Third-Party Data Enhances Riverbed IQ Processes

Better tailor automated investigations to your troubleshooting processes.

Riverbed IQ Unified Observability service supports data from third-party solutions to bring more context to automation runbooks. This mitigates the labor-intensive step of manually collecting and correlating data from multiple monitoring tools.

Tools sprawl hinders troubleshooting

According to Enterprise Management Associates, 64% of organizations use 4-10 monitoring tools, while another 17% use 11 or more. This tools sprawl exacerbates the challenge of correlating disparate data to better determine root cause of complex incidents. Problems such as alert fatigue, death by dashboards, and lack of technical expertise also often coincide with tools sprawl.

However, many of these monitoring tools are necessary to supply different perspectives of network, application, and end user performance, and some of these tools can be so entrenched that any change or attempt to consolidate becomes no trivial endeavor. To move away from them often means incurring significant costs and time.

Third-party data enhances Riverbed IQ

Riverbed® IQ runbooks are specifically designed to capture all the critical data around an issue.

However, when a company uses an abundance of monitoring tools, all the relevant data may not be in Riverbed products alone. This sparks the need to incorporate alternate data.

Riverbed IQ currently receives data from Riverbed packet, flow, infrastructure, and end user experience monitoring solutions. And excitingly, it now supports importing complementary data from on-prem and cloud-based third-party solutions. This addition of non-Riverbed data is the most requested feature by Riverbed IQ users. The third-party data is added through the Riverbed IQ runbooks and can be used in decision branches and visualizations. This way, IT can better tailor IQ's automated investigations to their organization's specific troubleshooting process.

Now Riverbed IQ users can get relevant data, apply logic or comparisons, and even set priorities based on third-party data. This capability adds more context to supplement runbook outputs and mitigates the labor-intensive step of manually collecting and correlating monitoring data from Riverbed and other monitoring tools.

Alternatively, Riverbed IQ runbooks can push incident data to third-party solutions. For example, Riverbed IQ can send context-rich, actionable alerts to solutions like ServiceNow, Splunk, or Moogsoft or you can kick-off remediation scripts.

How it works

The integration is simple yet flexible enough to support a broad set of solutions in just a few steps. Riverbed IQ developed two new runbook nodes: "Integrations" enables IT to leverage external REST APIs with internet access to obtain additional contextual data in the automated investigations, while "Transform" lets you translate the names of third-party data into common Riverbed terms.

But first, if the third-party solution requires authentication you need to define and store the authentication method on the third-party authentication page. This page allows you to store all your authentication credentials in one place. You can use a variety of authentication methods, including API keys, OAuth2, Access Token, or Basic Authentication.
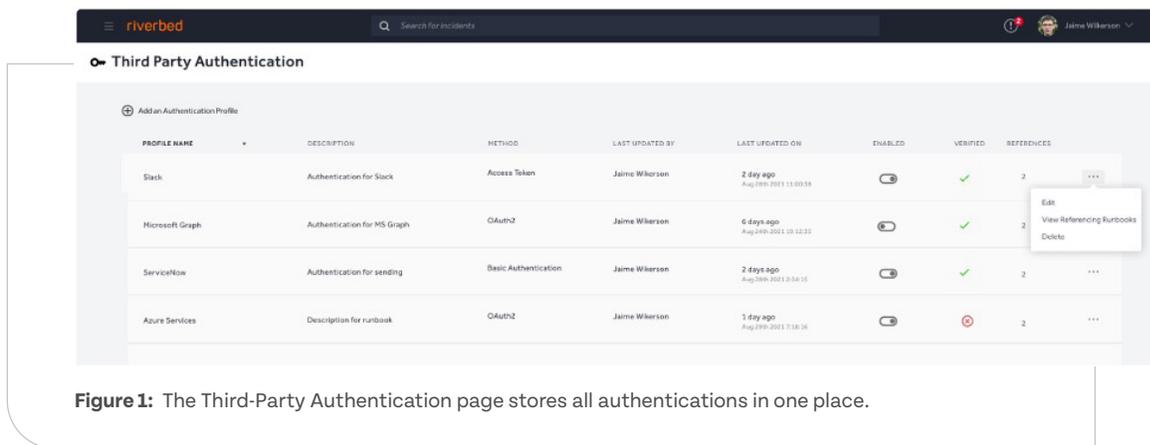
Figure 1: The Third-Party Authentication page stores all authentications in one place.

Then you are ready to build or edit runbooks to include third-party data. The Integrations node allows IT to build an HTTP query and add logic to pull or push data to and from third-party tools. Build the HTTP query by referencing the authentication method, add the link to the API (for example datadog.com/api), and specify the data.

Lastly, to view the response in the runbook, add and define a Transform node to convert data from the third-party solution into names that are understood by Riverbed IQ users. For example, values may be identified by one name in our DataDog example, but you may want to call them by the Riverbed value in IQ.
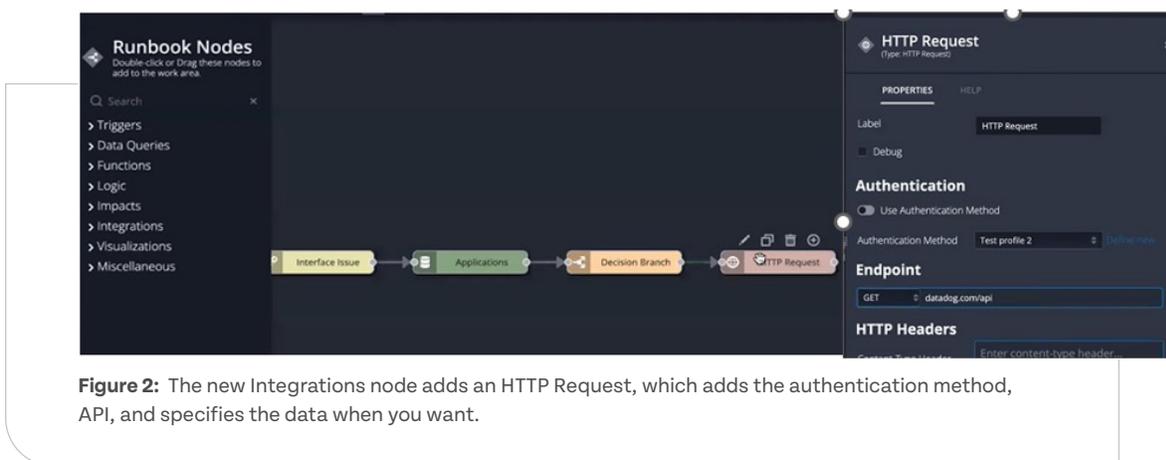
Figure 2: The new Integrations node adds an HTTP Request, which adds the authentication method, API, and specifies the data when you want.

Now IT can treat this data as if it's Riverbed data. For example, run it through another decision branch to monitor and alert on the status of the data, or add visualizations that tell Riverbed IQ where and how to display the data in the Impact Summary.

Out-of-the-box ServiceNow support

In today's market, targeted delivery of fast, context-driven insights to IT Operations teams can mean the difference between business triage and business optimization. With the Riverbed portfolio's full-fidelity insights, complex ticketing workflows become razor sharp, highly automated processes. Riverbed IQ uniquely delivers deep incident context to Network Operations teams. Riverbed's triage, diagnostic, and remediation runbook automations streamline ServiceNow ticket creation and escalation. The integration between ServiceNow and Riverbed IQ replicates advanced investigative processes and provide NOCs with context-driven, network and end user experience insights directly into their ServiceNow UI, empowering teams to proactively resolve issues without escalating.

Summary

The addition of third-party data to Riverbed IQ runbooks helps mitigate the labor-intensive step of manually collecting and correlating data from multiple monitoring tools. Riverbed IQ's automated investigations bring disparate data together to enable effective cross-domain collaboration and decision-making to accelerate mean time to know/resolution. IT has one place to go to for context-rich, filtered, fix-first insights, ready for IT action.

To learn more about the Riverbed IQ Unified Observability service, click here.

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Riverbed — Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed provides two industry-leading solutions: the Riverbed Unified Observability portfolio, which integrates data, insights, and actions across IT to enable customers to deliver seamless digital experiences; and Riverbed Acceleration, which offers fast, agile, and secure acceleration of any application over any network to users, whether they are mobile, remote, or on-premises. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.