

servicenow

Lightstep Incident Response

A Service Resiliency platform for SREs

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A ServiceNow company

now



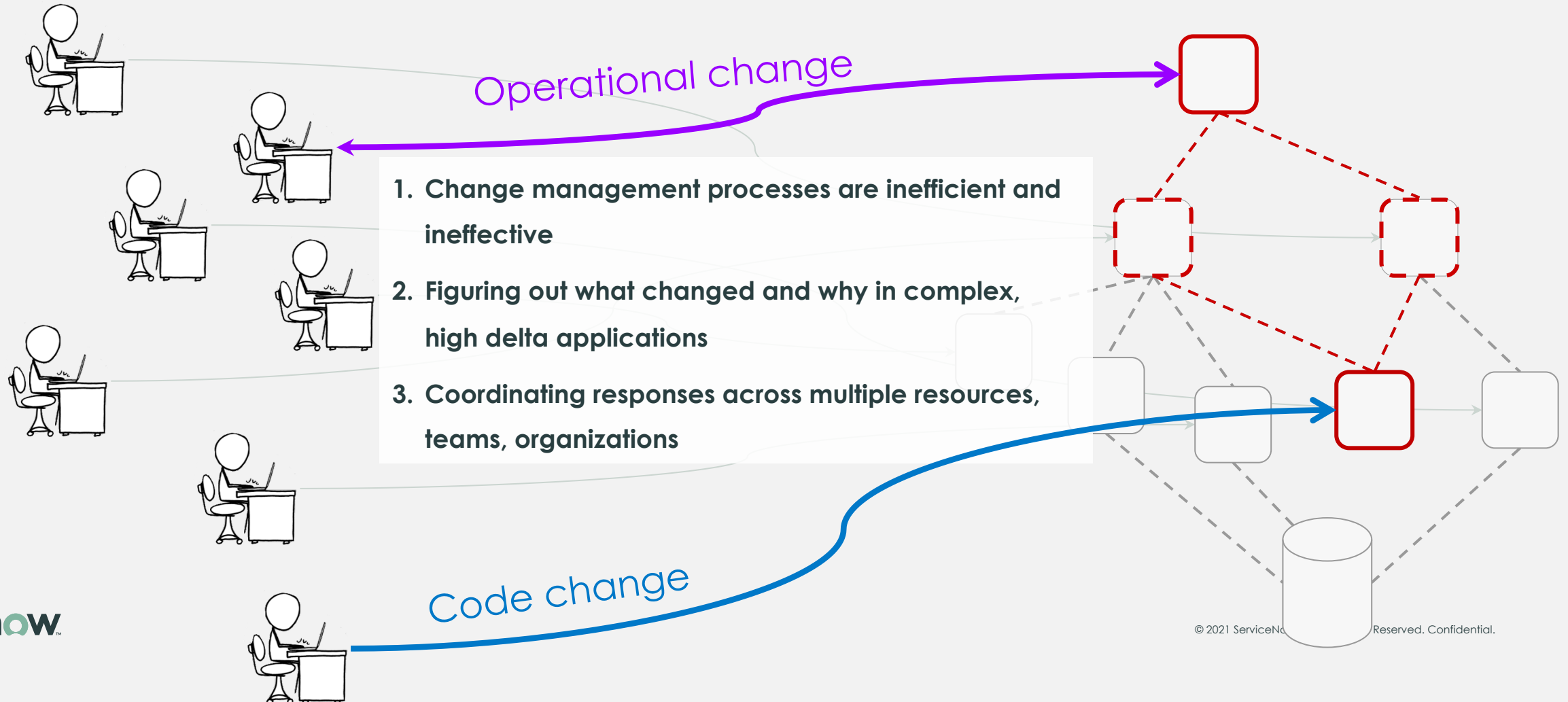


**Cloud-Native Software:
the dream**



Cloud-Native Software: the reality

Fundamental challenges to scaling DevOps



DevOps state of affairs and service reliability



Containerization and microservices have become a crucial part of DevOps and digital transformation, optimized for faster deployments, rapid portability and improving productivity



Maintaining uptime and reliability for those services depends highly on the right monitoring and incident response systems and processes, but it's still very challenging to bring them all together

Lack of first-class post-deployment platform and workflows

DevOps platforms have emerged primarily in **pre-deployment** (CI/CD, microservices)

Post-deployment workflows remain fragmented with many small point solutions

Private Companies	<p>Project and Task</p>	<p>Source Code & Binary Repo</p>	<p>Continuous Integration/Continuous Delivery</p>	<p>Continuous Testing</p>	<p>Infrastructure as Code</p>	<p>Security & Compliance</p>	<p>Incident Management & Monitoring</p>	<p>DevOps Management</p>
Public Companies								
Platform Pure-Plays								
Cloud Titans								

Source: William Blair Equity Research

ServiceNow Lightstep vision: **End-to-end service resiliency platform**

Bringing together the power of Observability, Incident Response and enterprise platform scale



Lightstep Incident Response empowers digital teams with modern incident response

Communicate



Investigate

Service relationships
Diagnostic playbooks
Intelligent recommendations



Remediate

Remediation playbooks
Automated actions

Respond & Notify

Communication playbooks
Collaboration integrations
On-call schedules
Automated response rules



Easy to Set up

- Guided Self-implementation
- OOB integrations
- Unattended updates

Easy to Use

- Guided, intuitive interface
- Mobile first
- ChatOps



Learn

Postmortems
Reports

Assess Service Health

Service health, SLI/SLO/EB
Service impact
Alert grouping
Operational insights



Automate

Reporting & analytics
ML-powered insights
Automation scripts
RPA



Detect

Alert management
Observability Integrations



Easy to Try

- Free trial
- Self service
- Credit card

Easy to Optimize

- Digital workflow automation
- Actions in systems
- ML power



Third-party Integrations

Pre-built connectors for the popular DevOps tools & ServiceNow

Dev / SRE / Ops

Responder

Lightstep Incident Response key benefits



Reduce time to set up

Pre-built **content and automation** during set up to help expedite how teams are created and managed.



Reduce MTR

Closely integrated with common collaboration tools like **Slack and Zoom** to enable ChatOps and allowing work where responders are.



Increase mobility

Intuitive **mobile app** allows quick action and information on the go.

Lightstep Incident Response

Hello, Jithin!

Your on-call schedule shows you are primary for **Omdia Team** until 11:59 PM PDT. **Seeral Genard** will be primary on the next shift.

How I'm doing

- My active alerts: 0
- My active incidents: 4
- My team's impacted services: 3
- High priority alerts & incidents: 11
- Upcoming shifts in next 2 weeks: 53

My team's active alerts

No active alerts

Great, help a teammate or take a break together

My team's active incidents

Number & Description	Service	Priority	State	Assigned to	Related alerts	Elapsed time	Collaborators
INT0001329 Test manual alert	Spotify	P1	Open	Unassigned	1	10 days ago	
INT0001328 88699b03973ef3 - Service ...	Spotify	P4	Open	Jithin Nair	23	10 days ago	
INT0001294 ABCDID - Check Test Descri...	Onboarding s...	P1	Open	Unassigned	1	22 days ago	
INT0001291 gtgt: gtgtgtgt (gtgt) - ggtgt	Test Generic 3	P1	Open	Unassigned	1	22 days ago	

My team's impacted services

10:06

Hello Jithin

On-call until: Sep 09, 11:59 pm.
Primary for Lightstep Team Services

My active alerts and incidents

- P1-Critical Work in pro... INT0001145
- P4-Low 0c045b9b06

Service Spotify

Jithin Nair 3 weeks ago

My work

- My open alerts 9 >
- My open incidents 1 >
- Services I own 2 >

My team's work

- Open alerts assigned to my teams 9 >

ProjectAir

#general Company-wide announcements and work-based matters

+ Add a bookmark

`/lightstepdemotaskdetails [Alert/Incident Number]` Shows the details of a specific alert/incident.

`/lightstepdemoinvite [Email ID] [Role - Administrator | Manager | Responder | Stakeholder]` To send an invitation to join your Lightstep Incident Response team send their email address and the role you want to assign them like this: `newperson@email.com stakeholder`. If you don't add a role they will be invited as a responder.

Only visible to you

Lightstep APP 10:05 PM

`/lightstepdemo opentasks` Shows your current unassigned tasks. Once you acknowledge an alert it is automatically assigned to you.

`/lightstepdemo assignedtasks` Shows the open tasks that are assigned to you.

`/lightstepdemo teamtasks` Shows the unacknowledged tasks for your team.

`/lightstepdemo close [Alert/Incident Number] [Close Notes]` To close an alert/incident use `/lightstepdemo close`, add the alert/incident number and a reason to close. Place the reason to close in quotes. For example: `/lightstepdemo close Alert00234 "Reason to close"`

`/lightstepdemo collaborate [Zoom]` Collaborate using Zoom

`/lightstepdemo collaborate [Zoom] [Alert/Incident Number]` Start the conference via Zoom with provided alert/incident number

`/lightstepdemo searchteams [Team name (partial) description]` To search for a team use a single word or any of the following in parenthesis: "part of a team name" | "manager name" | "user name"

`/lightstepdemo checkoncall [Part/Complete Team name or description]` To search for a team's on-call members add the "team name" or "part of the name" to the command. It will return the current oncall members of the team, a list of teams to choose from, or no results.

`/lightstepdemo help` Shows a list of available slack commands with descriptions.

`/lightstepdemo oncallstatus` Shows your current on call status.

`/lightstepdemo taskdetails [Alert/Incident Number]` Shows the details of a specific alert/incident.

`/lightstepdemo invite [Email ID] [Role - Administrator | Manager | Responder | Stakeholder]` To send an invitation to join your Lightstep Incident Response team send their email address and the role you want to assign them like this: `newperson@email.com stakeholder`. If you don't add a role they will be invited as a responder.

Access via mobile, web, CLI, Slack





servicenow™

Sign up at

<http://lightstep.com/incident-response>

Lightstep Incident Response

EARLY ACCESS

Free for 6 months

Start building a culture of resilience with a solution built for SRE & DevOps

• Get full control over your alerts, notifications and on-call shifts

• Plan ahead with automated escalation policies to respond to outages

• Easy connect all your favorite tools with ready-to-use integrations

Early Access Terms Accounts that are inactive for 45 days can be automatically cancelled.

Already have an account? [Sign In](#)

Create an Account

No credit card required. Cancel anytime.

Name (First and Last)

Gerard Berthet

Email Address

you@example.com

Subdomain

example

Password

.....

I agree to receive Lightstep email communications and can unsubscribe at any time.

By signing up, I accept Lightstep's [Terms of Service](#) and [Cookie Policy](#)

Lightstep Incident Response

Home

Alerts

Incidents

On-call teams

Services

Users

Integrations

Automation

Admin



Hello, Jithin!

Your on-call schedule shows you are backup for [Omdia Team](#) until 5:00 PM PDT. You are primary on the next shift.

How I'm doing

My active alerts	My active incidents	My team's impacted services	High priority alerts & incidents	Upcoming shifts in next 2 weeks
0	4	4	11	49

My team's active alerts

Number & Description	Service	Priority	Acknowledged	Assigned to	Incident	Collaboration
Alert0112593 [Alerting]: Sample Alert - Dis...	Iris Agent	P3	○	Unassigned		Acknowledge

My team's active incidents

Number & Description	Service	Priority	State	Assigned to	Related alerts	Elapsed time	Collaboration
INT0001329 Test manual alert	Spotify	P1	Open	Unassigned	1	13 days ago	

Onboarding Checklist

Steps 3 of 5 Complete
Get fully setup with Incident Response with the following steps:

- Integrate with your monitoring tools
Completed [Lets go](#)
- Setup your team's on-call schedule
Completed [Lets go](#)
- Integrate with your chat tools
Completed [Lets go](#)

Thank you