

# Splunk ITSI: AIOps Solution to Proactively Prevent Outages

Learn how Splunk IT Service Intelligence (ITSI) applies AI and ML to proactively prevent outages, as well as how other Splunk Observability products are leveraging the power of AI and ML >

splunk>



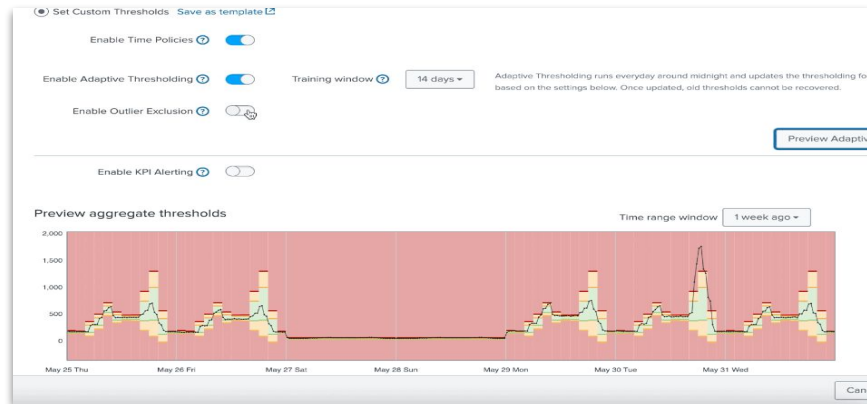
# How Splunk ITSI uses AI and ML

## Splunk's AIOps Solution

Splunk ITSI applies machine learning to **proactively prevent outages** by correlating and reducing alerts, monitoring service health, and streamlining incident management.

- Clustering & aggregation to reduce alert noise
- Adaptive (dynamic) thresholds incorporate seasonality
- Anomaly and outlier detection
- Delivers actionable additional context
- Assisted root cause investigation
- Predict service health to prevent outages

Read the full blog to [learn more >](#)



## Splunk IT Service Intelligence (ITSI) 4.17

We've embedded additional ML capabilities to accelerate detection and realize faster time-to-value in ITOps:

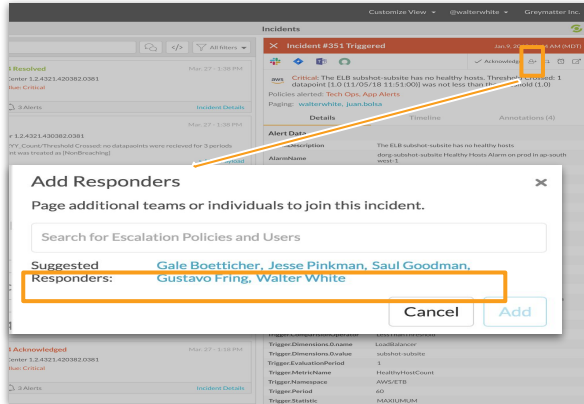
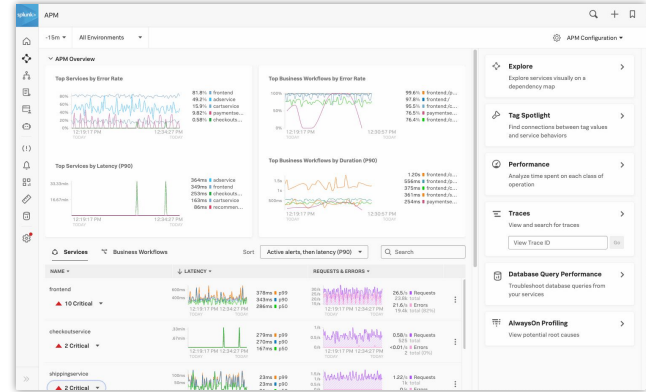
- **Outlier Exclusion for Adaptive Thresholding** detects and omits abnormal data points or outliers (such as network disruptions or outages spikes) for more precise dynamic thresholds to drive accurate detection within the IT environment.
- The new **ML-Assisted Thresholding** (preview) uses historical data and patterns to create dynamic thresholds with just one click, for more accurate alerting on the health of an organization's technology environment.

# AI and ML in Observability Cloud

## Splunk APM and IM: Autodetect

Use machine learning to **improve accuracy** and **reduce manual effort** across infrastructure and service alerting

- Establish performance baselines across every service.
- Automate alerting by receiving targeted recommendations for the biggest spikes in latency, errors, and resource utilization.
- Easily customize alert thresholds and subscribe to notifications for specific services or teams.



## Splunk On-Call

Splunk On-Call **leverages ML** to correlate like incidents and decipher which person or people have worked on similar incidents in the past.

The **Suggested Responders** are listed when a user clicks **Add Responder** - making it possible to loop in knowledgeable colleague/s to the firefight in moments.

- Reduce isolation
- Leverage tribal knowledge to reduce MTTR
- Improve morale/ reduce burn out