CISCO Engage | Tech Day

Observability in the AI Era

Building Resilient Operations with Splunk & Cisco

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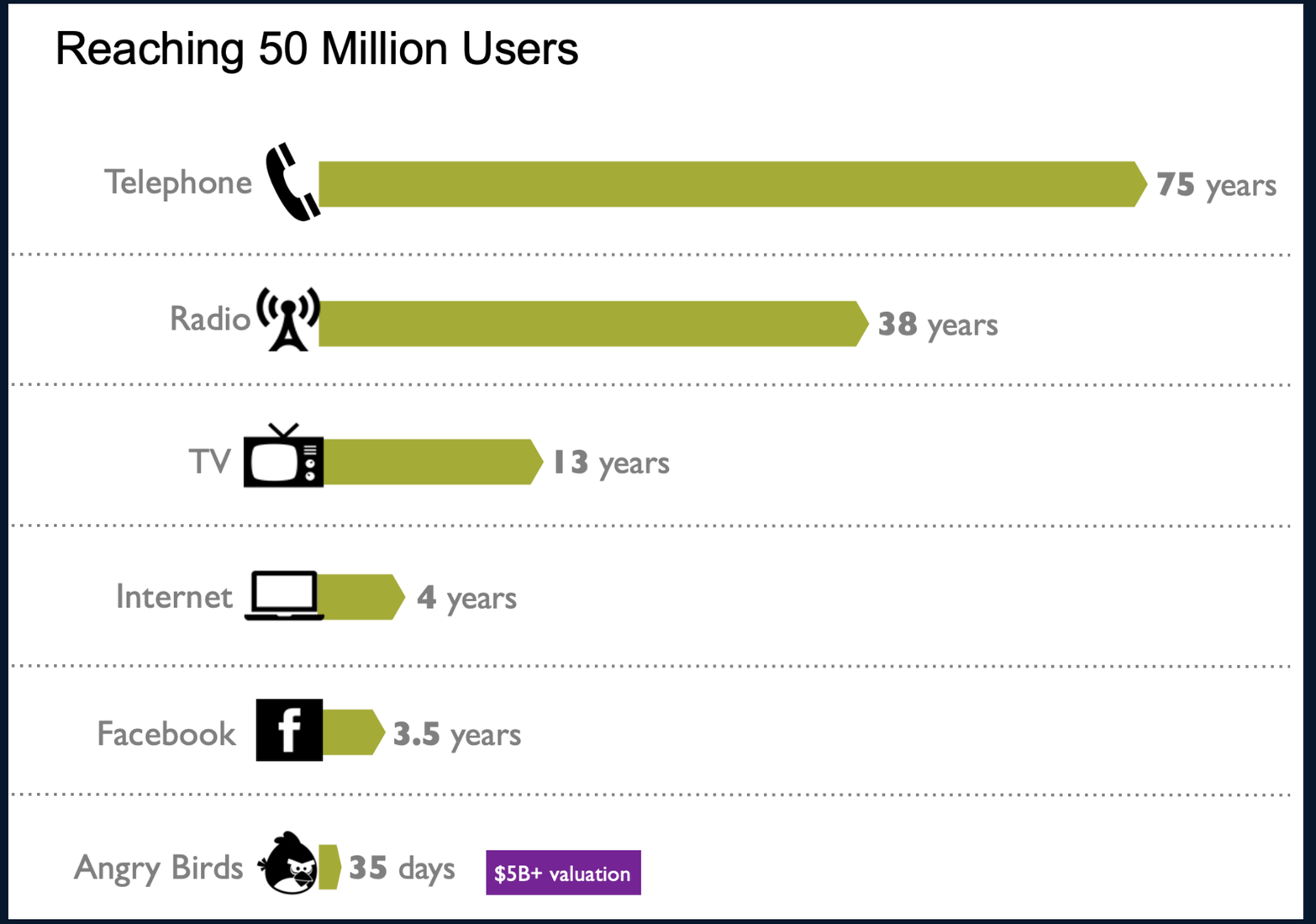
cisco splunk>

Reaching 50 Million Users



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AI-Driven Unified Observability

Building Resilient Operations with Splunk & Cisco

Agenda

01 Today’s Observability Challenges
Why traditional tools fall short ?

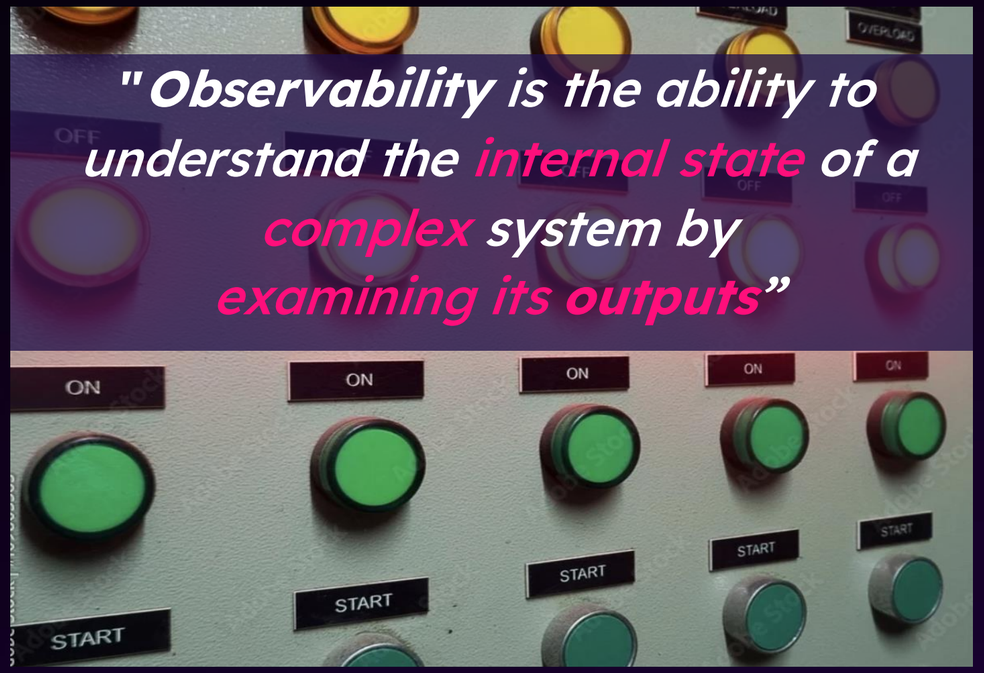
02 Unified Observability
Troubleshoot and pinpoint root cause end to end visibility

03 AI as Force Multiplier
AI in Observability & Observability for AI

04 Demo
Walkthrough of Splunk Observability

05 Key Takeaways
How these innovations impact your business

What is Observability?



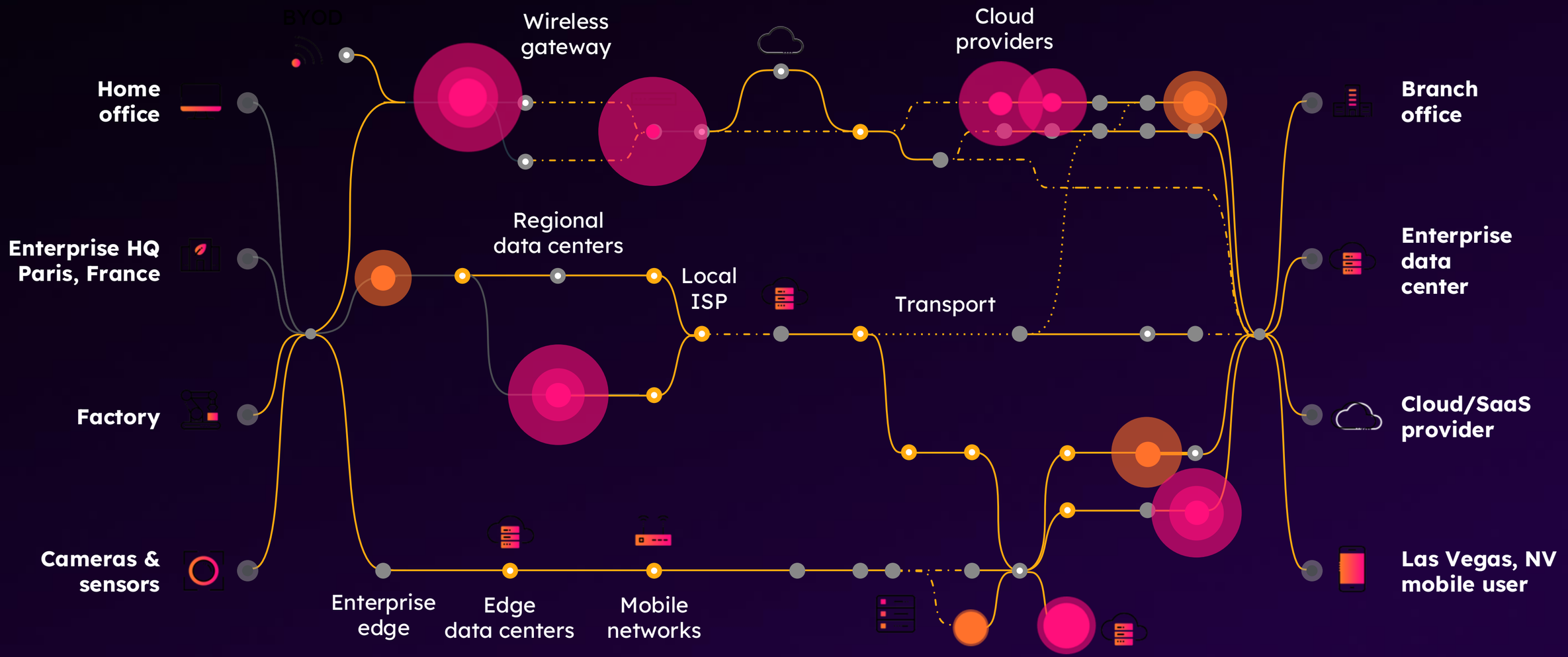
Control Systems

Complex Digital Systems

Monitoring Vs Observability

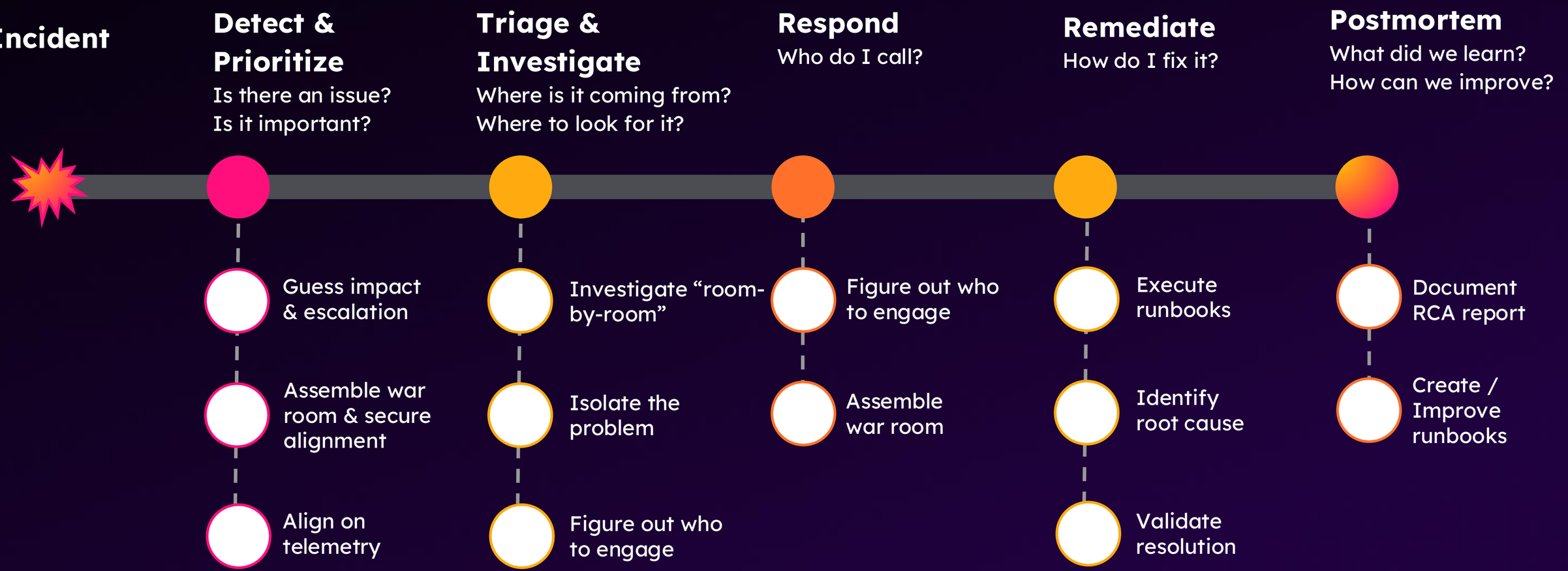
	Monitoring	Observability
Tells You	IF something is broken	When, why, and how something broke
Failures	Identifies known failures	Identifies and Investigates unknown / novel failures
Data Fidelity	Aggregated / sampled logs and metrics	Full-fidelity logs, metrics and traces
Alerting	Reactive alerts based on static thresholds	Proactive alerts to prevent issues
Cross System view	Point tools for each domain	Unified corelated solution
RCA	Manual correlation of data slows down RCA	Real-time automated correlation to speed RCA

Digital footprints are complex



Incident Management Workflow

The Workflow that AI is about to Transform



The Evolution of Monitoring & Observability

From Reactive to Autonomous: Tracing the Journey to AI-Driven Observability

Reactive
(Basic)

Issue detection after failure

Proactive
(Smarter)

Addressing issues before major impact

Predictive
(AI-Driven)

Anticipating failures

Autonomous
(Self-Healing)

Automated detection and remediation

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It has to be the ”Network!”

Splunk Observability

Build a leading observability practice in the AI era

Unified Observability Experience

- APM
- Infrastructure Monitoring
- Digital Experience Monitoring
- Business Insights
- Application Security
- Observability for AI
- Network Observability

Traditional Environments

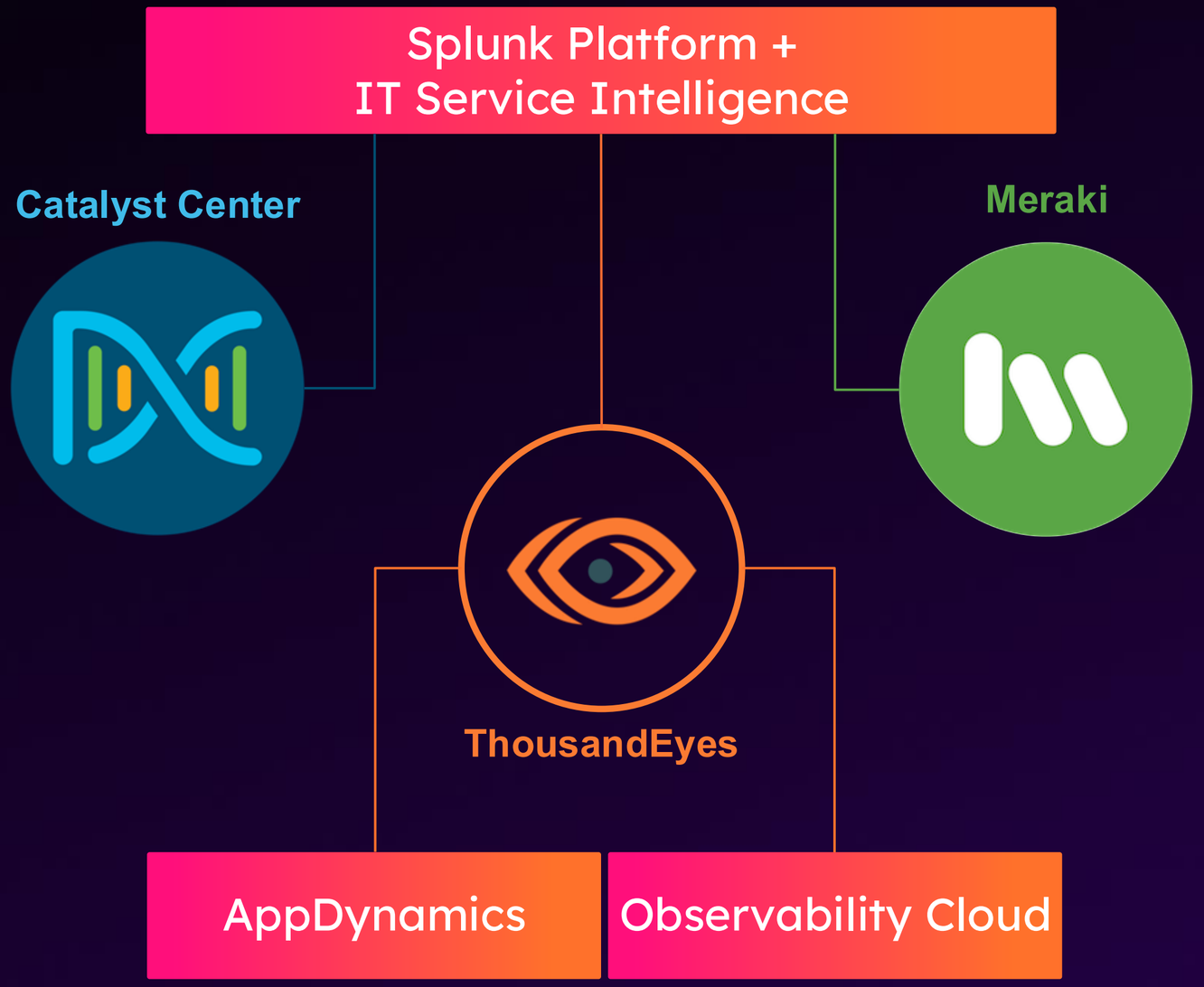
Splunk Platform

- Federation
- Log Analytics
- Event Intelligence

Cloud native environments

OTEL Compliant

Splunk Observability + Cisco Networking



Use cases for integrated network observability

Correlate Network Domains

Assure network service health by unifying visibility and reducing alert noise across network domains (ThousandEyes, Catalyst Center, Meraki).

- Splunk ITSI content packs for Cisco Enterprise Networking (Catalyst Center and Meraki)
- Splunk ITSI content pack for ThousandEyes

Pinpoint Network Impact on App Performance

Troubleshoot app performance problems with dependencies on owned and unowned networks.

- ThousandEyes integration with Splunk Observability Cloud APM
- ThousandEyes integration with Splunk Observability Cloud RUM
- ThousandEyes integration with Splunk AppDynamics

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Our approach toward ML and AI

Generative AI

Make everyone an expert

Reduce need for environment and tool expertise by simplifying analysis and investigations

Machine and Deep Learning

Detect and predict

Real-time, streaming analysis to detect anomalies and forecast trends

Correlate and diagnose

Aggregate and analyze all data to investigate and identify root cause

AI is rewriting the rules

…for what it takes to build a leading observability practice

Apps can now be written with little human involvement

AI agents will perform troubleshooting & fixes

AI apps require new forms of telemetry

Three key innovation areas in Splunk Observability

1. Unified Observability
Instrument and monitor three-tier and microservices environments in one solution, with deeper business context.

2. Agentic AI to assist setup, and detect, identify root causes and fix problems before they turn into business-impacting incidents.

3. Monitor the health, performance, quality, and cost of the entire AI application stack, including agents, LLMs, and AI infrastructure.

AI Embedded across Incident Response

Minimize & prevent incidents

Readiness | Incident Detection | Prioritization | RCA & Response | Remediation | Analysis

AI Agents for Ingest & Setup

AI Detection Agents

- Zero-config automated detection
- Predictive alerting
- Smart alert correlation and summarization

AI Troubleshooting Agents

AI-directed troubleshooting to find Root Causes and surface business and end user impact

AI Remediation Agents

Automated / Human-in-loop Remediation

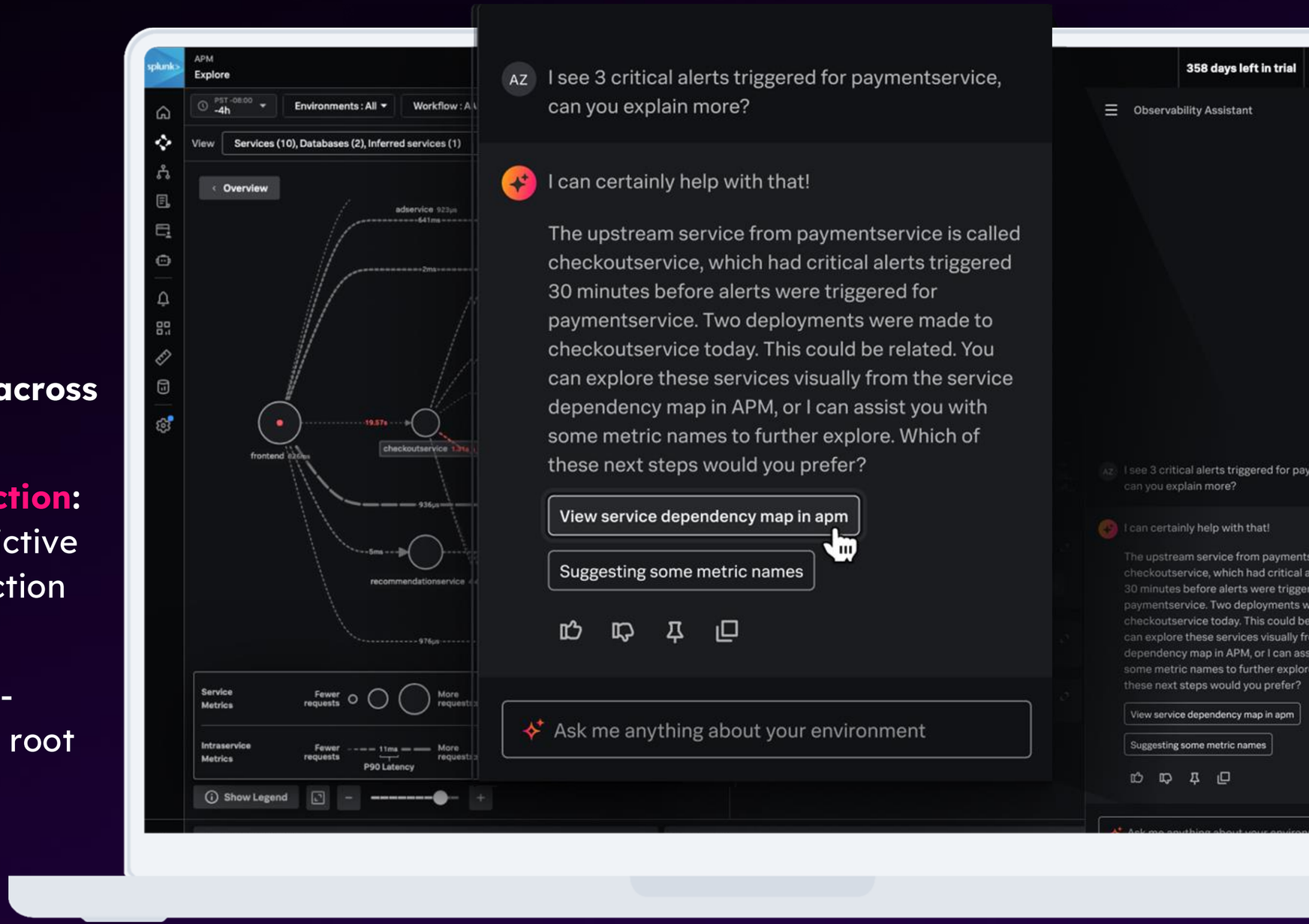
AI-Native User Experience

- Chat-based AI Assistant for easy, interactive insights [Available Now]
- **Dynamic, collaborative** user interface with **AI Canvas**, and embedded in-product AI experiences
- **Observability MCP servers** and Slack / Teams AI agents to unlock observability in the developer / SRE workflows

AI-Powered Observability

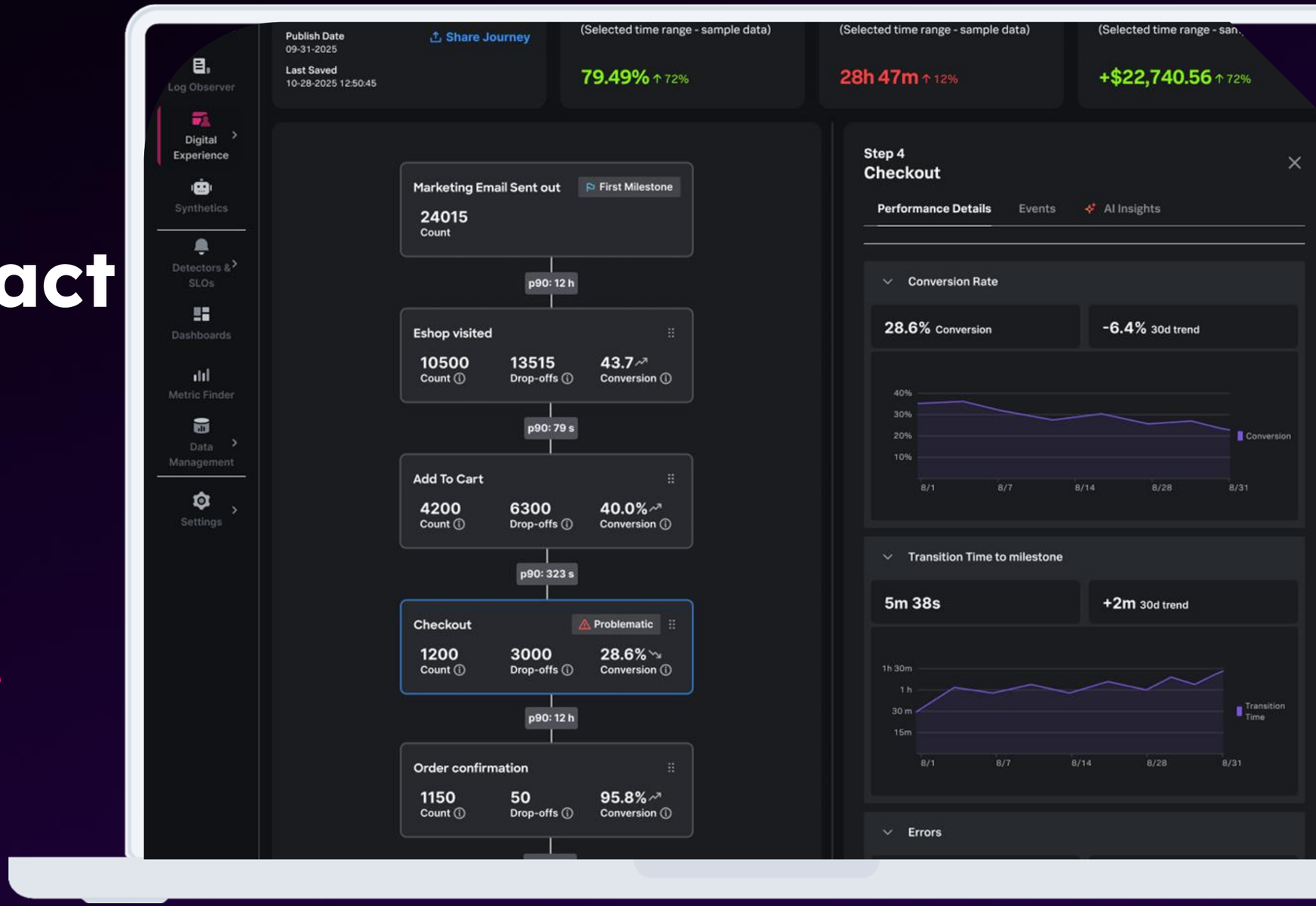
AI helping across your entire incident lifecycle

- **AI Assistant & Agents help across the incident lifecycle**
- **Faster, more accurate detection:** More accurate alerting, predictive analytics, and anomaly detection driven by AI
- **Intelligent investigation:** AI-directed troubleshooting and root cause analysis help speed remediation



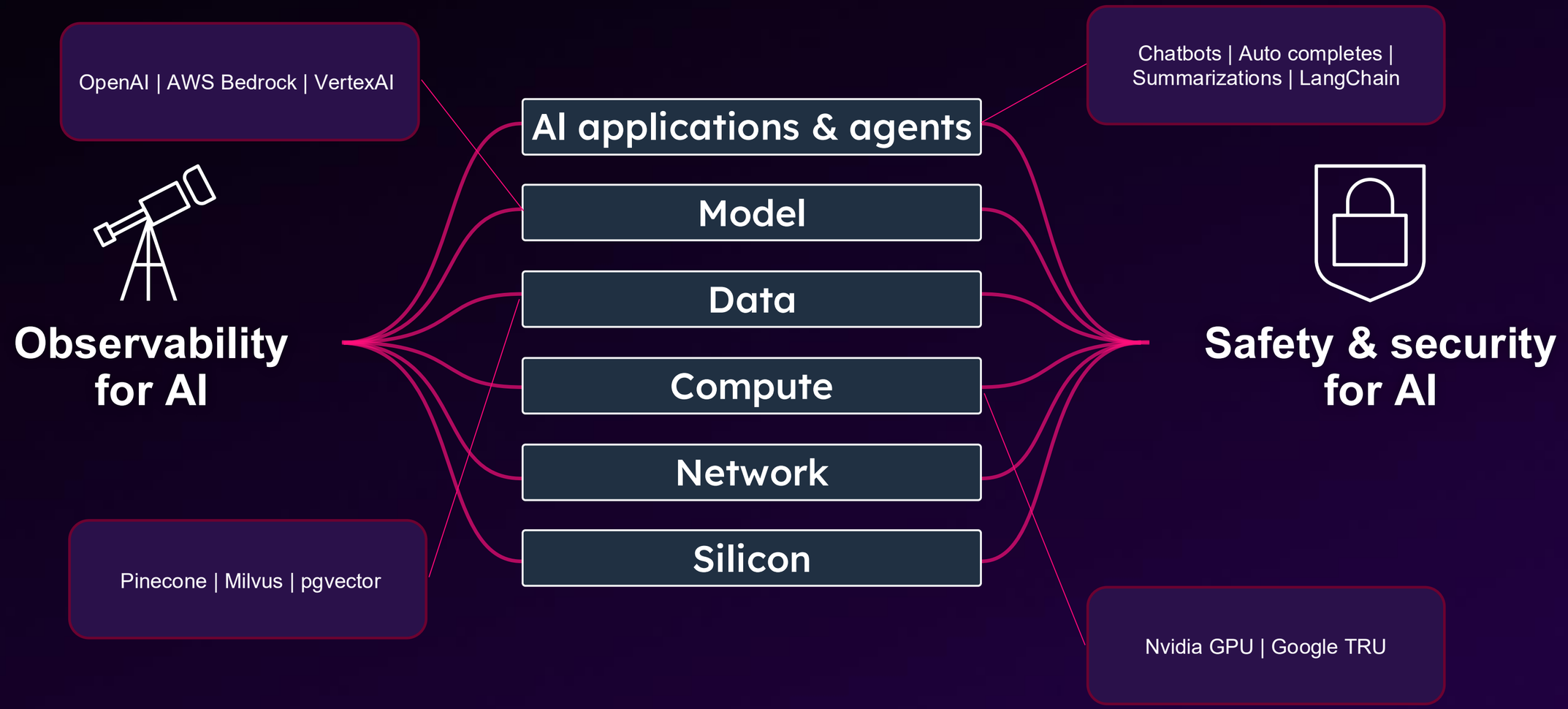
Unified observability that surfaces business impact

- Monitor and secure three-tier & microservices apps in one solution
- Deeper business context to prioritize what matters
- Understand and optimize user journeys with digital experience analytics



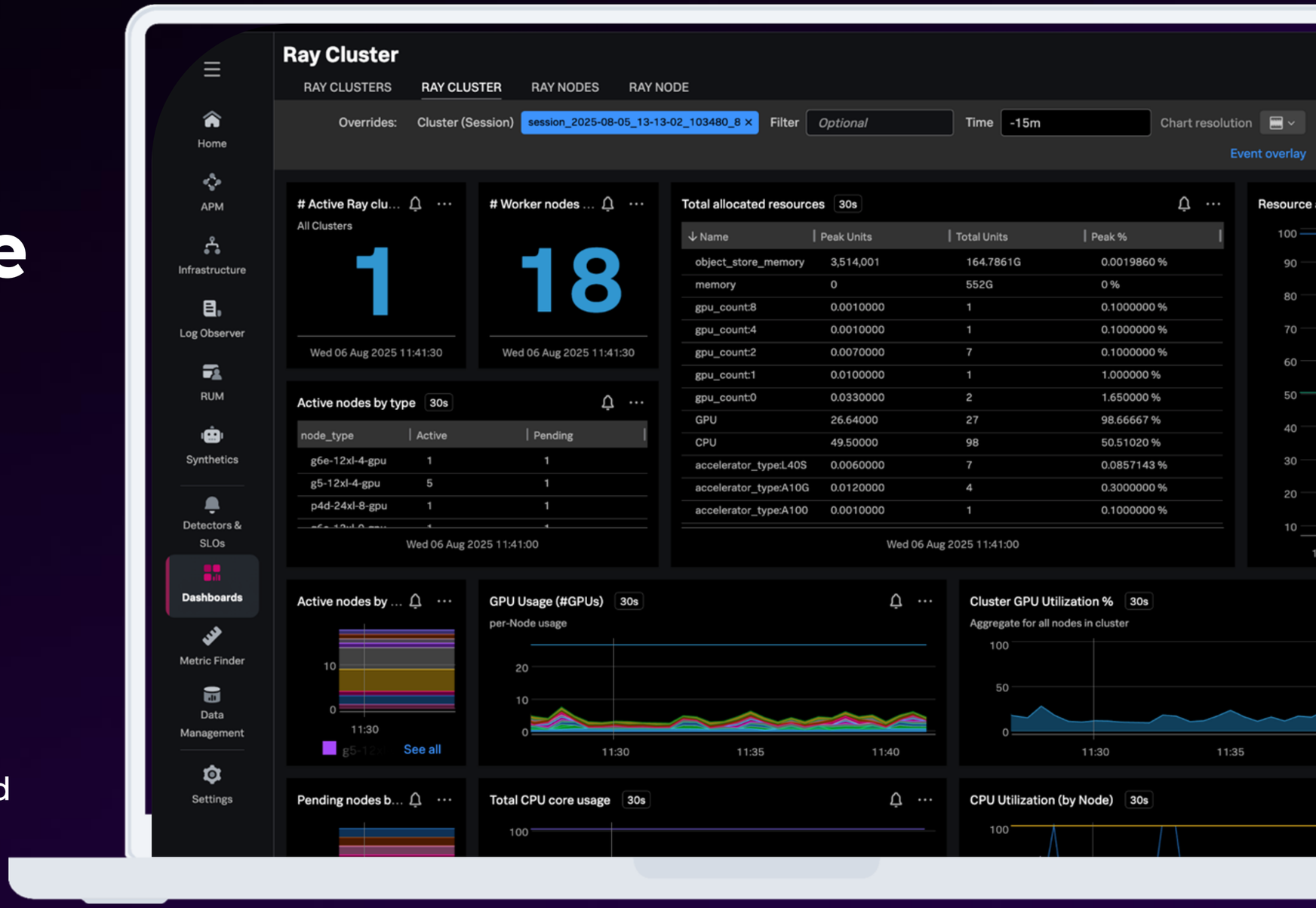
Pictured: Business Insights

Observe AI Stack (agents to Infrastructure)



Observe AI agents & infrastructure

- Monitor the health and consumption of GPUs, vector databases, orchestration frameworks & agent platforms to control costs & ensure reliability
- Ensure the quality, accuracy, and security of LLMs and agentic apps to minimize bias, inaccuracies, hallucinations, and costs and performance risks



Pictured: AI Infrastructure Monitoring

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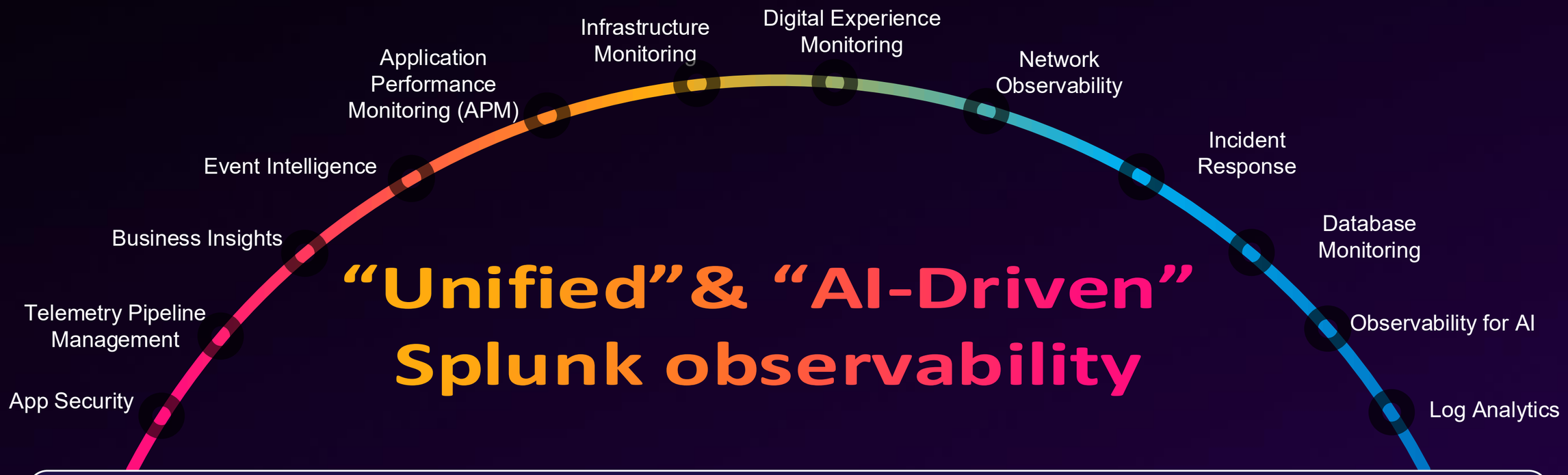
Key Takeaway

Build and future-proof resilient operations with...



Observability - Operational Maturity Model