riverbed
EMPOWER THE EXPERIENCE

U.S. Public Sector

SOLUTION BRIEF

# The Public Sector Journey to Unified Observability

In public sector organizations, it's no secret that IT networks have grown larger, more complex, and even more vital to successful operations. So, it should come as no surprise that designing, managing, and achieving visibility into these environments have grown more challenging as well.

With modernization initiatives and technology advancements happening at breakneck speed, it's important for IT teams to take a step back and critically evaluate where they are—and more importantly, where they want to go—in their IT management journey.

## Key Factors Driving Decisions in IT Management

There are four key factors that should drive the decisions around IT management journey: mission, risk, productivity, and cost.

**Mission.** Mission success is paramount and should be at the forefront of every decision. And more than ever, an organization's IT environments are closely tied to how well its mission-critical apps, devices and users perform.

**Risk.** There are risks in every aspect of IT management, in both physical and cyber domains. As organizations mature their IT management processes, risk grows as they face more complexity, volume, and sophistication in cyber threats. It's critical to be able to manage these risks at every stage of their journey.

**Productivity.** Progressing on this journey means increasing productivity. A mature organization has the tools to work smarter and faster using fewer resources—i.e., do more with less.

**Cost.** Finally, in a market where budget and economic uncertainty are forcing public sector organizations to "do more with less," reducing or controlling costs should be a key consideration in every IT management decision.

It's important for IT teams to critically evaluate where they are—and more importantly, where they want to go—in their IT management journey.

## Phases of Maturity

### Phase 1: Monitoring

The most basic stage of IT management is monitoring. At its core, this is knowing the status and health of key assets and functions within the environment. It's about seeing network usage by application and being able to do packet analysis, which can address some of the factors above.

As IT organizations advance, their monitoring expands to include application monitoring and end-user device monitoring. Traditional monitoring tools have some limitations, which have become more evident with the growth of hybrid networks. IT teams relying on monitoring may not be able to monitor all devices, users or components of their network. Additionally, traditional monitoring tools may struggle to process high volumes of data and lack visualization capabilities.

> Many public sector organizations, having seen the clear benefits of achieving some level of visibility, have found that "success" is a moving target.

### Phase 2: Visibility

Visibility goes beyond monitoring to provide a broader view. In addition to showing that network traffic is flowing, it shows whether the network is operating securely and optimally. This allows organizations to have more control over their networks and make better decisions about their data.

Most public sector organizations have achieved some level of visibility and are seeing clear benefits. However, many have found that "success" is a moving target. Their environments have grown far more complex. They've become hybrid networks with data in the cloud as well as on-premises, SaaS as well as local applications, and remote end users in disparate locations demanding a high-quality user experience. On top of these challenges, IT security threats and requirements add additional complexity.

Having greater visibility into your IT environment, data flows, apps, devices and end-user experiences—and relying on a variety of visibility tools—often overloads IT support teams with alerts needing investigation. And unfortunately, many visibility tools are specialized for just one siloed area or activity, so teams lack a complete and integrated view. These challenges have led to the development of more advanced visibility solutions and the concept of Unified Observability.

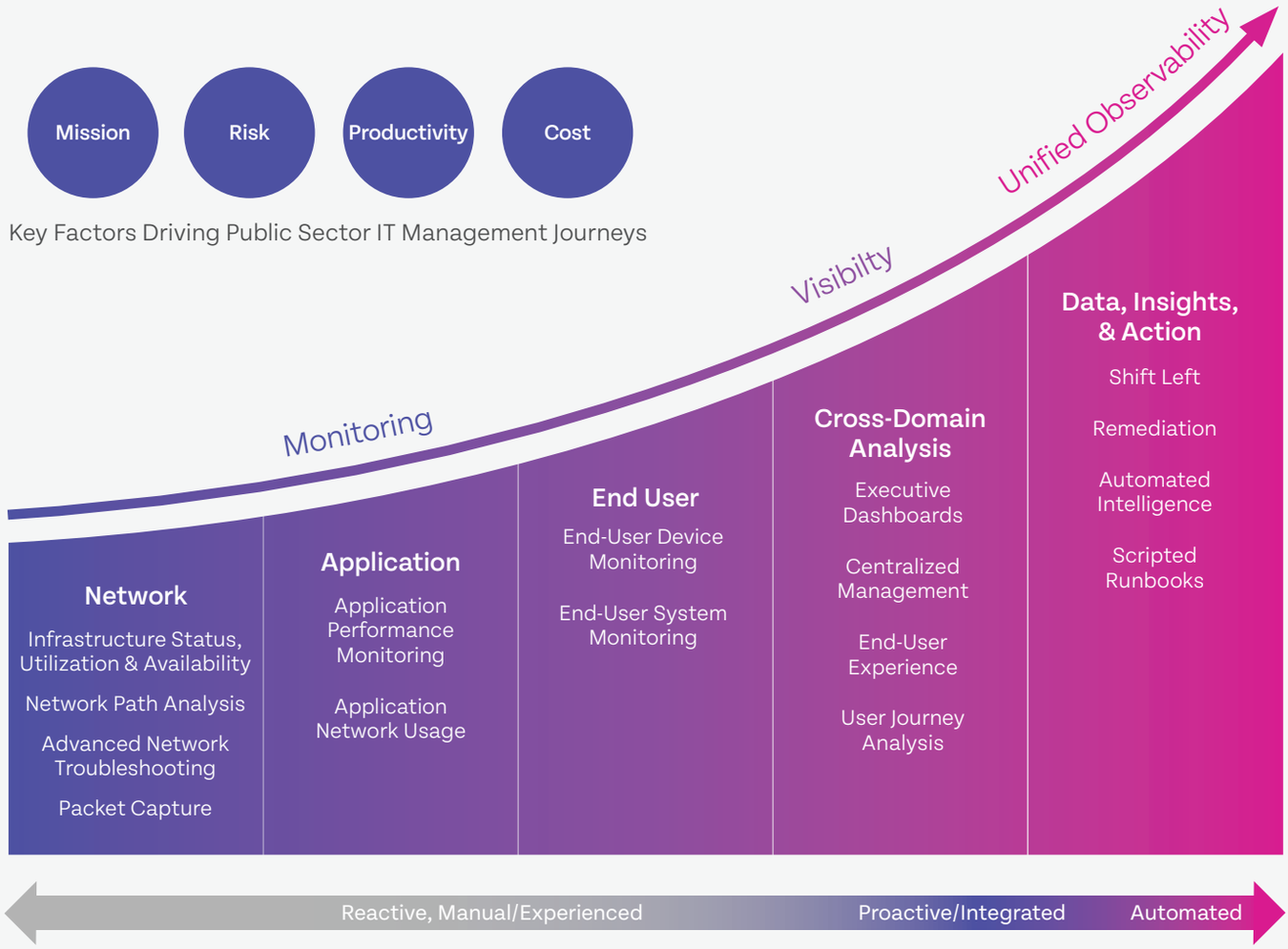
### Phase 3: Unified Observability

A Unified Observability approach enables IT teams to capture all data in their organization, aggregate and correlate it, and gain actionable insights. Those insights enable a high-quality experience for end users and help ensure IT operations run smoothly and securely.

Unified Observability tools use artificial intelligence and machine learning to detect anomalies more quickly and provide context for those anomalies. For IT teams suffering from alert fatigue, trying to sift through the noise to pinpoint a problem's root cause, Unified Observability has been a game changer.

> A Unified Observability approach enables IT teams to capture, aggregate, and correlate all data in their organization and gain actionable insights.

## Unified Observability Journey




Riverbed has developed the most advanced Unified Observability platform available today, offering these advantages:

Full-fidelity data. Rather than working with partial or sampled data, Unified Observability accesses all data available across your IT environment—from the infrastructure to the end user. It can also incorporate data from external third-party sources such as ServiceNow or Splunk.

A complete and integrated view. The platform correlates this data across domains and brings it together under a single "pane of glass." This allows all IT teams to go beyond "seeing" to informing relationships among disparate data and identifying root causes to issues faster. These actionable insights let teams speed "click to render," which facilitates better, faster decision-making.

Automated and scripted actions. Unified Observability addresses "alert overload" by using AI and scripted runbooks, automating many of the processes an IT support team does manually to investigate alerts and troubleshoot. It includes standardized scripted runbook actions, and if desired, users can add additional customized actions and workflows to meet their needs.

Greater productivity. By applying AI, automation, and scripted runbooks, Unified Observability is the equivalent of adding additional IT support managers to your team. Tier 1 support managers are no longer overwhelmed by the volume of alerts. Tier 2 and 3

support managers can focus more on the critical events where their expertise is most needed. Mean Time to Resolution (MTTR) is shorter because teams can identify root causes sooner and fix them faster.

A better user experience. The improvements in IT team performance enabled by Unified Observability allow every user in your organization to perform more satisfying work, be more productive, and more meaningfully contribute to mission success.

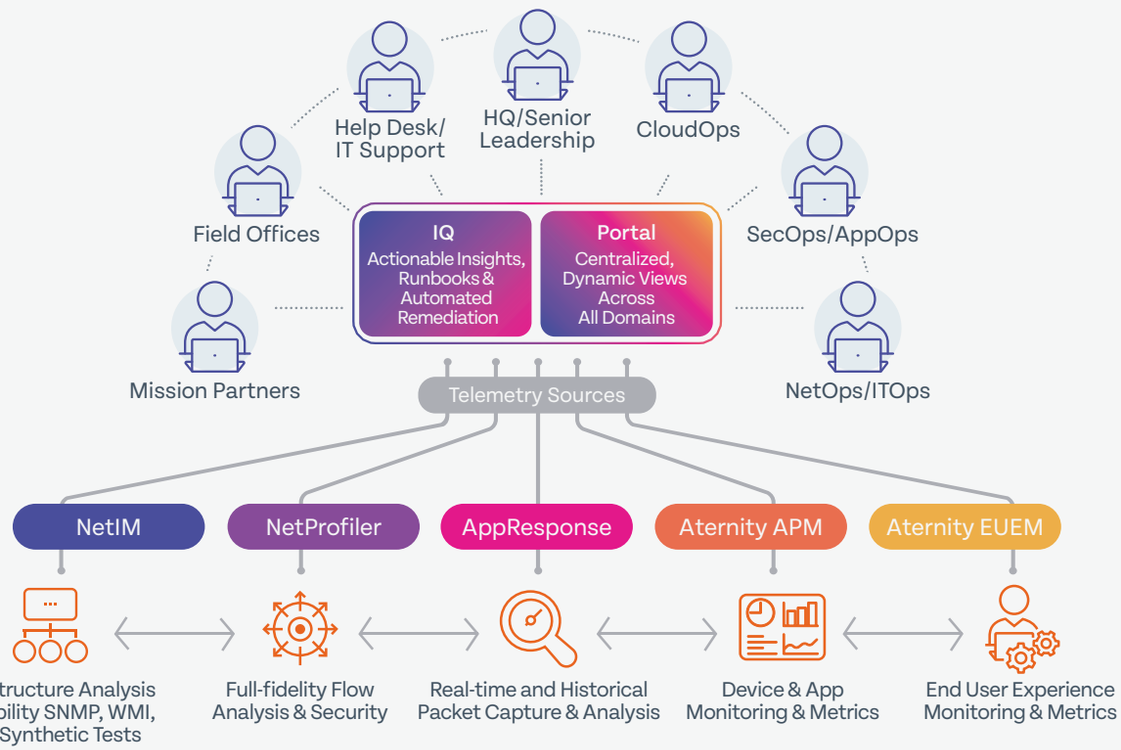
## Unified Observability Enables Your IT Team to Shift Left

One of the best ways to summarize the value of Unified Observability is that it enables organizations and their IT teams to shift left. This means that by tackling tasks earlier in a process timeline "farther left," you significantly increase efficiency and are better prepared for potential challenges. When an organization embraces a shift left approach, problems and hurdles are addressed earlier. Additional advantages include lower risk, increased productivity, reduced costs, and fewer human errors.

> Shifting Left increases efficiency, lowers risk, increases productivity, reduces costs, and enables fewer human errors.

For IT Teams, acknowledging their current state and planning their journey towards Unified Observability can speed their path to mission success.

### Riverbed's Unified Observability Platform




**To learn more about the advantages of Riverbed's Unified Observability platform, visit www.riverbed.com**