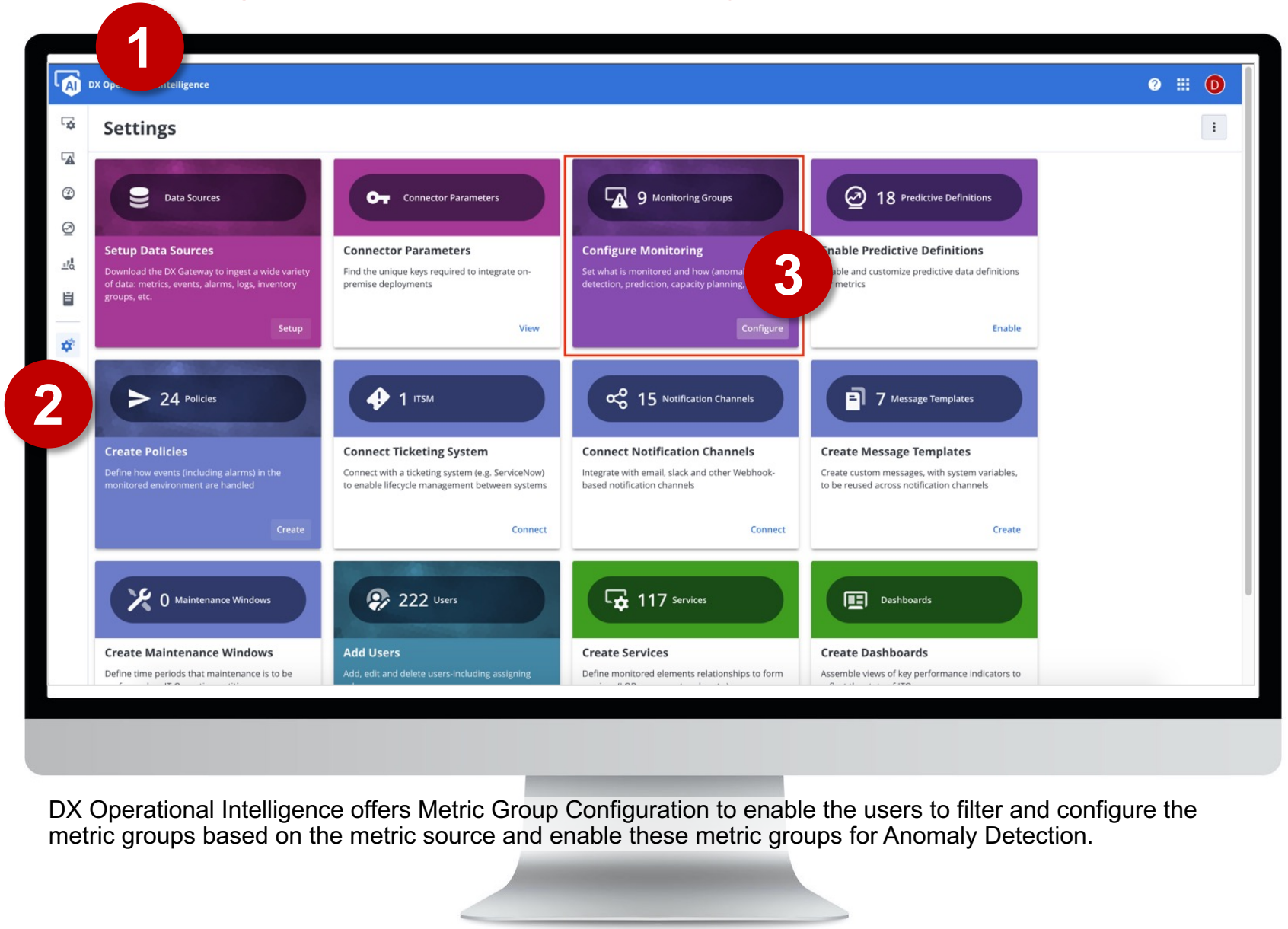
Product Tutorial

DX Operational Intelligence

Configuring Anomaly Detection

Configuring Metric Groups For Anomaly Detection #1



1. Launch DX Operational Intelligence
2. Click on “Settings” in the left navigation menu
3. Click “Configure” on the “Monitoring Groups” card

DX Operational Intelligence offers Metric Group Configuration to enable the users to filter and configure the metric groups based on the metric source and enable these metric groups for Anomaly Detection.

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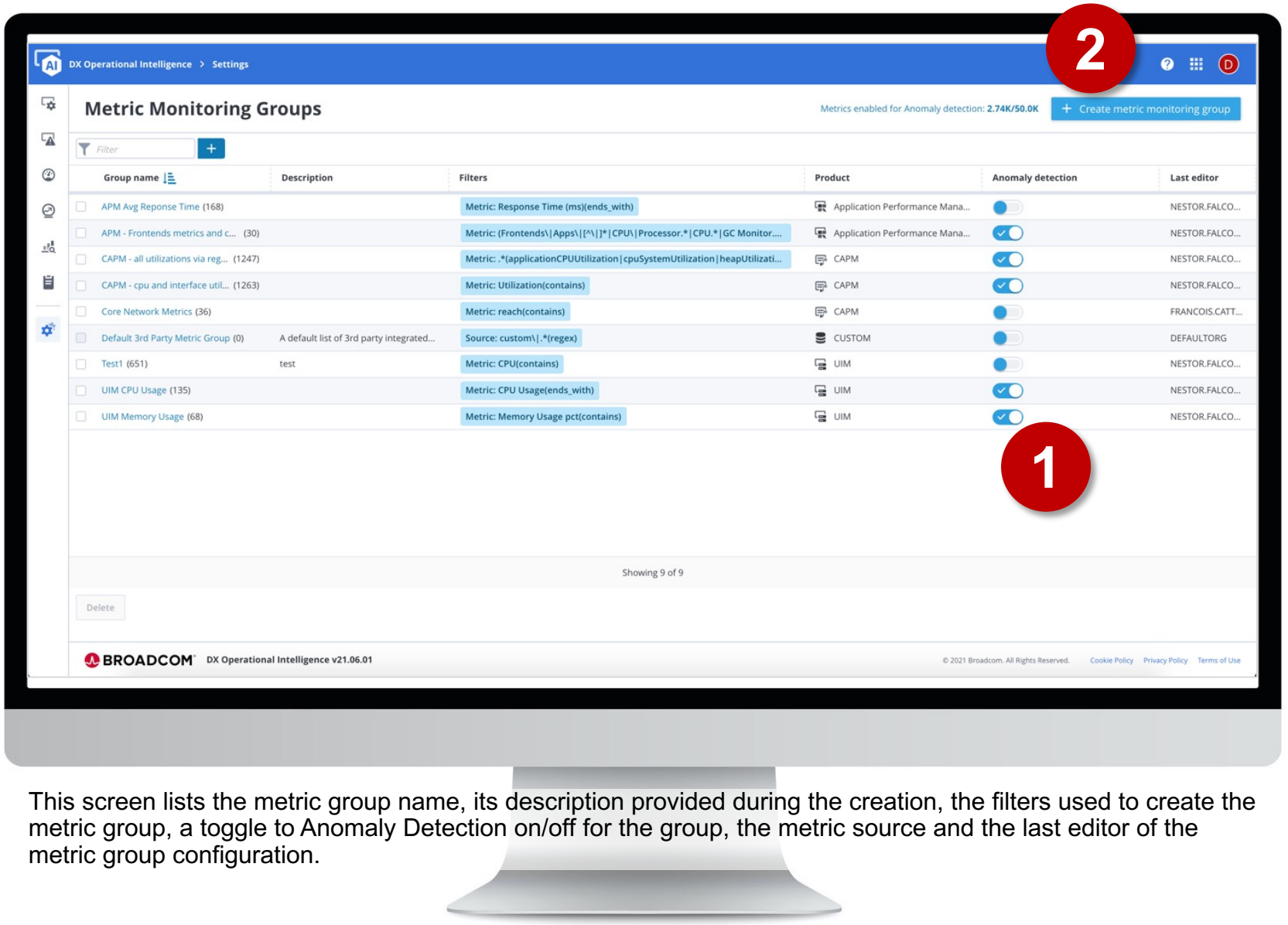
Configuring Metric Groups For Anomaly Detection #2



1. Toggle anomaly detection on/off if you want to change activation status for an existing groups
2. Click on the “+ Create metric monitoring group” button placed on the right-hand top corner if you want to create a new group of metrics

This screen lists the metric group name, its description provided during the creation, the filters used to create the metric group, a toggle to Anomaly Detection on/off for the group, the metric source and the last editor of the metric group configuration.

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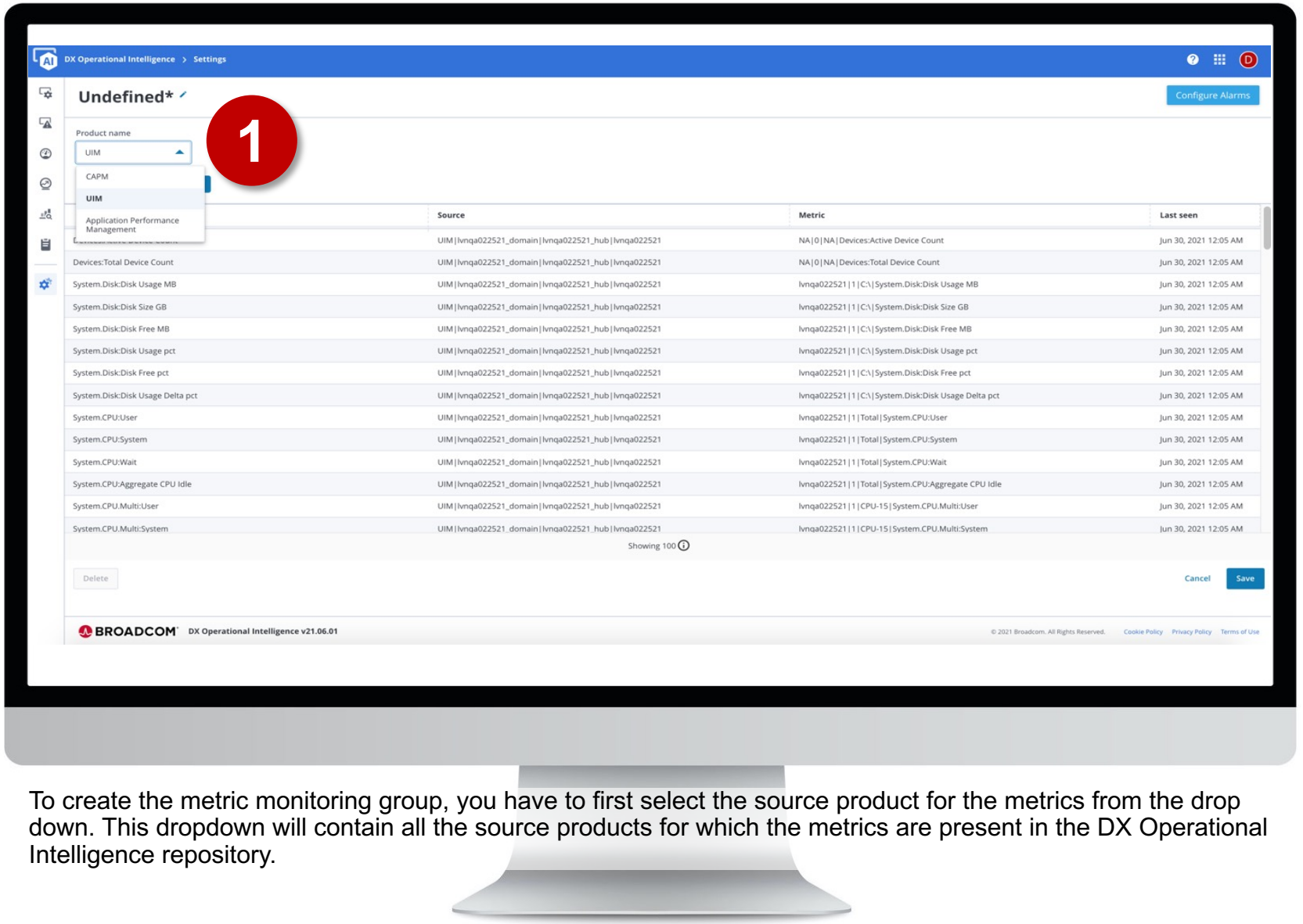
Configuring Metric Groups for Anomaly Detection #3



1. Select the product from which you get the metrics

To create the metric monitoring group, you have to first select the source product for the metrics from the drop down. This dropdown will contain all the source products for which the metrics are present in the DX Operational Intelligence repository.

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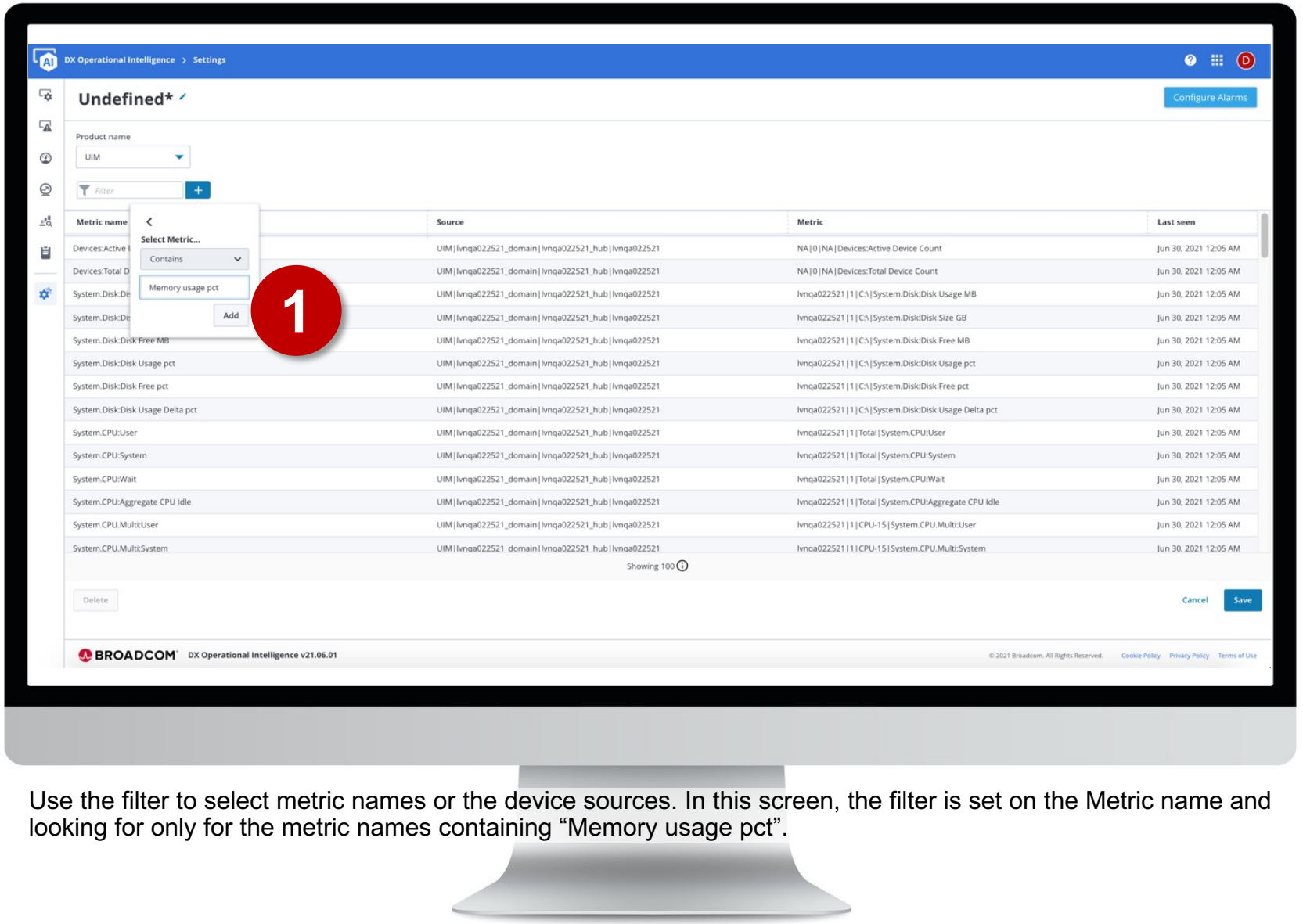
Configuring Metric Groups For Anomaly Detection #4



1. Set a relevant filter for the metrics to be used in the group

Use the filter to select metric names or the device sources. In this screen, the filter is set on the Metric name and looking for only for the metric names containing “Memory usage pct”.

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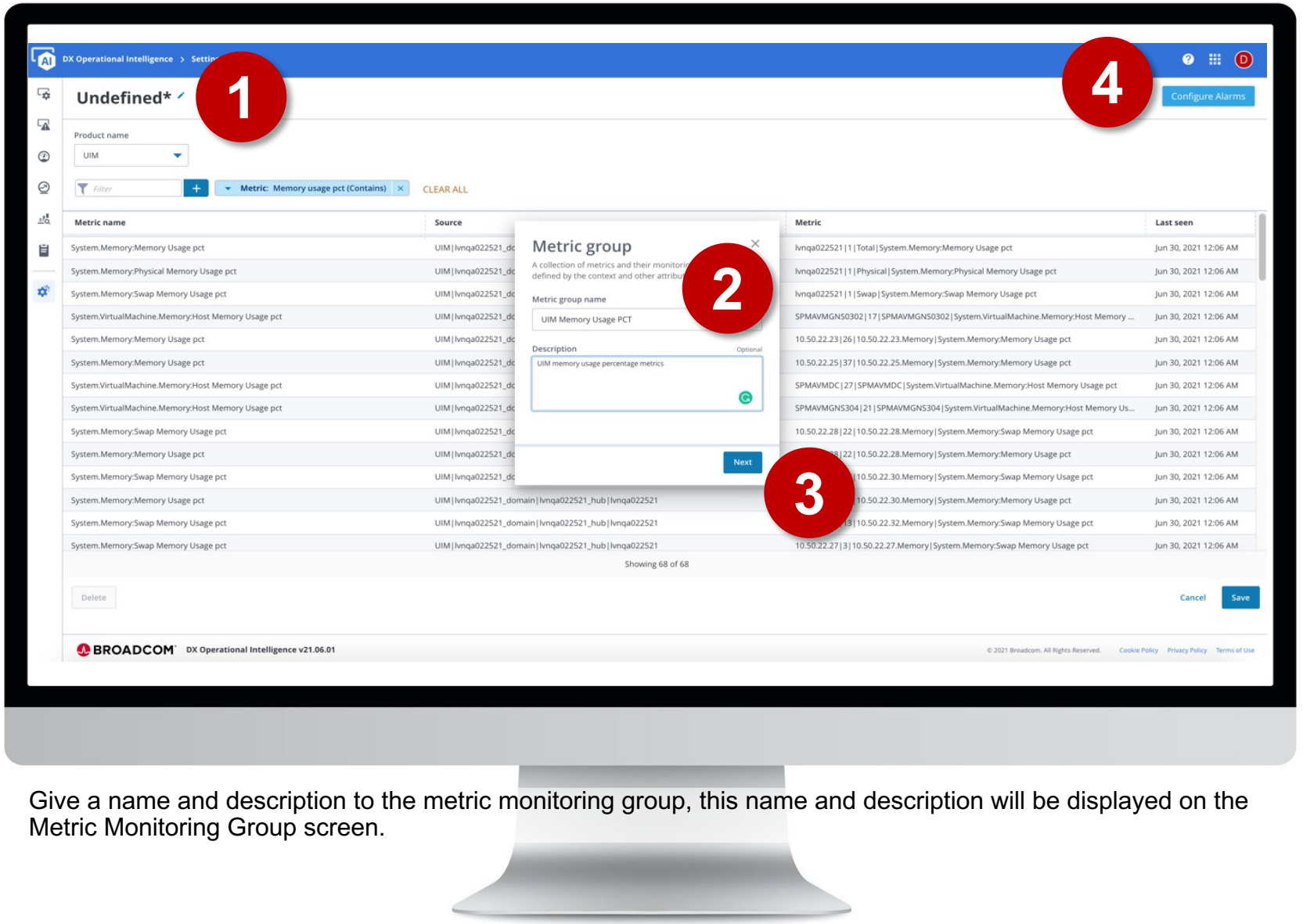
Configuring Metric Groups For Anomaly Detection #5



1. Click on the “edit” icon next to the “Undefined*” text on top of the screen
2. Give a name and description to the metric monitoring group in the dialog panel
3. Click on “Next” to save your changes
4. Click on the “Configure Alarm” if you need to fine tune anomaly alarms

Give a name and description to the metric monitoring group, this name and description will be displayed on the Metric Monitoring Group screen.

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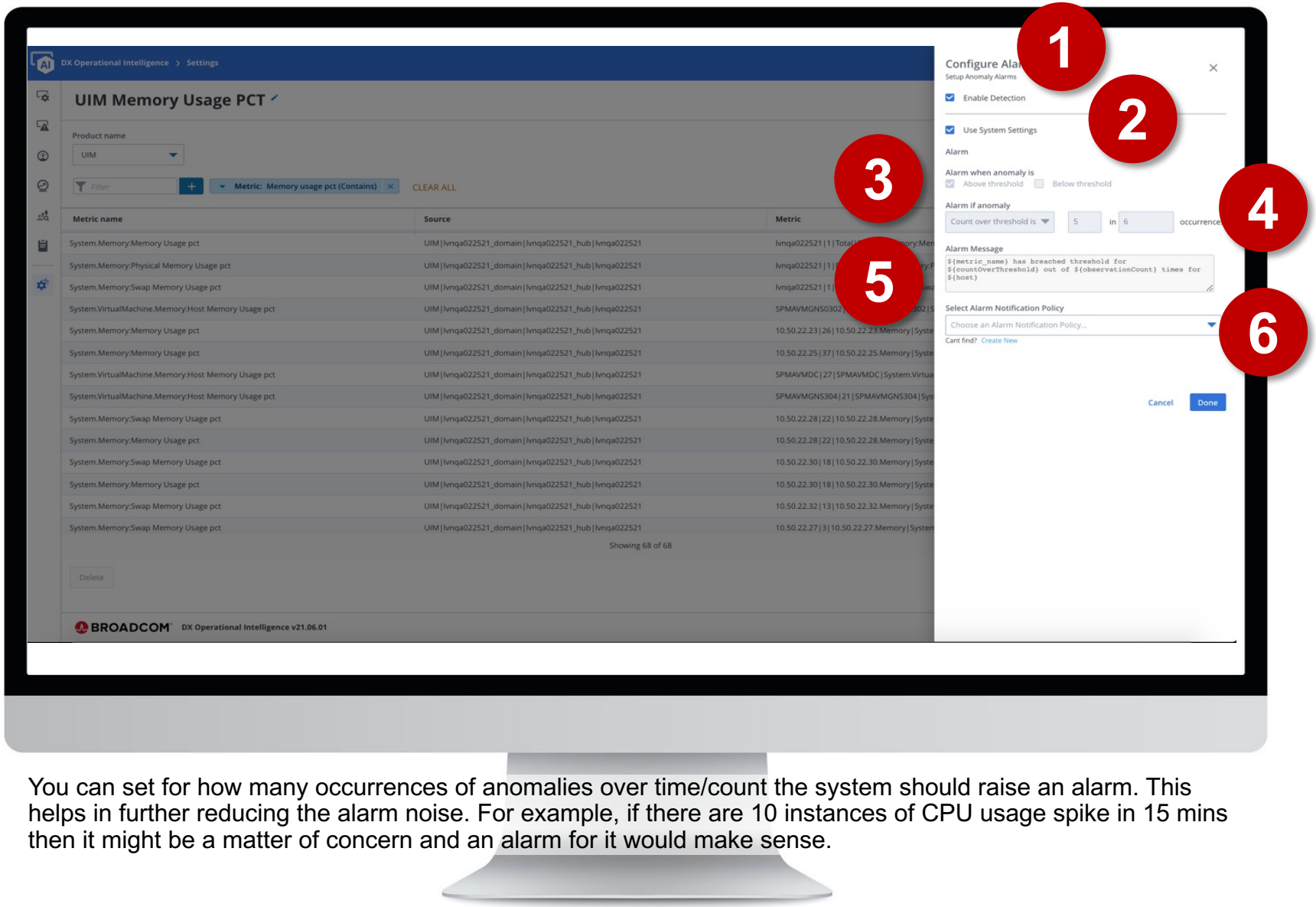
Fine Tuning Anomaly Alarms



1. To activate anomaly detection alarms, select the “Enable Detection” checkbox
2. To enable fine tuning, unselect “Use System Settings”
3. Set if detection should be below or above the dynamic threshold (or both)
4. Set the count of anomaly occurences that raise an alarm
5. Configure the alarm message (static text and variables)
6. Select an alarm notification or create a new one with “Create New”

You can set for how many occurrences of anomalies over time/count the system should raise an alarm. This helps in further reducing the alarm noise. For example, if there are 10 instances of CPU usage spike in 15 mins then it might be a matter of concern and an alarm for it would make sense.

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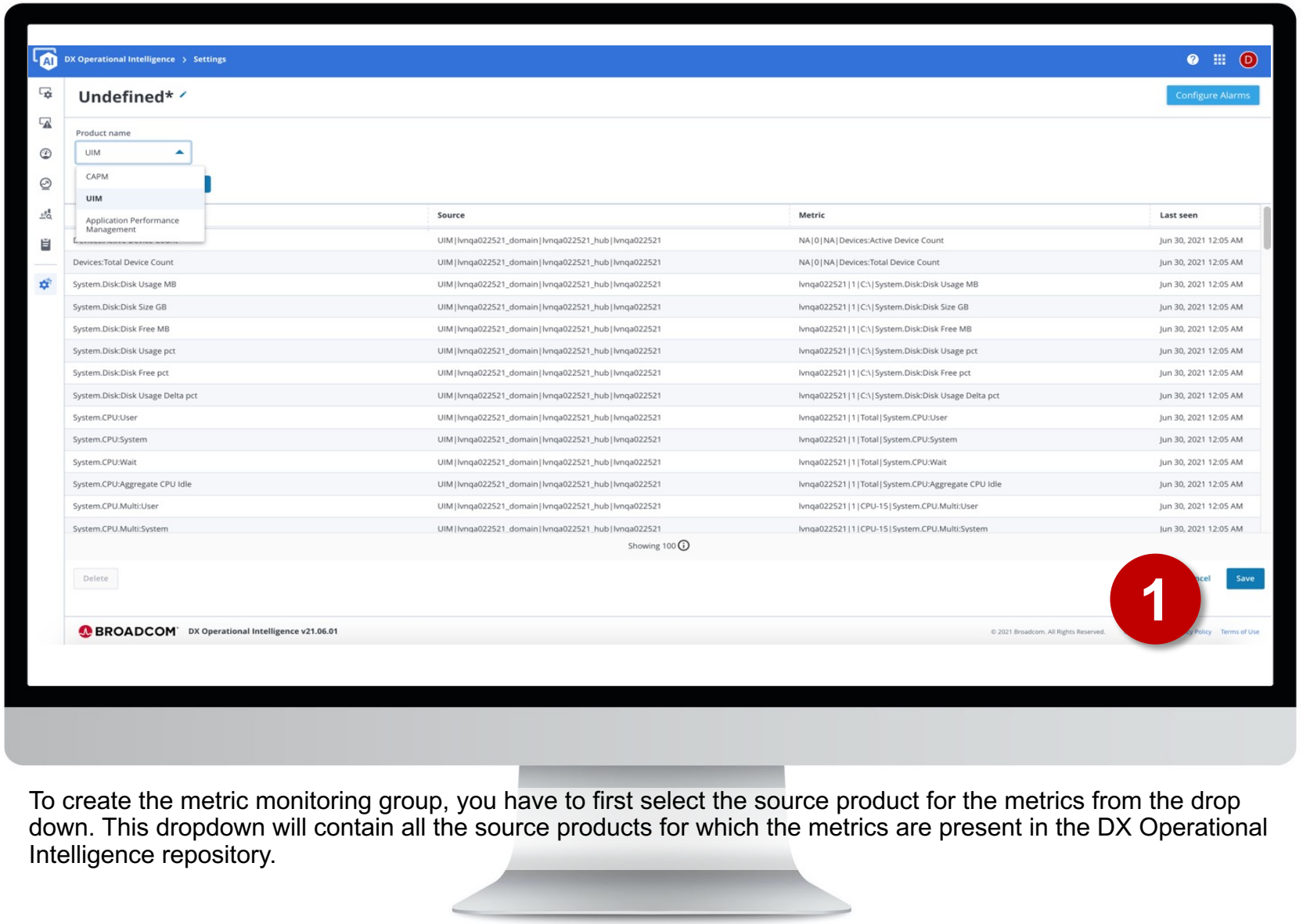
Configuring Metric Groups For Anomaly Detection #6



1. Click on the “Save” button on the metric filtering page, the Metric Monitoring Group configuration can be saved

To create the metric monitoring group, you have to first select the source product for the metrics from the drop down. This dropdown will contain all the source products for which the metrics are present in the DX Operational Intelligence repository.

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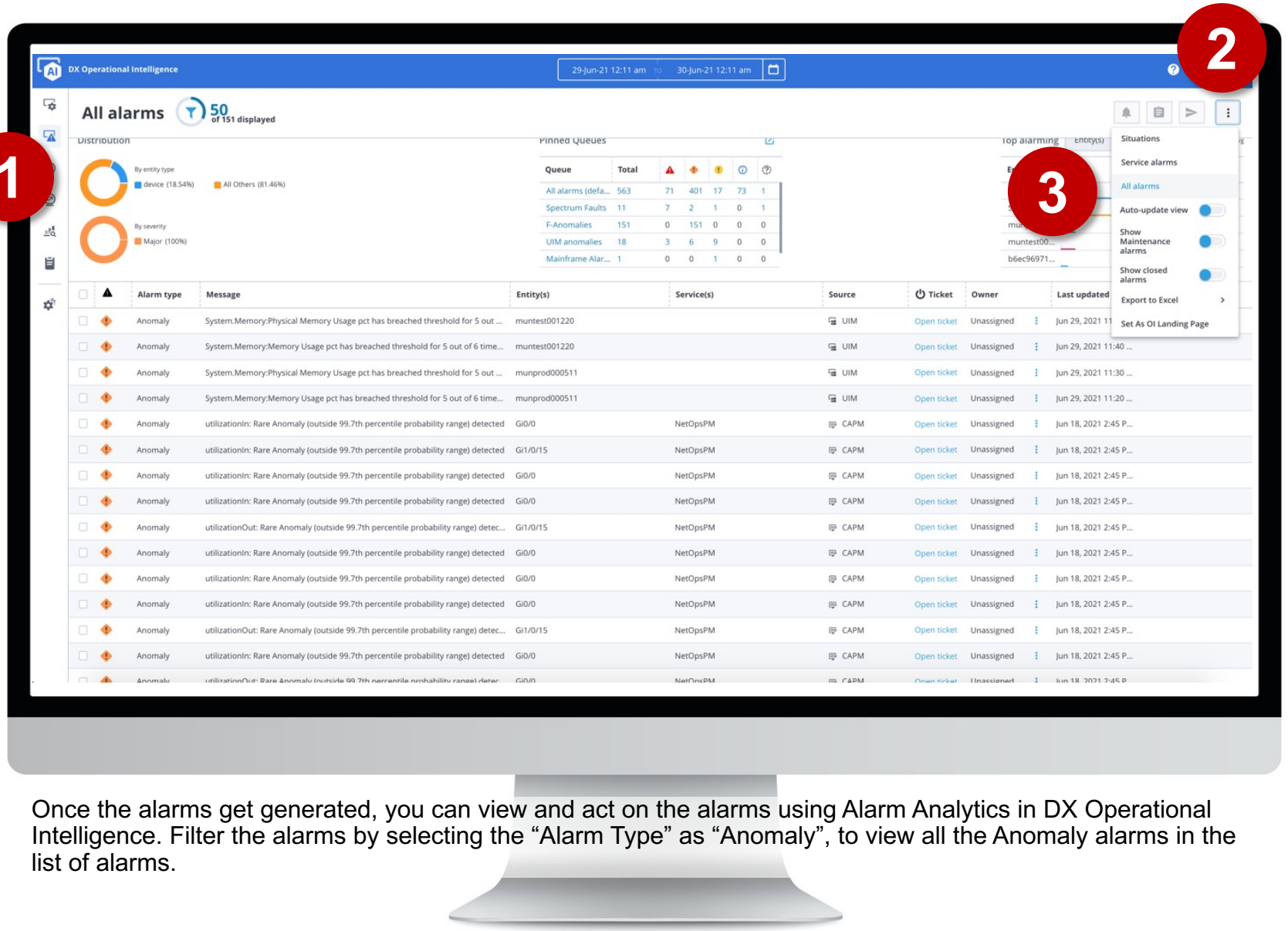
Acting On Anomaly Alarms #1



1. Click on the 2nd icon in the left navigation menu
2. Click on the three-dot menu on the top-right of the screen
3. To view the anomaly alarms, select the “All Alarms” from the menu

Once the alarms get generated, you can view and act on the alarms using Alarm Analytics in DX Operational Intelligence. Filter the alarms by selecting the “Alarm Type” as “Anomaly”, to view all the Anomaly alarms in the list of alarms.

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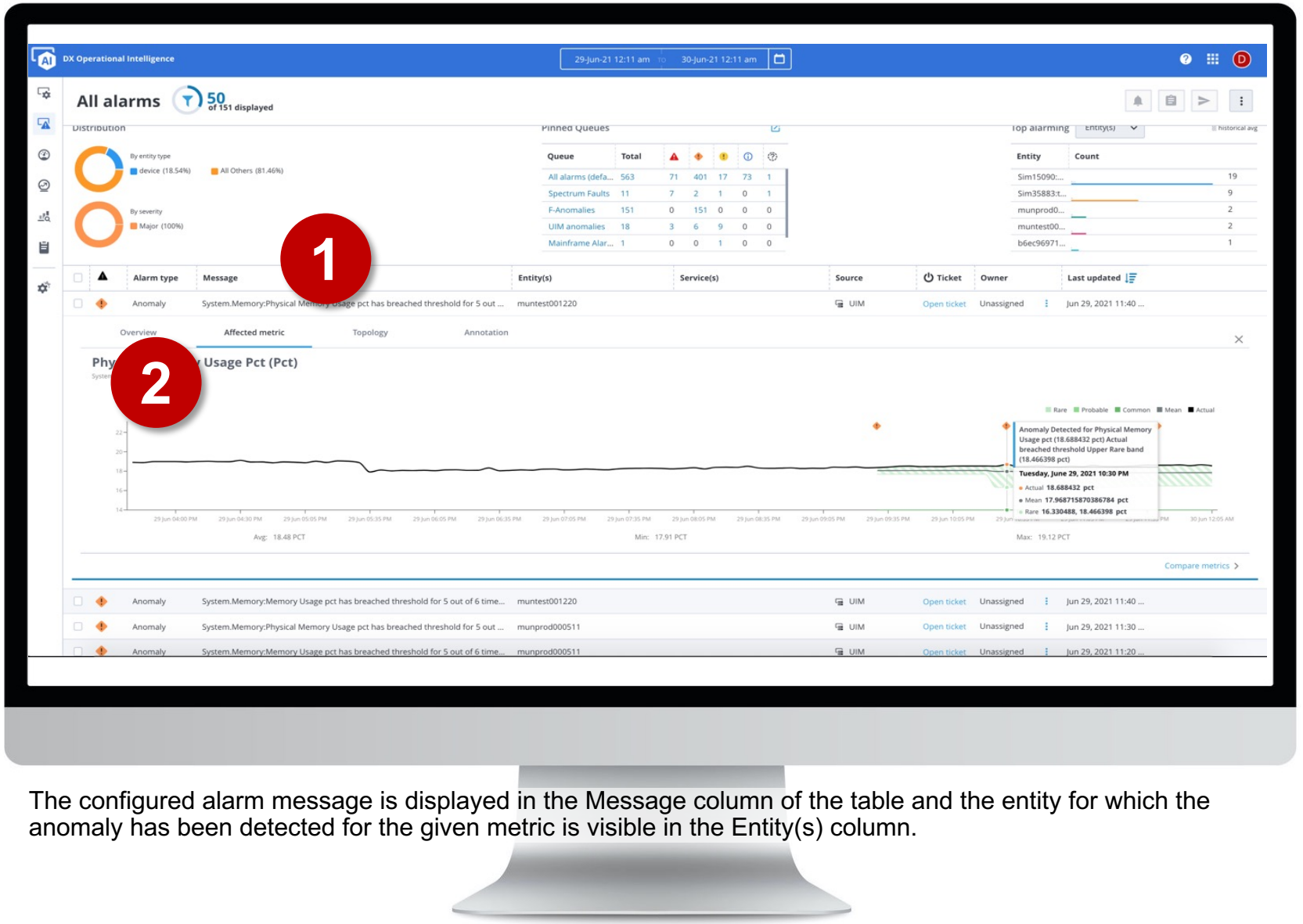
Acting On Anomaly Alarms #2



1. Click on an alarm in the list to display the expanded view
2. Select which information to display in one of the available tabs

The configured alarm message is displayed in the Message column of the table and the entity for which the anomaly has been detected for the given metric is visible in the Entity(s) column.

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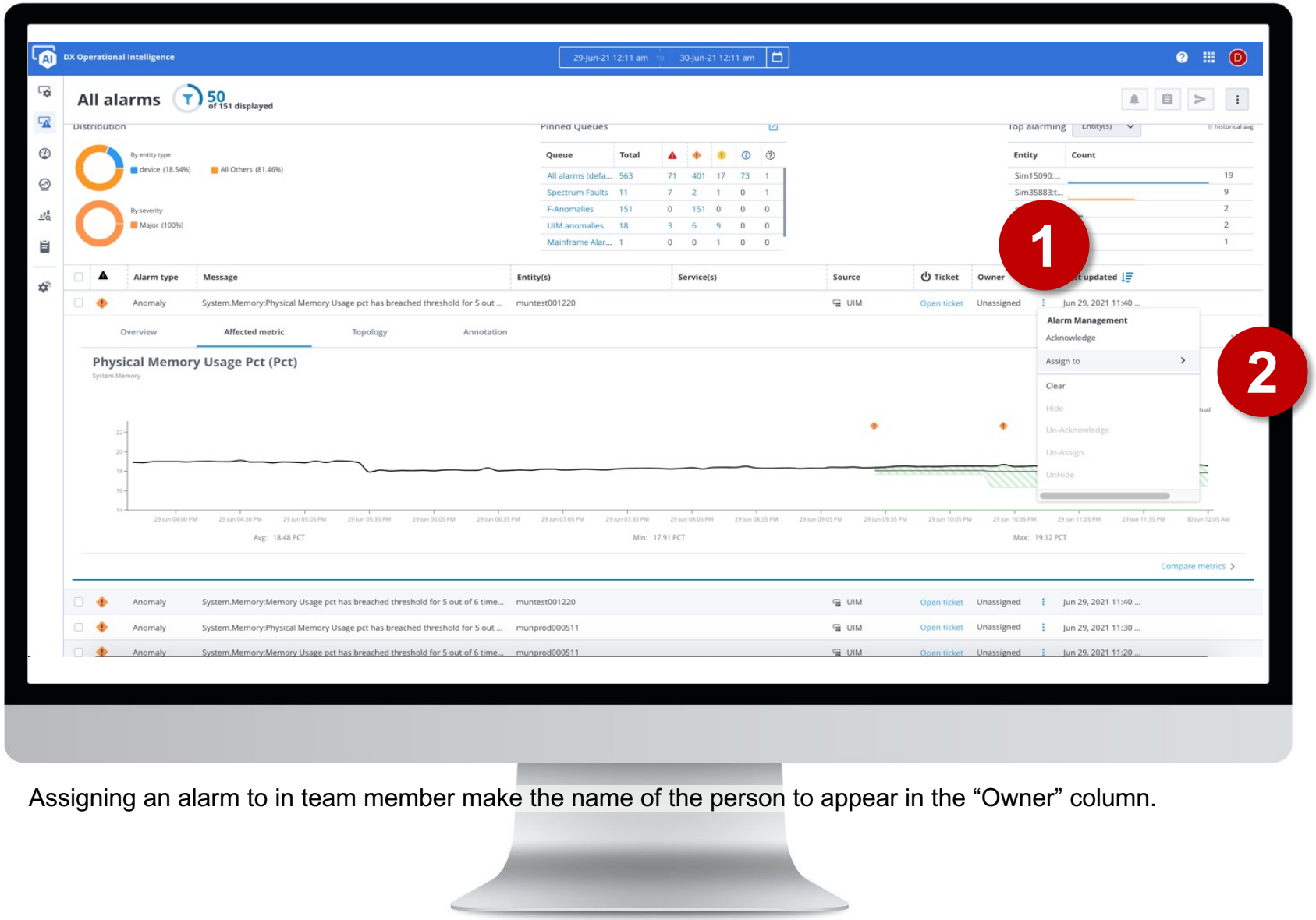
Acting On Anomaly Alarms #3



1. Click the three-dot menu next to “Unassigned” in the “Owner” column in the alarms table.
2. Select ”Assign to” in the menu to make a team member owner of the alarm

Assigning an alarm to in team member make the name of the person to appear in the “Owner” column.

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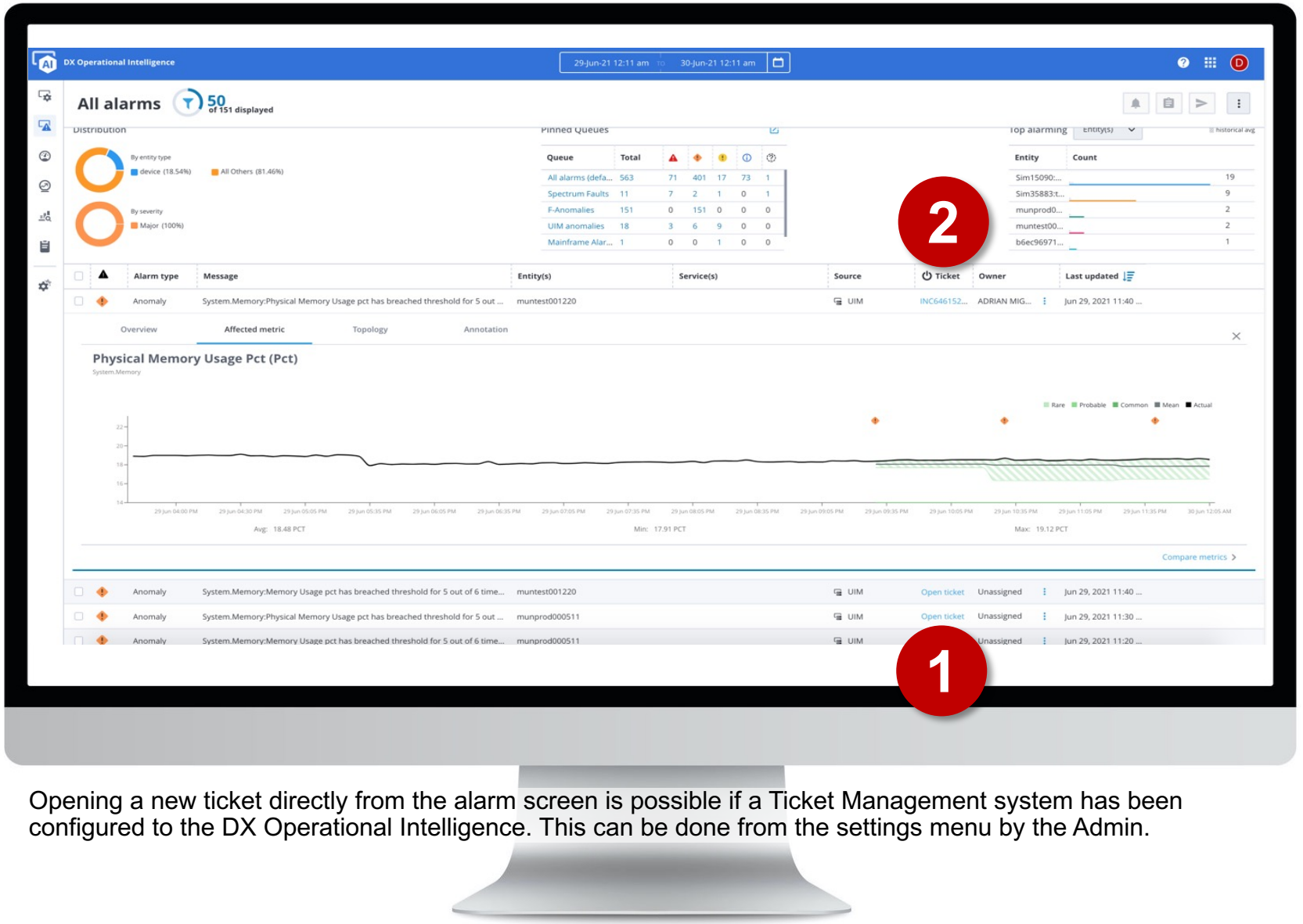
Acting On Anomaly Alarms #4



1. Create a new ticket by clicking the “Open Ticket” link in the selected alarm row
2. Check the ticket number or open an existing ticket by clicking on the ticket number in the “Ticket” column

Opening a new ticket directly from the alarm screen is possible if a Ticket Management system has been configured to the DX Operational Intelligence. This can be done from the settings menu by the Admin.

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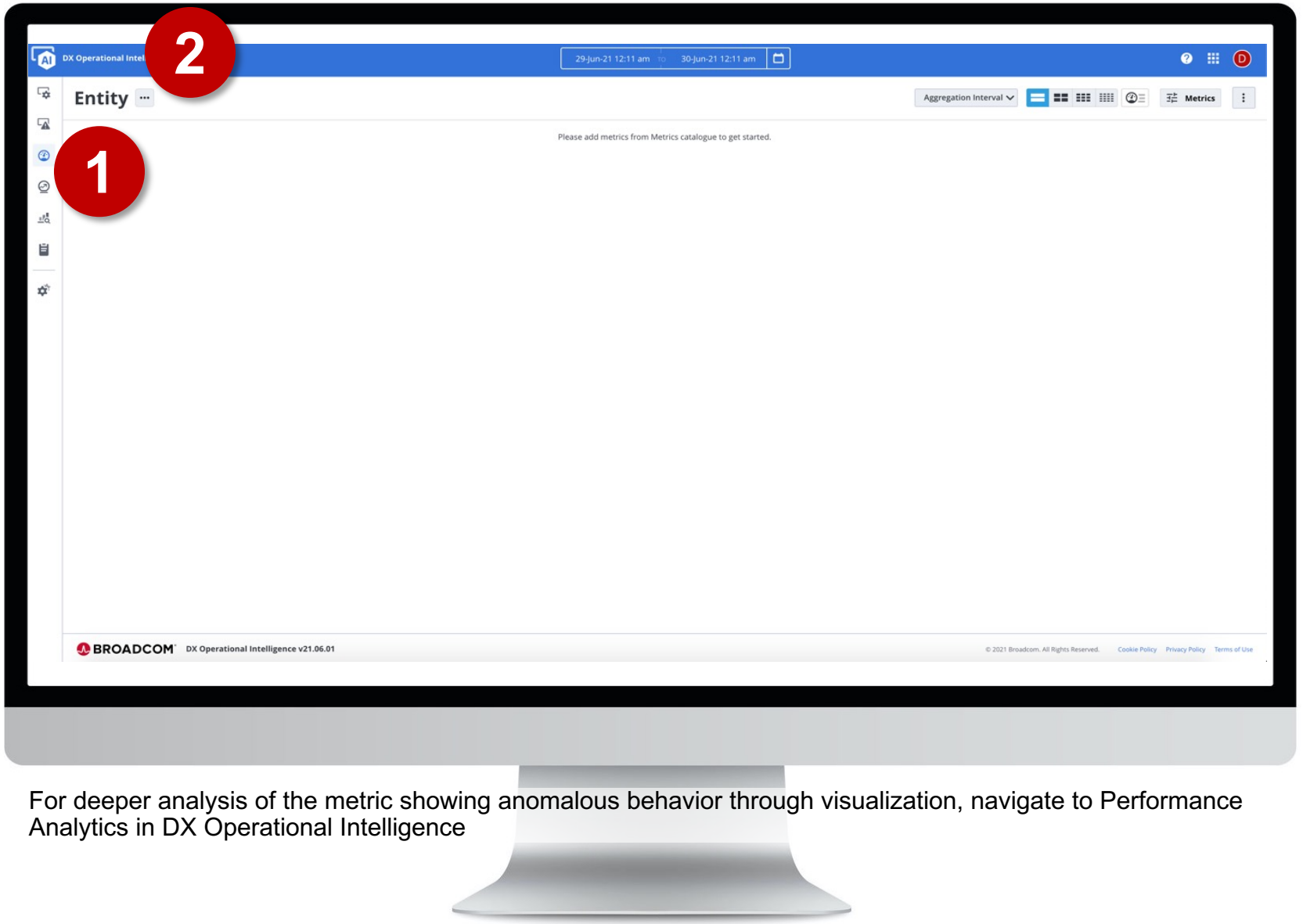
Visualizing Metrics Anomalies #1



1. Click on the third icon from the top in the left navigation menu
2. Click on the three-dot menu on the top of the screen, next to “Entity”

For deeper analysis of the metric showing anomalous behavior through visualization, navigate to Performance Analytics in DX Operational Intelligence

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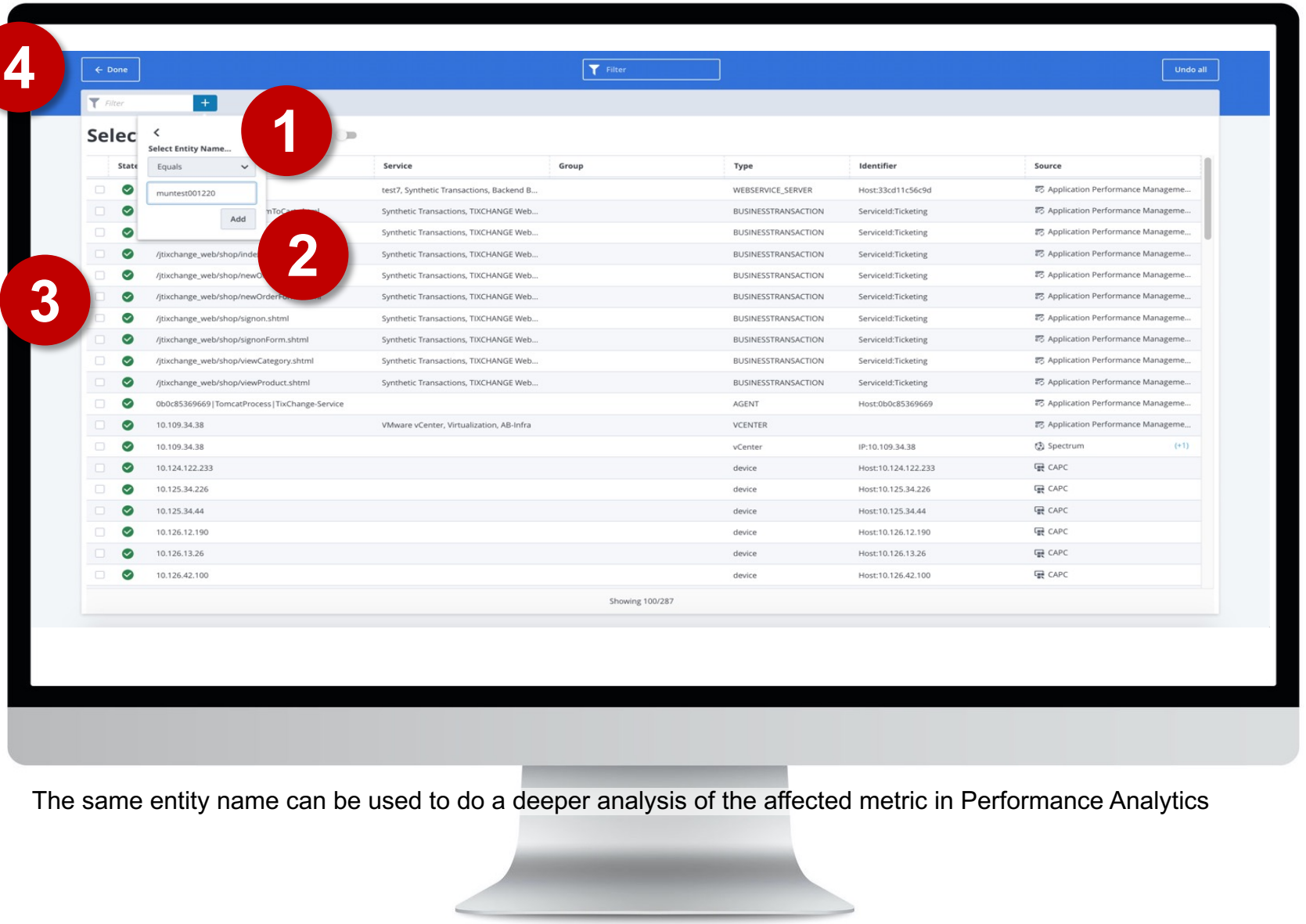
Visualizing Metrics Anomalies #2



1. Enter a filter to select to the entity you want to display
2. Click “Add”
3. Select the filtered entity
4. Click on ”Done”

The same entity name can be used to do a deeper analysis of the affected metric in Performance Analytics

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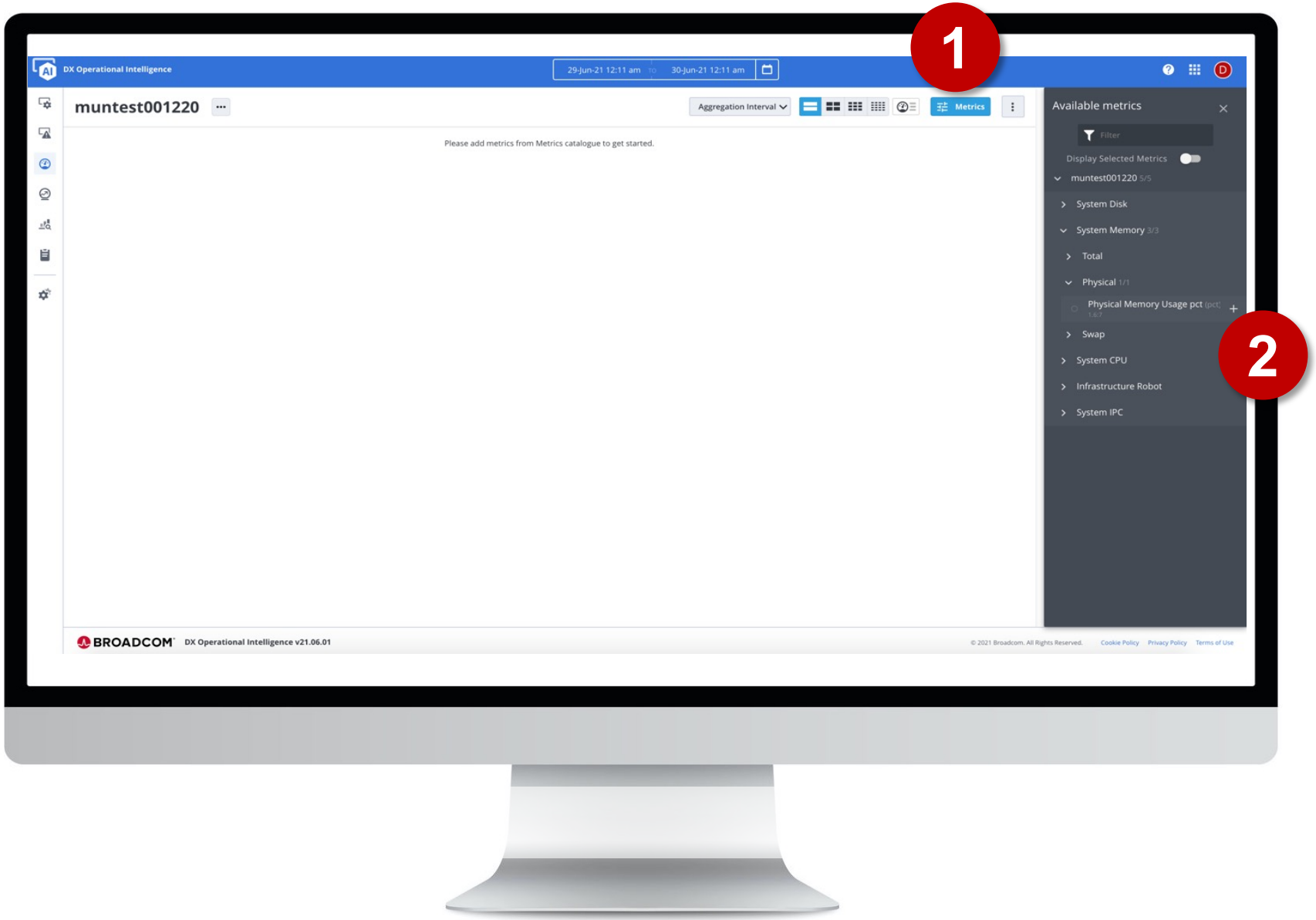
Visualizing Metrics Anomalies #3



1. Click on the “Metrics”’ button
2. Expand the metric tree in the Available metrics slider and clicking the “+” icon for the desired metric

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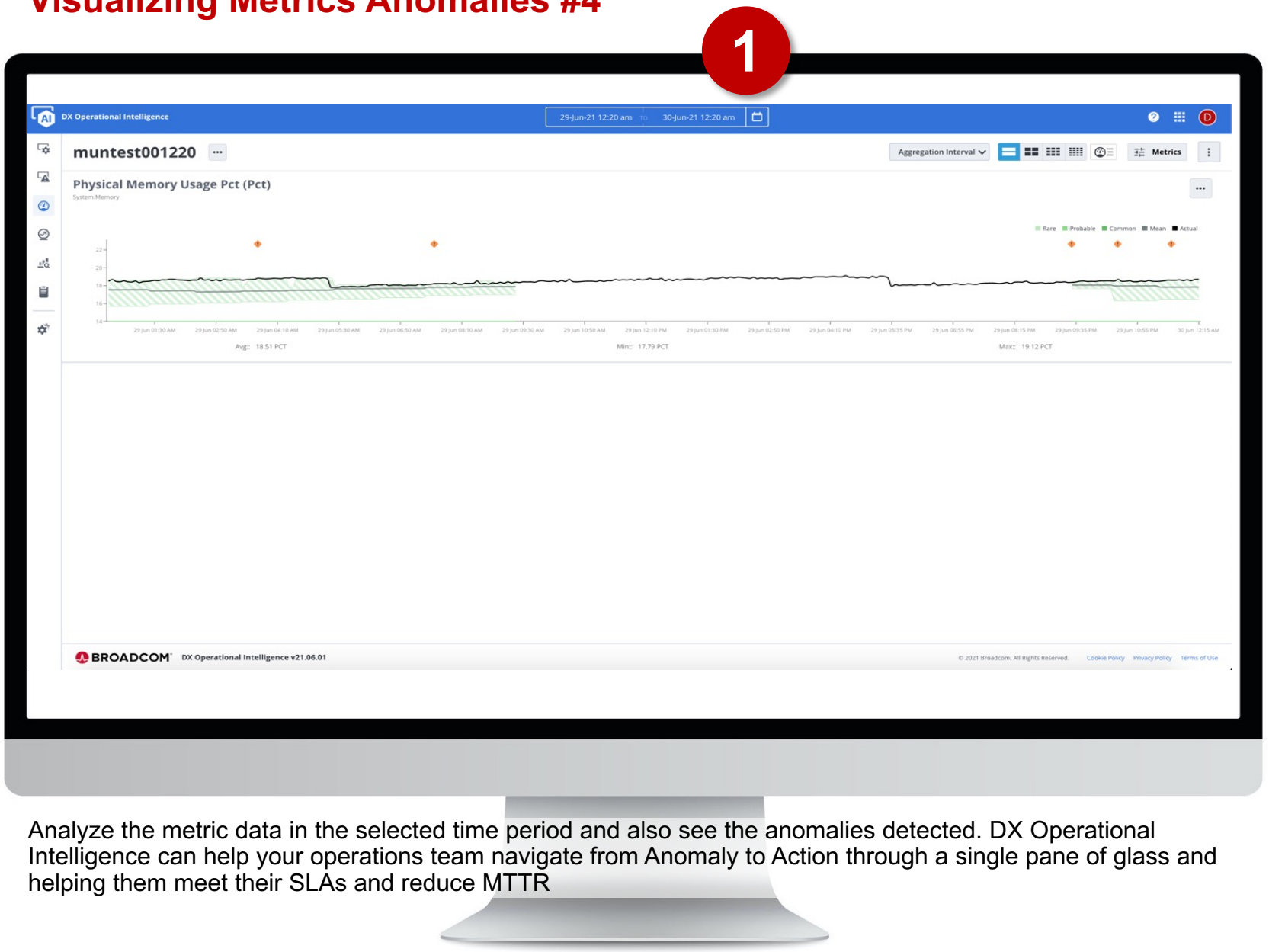
Visualizing Metrics Anomalies #4



1. Select the time range of your choice

Analyze the metric data in the selected time period and also see the anomalies detected. DX Operational Intelligence can help your operations team navigate from Anomaly to Action through a single pane of glass and helping them meet their SLAs and reduce MTTR

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