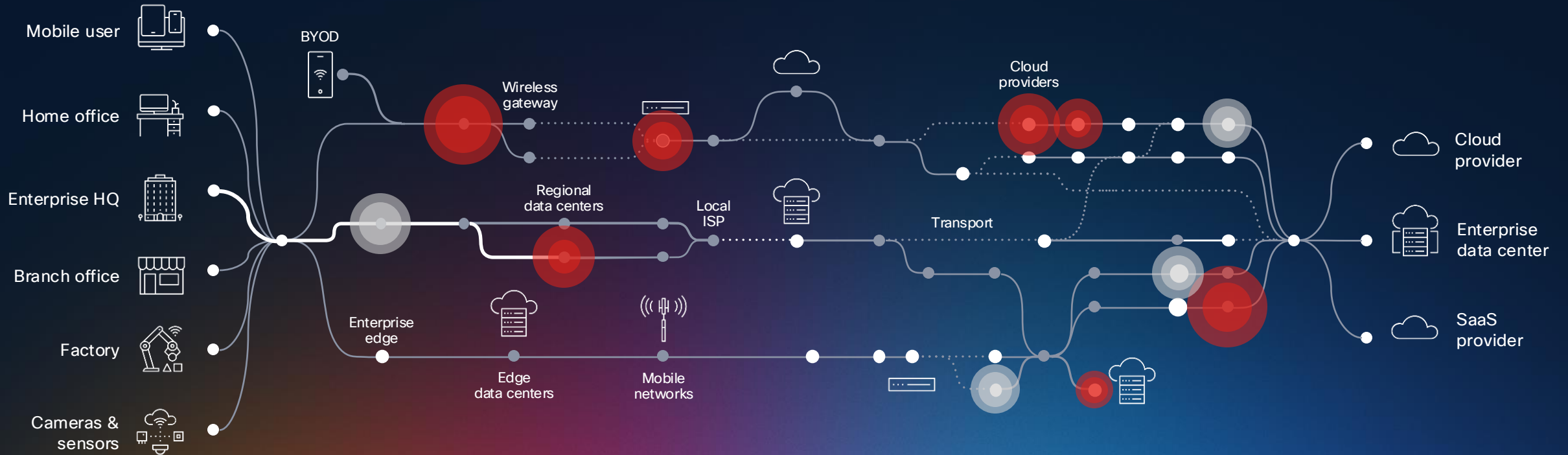
What is Observability's Role?

Feature	Monitoring	Observability
Focus	Known issues	Unknown and complex issues
Approach	Reactive	Proactive + Exploratory
Goal	Detect failures	Understand system behavior
Question it answers	"Is it working?"	"Why is it behaving this way?"

What Really Matters?

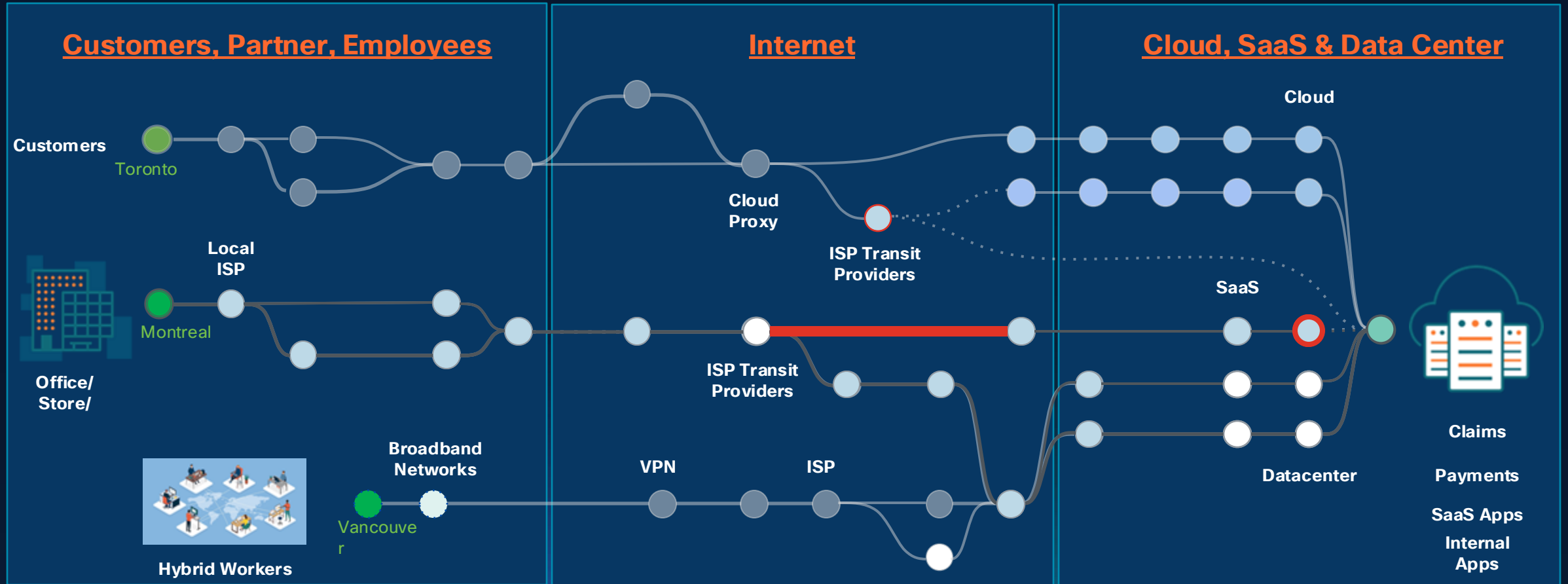


The **technology system** now spans owned and unowned environments



Silos of people, tools and data increase complexity | AI-powered workflows introduce new demands

Challenges Digital Resilience Strategies Solve



1000+ Points of Presence around the world
Leverage investments in Cisco solutions

Visibility into owned and unowned networks
Understand the impact of macro outages

Extends visibility into the Cloud and SaaS
provider networks

Prevent issues before they affect customers, remediate rapidly, and adapt to new opportunities

Digital Resilience

Security

Gain comprehensive threat prevention, detection, investigation, and response for organizations of any size and security maturity

Observability

Prevent downtime and optimize experiences with visibility and insights across end-to-end services, including owned and unowned environments

Assurance

Enable seamless end-to-end connectivity across cloud, internet and enterprise networks to assure the delivery of applications and services

From Reactive to Proactive Starts With Intelligence



Baseline and detect

Monitor end-to-end digital experience from critical vantage points

See across environments

Troubleshoot mission-critical apps and infrastructure



Localize and diagnose

Visualize, localize, and diagnose across every network segment

Guided insights

Prioritize issues based on business impact



Mitigate and remediate

Closed-loop actions across digital domains and teams

Proactive response

Prevent outages & accelerate MTTR with guided root cause analysis



Predict and optimize

Forecast disruptions, optimize path, and plan connectivity and migrations

Unified workflows

Standardize observability practices across teams

The Unified Advantage



Unified visibility across network, infrastructure, and applications with business context



End to-end visibility into all networks and services that affect app performance and delivery

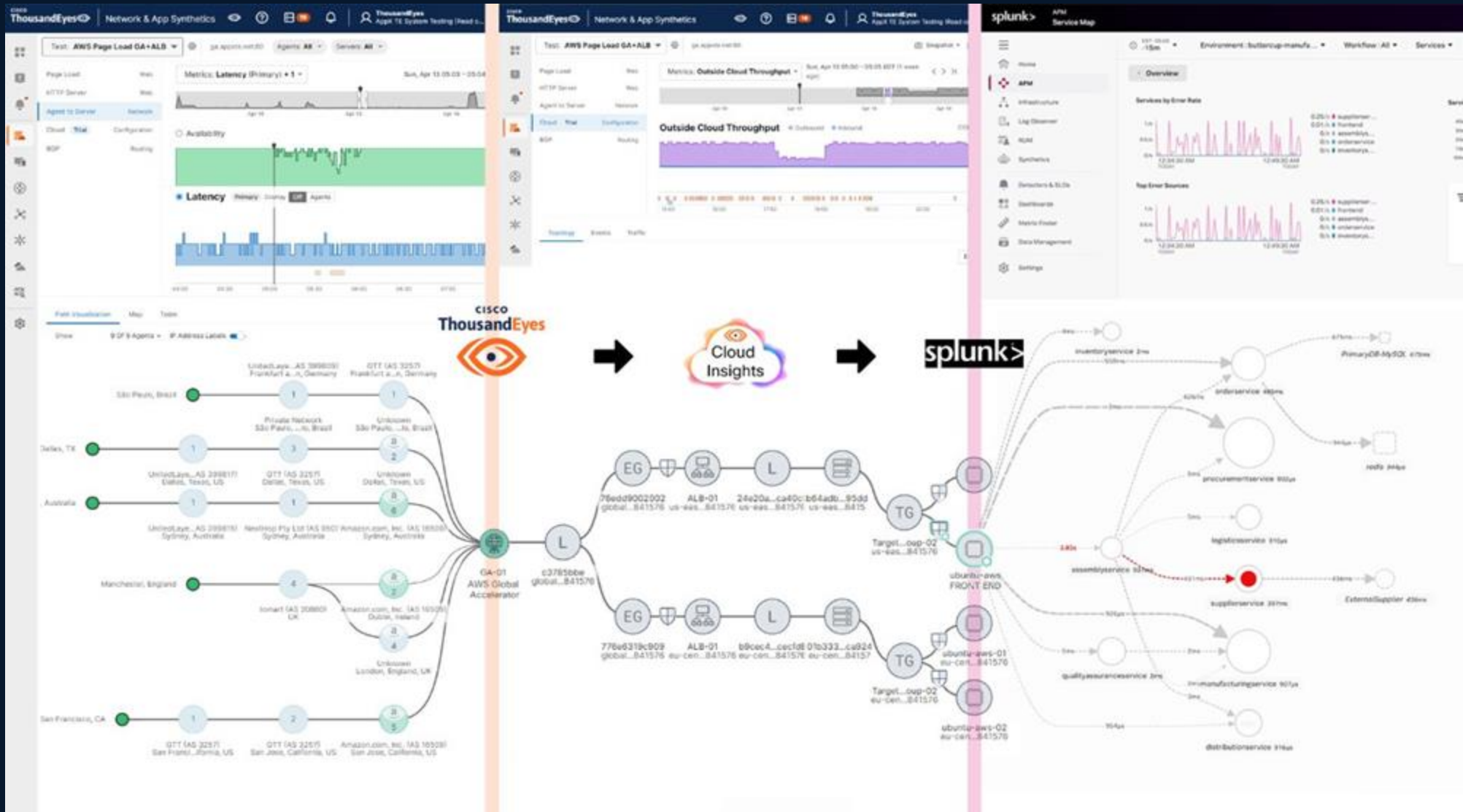


APPLICATION | NETWORK | INFRASTRUCTURE | CLOUD



BUILT-IN DATA AND PRODUCT INTEGRATION ACROSS CISCO NETWORKING, SECURITY, AND COLLABORATION

End to End Visibility (really)



How It Works

CLOUD AGENT



- 400+ ThousandEyes maintained POPs
- Global scale
- T1/2 DCs, Cloud and Broadband providers
- Outside-in visibility
- Public facing sites and APIs
- Customer experience

ENTERPRISE AGENT

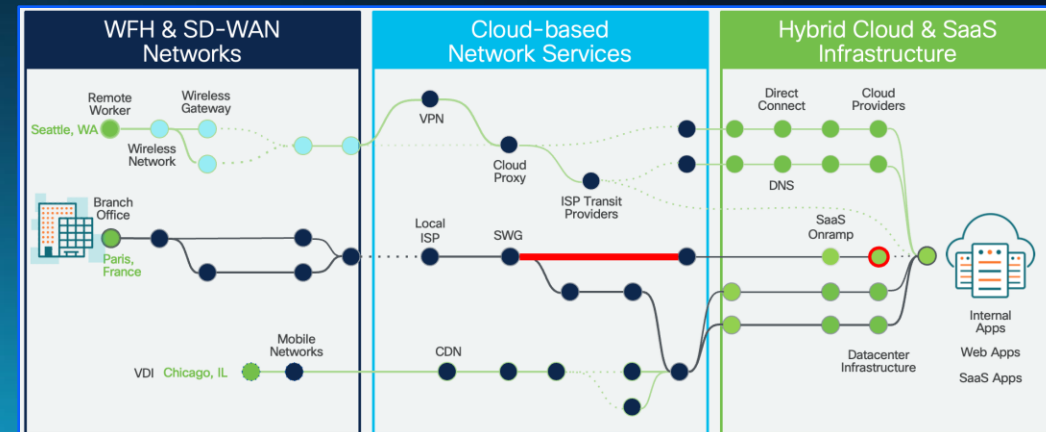
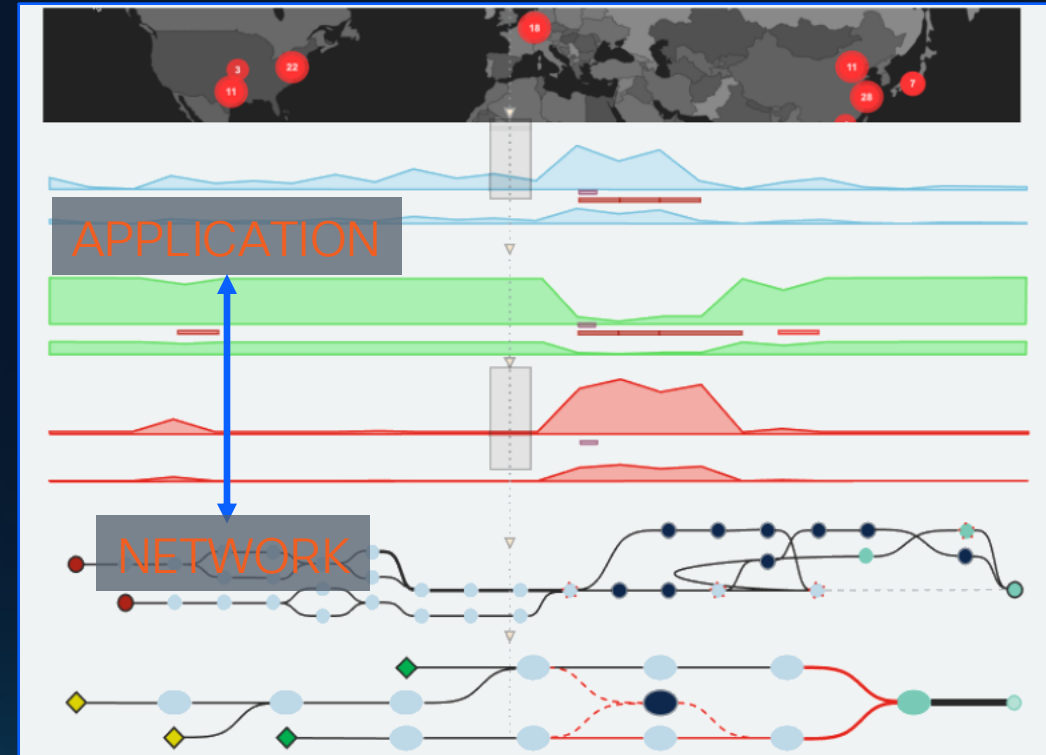


- Deployed in YOUR environment
- DCs, sites, offices, branches, stores...
- VMs, Servers, Containers, Cisco HW
- Inside-out, inside-inside
- Internal apps, SaaS, network
- Employee / network experience

ENDPOINT AGENT

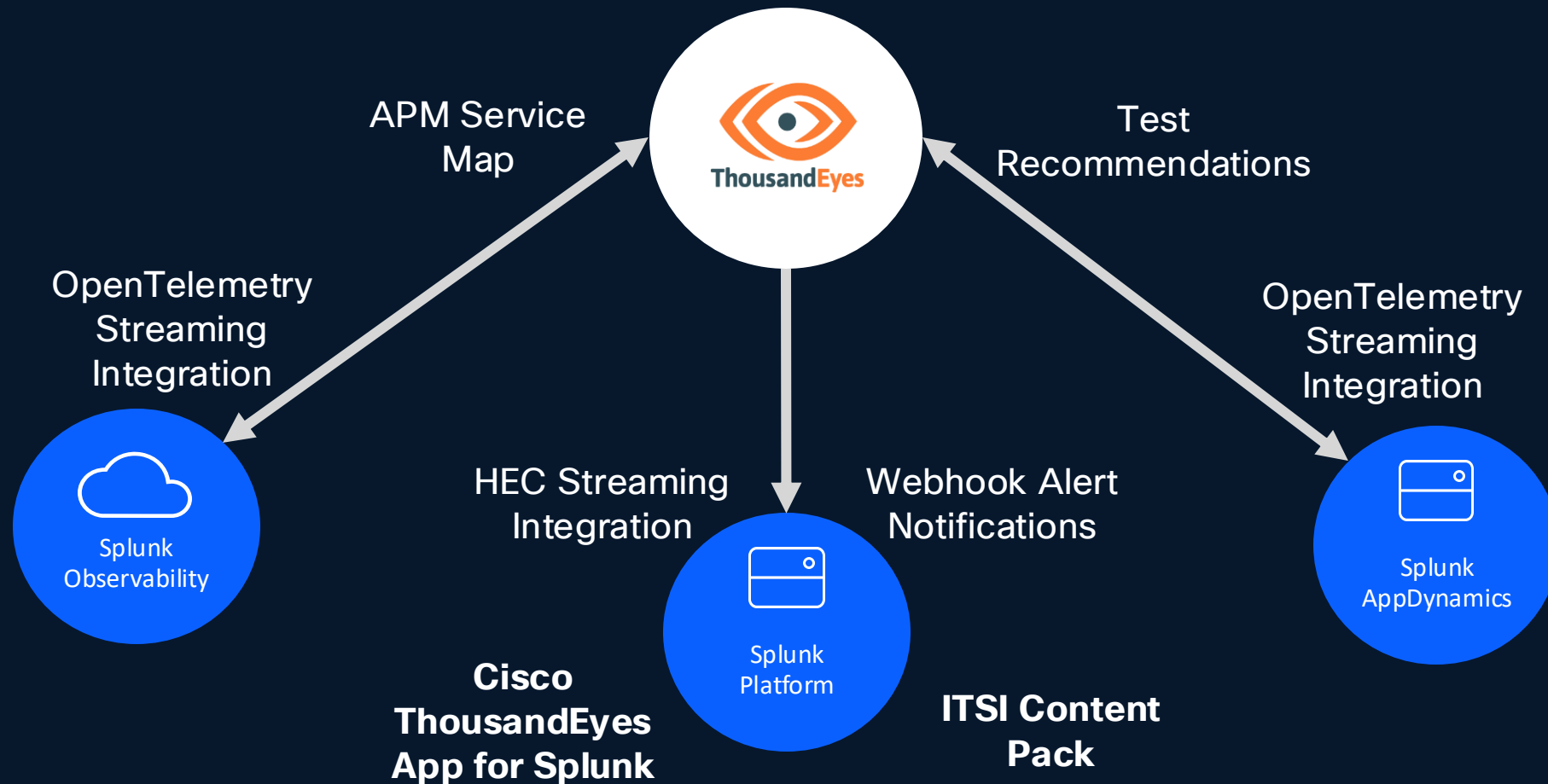
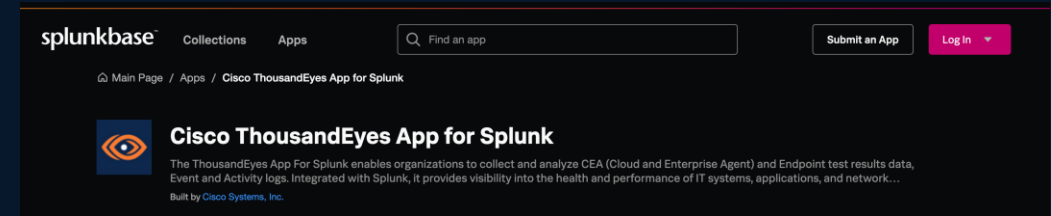


- Deployed on your employees' devices
- Home, office, anywhere...
- Laptops, RoomOS, Secure Access, Mobile
- Last mile visibility
- Internal/external apps, SaaS, network
- Wi-fi, VPN, ISP, any app



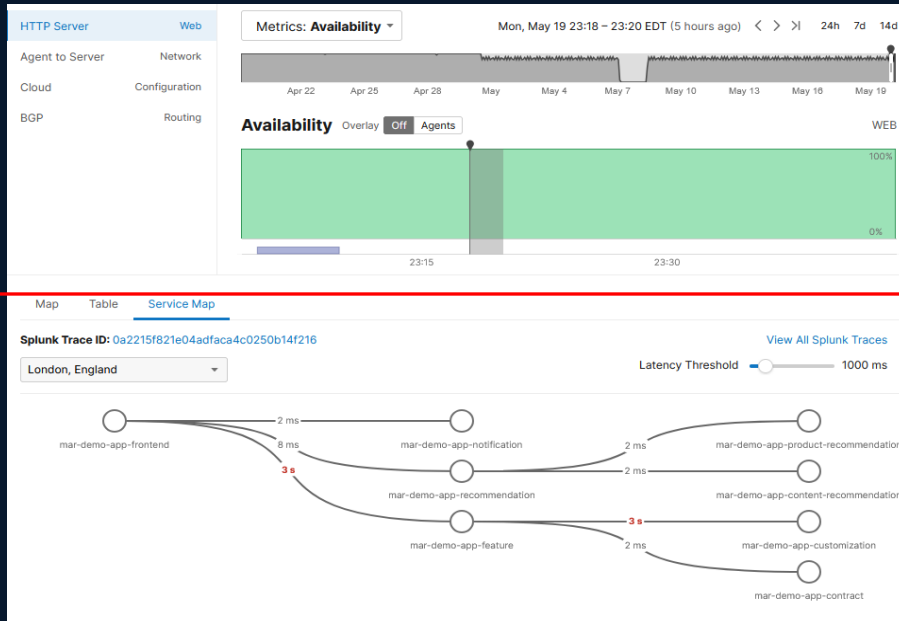
Splunk + ThousandEyes

Contextual Data Sharing and Enrichment

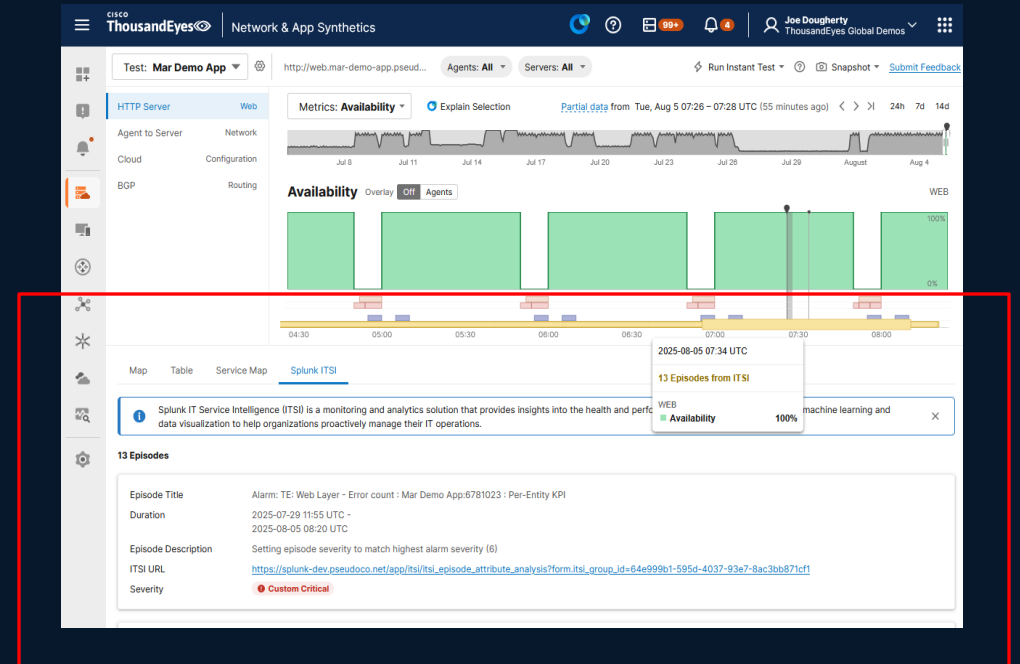


Splunk + ThousandEyes

Contextual Data Sharing and Enrichment



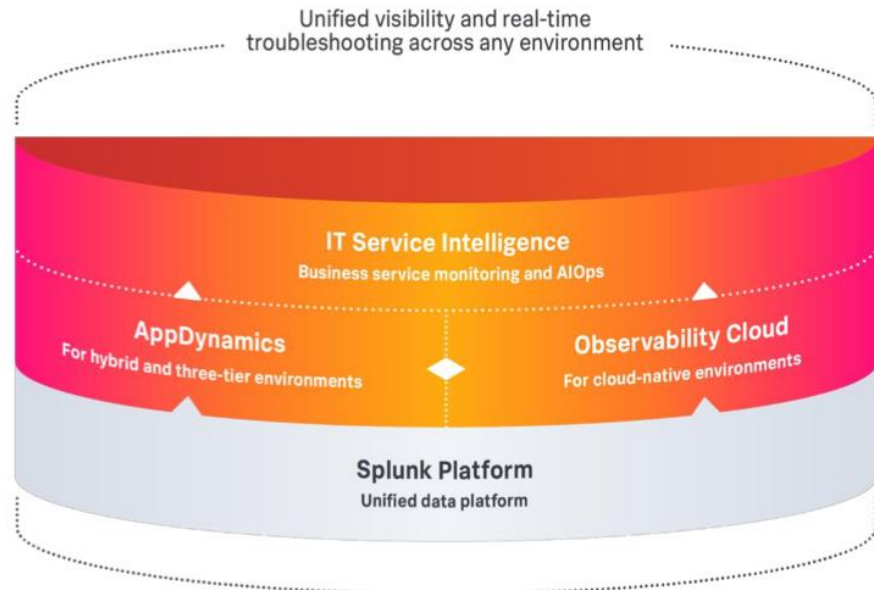
Splunk Service Dependency Map in ThousandEyes



Splunk ITSI Event Context data in ThousandEyes

Splunk Observability with ThousandEyes

Enhancing Observability with Assurance through a big data source

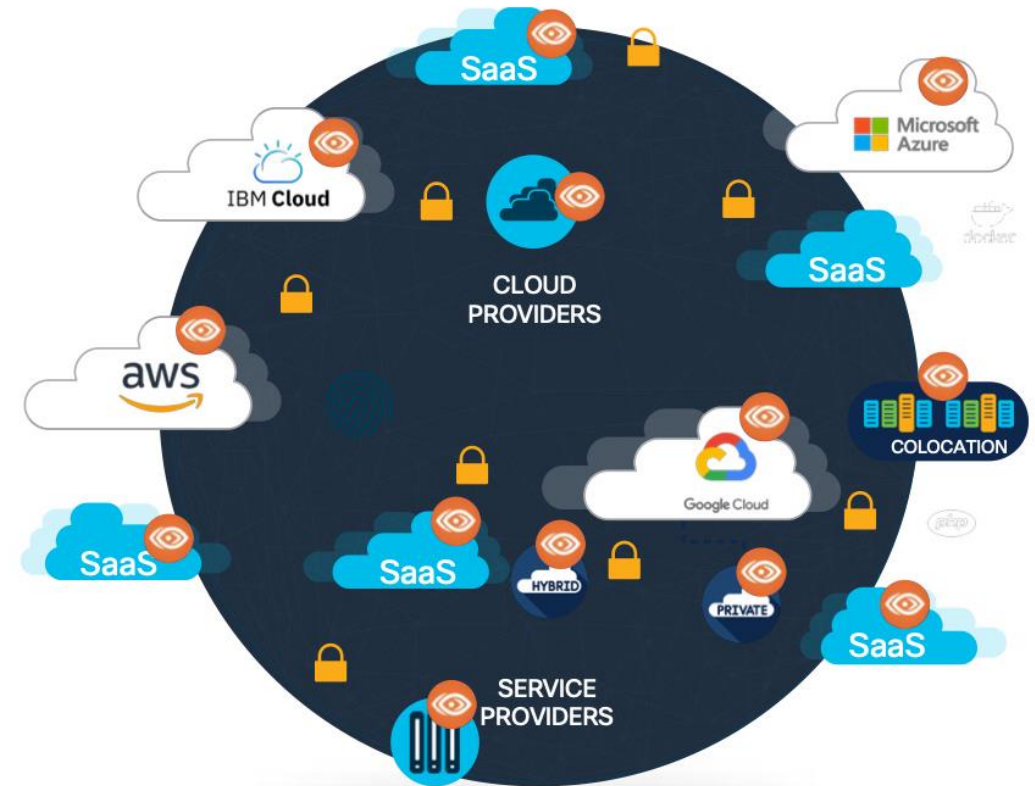
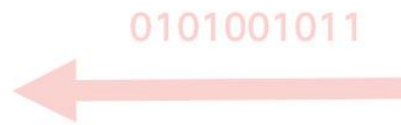


Recognized industry leadership in observability

Unified metrics, events, logs, and traces

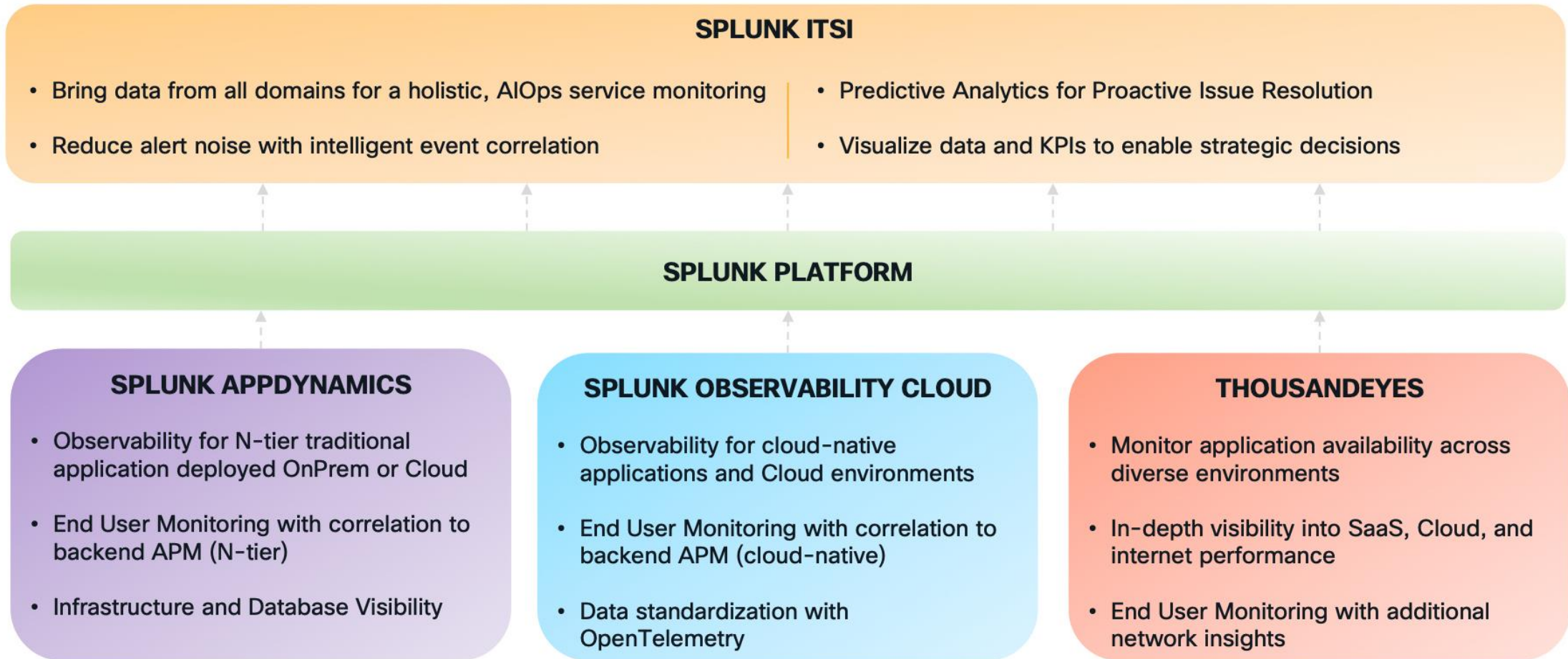
AI guidance to quickly spot unknowns and root causes

OpenTelemetry native and leading contributor



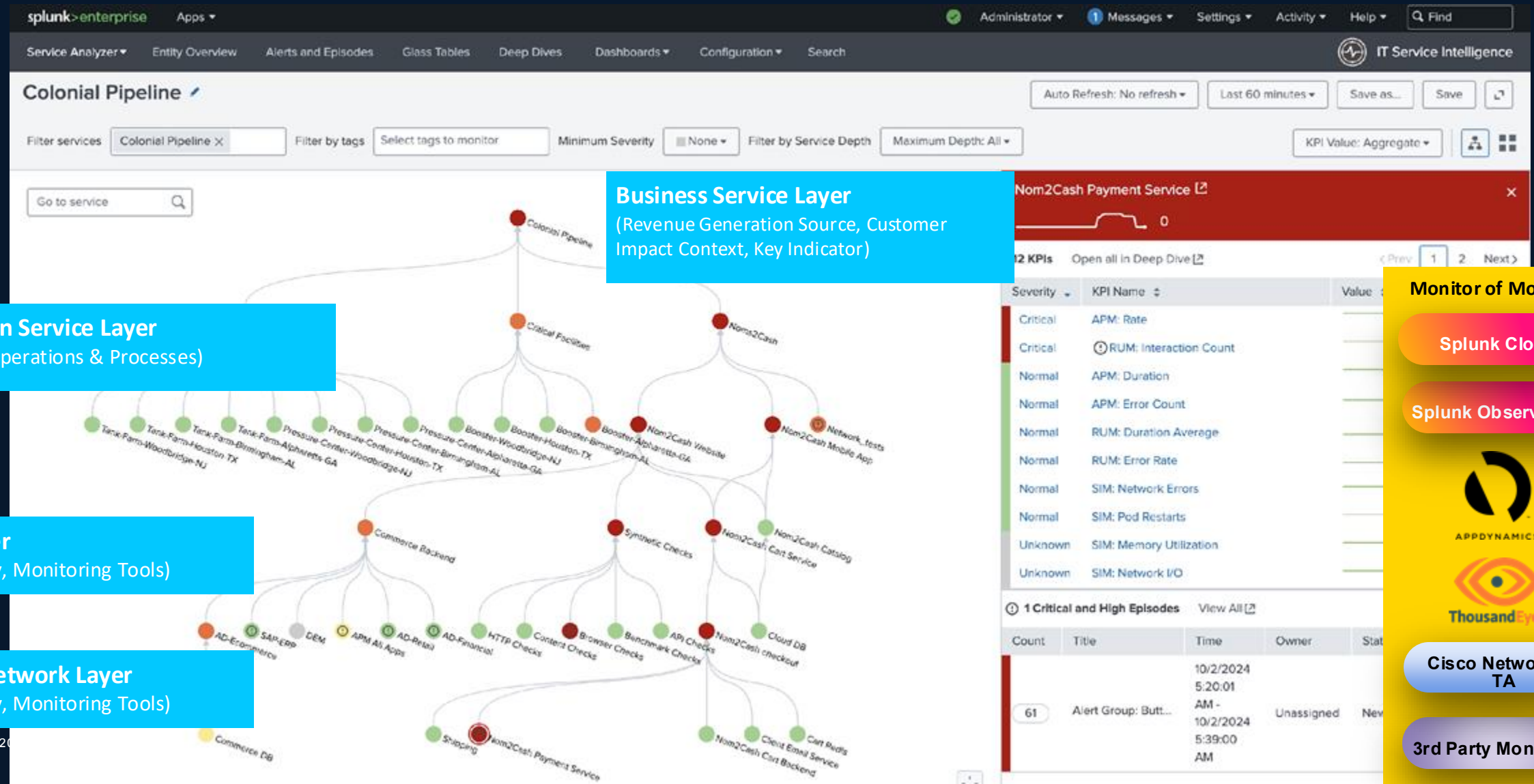
Splunk Observability with ThousandEyes

Choosing the right solution for your business needs



IT Service Intelligence: Top-Down Business Visibility

Correlate business performance with underlying services & telemetry, across Splunk & 3rd Party monitoring



Monitor of Monitors

- Splunk Cloud
- Splunk Observability
- APPDYNAMICS
- ThousandEyes
- Cisco Networking TA
- 3rd Party Monitoring

Introducing

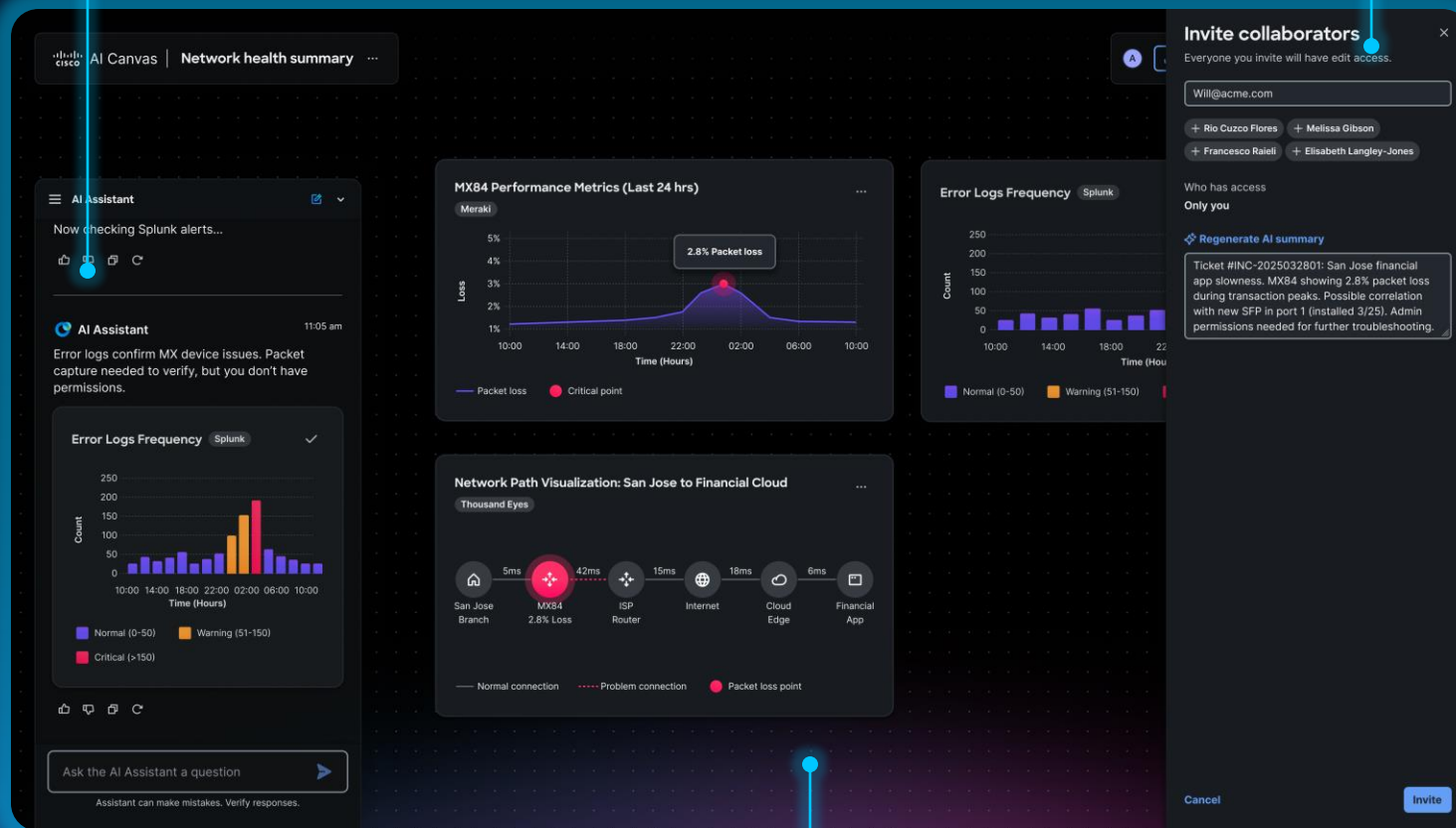
Cisco AI Canvas

A reimagined user interface for human/agent interaction

- Collaboration across multiple users (NetOps, SecOps and execs)
- Built on the intelligence of the Deep Network Model
- Troubleshooting and execution across multiple domains

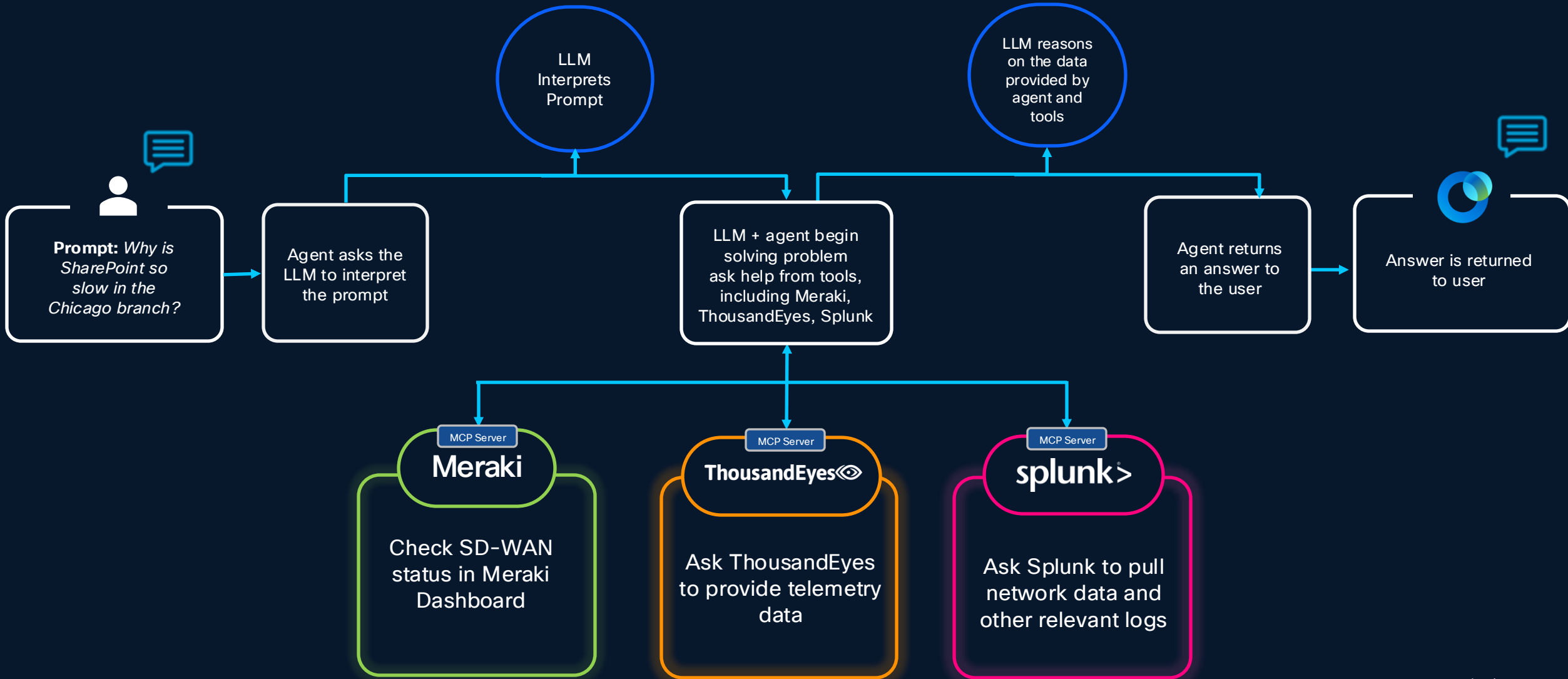
AI Assistant

Users



Shared Workspace

An AgenticOps Example



Built-In Assurance Built-On Resilience

LAN/WAN



Cisco Networking
Embedded Agents

Increase end-to-end
visibility leveraging
investments in Cisco
networking hardware

SSE/SASE



Cisco Secure Access
Experience Insights

Gain insights to quickly
resolve user impacting
issues

Collaboration



Leverage Cisco Devices &
Phones to optimize user
experiences anywhere they
choose to work

Observability



Extend visibility into
owned and unowned
networks to assure
resilient experiences

Thank you



