

OnDemand Services FAQ

Services. What you need. When you need it.

What is the OnDemand Services program?

OnDemand Services (ODS) provides technical adoption guidance for Splunk deployments, utilizing a pool of remote technical consultants. Customers can request assistance from a predefined set of tasks as laid out in each of the

[OnDemand Services Product Catalogs](#):

- [Splunk Core - Enterprise, Splunk Cloud](#)
- [Enterprise Security \(ES\), UBA](#)
- [SOAR, Mission Control](#)
- [Splunk Intelligence Management](#)
- [ITSI, IT Cloud](#)
- [Observability Cloud, Infrastructure Monitoring, APM, Log Observer](#)
- [Splunk Synthetics](#)
- [On-Call](#)

How do I buy OnDemand Services?

OnDemand Services comes as part of our [Success Plan packages](#). These plans are included in Term and Cloud License Subscriptions as described in the link above, or can be purchased separately for customers with smaller Term or Cloud License Subscriptions.

How often can I request OnDemand Services?

Access to OnDemand Services is governed by a number of quarterly credits. The number of credits available each quarter varies according to the [Success Plan package](#) purchased. These credits are used to request services from the [Splunk ODS Service Catalogs](#) (services range between 2 - 30 credits).

How do I request a service?

In order to request an OnDemand (ODS) service, use the existing [Customer Support Portal](#) and leverage the [user guide](#) for instructions. If you have an ODS entitlement, you will have access to the ability to raise an OnDemand Services case once you are added as a contact to the ODS entitlement. This will have a similar interface to the existing support case system and allow you to select the desired service from a list of options.

If you are not added as a contact to your ODS entitlement or see an error while attempting to use our ODS Entitlement, please contact your account team for assistance. Alternatively, you can contact ondemand@splunk.com for assistance adding you to the entitlement.

When should I open the OnDemand request?

Open the OnDemand case in the support portal when you are ready to work on the case (same week or within 2 weeks max). Please note that if we do not receive responses from customers within 2 weeks during the active case we will close the case.

How do I escalate an OnDemand request?

You can reach out to the OnDemand team directly at ondemand@splunk.com with questions, to report an issue with the portal, or to escalate a case due to lack of progress, skillset of the consultant, or general concerns. Alternatively, you can reach out to your account team for assistance as well.

When will credits be deducted from the OnDemand entitlement?

The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased upon case creation.

What happens if all available credits are not used each quarter?

OnDemand Services provides you access to experts when you need it. You are not required to use all available credits every calendar quarter. As long as your OnDemand entitlement is active each calendar quarter, you will have the same level of access and credits available for when you need assistance to help drive your success.

Credits reset on the 1st of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused Credits for the previous quarter do not rollover.

Do the quarterly credits roll over to the next quarter if unused?

No. Quarterly credits do not roll over to the next calendar quarter. The level of access remains the same each quarter regardless if you use all available credits.

Can OnDemand credits be converted to traditional Professional Services (PS) or Splunk Education?

No. OnDemand credits purchased may only be used for OnDemand services and cannot be converted to traditional PS project-based services or used for Splunk Education.

Can I use OnDemand Services as a replacement for traditional Professional Services (PS)?

No. OnDemand Services may only be used for the tasks defined in each of the [Product Service Catalogs](#) listed below and cannot be applied to traditional PS project-based services, which are time and/or use case based services that typically consist of longer engagements, some of which require a Statement of Work (SOW) to define the scope of the work being performed. Please consult your account team for more information on Splunk PS.

OnDemand Services is a per scope engagement offering based on the task description in the catalogs below and every case opened could be assigned to a different consultant. OnDemand services is not time-based services or a replacement for PS project-based services which are time and/or use case based.

- [Splunk Core - Enterprise, Splunk Cloud](#)
- [Enterprise Security \(ES\), UBA](#)
- [SOAR, Mission Control](#)
- [Splunk Intelligence Management](#)
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What is the difference between OnDemand Services (ODS) and Professional Services (PS)?

Both services are aimed at providing you technical adoption assistance and complement one another. There are a few key differences:

- ODS is a subscription service available for the length of your license term → PS project-based services has a defined start and end date, and the service ends once the hours purchased are used
- PS project-based services require a Statement of Work (SOW) or have a predefined scope built into the service offering, → ODS does not require a Statement of Work (SOW)
- ODS are short engagements (typically less than one day) helping fill the void between Support & PS → PS project-based services are typically a minimum of one week and may consist of multi-week engagements
- ODS consultants work with you to help you plan, use, or optimize your Splunk deployment → PS project-based services consultants can do it for you or work with you as outlined in the Statement of Work (SOW) or predefined services scope.
- Sometimes your engagement might start with ODS and after providing guidance, the consultant might determine the best path forward is to leverage PS project-based services to help do it for you such as Value Boost, which is an a combination of reactive and proactive ODS engagements. Your account team can help guide you in this process.

Can I use OnDemand Services (ODS) as a replacement for Technical Support?

No. ODS may not be used for break/fix type technical support services. If something was working and all of a sudden stopped working, it is best to open a support case since Splunk Technical Support has an escalation path to Splunk Product Engineering when an escalation is required.

In the event Splunk Technical Support believes the service is better suited for OnDemand Services, they will recommend it to you and will execute a handoff to the OnDemand team.

What is the difference between OnDemand Services (ODS) and Technical Support?

Both ODS and Technical Support are included in your Splunk license [Success Plan package](#), however are different in the services that are delivered. Splunk Technical Support should be engaged for all break/fix issues. For example, something was working, but no longer is working in a supported environment. Engage in Splunk Technical Support as soon as you notice something is not working as they have an escalation to engineering. ODS, is a credit-based service that offers a work with you, guidance approach. Below are a few examples of when to reach out to OnDemand vs. Support:

- ODS Examples:
 - Review/optimize a complex search you are creating or created, which includes sub-searches, field extraction, and joins
 - Seeing data inconsistencies in your dashboards
 - Question begins with “How do I do [X]?” or you are looking for implementation guidance or additional information features
 - Encountering problems with skipped searches, inconsistent population of KPIs, or other performance issues with your Splunk Core, Cloud, ES or ITSI implementations
 - Encountering problems with unexpected playbook behavior, inconsistent app behavior, or other SOAR performance problems
 - New customization with a blocking issue or question
- Support Examples:
 - Data model stopped accelerating after an upgrade and was working before the upgrade
 - Receiving errors with your Splunk UI
 - Missing data that previously was being ingested
- ODS and Support Example:
 - Experiencing an urgent problem where something appears to be broken, however you also believe the problem could be caused by your configuration. Start with a Support case. If something is actually broken, Support will work to replicate the issue and engage engineering as needed. If the problem is a result of improper configuration or misunderstanding of how a certain feature works, Support will refer the matter to OnDemand Services through internal processes.
- 3rd Party Entity:
 - Issues with a Splunkbase App - start with the entity that supports the app. If there are none, or they are unsuccessful in resolving the issue, then open an OnDemand case to see if we can help. It will be on a best effort basis. With ODS, there is a chance there will be an expert who has worked with your app and may be able to help.

What specific services can be requested through OnDemand Services?

OnDemand Services provides technical adoption guidance across a variety of Splunk products. Each [Product Service Catalog](#) listed below outlines the different tasks available for OnDemand Services. Service tasks are aimed at helping you with planning, using, and optimizing your Splunk products.

- [Splunk Core - Enterprise, Splunk Cloud](#)
- [Enterprise Security \(ES\), UBA](#)
- [SOAR, Mission Control](#)
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How can OnDemand Services help me?

OnDemand Services tasks can help you in many ways, such as:

- Onboarding new data
- Search or dashboard optimization
- Providing expert consultative advice on advanced topics, such as *HA/DR, multi-site, migrations, integrations, premium products (Enterprise Security, UBA, SOAR, ITSI, Observability Cloud, Infrastructure Monitoring, APM, Log Observer, Splunk Synthetics, On-Call), etc.*
- Planning and preparing the implementation of a new use case
- Explaining how to use that new Splunk feature even better
- Upgrade planning or optimization assistance for your searches or environment

Can OnDemand Services build or tune something in my Splunk deployment?

OnDemand Services is an advisory service. As such it can, assist with tuning something for your environment, but is limited in how it can build or create while working with you. OnDemand can provide guidance but can not build apps, dashboards, or searches directly but can offer assistance to ensure best practices are followed with experienced advise. Additionally, consultants will not execute environment impacting changes not defined in the catalog, such as writing a script. They may advise around such topics as a substitute.

Advisory services, such as Ask an Expert, Splunk cloud Health Check, Data Source Review, Use Case Advisory Discussion, Splunk Instance Health Review, Health/Planning/Scaling Assessments, plus many more, consists of:

- Live working sessions
- Screen shares w/ your Splunk environment
- Consultants may take control of your screen share in order to expedite certain parts of the process
- Consultants may assess and provide guidance and recommendations
- Consultants will not build, create, or tune anything for your deployment

I just have some technical questions I need answered rather than a specific task to be carried out – can OnDemand Services help here?

Yes. If you would like to consult with a Splunk technical consultant on questions relating to adoption activities, you can take advantage of the ‘**Ask an Expert**’ (general consultative) tasks listed in each [Product Service Catalog](#). This can also be used if you are unable to have our consultants access your system – we can provide “over the shoulder” help.

I cannot give Splunk Consultants remote access to my system – can I still use OnDemand Services?

In this case, you can use OnDemand Services for technical advisory services through the ‘**Ask an Expert**’ service as described above.

Can I request a service with an on-site consultant?

No. OnDemand Services is a remote service. Other services are available with on-site components. Please contact sales@splunk.com to inquire about these services.

Can I request a specific consultant to service my OnDemand Services request?

Yes, you may request a specific consultant, however we cannot guarantee their availability as OnDemand Services is serviced from a pool of consultants. If you are interested in a relationship-based service and access to an assigned consultant who gets to know your environment, please consider the [Value Boost](#) add-on option as explained in the above question.

What languages will be supported?

OnDemand Services are currently only provided in English. Additional language support is best effort and may be added in the future.

I need more quarterly credits for OnDemand Services – Can I buy more?

Yes. Additional credits (in increments of 10 or 30 per quarter) are available to purchase as an add-on to an existing OnDemand Services entitlement. In this case, the additional credits are co-termed with the existing contract (i.e. credits will expire on the same date as the support contract). Currently, one-off purchases of credits are not available.

Terms and Conditions

All OnDemand Services are annual subscriptions unless agreed otherwise. OnDemand Service Credits ("Credits") can only be used for items specifically listed in this Service Catalog and not for any other purpose. The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased. Credits are made available on a quarterly basis and are only available for use during the corresponding quarter (Credits expire at the end of the quarter and any unused quarterly Credits do not carry forward, and there are no refunds for Credits not used). Quarters are based on calendar quarters (starting January 1, April 1, July 1, October 1 respectively). When an annual subscription starts during a calendar quarter, Credits available during the first and last partial quarters will be prorated accordingly.

The number of Credits listed for a service item establishes the number of hours of service we will perform for such service item, as follows: Two (2) Credits provides service for up to (2) hours; Five (5) Credits provides service for up to (4) hours; Ten (10) Credits provides service for up to (8) hours; Twenty (20) Credits provides service for up to (16) hours; and Thirty (30) Credits provides service for up to (24) hours. However, if the work required for an item takes longer than the aforementioned designations, Splunk reserves the right to require the use of additional Credits, and Splunk reserves the right to make such determination.

SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS FACT SHEET. These OnDemand Services are governed by the Configuration and Implementation Services Agreement ("C&I Services Agreement") http://www.splunk.com/en_us/legal/professional-services-agreement.html except for the payment, refund and credit terms identified above shall control for the OnDemand Services. In this FACT SHEET all mentions of "Customer" shall refer to the party in the applicable C&I Services Agreement or services agreement with Splunk. All references to SOWs in the C&I Services Agreement mean this FACT SHEET. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.



Contact us: splunk.com/asksales

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