Lakeside®

What is new in SysTrack 8.4?

Introducing a whole new level of diagnostics for IT

Challenge

Support teams find themselves spending most of their time solving repeatable, low-value issues impacting user experience. Introducing automation, self-healing, and self-service can help IT shift issues further left to solve this challenge.

Benefits

- Lower support costs
- Higher quality of service
- Improved user experience and sentiment

Features

- Enhanced monitoring via the use of sensors
- Pattern detection for conditions happening in the environment
- AI for scoring end-user feedback
- SysTrack methodology for training Watson resources
- Self-healing actions for repeatable low-level interactions
- Self-service resources for users to help themselves
- New and expanded integrations including ITSM tools

SysTrack 8.4

SysTrack 8.4 offers a whole new level of diagnostics for IT infrastructure and operations. 8.4 features new capabilities and resources that combine the already broad end-user computing data set captured by SysTrack with powerful artificial intelligence functionality helping IT teams implement "Level 0."

Incident Volume

Level 0   Self-service   IT service desk   Product specialist
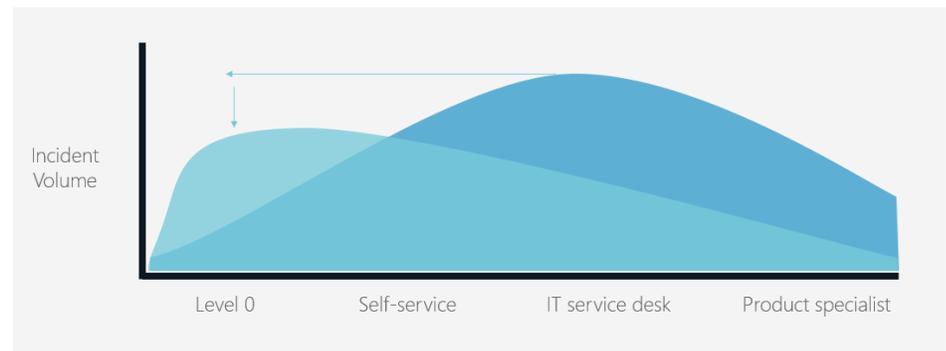
About Level 0

The added features in 8.4 help IT teams implement Level 0. But, what is Level 0? For most organizations, the first level of support consists of less experienced resources so that the traditional effort of "shifting left" represents reducing costs.

However, infrastructure and operations professionals have identified that support levels 1 and 2 are finding themselves spending most of their time on repeatable, low-value interactions, like solving printer connectivity issues or tending to "slow computers." In other words, resources capable of much more are spending their time on issues that with the right data and tools, could ultimately be solved outside of the traditional support process. Level 0 is a new level of support that helps address this issue by using self-healing and self-service to prevent incidents and requests from reaching the IT service desk.

What are the new features in 8.4?

AIOps

Today, traditional support methods like phone and email continue to be the norm, particularly for complex issues like bug fixes. While service desk methods may not be completely replaced any time soon, IT infrastructure and operations leaders want to focus their service management (ITSM) efforts on higher-value interactions that work to improve business productivity. That is why the new AIOps tool applies AI to the already broad end-user computing data set gathered and analyzed by SysTrack. With this, tasks that have been traditionally handled by Level 1 or other technicians would be automated, proactively avoided, or addressed by the end user via self-service.

The tool uses two key features of SysTrack to do this: sensors and patterns. Sensors are a key component of the SysTrack core architecture that monitor the environment and act on their observations. Certain sensors are pulled into the AIOps tool and are then analyzed by SysTrack to identify patterns in the environment. Patterns are identified trends in sensor activity.

SysTrack AIOps showing sensors and patterns
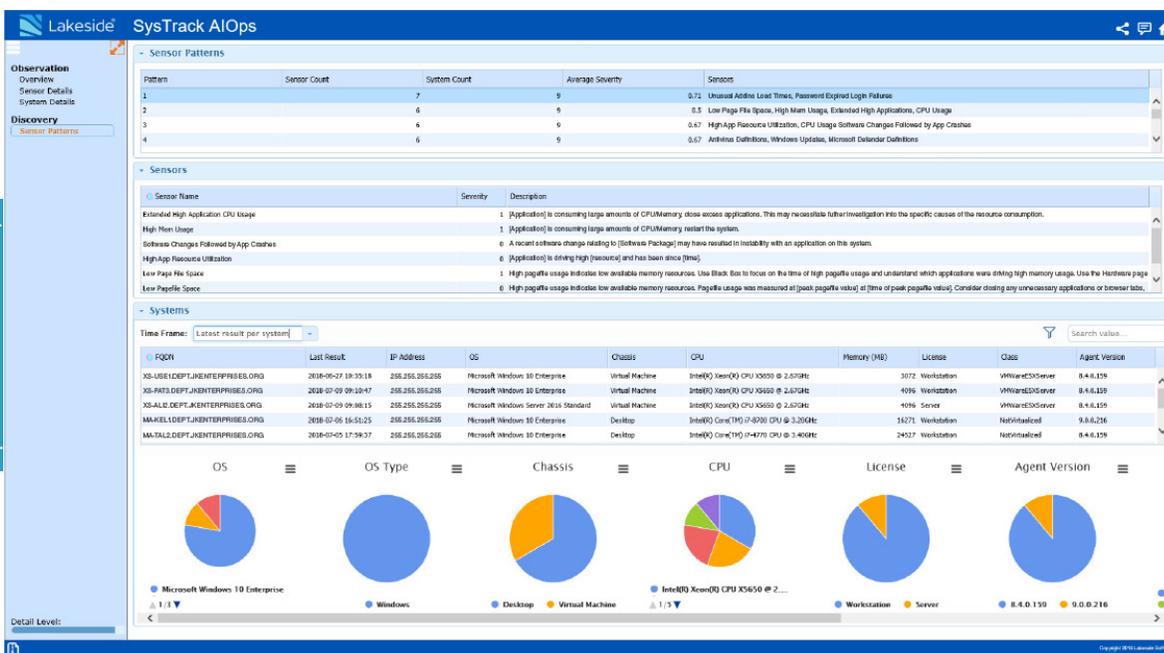
On sensors and patterns...

Sensors are unique language expressions that outline conditions and key performance indicators to monitor. For instance, "simple" sensors can be monitoring the environment for virtual endpoints whose CPU utilization is above a certain threshold. More complex, or "bundled," sensors can be monitoring for broader sets of circumstances such as the number of times an application has launched and how that compares against its usual rate. A key functionality in enabling self-healing capabilities, sensors can trigger actions once the monitored conditions are met. These actions can include experience feedback surveys, auto-remediation, or direct notifications to IT. Sensors are built by our Applied Engineering team and will be upgraded monthly with no needed software update. Patterns are sensor trends in the environment discovered by SysTrack. These can then be inferred from to predict potential system behavior or impacts on resource performance.

Experience feedback scoring

Capturing quantitative data on the performance and usage of the environment is critical but it is also important to understand subjectively what sentiment users share on their digital experience. Why? Because oftentimes expectations do not match what the environment is providing, so having a complete picture of the environment both quantitative and qualitative is key to having a strong understanding for how to best support and manage endpoints.

The new experience feedback scoring features gathers end users' feedback, captured intelligently via end-user surveys, and uses Watson technology to calculate a numerical score. This added feature makes for faster, more standardized feedback analysis that can be actionable.
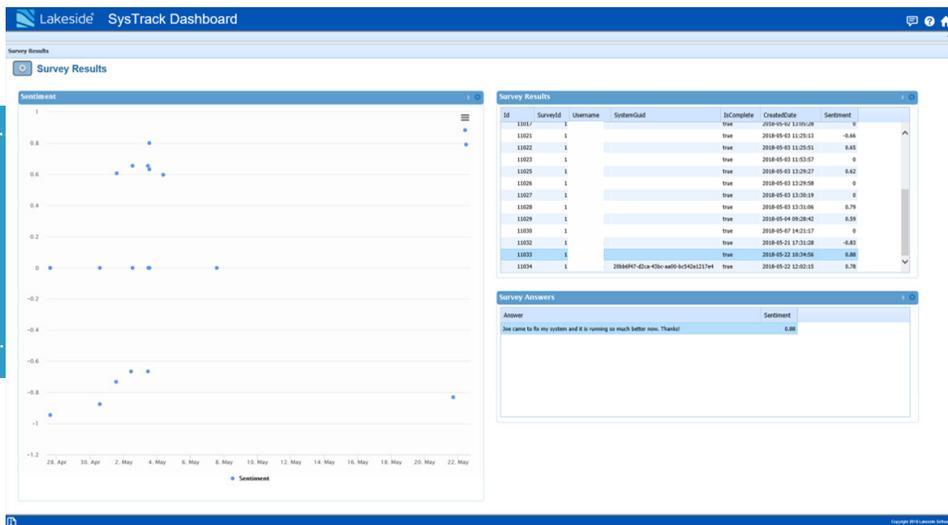

User sentiment is provided a score for easier analysis of written feedback

Insight engine training tool

It is a well-known fact that the biggest roadblock in adopting AI technology is the time and effort in training the technology on the environment or subject at hand.

An exciting new feature within SysTrack provides customers with the ability to use Lakeside Software's methodology for training IBM Watson technologies. The new insight engine training tool provides a user-friendly interface to train other Watson resources as well as SysTrack's NLP solution, Ask SysTrack.
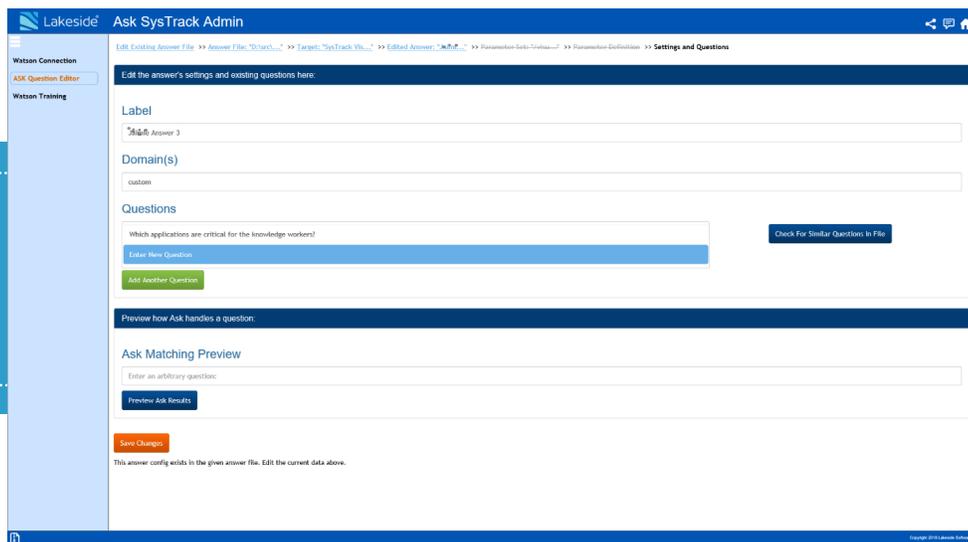
IBM Watson tools can be more easily trained using SysTrack

Self-service

A key functionality in helping IT shift issues left to Level 0 is arming end users with the ability to help themselves through self-service.

In 8.4, for every endpoint monitored by SysTrack, now there is an end-user-facing application from which users can review sensors that are going off and what they can do about it. Via this app, users can also directly contact IT via a self-submitted form and/or send a ticket directly to support.
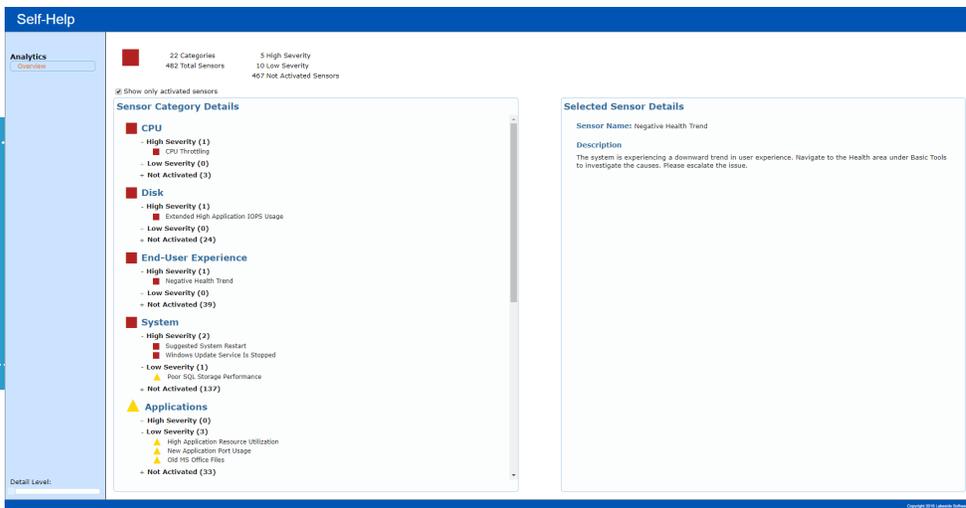
The self-service app provides end user the data they need to help themselves

New and expanded product integrations

With 8.4, enjoy new and expanded product integrations with Splunk and ServiceNow! Users of both these platforms can now use even more endpoint data gathered by SysTrack through our custom-developed apps and APIs.

Learn More

Contact
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Visit
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