

Splunk Gone Wild! – Innovating A Large Splunk Solution At The Speed Of Management

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Introductions



Kevin Dalian
Team Lead Server Hosting Tools
Ford Motor Company
Nothing Interesting About Kevin, he's a boring work-aholic.



Glen Upreti
Director Enterprise and Cloud Technologies
Sierra-Cedar
Terrible at Jenga

Agenda

- Where We Came From
- Where We Planned to Go
- Where We Ended Up
- Installation
- On Boarding Data
- What We're up to Now
- Q & A

Where We Started

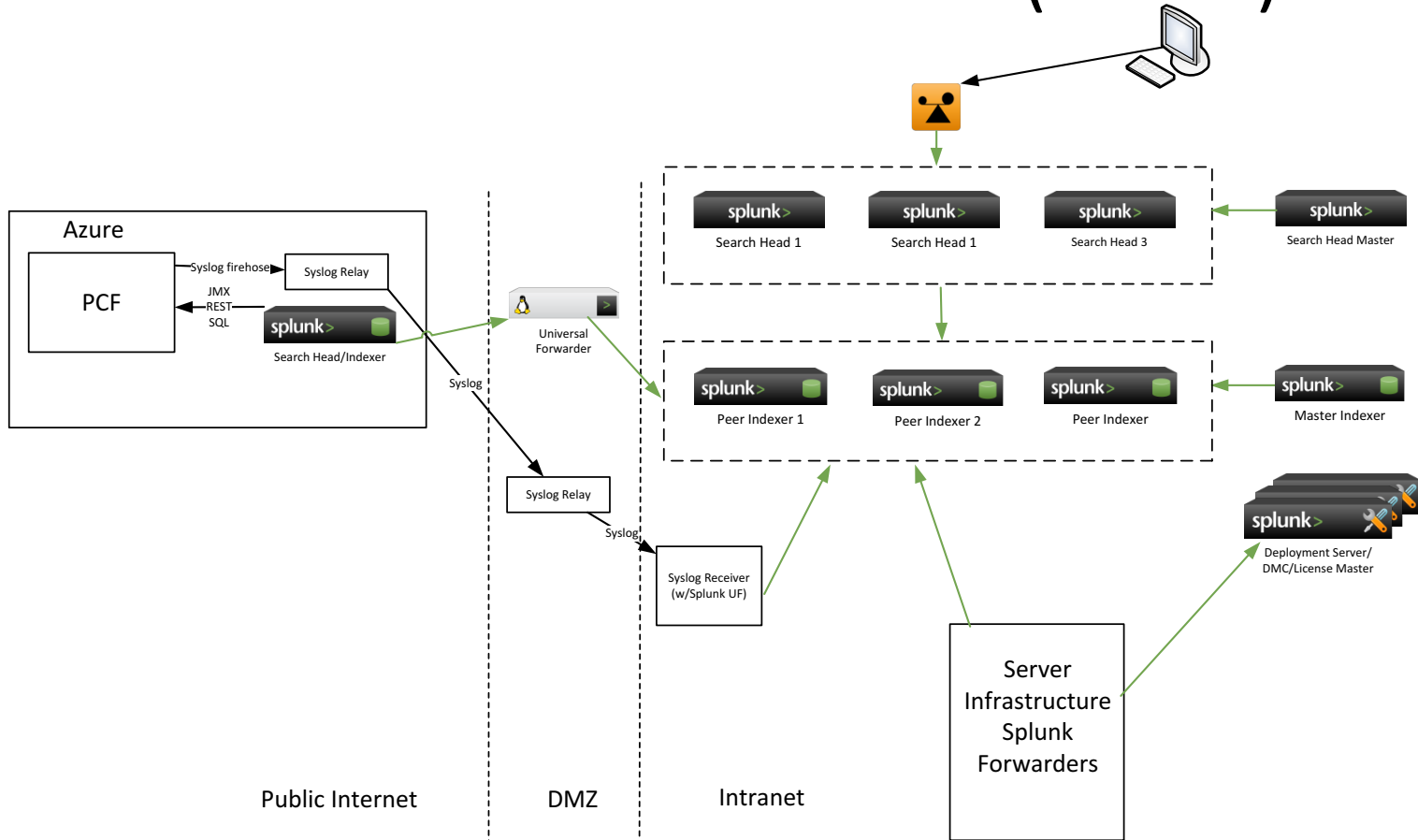
- 2 Splunk Environments – Network and Server Operations
- Server Ops
 - 4 Standalone Search Head / Indexers
 - 3 Deployment Servers
 - 20 Gb license
 - +11,500 Universal Forwarders

Where We Planned to Go

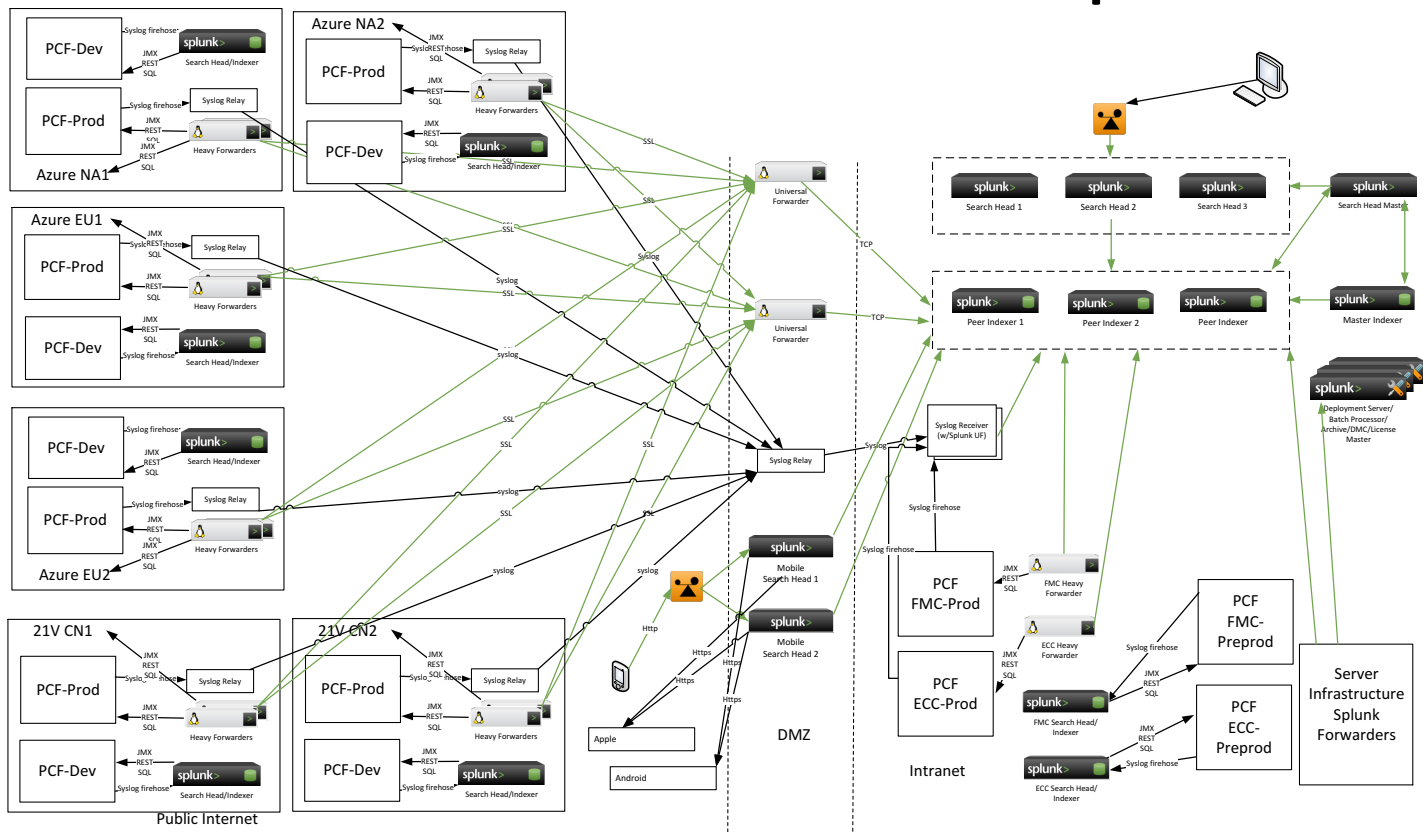
- Major new Ford Initiative – FordPass/Connected-X
 - PCF – Pivotal Cloud Foundry
 - Microsoft Azure Cloud
 - Mixture of internal and external applications and data
 - 100Gb/day



Where We Planned to Go (cont'd)



Where We Ended Up



Installing

- Glen and Kevin meet and plan for installation tasks
- Have a POC environment in Azure
- Azure to on-premise, HOW???
- Started with temporary stand alone instance

Installing (Surprises)

- Hardware shows up & everything falls apart
 - Hardware arrived piece meal
 - Not enough CPUs
 - Azure VMs, we were the first template install
 - Servers in 'Public' DMZ weren't publicly accessible
- Even with issues SH Cluster and IDX Cluster all installed within days!

On Boarding Data

- On boarded data from
 - Pivotal Cloud Foundry
 - Microsoft Azure PAAS via DB Connect
 - Third party and custom developed inputs



Onboarding Data

- When onboarding always set
 - TIME_PREFIX
 - TIME_FORMAT
 - MAX_TIMESTAMP_LOOKAHEAD
 - SHOULD_LINEMERGE
 - LINE_BREAKER
 - TRUNCATE

```
TIME_PREFIX = ^
```

```
TIME_FORMAT = %Y-%m-%d %
```

```
MAX_TIMESTAMP_LOOKAHEAD
```

```
SHOULD_LINEMERGE = False
```

```
LINE_BREAKER = ([\n\r]+)(
```

```
TRUNCATE = 999999
```

Onboarding Data (Surprises)

- 'Oh by the way ...'
 - New inputs
 - New regions
 - New environments (pre-production)
 - New teams
 - New Splunk License
 - Sensitive Data - Need for obfuscation

Got Data, Now What?

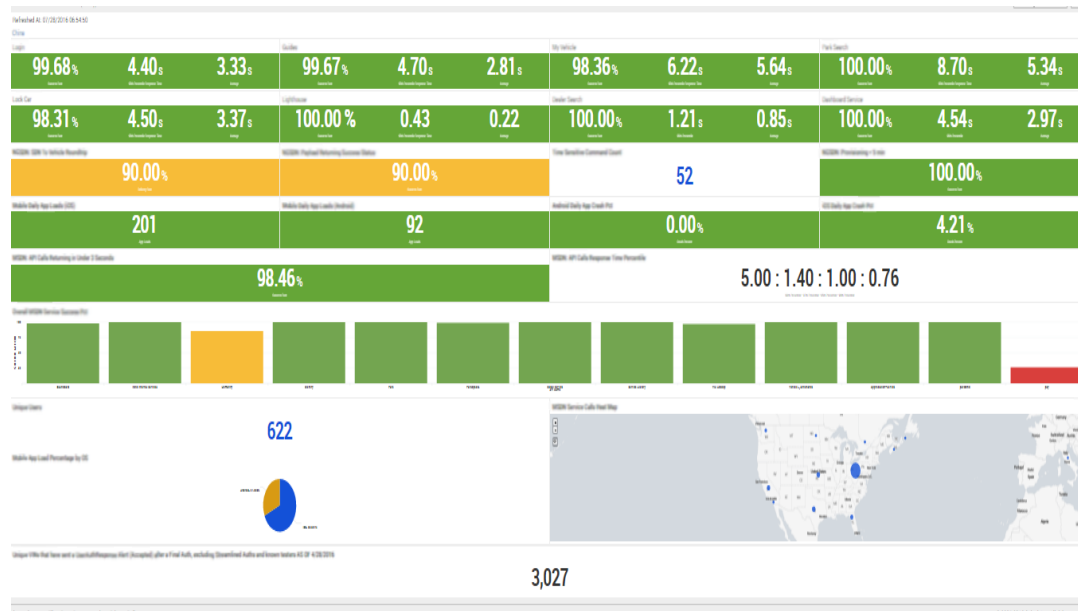
- Prototyped Dashboard wrap up quick.
- What Does This Mean?
 - Engage developers and user communities
- Keep Creating
 - Always be moving forward
- Alerts
 - Alerting is an iterative process
 - Be prepared for a lot of noise at first
 - Refine, refine, refine



Got Data, Now What? (Surprises)

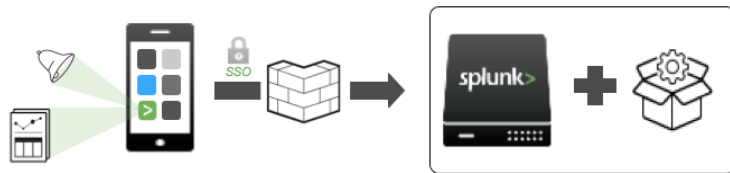
- Surprises:
 - Massive Dashboards
 - New Users and Roles
 - Data Security
 - Retention Times

Oh yeah, and mobile ...

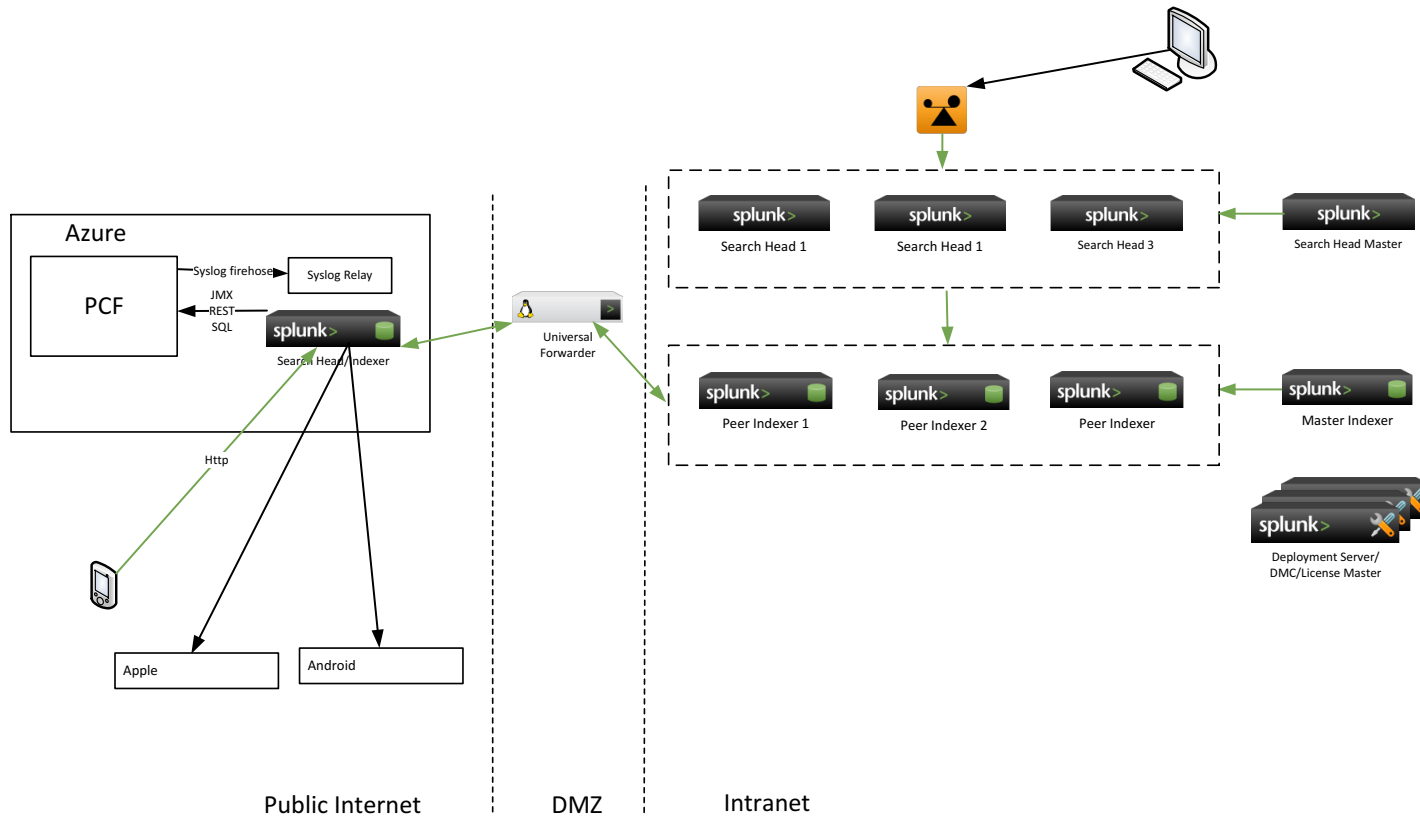


Mobile Madness

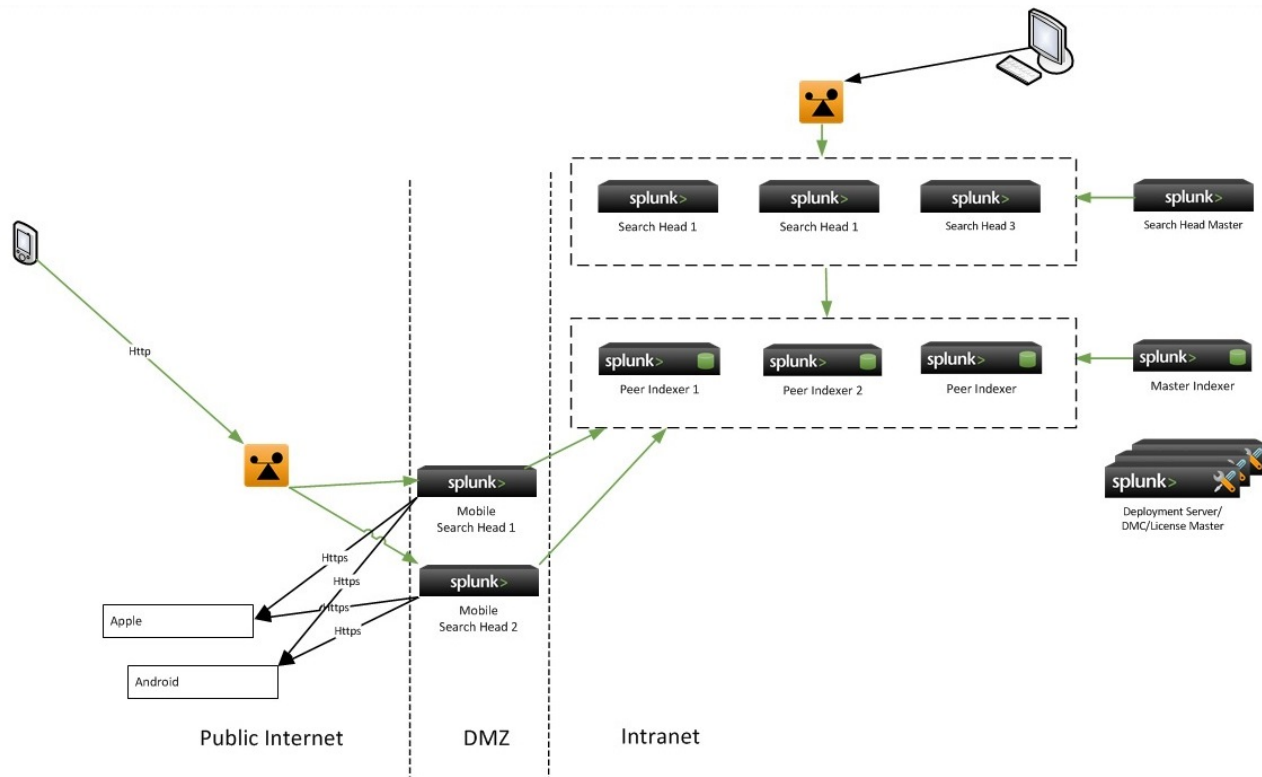
- Splunk Add-on for Mobile Access
 - Crazy Easy!
- Initial POC in Azure worked like a champ
- Planned, prepared and moved to DMZ
- Notifications don't work
 - New management surprise ... the kind you don't want
- Back to the drawing board



Mobile Madness (Temp Solution)



Mobile Madness (Eventually)



Where Are We Now?

- Planning for the Future/Scaling
- Refining and documenting
- Migrating data/apps from original environment
- Expanding the customer base
- Still refining dashboards
- Re-sourcotyping
- Preparing for more management shenanigans

Advice Moving Forward

1. Insist non-production environment
2. Work with the customer to further understanding of data
3. Define/Document all Customer requirements and get sign off
4. Avoid the data graveyard
5. Splunk is very flexible, keep an open mind and stay calm!

And Remember ...

“Fall seven times and stand up eight.”

- Japanese Proverb

Q & A

Questions?

THANK YOU

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