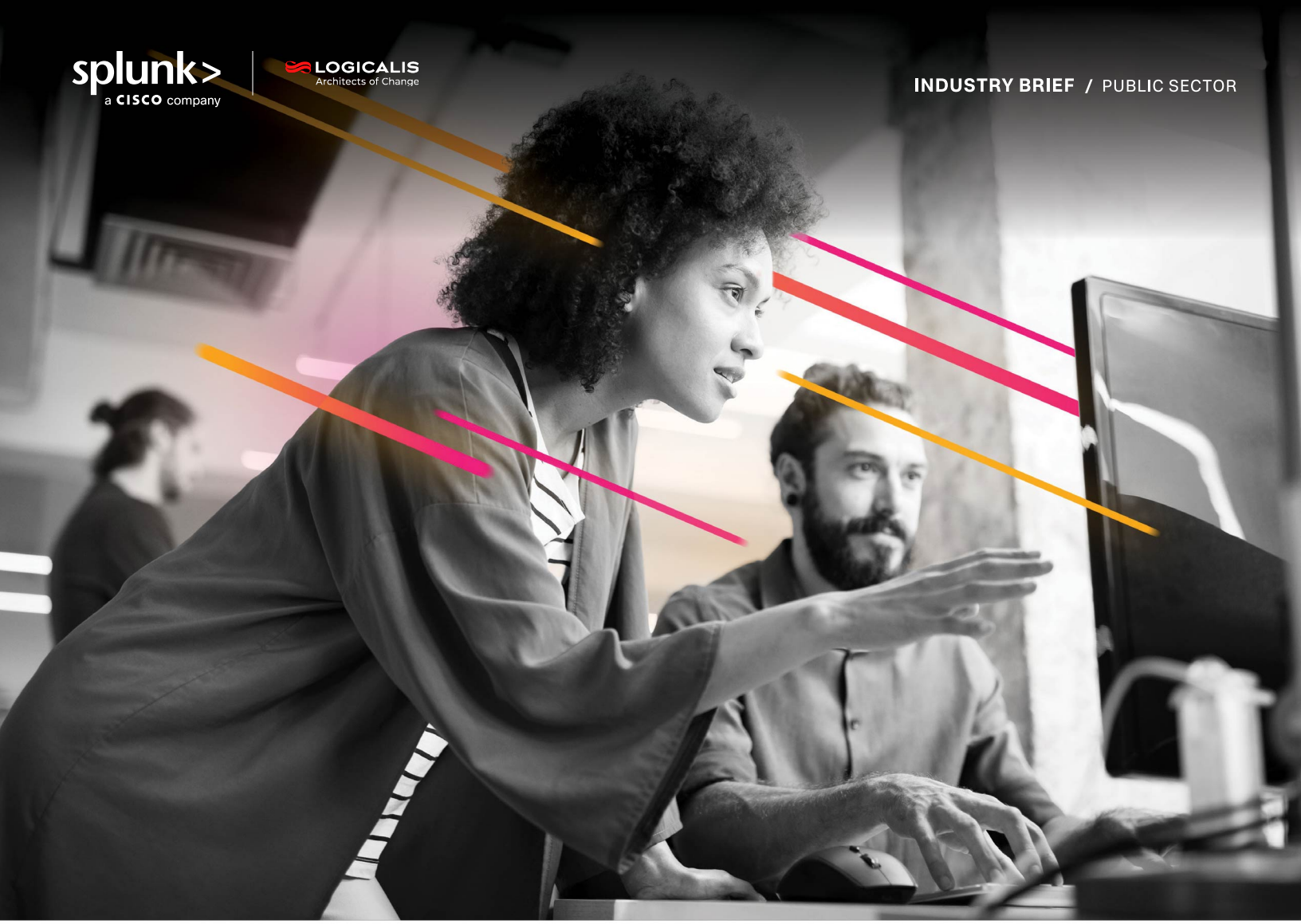


Power the public sector with improved observability and digital resilience

Insights from Splunk and Logicalis

Residents expect reliable and user-friendly digital services from government agencies. But agencies' complex hybrid environments can create data silos and disconnected tools, making it harder to diagnose and resolve issues, failures, or outages in their systems.

These disruptions slow operations, hinder service delivery, and erode public trust, especially when vital public services like healthcare or food assistance are impacted. The longer it takes to fix the problem, the more frustrated people become, and the less trust they have in their government agencies.

Downtime not only hurts the resident experience, but also strains employee morale. A shortage of skilled workers and time-consuming manual processes puts even more pressure on your ITOps, engineering, and security teams.

€170M - average cost of downtime in the public sector

Hidden Cost of Downtime, 2024

Everything from citizen education and healthcare services to national defense depends on seamless, reliable digital operations. To maintain this critical level of service, government agencies can adopt a comprehensive observability strategy to enhance visibility, enable faster issue resolution, prevent outages, and improve productivity.

Observability: the foundation for the public sector's next chapter

Observability helps ITOps and engineering teams quickly identify and resolve both known and "unknown" problems, leading to improved reliability and better digital experiences. This not only reduces the impact of unplanned downtime on user experience, but also strengthens overall organizational resilience.

Agencies with mature observability practices gain unified visibility across applications and infrastructure, ensuring full control over their data and associated costs. Because of this they are able to quickly and accurately troubleshoot mission-critical systems, prioritize issues based on their impact, and prevent outages, all while streamlining workflows across teams.

As organizations mature their observability practice, they can expect:

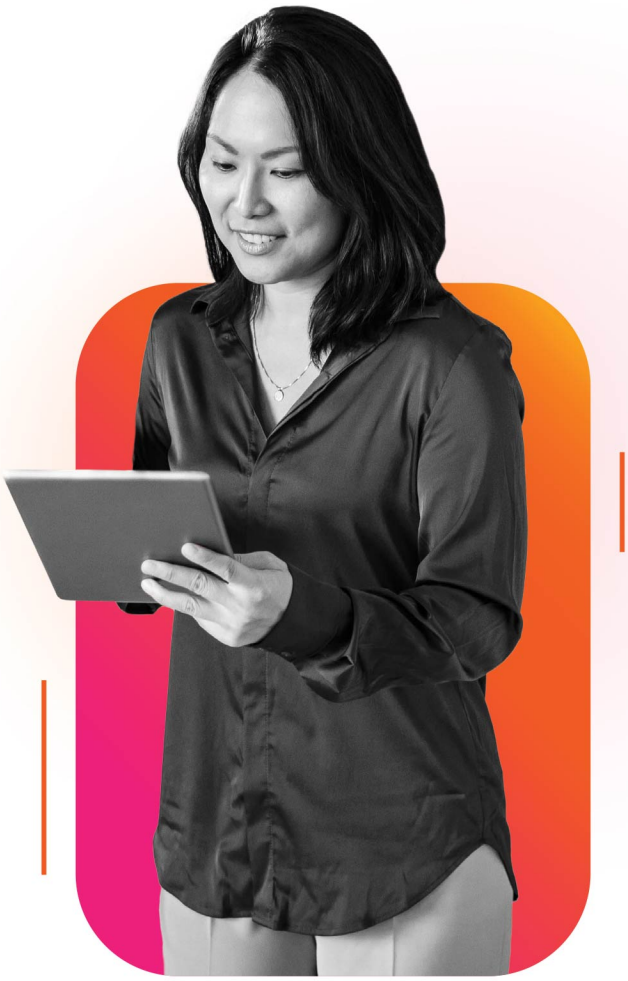
End-to-end unified visibility
By providing visibility across your entire environment, you can empower your network operations, ITOps, and engineering teams to solve complex, cascading problems faster.

Faster issue resolution
By sharing common data and workflows, organizations can improve operational efficiency and identify accurate root causes faster to ensure reliability across the tech stack. And with flexible deployment methods — including SaaS and self-hosted (on-premises) — everyone can benefit from observability no matter where they are on their cloud journey.

Better control of data and costs
In leading observability practices, organizations can collect data in any format and embrace OpenTelemetry (OTel) to customize controls and storage, so they only pay for what they need.

77% of public sector respondents to Splunk's State of Observability say their ITOps, developers, and security are better aligned thanks to observability.

The State of Observability in the Public Sector, 2024



Strengthening public services with digital resilience

With Splunk, you can minimize downtime — and its associated costs — and deliver exceptional public services with observability across any environment or stack.

Complete visibility

Improving operational visibility across complex digital assets and public sector processes helps eliminate blind spots, prevent disruptions, and enable faster issue remediation.

Monitoring tools give large institutions like Imperial College London a big-picture view across their sprawling hybrid IT estates — including both on-premises and cloud resources. With Splunk, Imperial College London was able to effectively monitor the 60+ sources that make up its "mini city," empowering it to quickly remedy incidents, share insights, and provide a more reliable student experience.

Earlier detection and faster investigation of service-impacting issues

Automated incident response allows your team to improve productivity and reduce time-intensive manual processes by collecting data to generate real-time insights across digital systems and services.

Townsville City Council (TCC), for example, was saddled with system limitations and handled security issues manually. To get full threat visibility, TCC engaged a new managed cybersecurity service from RIOT Solutions — powered by the Splunk platform — to adopt a more holistic approach to cybersecurity and tackle ever-changing needs and threats. TCC can now identify root causes of security events through automated data correlation and accelerate threat hunting by 85%.

Ensure reliable public service experiences for constituents

By connecting and sharing information across IT, engineering, DevOps, and essential operations, organizations can minimize downtime and keep resident services running smoothly.

For the New York City Department of Education, these services included remote learning for students across the city. The department's IT, security, and business intelligence teams quickly set up critical infrastructure and digital learning systems with Splunk, giving remote learning access to 1.1 million students and creating an uptick in student engagement.

Splunk empowers the entire observability journey

Digital resilience is a journey. But the path is far from linear — and it can vary greatly. So, Splunk has created a model to help ITOps and engineering teams expand into new and complementary use cases across observability. Drawing from industry standards and adoption patterns for our customers, we've identified the most common steps ITOps and engineering teams take as they use observability to improve their digital resilience.

Logicalis helps customers get more value from Splunk by simplifying fragmented tools and improving visibility, enabling faster diagnosis and stronger outcomes.

Building leading observability practices

The path to digital resilience

Unlocking key observability use cases on your resilience journey

Foundational Visibility

See across environments

Troubleshoot mission-critical apps and infrastructure by combining metrics with logs.

Guided Insights

Detect threats and issues with context

Prioritize issues based on business impact and reduce alert noise to focus on what matters.

Proactive Response

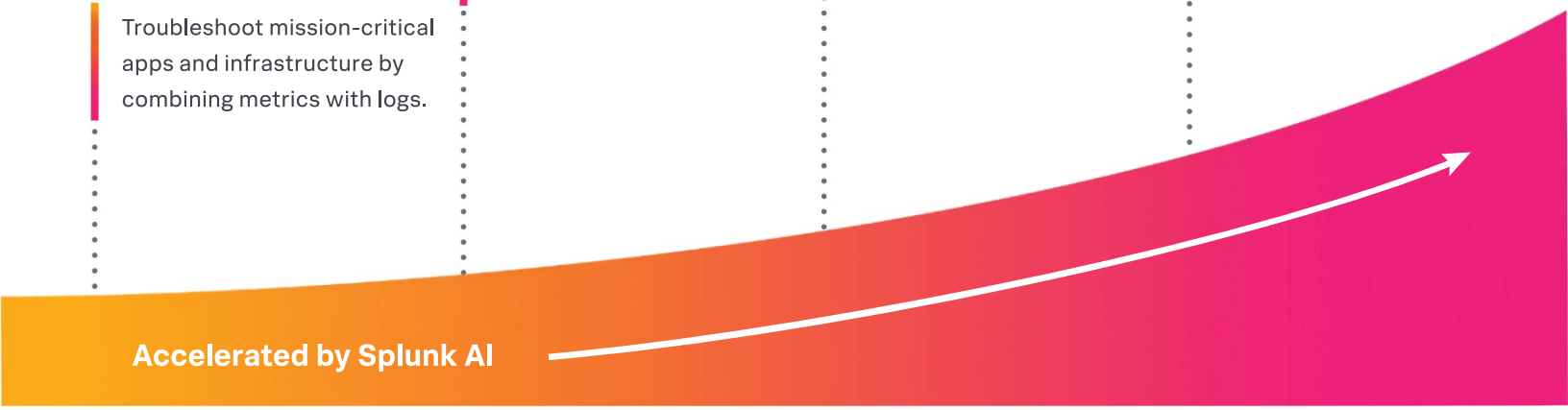
Get ahead of issues

Prevent outages and accelerate mean time to resolve (MTTR) with guided root cause analysis.

Unified Workflows

Collaborate seamlessly

Standardize observability practices across teams to improve productivity with shared data, context, and workflows.



Forging ahead on the observability journey with Splunk and Logicalis

Splunk makes it possible for the public sector to keep digital services up and running with end-to-end visibility for shared data, context, and workflows. By letting Splunk do more of the heavy lifting to identify problems, find root causes, and take corrective action, you ensure the resilience of digital systems and reduce the human toil of operating them.

With Splunk, public sector agencies can:

Reduce downtime and disruption to public services with early detection and investigation of business-impacting issues.

Speed up operational efficiencies with automated workflows and unified visibility across applications and infrastructure.

Do you have the visibility you need to protect your organization from future security threats? Contact our team today to learn how we can help.

Logicalis

info.uki@logicalis.com

> As demand grows, organisations need clear visibility across performance and infrastructure. The Logicalis CIO Report shows unified insight is essential for delivering reliable, high-quality digital services.
>
> **Logicalis 2025 CIO Report**
> Logicalis

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