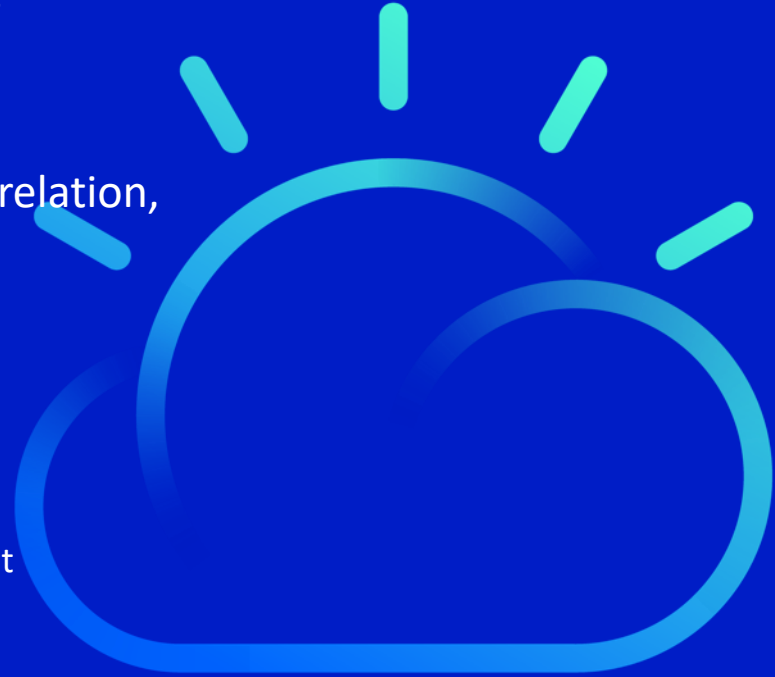# IBM Cloud Event Management

Consolidated operational event and incident correlation, prioritization and resolution in the cloud

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Software Engineer, IBM Cloud Event Management
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IBM **Cloud**

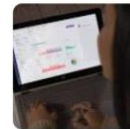# "Failure" is inevitable … how fast can you restore service?

Variety
Netflix Experiences Temporary Outages Across U.S., Europe
According to website DownDetector, user complaints of problems accessing Netflix spiked a little after 12:30 p.m. ET. The site showed error …
3 days ago

The Verge
Microsoft Teams goes down just as Europe logs on to work remotely
Microsoft's chat and communications tool, Microsoft Teams, went down across Europe this morning for more than two hours. The outage started …
2 weeks ago

TheStreet
What's Next For Robinhood Following Outages?
There will be multiple lawsuits against this application. Rebecca Rose Woodland: They're based in Menlo, California. They're a fast growing …
2 weeks ago

Prepare for failure … to ensure success

Livemint
E-commerce delivery resumes, but erratic due to lockdown hiccups
Amazon India, Flipkart, Nature's Basket and Bigbasket continue to cite … as the huge surge in app and website traffic is causing our site/app to slow down," … We are still facing issues in manpower availability and supply
1 day ago

Slate Magazine
It's Impossible to File for Unemployment in a Lot of States Right Now
… many people attempting to access these benefits are finding that online claim portals are experiencing outages due to sharp spikes in traffic.
2 weeks ago

ZDNet
It wasn't just you: Why Google suffered widespread outages
Even Google's main search site was affected. These users saw intermittently returning HTTP 500 server errors. "These errors are consistent," …
2 days ago

The Daily Times
Jobless claims swamp system | News, Sports, Jobs
CHARLESTON — West Virginians applying for unemployment benefits online could experience intermittent outages because the number of …
2 days ago

Metro
Lloyds and Halifax bank apps hit by outage that's locked people out of their accounts
Lloyds Bank and Halifax have been hit by an outage which has locked … The outage-tracking site reported 1,200 reports about Halifax and 800 …
2 weeks ago

Maintain business continuity while transitioning to remote work environments

Identify and prioritize operational incidents

Notify the right people at the right time
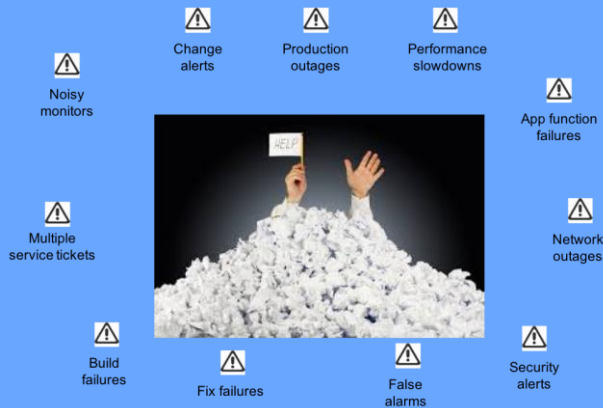
Guide and automate resolution activity

Overcome physical barriers - drive operational transformation remotely

- Leverage best practices to maintain operational efficiency

- Facilitate operational excellence and rapid innovation

- Build a harmonious workflow between their DevOps, line-of-business and central operations teams.

Inundation, indecision and delays

Too many alerts

Change alerts
Production outages
Performance slowdowns
Noisy monitors
App function failures
Multiple service tickets
Network outages
Build failures
Fix failures
False alarms
Security alerts

50% of ownership and usage of operations practices and tools are <u>outside of IT Operations teams</u>*

Indecision and confusion

40% cite lack of collaboration between Development & Operations as a top inhibitor of innovation*

Long resolution time

50% of apps running in cloud environments will be considered mission-critical by 2020*

Key use cases driving the need for Event Management

Get rid of the noise

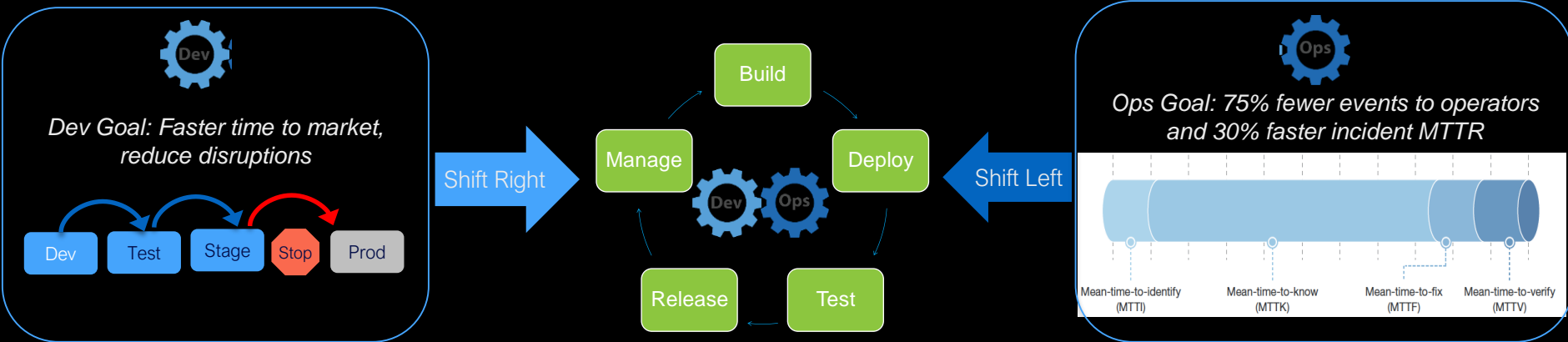Automatically prioritize my work, eliminate noise

Focus on what matters most

Collaborate effectively across teams
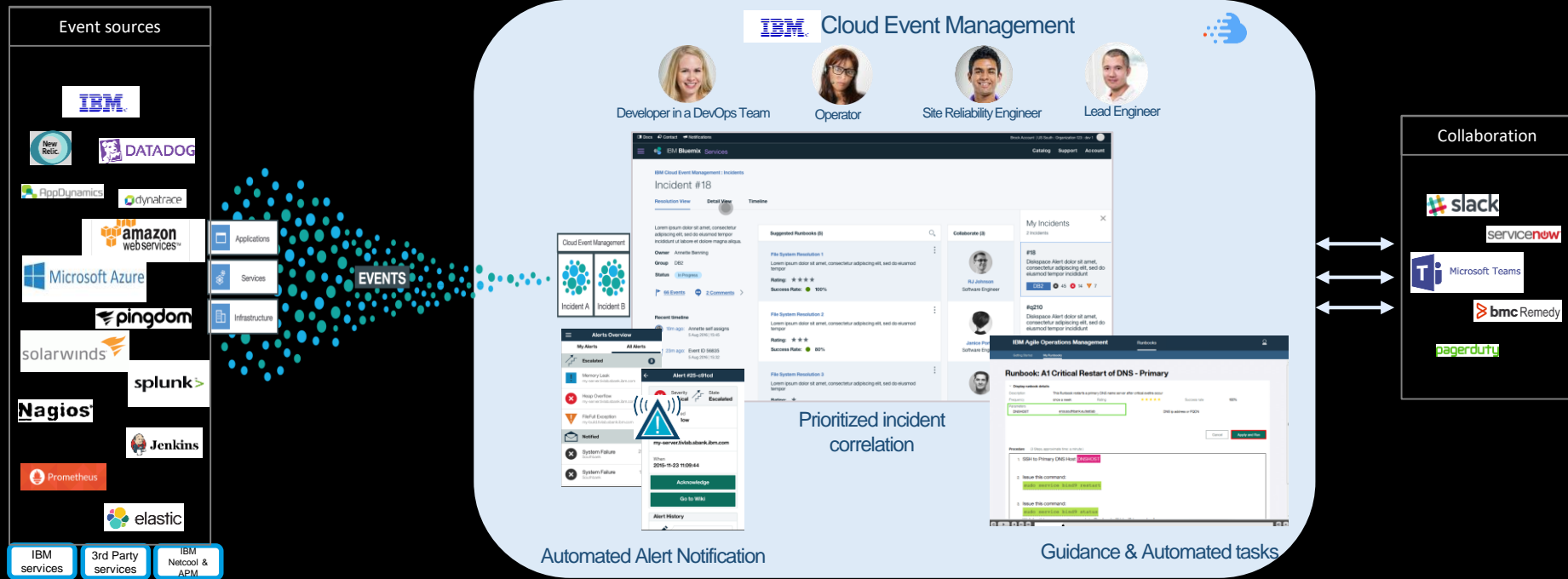
Resolve incidents faster

Guide me and automate issue resolution

Dev Goal: Faster time to market, reduce disruptions

Dev

Dev   Test   Stage   Stop   Prod

Shift Right

Build
Manage   Deploy
Dev   Ops
Release   Test

Shift Left

Ops

Ops Goal: 75% fewer events to operators and 30% faster incident MTTR

Mean-time-to-identify (MTTI)   Mean-time-to-know (MTTK)   Mean-time-to-fix (MTTF)   Mean-time-to-verify (MTTV)

IBM Cloud Event Management

Cut through alarm noise. Restore service fast.
Cloud-native, consolidated operational event and incident correlation, prioritization and resolution
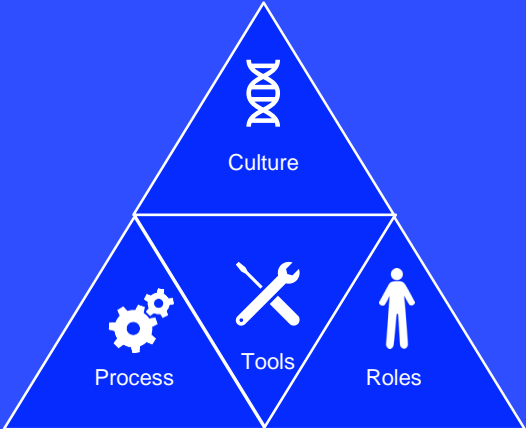
Event sources

IBM Cloud Event Management

Developer in a DevOps Team   Operator   Site Reliability Engineer   Lead Engineer

Collaboration

EVENTS

Prioritized incident correlation

Automated Alert Notification

Guidance & Automated tasks

Ingest application, performance & operational event metrics

Automatically receive prioritized, correlated, incident information & guidance

Manage operations from one place & improve efficiency across teams

IBM Cloud Event Management – Key Features

Cut through alarm noise. Restore service fast.
Cloud-native, consolidated operational event and incident correlation, prioritization and resolution

- Ingest events from market prevalent sources with predefined integration and data normalization, generic webhooks for bespoke sources

- Utilizes on-premise and cloud-based event sources.

- Automated event correlation and prioritized incident resolution views to remove confusing and irrelevant alerts

- Built-in alert notification ensures you don't miss critical/actionable alerts.

- In-context runbooks to help ensure speedy resolution of issues

- Predefined operations dashboards to see how incidents are being addressed, service is being restored and what apps and services are impacted

- Quick Time to Value (setup in minutes).

- Stand-alone SaaS offering hosted in the public cloud!

- Guarantees privacy, reliability, scalability, and security
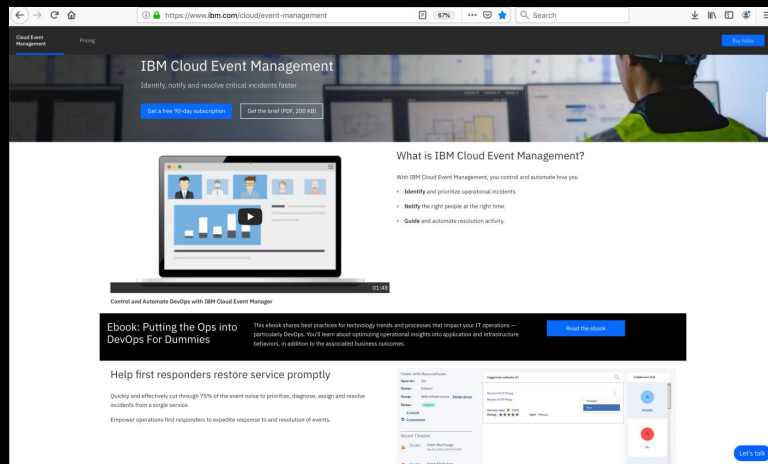
IBM Cloud Event Management – 90 Day Free Offer

Restore service and maintain business continuity from remote working locations

- As many organizations around the world adopt travel restrictions and work- from-home policies, we recognize that employees of these organizations it becomes more difficult to identify, priories and collaborate with teams in order to fix problems and recover from outages

- To help clients maintain business continuity during this difficult period, IBM is eliminating the cost of using the Cloud Event Management cloud service.

- Through 30 April, 2020, new customers can subscribe to IBM Cloud Event Management on Cloud for ninety (90) days at no charge. Features include:

  - Process up to 20,000 Events per month

  - Send up to 1,000 Digital messages per month

  - Run up to 1,000 Runbooks per month

Use all features in production!

Start a free 90 day subscription:
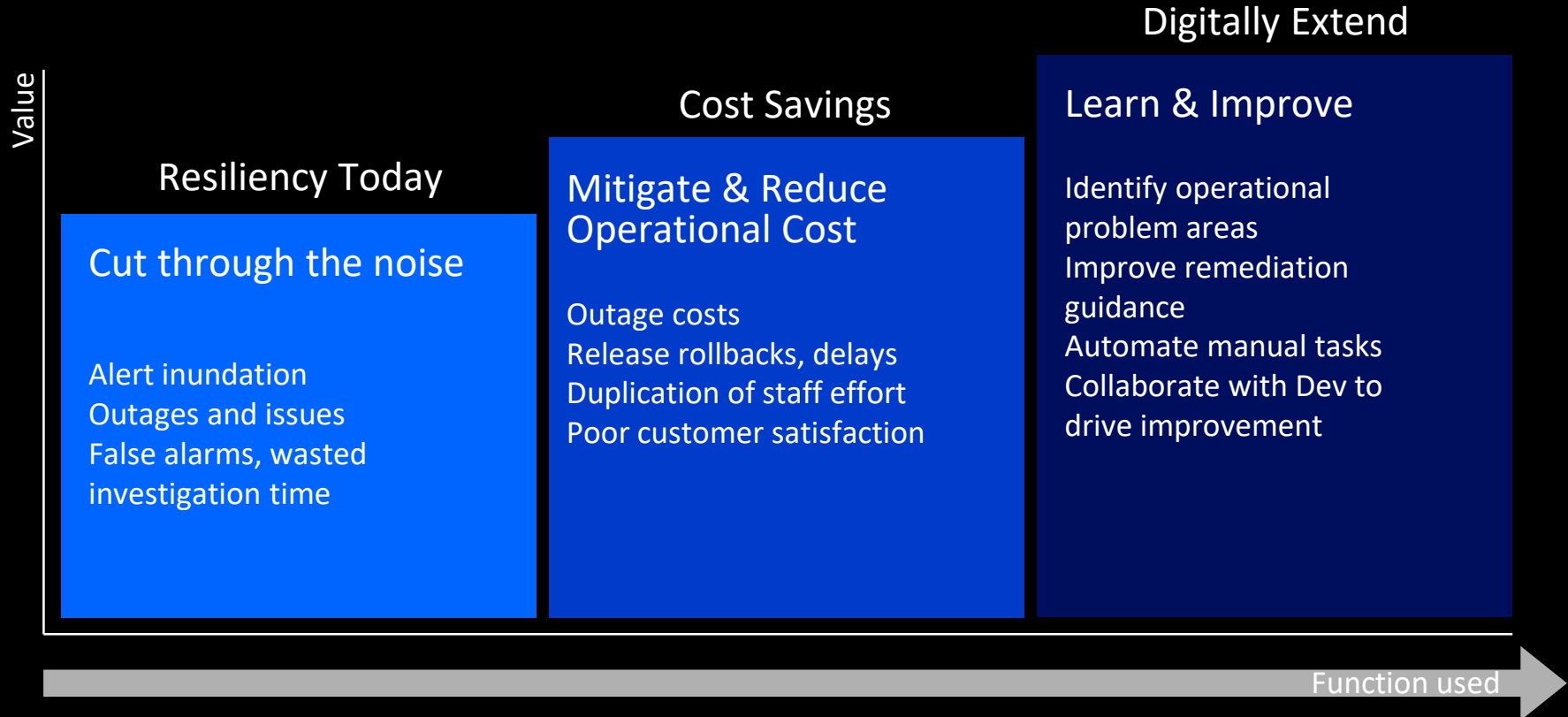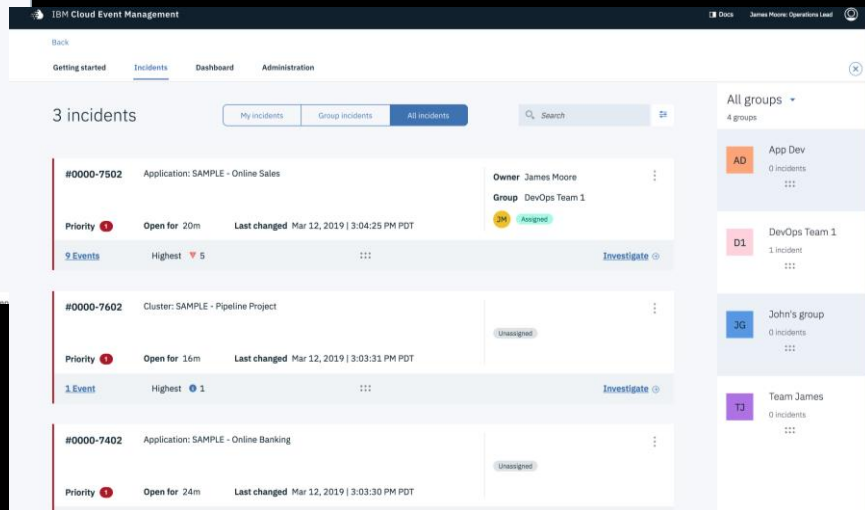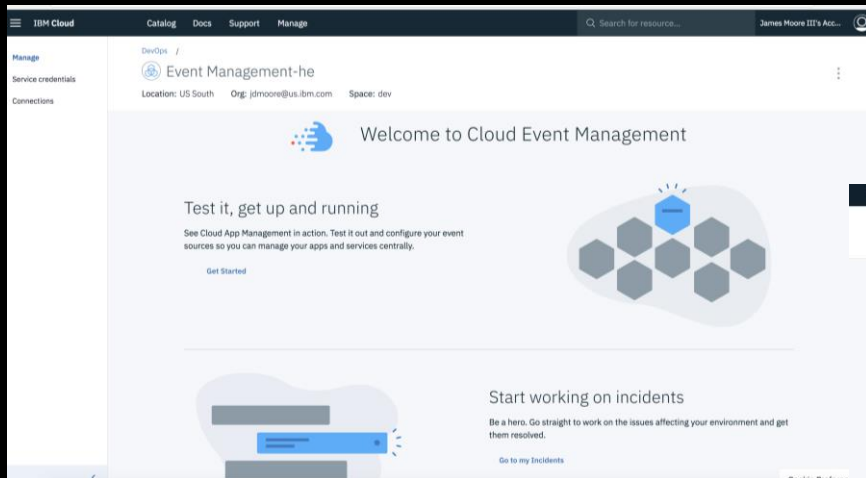https://www.ibm.com/cloud/event-management

No infrastructure to deploy and no special networks to configure or integrate with existing monitoring tools

After signing up, users can immediately start to prioritize operation incidents, notify the right people and automate problem resolution

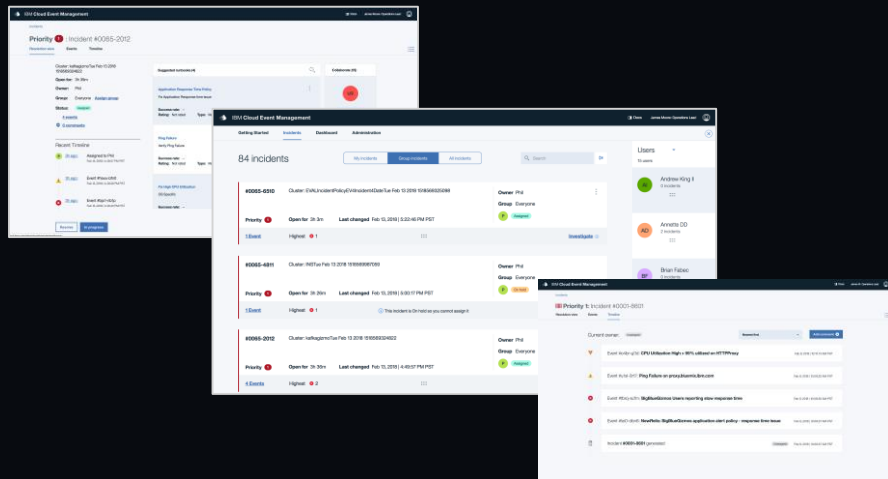# Immediate value with continuously expanding benefits

Digitally Extend

Cost Savings

Learn & Improve

Value

Resiliency Today

Cut through the noise

Alert inundation
Outages and issues
False alarms, wasted
investigation time

**Mitigate & Reduce
Operational Cost**

Outage costs
Release rollbacks, delays
Duplication of staff effort
Poor customer satisfaction

Identify operational
problem areas
Improve remediation
guidance
Automate manual tasks
Collaborate with Dev to
drive improvement

Function used

Cloud Event Management Demo

IBM Operations Management – Monitor and Manage

Consolidated monitoring, event and incident correlation, prioritization and resolution

✓ Expedite problem determination

✓ Restore service quickly

✓ Analyze and improve operational health

✓ Bridge the gap between Dev and Ops

IBM's Operations Management track record sets the bar:

- **30%** faster incident resolution
- **75% fewer** events presented to operators

- **95%** faster time to acknowledge incidents
- **75%** less time performing event investigation

- **50% fewer** repeating events
- **50% fewer** generated incidents

It's easy to get started …

Start a free 90 day subscription:

https://www.ibm.com/cloud/event-management

Thank you