



● Live Webinar

From SLAs to XLAs

The necessary shift and 5 practical ways IT automation gets you there

August 30, 2023



Your Speakers Today



Sean Heuer
Chief Executive
Officer



Ari Stowe
Head of Product
Management



Moderator

Joanna Swartwood
Head of Demand Generation

Experiences Are Directly Linked to Outcomes



76%

of executive leaders see customer experience as critical to meeting organizations' business goals.

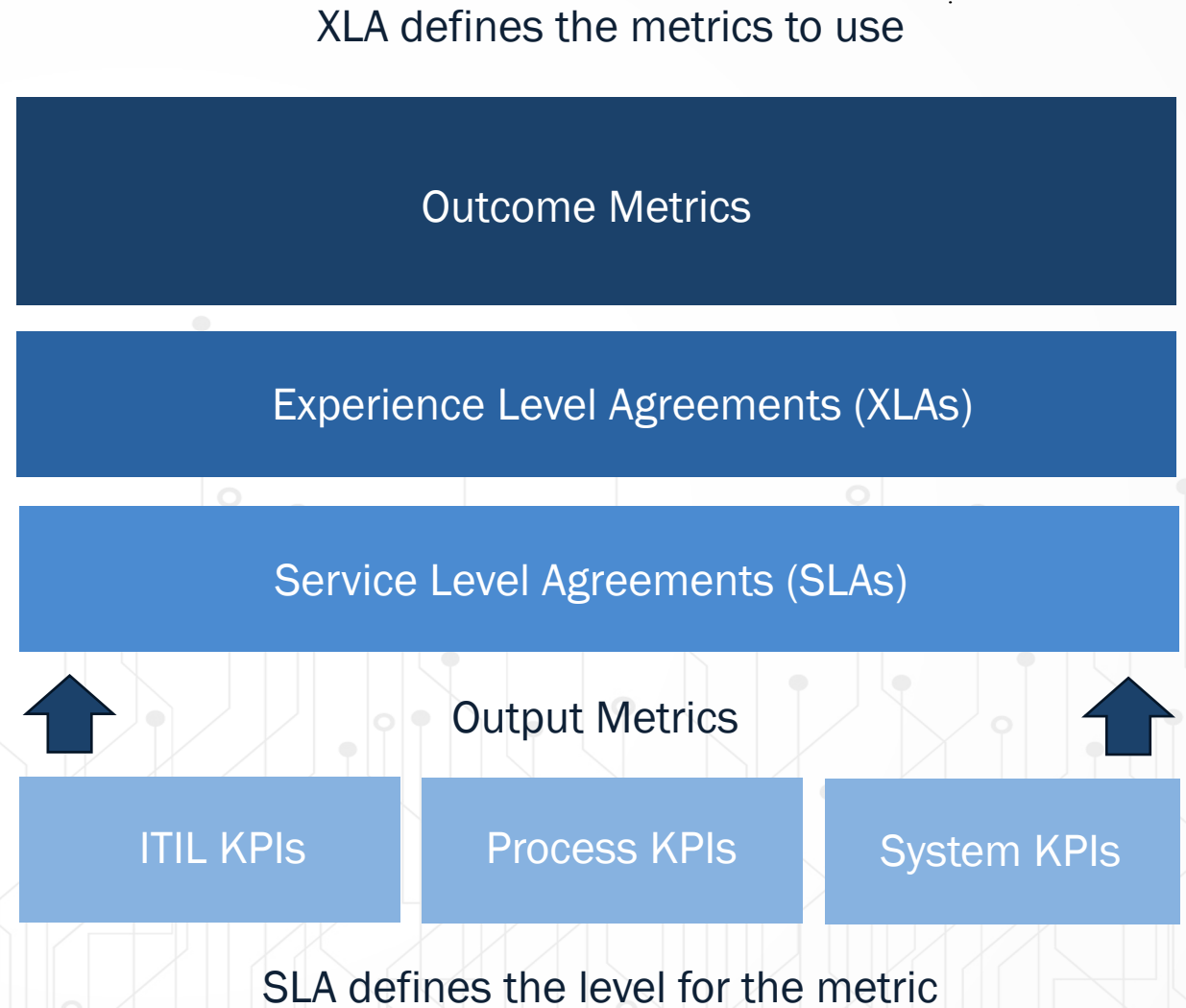


71%

of executives have begun the journey towards experience and have classified themselves at the beginning stages

Source: Gartner

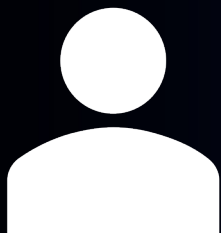
XLAs for IT Leaders?



A group of diverse people in an office setting are celebrating with their arms raised. The image is overlaid with a dark blue semi-transparent filter. The text "5 Ways to Make a Difference Today" is centered in white, bold font.

5 Ways to Make a Difference Today

1



Self Service

se.network.Provider Path Check (v.41)

File

Provider Path Check

Cisco and Juniper Diagnostics



- Determine start/end of path
- Use MPLS label to determine path
- Perform health check on each path

Provider_Path_Check

Incident: INC0053810

Source IP Loopback: 172.16.128.1

Destination IP Loopback: 172.16.128.3

Submit

show route table inet.3 172.16.128.3 detail

```
inet.3: 3 destinations, 3 routes (3 active, 0 holddown, 0 hidden)
172.16.128.3/32 (1 entry, 1 announced)
State: <FlashAll>
*LDP Preference: 9
Next hop type: Router
Address: 0x92bcaa0
Next-hop reference count: 3
Next hop: 172.16.128.34 via ge-0/1/0.20, selected
Label operation: Push 18
Label TTL action: no-prop-ttl
Next hop: 172.16.128.22 via ge-0/1/0.10
Label operation: Push 18
Label TTL action: no-prop-ttl
State: <Active Int>
Local AS: 65001
Age: 1d 10:37:13 Metric: 600
Task: LDP
Announcement bits (2): 2-Resolve tree 1 3-Resolve tree 2
AS path: I

{master}
CPLUS-R1$
```

Path Check

Execution of a series of diagnostic commands performed on Cisco and Juniper devices. The p

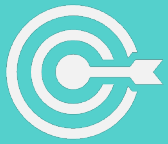
device. A ServiceNow incident will be the trigger to start this process.

covery sessions with the team:

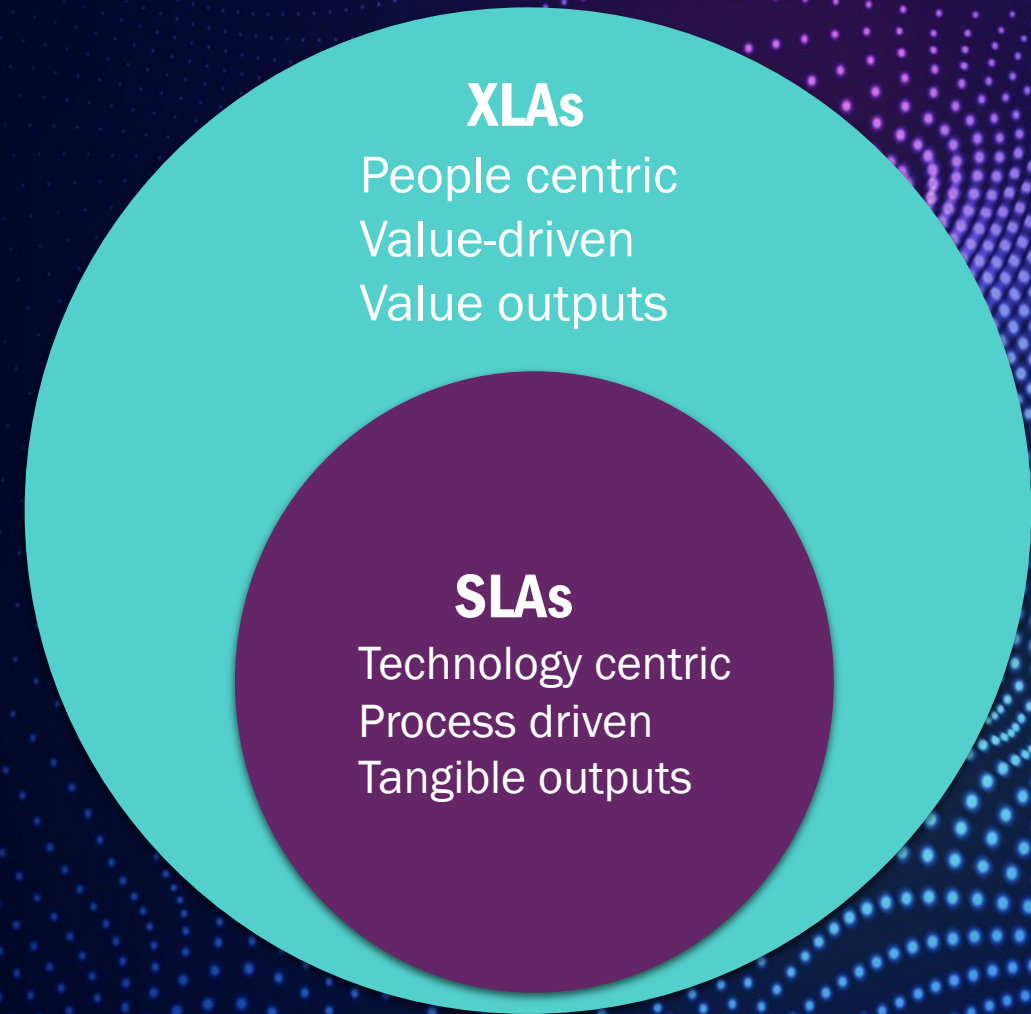
will be included in the Service Now Incident CI.
Assisting in automation development/testing efforts.
As listed below.

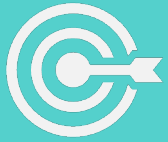
Commands below will be used for automation assessment and displayed to the operator.
on PE. Pick the interface and label from output for the next-command.
status and uptime.
a label lookup, then pick the interface from here and repeat step 2.

where the label is popped. Here the trace stops and you have enough information to give the



SLA ++





Self-healing

Auto-remediation For Common Alerts/Alarms

Service / Server restarts

Ensure enterprise apps and systems are running smoothly: automatically start, stop or restart

Disk space cleanup

Keep devices running at optimal performance

Virtual Server Management

Increase disk space or reconfiguration to support higher loads on-demand

Failover [Load Balancer, Application]

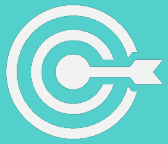
Support a graceful failover, reconfigure app or infrastructure

4

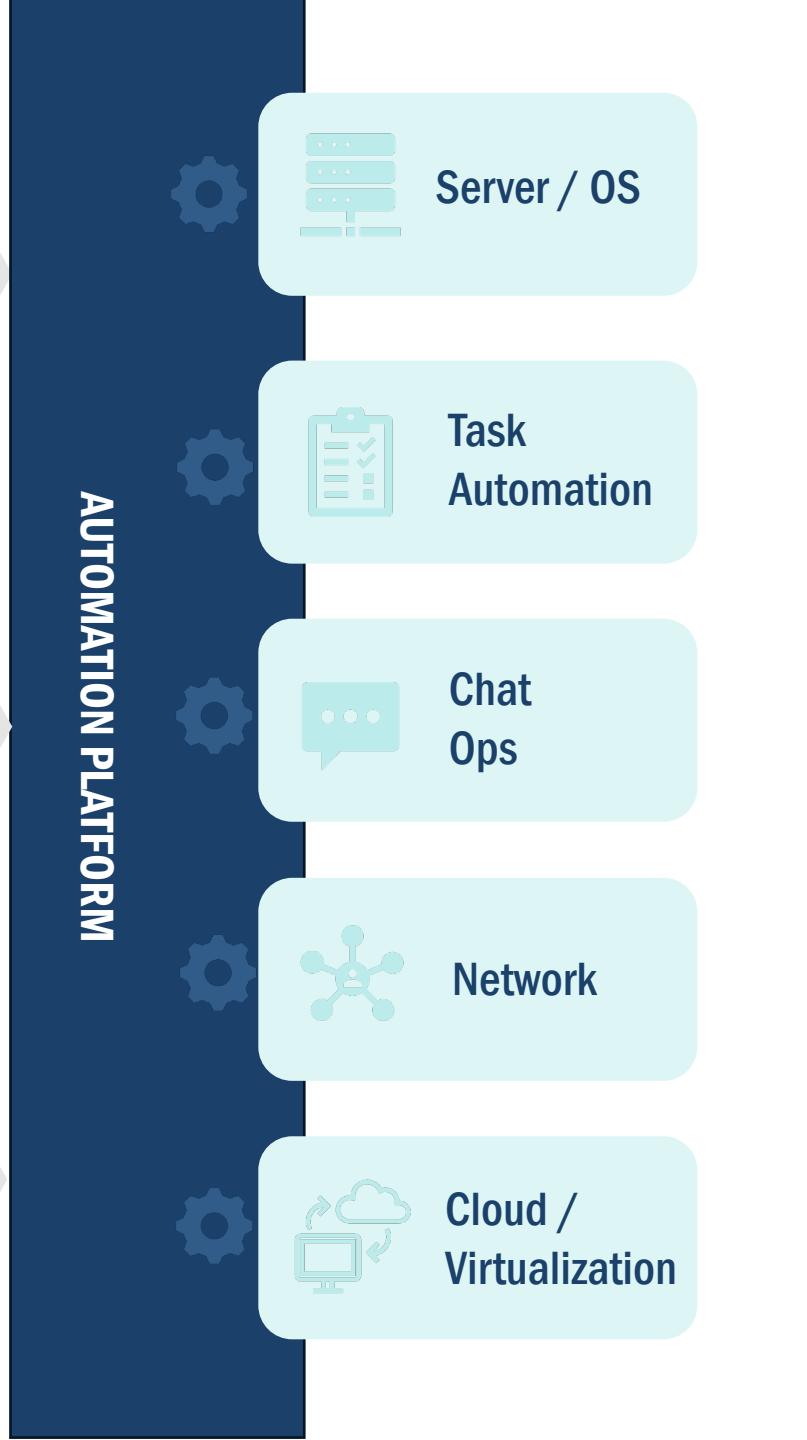
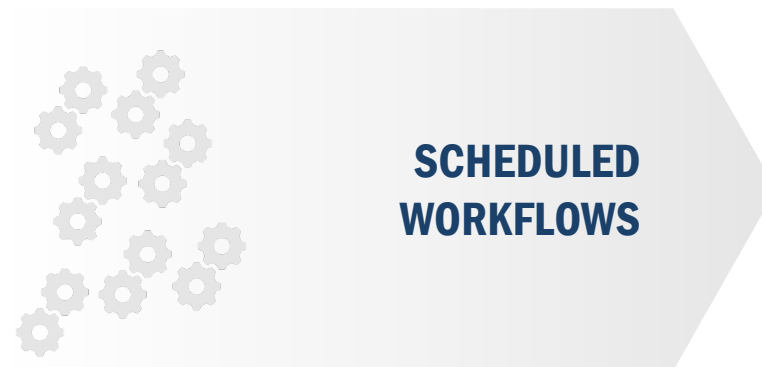


Proactive Automation





Orchestration of Workflows



RESOLVE 

<https://resolve.io/>

Thank you!

Request a demo to learn more:

<https://resolve.io/request-demo>



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