Technical Assessment — Small
Professional Services Offering

Overview

A Professional Services Technical Assessment is an offering designed to provide a comprehensive review of your Splunk environment to ensure your architecture remains supportable, maintainable and upgradable.

Technical Assessment Offering

This service includes the identification of performance issues and risks, as well as knowledge transfer on how to improve your Splunk processes including onboarding, operating and optimizing data volume consumption and benchmarking your Splunk instance. The offering includes:

- **Discovery:** An account review of current version, daily volume, main contacts, existing open support tickets, deployed applications, error logs and primary use cases.

- **Architecture review:** Thoroughly document all Splunk instances, configurations, hardware specifications and OS settings.

- **Diagnostic application deployment:** Using Splunk on Splunk, Sanity Check and SplunkIt.

- **Data lifecycle inspection:**

    Collect: Validate that data is being collected at the forwarder tier efficiently.

    Index: Review indexing pipelines for latency and ensure best practices for parsing data sources are in place.

    Search: Audit long running searches and check for filtering rules.

- **Optimization techniques:**

    Search: Saved searches, report acceleration, high performance analytic stores, data models and pivots.

    Dashboard: Post Process techniques, simple XML to HTML and SplunkJS Stack.

- **Findings review:** Onsite review of findings.

- **Results and Next Steps:** Detailed report that documents results of the Technical Assessment and recommendations to optimize performance.

- **Duration:**　　One (1) week

Targeted Customer Attributes

This Professional Services offering is designed for customers with the following attributes:

The "small" technical assessment is geared towards single site distributed environments.

Benefits

- **Thorough technical review:** The Splunk Technical Assessment provides a thorough understanding of the current effectiveness of your Splunk software investment.

- **Review user behavior:** Review user activity and search behavior to locate opportunities for improvement.

- **Review data onboarding:** Review data onboarding for structural issues related to date parsing, line breaking and others.

- **Proactively identify issues:** Build a process framework for proactively identifying issues as they arise.

- **Collaborate with Splunk experts on best practices:** A Splunk Professional Services expert will collaborate with Splunk administrators every step of the way to ensure best practices are in place.
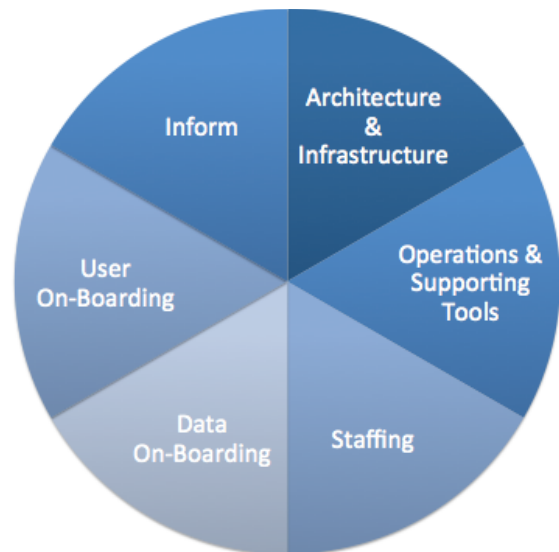
A comprehensive examination of your Splunk experience and value.

Splunk Professional Services

We are here to help customers get the most out of their Splunk deployments. Our services are backed by Splunk experts, who provide consistent and quality service delivery, architecture guidance, training and ongoing support.

Take your Splunk environment to the next level and achieve continual optimization, enhanced processes and active collaboration.

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