ScienceLogic SL1 Eiffel Release

Automated workflows accelerate your digital transformation journey. ScienceLogic helps you transform your IT environment with a modern automation framework that leverages data and context from legacy and modern tools to make IT work flow—faster and easier. With the Eiffel release, SL1 expands your ability to see, contextualize, and act to accelerate your journey to AIOps.

SL1 Eiffel Release Summary: What's New

With SL1, you can see everything across multi-cloud and distributed architectures, contextualize data through relationship mapping, and act on this insight through integration and automation. With this approach, you set the foundation for AIOps by assimilating and normalizing varied sets of data from across your ecosystem to gain insightful context. Now it's time to put those insights in action with closed-loop IT workflow automations.

In each new SL1 release, we deliver new capabilities aligned to the key tenets of AIOps:

1. **See**: Data is the foundation that helps you see what you have in your IT environment.
2. **Contextualize**: Analytics help you derive insights from service context and machine learning.
3. **Act:** Intelligent automation helps you increase productivity, solve problems faster, and drive business agility by replacing manual tasks and delays in human handoffs so you can more efficiently restore service, remediate issues, and orchestrate processes across teams

With our Eiffel release, we introduce the following capabilities to support you on your AIOps journey:

See

- **Expanded visibility** with 35+ new or updated monitoring PowerPacks
- Expanded Monitoring PowerPack SDK
- Extended data collection to include Linux Agents, Webhooks
- Simplified Day 1 experience to streamline deployment and configuration of SL1 Collectors

Contextualize

- **Broader range of change and user experience data,** improving visibility to and understanding of the state of your critical services

Act

- **New workflows** for Digital Experience Monitoring, DevOps, and Orchestration tools
- Updates to existing workflows to support 6+ endpoint management tools out-of-the-box
- Updates to provide better visibility to ensure your automations run smoothly

In addition, we continue to prioritize the security of the SL1 platform. For SL1 customers who have Crowdstrike, you can now run Crowdstrike agents on SL1 collectors to help protect your data at the edge.

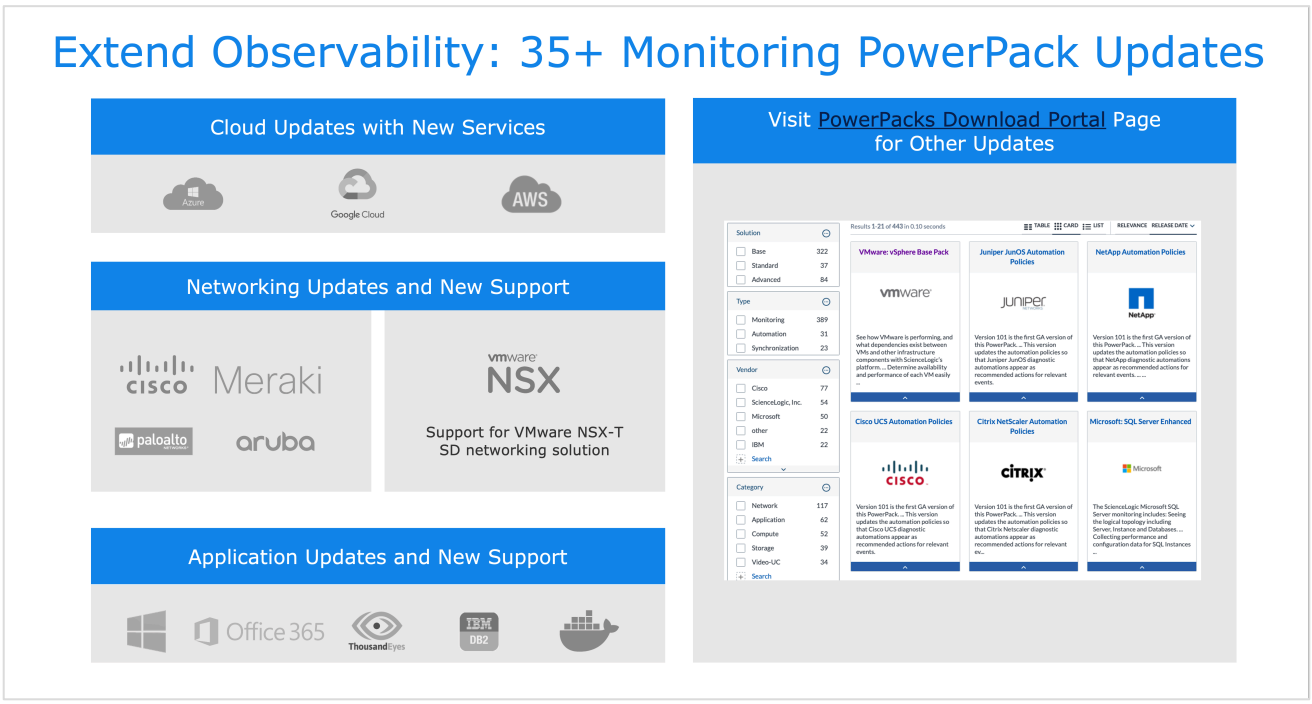
Eiffel is planned for external release in May 2022.

Let's take a deeper look at the SL1 Eiffel release capabilities across the See, Contextualize and Act pillars:

See: Extending observability with a more complete view of what's impacting your service health

SL1 offers hundreds of monitoring **PowerPacks**, pre-built monitoring applications that help you see what you have, know what's working and what's not, so you can take corrective actions. In the Eiffel release, we expand our monitoring capabilities for a more complete view of your environment:

- Updates to more than 35 PowerPacks to ensure a more complete view of your Cisco, Meraki, Palo Alto Networks and Aruba networking environments, as well as updates to expand visibility in your application environment including Microsoft Office 365, Cisco ThousandEyes, IBM and Docker.



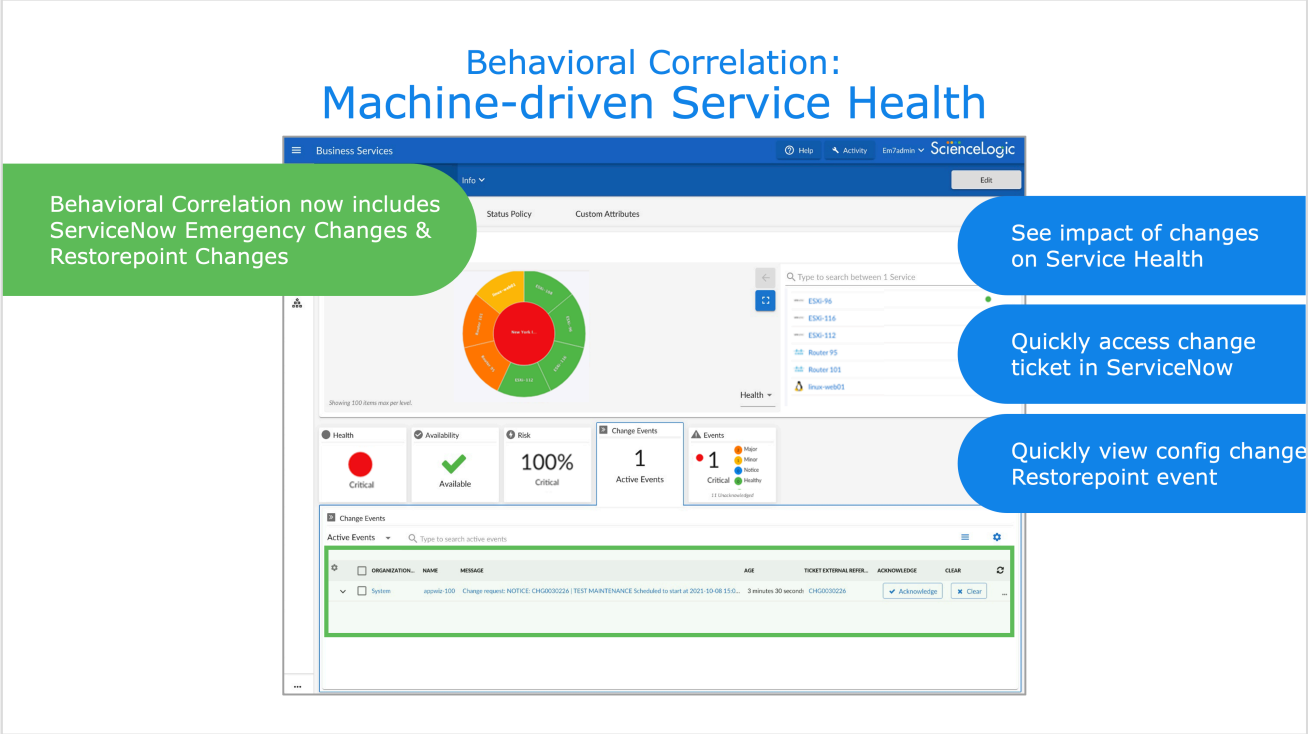
- New networking PowerPack to support VMware NSX-T software-defined networking solution
- Expanded cloud services monitoring capabilities for Azure, AWS, and Google Cloud:
  - Azure: now monitors over 170+ services
  - AWS: Workspaces
  - Google Cloud: BigQuery

While we have prebuilt templates with our PowerPacks, every environment is different and you may want to develop your own integration to SL1. For that we have our low-code SDK. In the Eiffel release, we add the ability to support CLI and REST to further help you quickly develop custom SL1 integrations.

Contextualize: Accelerate root cause analysis with machine-driven, service-centric insights

Pinpointing the source of an issue can consume tons of troubleshooting time, delaying your ability to accurately inform your stakeholders of a potential issue, and extending the time to resolution. Being able to correlate metrics quickly is crucial. SL1 already correlates a wide variety of data such as topology, events, anomalies, configuration, and more across your ecosystem. With our Duomo release in 2021, we introduced the ability to bring change data into your behavioral correlation analysis.

With the Eiffel release, we now capture **ServiceNow emergency change data** and **RestorePoint changes**. The image below illustrates how change data is captured in SL1 to aid in root cause analysis:



SL1 now shows Restorepoint and ServiceNow changes in the "Change" tab on the business service dashboard. In this example, you can see the device service is unhealthy and degraded, and you can see that a change was recently made. You can investigate further by clicking to open the ServiceNow change ticket.

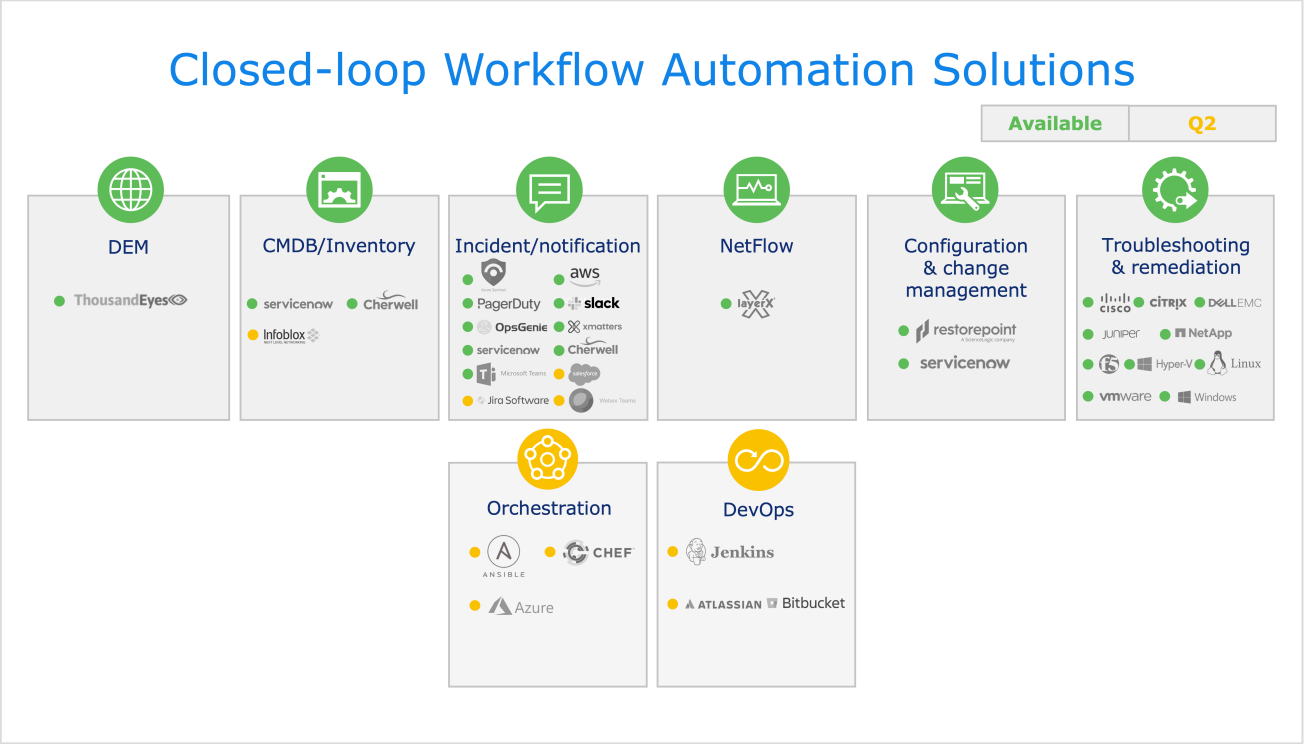
Act: Move faster with automated workflows

Automated workflows are the fastest way to increase your productivity and accelerate your journey to AIOps. That's why our Eiffel release includes enhancements to our out-of-the-box closed-loop workflow automation solutions that connect ecosystems and drive collaboration between ITOps, DevOps and ITSM.

With the Eiffel release and future releases, we continue to expand our library of closed-loop workflow automation solutions to include additional ecosystem management tools and best practices.

New ecosystem tool support in the Eiffel release includes:

- **CMDB/Inventory workflows:** InfloBlox IP Address Management (IPAM)
- **Incident/Notification workflows:** Atlassian Jira, WebEx Teams, AWS Incident Manager, Azure Sentinel
- **Configuration and Change Management workflows:** ServiceNow, Restorepoint
- **Orchestration workflows:** Ansible, Chef, Azure
- **DevOps workflows:** Atlassian Bitbucket, Jenkins



New closed loop workflow automation solutions available today (green dots) and planned for Q2 2022 (yellow dots) drive faster incident resolution processes and more efficient handoffs between IT Ops, DevOps, and ITSM teams.

Digital Experience Management (DEM) is another area we've added in this release, and it's a great example of how our "better together" tools deliver improved insight into your environment. While digital experience monitoring tools like Cisco ThousandEyes reveal what users are actually experiencing with your digital services, they're even more powerful when combined with a full-stack service monitoring platform like SL1 that exposes what infrastructure or application elements are impacting that experience.

When ScienceLogic SL1 is deployed alongside Cisco ThousandEyes, you can monitor the entire infrastructure stack and network connectivity that supports your mission-critical applications and users. SL1 provides an inside-out view with minimal overlap with digital experience monitoring tools like ThousandEyes that provide an outside-in view. SL1 support for Cisco ThousandEyes is available today.

In addition, we are evaluating future support for tools in the areas of BI/analytics/reporting and Security.

Automation library of best practices

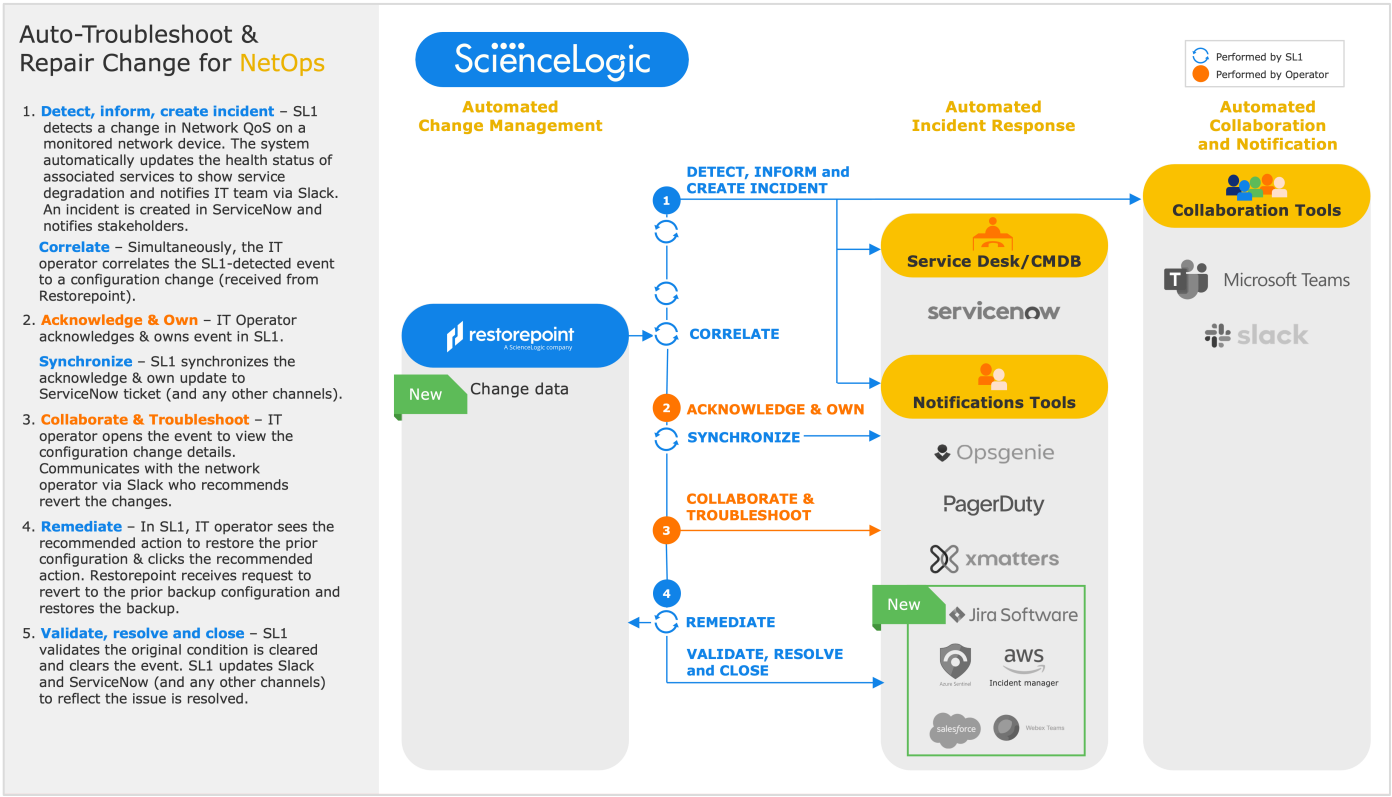
To further help you accelerate your troubleshooting and remediation efforts, SL1 provides 350+ best practices and 240+ recommended actions; we've added over 50 new recommended actions for Cisco UCS, Citrix, F5, NetApp, and Juniper. This library of best practice automation policies for troubleshooting and remediation help you move fast to avoid, troubleshoot, or remediate issues.

Putting it all together

How do SL1 and our new Eiffel capabilities work together to help you reduce mean time to repair (MTTR) and offload your team so they can support more strategic activities for your organization? Let's look at a typical example of a network quality of service degradation due to a configuration change.

Scenario: Auto-troubleshoot and repair change for NetOps workflow

IT teams are frequently burdened with repetitive support issues, such as a network degradation that could potentially impact a business service. Often those kinds of issues arise from something simple: a change somewhere on the network that inadvertently impacts quality of service. Through automation, IT teams can resolve problems quickly before the issue becomes business-impacting.



Before: Coordinating across multiple tools results in long resolution times

Once a network degradation issue is determined, manual processes are put into play, crossing multiple IT tools—change management, service desk, notification, collaboration—slowing down problem resolution. These processes require repetitive, error-prone data capture, entry, and analysis to correlate information across tools and keep stakeholders informed. Add to that the time delays for staff to see and respond. IT teams, overburdened and struggling with a skills shortage, need a more efficient way to manage service-impacting issues.

After: Automated workflows

With the combined SL1 workflows for Configuration and Change plus Incident/Notification, SL1 eliminates many of those manual processes.

Operational workflows are automated across tools, eliminating the need to switch between applications and speeding the process. SL1 captures key elements of workflow, such as populating the event with actual configuration changes made, providing a recommendation to roll back the configuration change, and automatically executing the recommendation once approved by the operator. It keeps everyone informed along the way, allowing quick case validation and closure with minimal to no human involvement.

As a result, you can achieve lower MTTR with cross-tool communication and routine task automation. Internal stakeholders benefit from automatic communications so they can mitigate any potential business-impacting issues. You greatly reduce troubleshooting time by eliminating the need to manually sift through various change information to determine potential cause of the issue. And by automating these routine workflows, you can better focus your skilled IT specialists on more strategic business issues.

Take the next step in your AIOps journey today

For more info on these new updates, contact us! And, if you are exploring your next steps on your AIOps journey, check out our Getting Started page and get expert insights by attending a webinar. Existing customers can contact your account representative and visit the "What's New" section of the ScienceLogic Support website.

About ScienceLogic

The ScienceLogic SL1 platform enables companies to digitally transform themselves by removing the difficulty of managing complex, distributed IT services. Our IT infrastructure monitoring and AIOps platform (SL1) provides modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. The SL1 platform sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation. SL1 solves the challenges and complexities of today and provides the flexibility to face the IT monitoring and management needs of tomorrow. Trusted by thousands of organizations, ScienceLogic's technology was designed for the rigorous security requirements of United States Department of Defense, proven for scale by the world's largest service providers, and optimized for the needs of large enterprises.