

Splunk Asset and Risk Intelligence Support Information

Working with Support

Summary

We are providing this guidance for our Splunk Asset and Risk Intelligence support offering as our goal is to provide our customers the best possible experience with the launch of a new product. This information is subject to change. Please note that the information provided on the Splunk Support Programs [page](#) does not currently apply to our Splunk Asset and Risk Intelligence app.

Technical Support for Splunk Asset and Risk Intelligence app

Splunk Asset and Risk Intelligence support is offered during business hours from Monday to Friday from 9:00 am Eastern until 6:00 pm Eastern, excluding U.S. public holidays, Splunk-observed holidays, Canadian Federal holidays, and public holidays in Ontario.

Support Service Level Definitions

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(1) **"Priority"** specifies the priority of the support ticket based on the severity of the issue. The severity of each request will be determined by the Splunk support analyst based on the information provided by the Customer in the request.

(2) **"Targeted Response Times"** means the time in which Splunk targets to provide a response from a Splunk support analyst. The time to resolve any specific ticket will depend on the issue, and estimates will be provided on a case by case basis.

Definition of support request priority levels

Priority 1 (P1): The Splunk Asset and Risk Intelligence app is deemed failing and/or unusable by Customer, including if at least one component of mission-critical functionality does not perform, and/or is inaccessible or unusable by Customer, resulting in a significant business or technical impact on Customer.

Priority 2 (P2): Customer is able to use the Splunk Asset and Risk Intelligence app, but Customer's operations are severely restricted, the overall performance of the app is degraded or at least one component of material (but not mission-critical) functionality does not perform.

Priority 3 (P3): Any Error that affects performance of the Splunk Asset and Risk Intelligence app but does not degrade any material or mission critical functionality. Includes all problems reported which are not a Severity 1 or Severity 2 Error.

Priority 4 (P4): Customer has general questions about the Splunk Asset and Risk Intelligence app.

Support Service Level

Splunk will respond to all errors being reported within 2 business days (Monday to Friday from 9:00 am Eastern until 6:00 pm Eastern) and will be triaged by the priority levels shown above.

Contact Information

Open a support ticket in [Splunk Support Portal](#)

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