



### Problem

We have a collection of event processing and logging functions occurring at networking, security, data and application layers. While that allows for siloed service management, how do you provide a business view of what is happening?



### Solution

Provide the enterprise architects (or business technology officers) with a complex event processing platform that is pre-loaded with all the insights from the event processing network, security, data and application services. Models can be defined that represent business operational views backed by transparency into the underlying aspects. These models can be real-time dashboard views of business transactions, with secondary time-based trend reports. Business service levels can be reported on and controlled (to avoid penalties). Optimization teams can identify and investigate the weakest links. Determine where the highest time or resource costs are, benchmarking alternatives in a business context to compare the net business improvement. New business models should be translated into similar analytical models, and published and reported on in real time and batch. Each node would contribute its localized view and share a global view.



### Constraints

1. Analytics has emerged as the only practical way to find proverbial needles in the haystack. However, this presents the biggest limitation. Our microscopic viewpoint defines a siloed perspective, and therefore isolation reality.
2. When we try to manage a business scenario, which crosses multiple technology disciplines, we tend to find that each individual service appears to be working fine, but the business experiences a failure.
3. Furthermore, what we are measuring and monitoring is usually not even what matters from a business perspective (e.g., Alert: Jane D. is experiencing a 20% reduction in CoolApp performance; this will cost the firm thousands in lost business and put us on a regulatory radar).
4. When we take these constraints to a multicloud, multi-organization, distributed and dynamically changing environment — running new integrated business models — how well is this understood?



### Steps

(leveraging prior blueprint solutions\*)

1. The analytical platform components should be a collection of cloud- and SaaS-based services. However, regulatory compliance or data sensitivity rules will require local deployment in the edge node.
2. Apply a data pipeline to aggregate events in the distributed storage repository (data lake) for batch/map reduce processing (batch layer).
3. Apply streaming data services for harvesting real-time processed events (speed layer).
4. Create merged views for analysis (serving layer).
5. Integrate analytics with security and guardrails for the most comprehensive security clearance.
6. Generate service views and dashboard(s) first.
7. Define business views and operational dashboard next.
8. Maintain and fine-tune all the models.



### Forces

- The pace of technology and digital business change is increasing, which means that maturity and understanding are not.
- The pace of technology and digital business change is increasing, which is diminishing the overall end-to-end understanding of the environment.
- Automation applies to business processes and more guardrails (policies) are needed to prevent a runaway catastrophe.
- Advanced persistent threats probe on different things throughout the network over longer periods of time — a broader view is needed to detect that several disparate anomalies are actually a coordinated event.
- Technology teams and business units are having to work much closer and understand more about each other's realm.

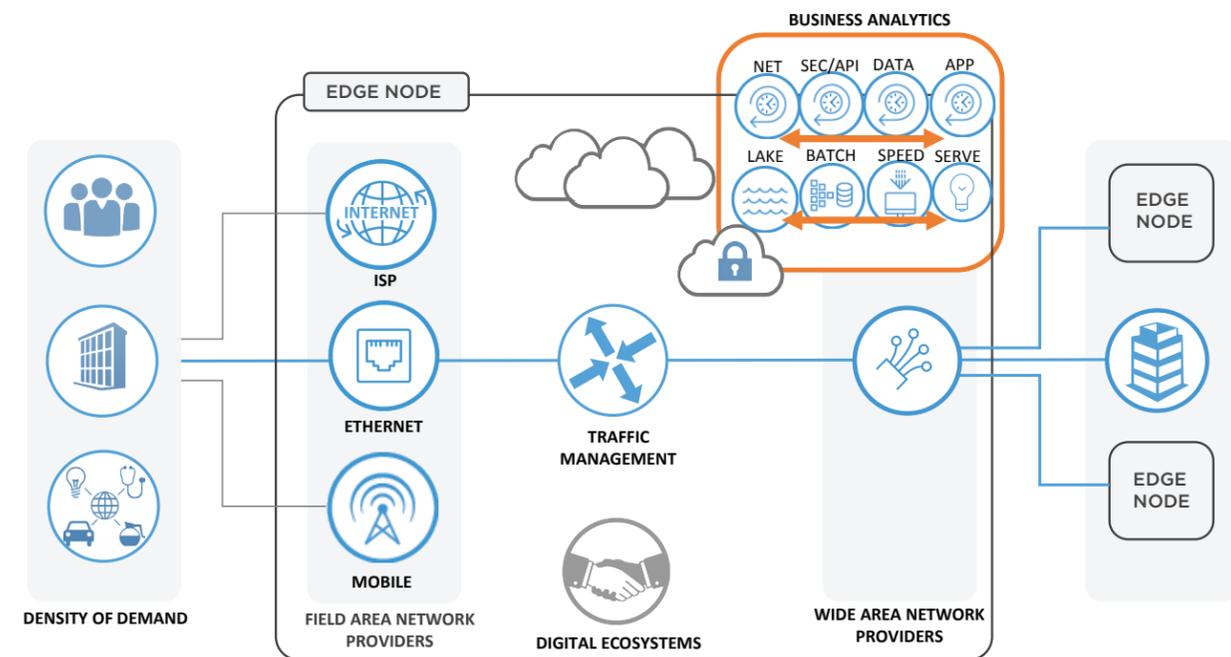


### Results

- Everyone should be an expert on what is going on, even if the technology being used is only hours old—introduced to the company yesterday.
- This platform, delivered this way, fully realizes the vision of DevOps (harmony of vertical and horizontal objectives (business and IT)).
- Whether you developed any of the code, or crowdsourced it all, you still have an integrated team of business technology officers whose first priority is rapid integration of capabilities in order to capture new opportunities.
- Every decision made is completely based on current and accurate decision support analytics, and every innovation can be regression tested.



### Reference View



\* See IOAKB.com