

Splunk Observability Implementation Success

Accelerate time to value of your Splunk Observability investment

Build the right foundation for Observability

Observability solutions provide deep insight and intelligence into your IT operations so you can find and fix problems faster and increase the reliability of the infrastructure and applications that your business relies upon.

Splunk's Observability Implementation Success offering is a comprehensive service to help deliver a successful implementation of your Splunk Observability platform. The service is designed to accelerate time to value and increase adoption of key observability solutions for your infrastructure and applications.

Offering at a Glance

Engagement Duration

- Mini – 10 days
- Base – 24 days
- Standard – 60 days
- Premium – 90 days

Prerequisites

- Latest version of Splunk Infrastructure Monitoring (IM) and/or Application Performance Management (APM) installed
- Existing infrastructure in place for implementation
- Customer Observability champion identified
- SME resource for data sources

Project Team

- Splunk Project Manager (not included in Mini package)
- Splunk Solution Architect (not included in Mini package)
- Splunk Technical Expert

Deliverables

All package sizes include:

- Project kickoff to align on goals/success metrics
- Configuration and onboarding of predefined data sources
- Development and execution of agreed upon implementation plan
- Monitoring configurations for Infrastructure, applications, and/or services
- Status reports

Standard and Premium Packages include:

- Custom metrics
- Use case workshops
- Custom enablement resources / documentation

Implementation Details

Activity	Mini *	Base	Standard	Premium
Kickoff call to review delivery methodology and prepare for technical engagement (IM and APM)	✓	✓	✓	✓
Architecture and Implementation Planning Workshop (IM and APM)	✓	✓	✓	✓
OpenTelemetry Collector Installation and Configuration (IM and APM)	✓	✓	✓	✓
Team and Permissions Configuration (IM and APM)	✓	✓	✓	✓
OpenTelemetry Agent Metrics Onboarding (IM)	✓	✓	✓	✓
Kubernetes Infrastructure Monitoring (IM)	✓	✓	✓	✓
Amazon Web Services Infrastructure Monitoring (IM)	✓	✓	✓	✓
Microsoft Azure Infrastructure Monitoring (IM)	Basic	Basic	Advanced	Advanced
GCP Infrastructure Monitoring (IM)	✓	✓	✓	✓
Terraform Provider Configuration (IM and APM)		✓	✓	✓
SSO Configuration (IM and APM)		✓	✓	✓
Third-Party Infrastructure Monitoring System Integration (IM)		✓	✓	✓
Detector Creation (IM and APM)		✓	✓	✓
Alert Notification Integrations (IM and APM)		✓	✓	✓
Dashboard Creation (IM and APM)		✓	✓	✓
Global Data Link Configuration (IM and APM)		✓	✓	✓
Governance and Token Management (IM and APM)		✓	✓	✓
Advanced SignalFlow Configuration (IM and APM)		✓	✓	✓
Custom Metrics Onboarding (IM and APM)			✓	✓
Advanced AWS Lambda Function Monitoring (IM)			✓	✓

Implementation Details (continued)

Activity	Mini *	Base	Standard	Premium
Auto-Instrumentation (APM)		✓	✓	✓
Manual Application Instrumentation (APM)			✓	✓
Service Mesh Instrumentation (APM)			✓	✓
Inferred Service Instrumentation (APM)			✓	✓
Use Case Workshop (IM and APM)			✓	✓
Solution Documentation (IM and APM)			✓	✓
Status Reports (IM and APM)	✓	✓	✓	✓
Delivery Management (IM and APM)		✓	✓	✓
Project Wrap-up and Knowledge Transfer (IM and APM)		✓	✓	✓

* Note: There is no mini package for APM only

What we'll do and deliver

Discover and Design

Our experts will engage in a kickoff with your team to discuss current business and technical requirements, validation of use cases to be deployed, and understand your technologies and tools. We'll go through an Architecture and Implementation Planning Workshop to build a customized implementation plan, including steps, prerequisites, and the best possible configurations for your deployment, whether its Splunk IM and/or Splunk APM.

Configure and Implement

Build out your Splunk environment with a Splunk technical expert aligned to the implementation plan. For Splunk IM, we'll go through a configuration and automation exercise of your infrastructure and service emitters. For Splunk APM, we'll run auto and/or manual instrumentation of applications. For our larger engagements, we'll conduct use case workshops and find new ways to evolve your enterprise resilience.

Knowledge Transfer and Documentation

As we go through the engagement, our experts will work with your team to ensure they understand the processes to continue to develop and evolve your organization's ability to take advantage of Splunk IM and/or APM.

Resilience, let's build it together

Splunk Customer Success provides end-to-end success capabilities at every step of your resilience journey to accelerate time to value, optimize your solutions and discover new capabilities. We offer professional services, education and training, success management and technical support, surrounding you with the expertise, guidance and self-service success resources needed to drive the right outcomes for your business. For more information contact your Splunk account team or email us at sales@splunk.com.

Terms and Conditions

Splunk shall not exceed the time commitments stated above unless otherwise agreed to by the parties in writing. Splunk shall perform the Services during Business Days, defined as Monday through Friday, 9am to 5pm (eight (8) hour increments), excluding Splunk-observed holidays, or as otherwise defined by the jurisdiction where the Services are to be performed. On-site services must be scheduled in consecutive eight (8) hour increments.

Reasonable network and system access to data and applications must be made available to Splunk resources upon on-site and remote commencement of the offerings within this datasheet.

Splunk's ability to deliver these offerings is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, additional Splunk services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any workshop days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the Splunk Workshop engagements 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 Splunk Workshops. In this Datasheet 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 Datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.



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