

# ITSI Assigned Expert Services Datasheet

Make us an extension of your business. Obtain an Expert. Reap the rewards.

## Monitoring Challenges

- Reduce MTTA and MTTR; ultimately reduce unplanned service outages
- Improve the visibility of the performance & availability of your critical business services and applications
- Understand the business impact of service and application outages and prioritise accordingly
- Protect your brand from customer facing outages

## Splunk ITSI Assigned Expert ("AE") has you covered

The mission of the Splunk IT Service Intelligence (ITSI) Assigned Expert is to help customers win through specialist proactive guidance & planning. They start by gaining a deep understanding your business goals, customer requirements, and your environment. They then architect a set of planned technical activities based on a prescriptive, product-focused strategy to guide your journey with the objective toward a successful outcome.

Key Features	Benefits
Subject matter expertise	Bringing specialist knowledge & experience to bear to solve your observability challenges
Use-case identification and qualification	Expert guidance to ensure optimal value from your deployed solution
Proactive Risk Assessment and Tune-Up Workshops	Mitigation and reduction of environment risks
Customer Environment Familiarity	A single dedicated resource who understands your environment and its challenges
Tailored Technical Guidance	Optimization/augmentation of solutions through Splunk best practices
Technical account oversight and strategic alignment	Continuous strategic assistance from project delivery to platform improvement to collaboration with account teams and support

## Offering Benefit

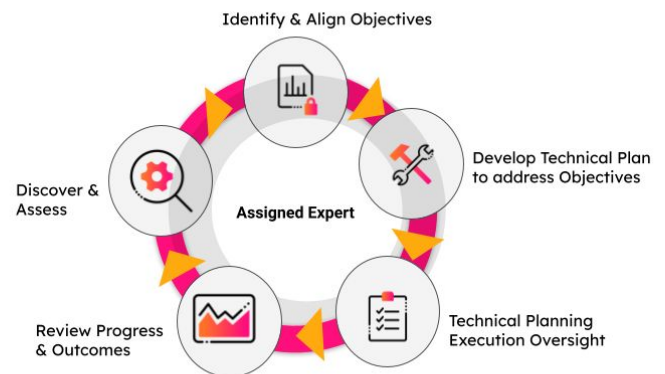
- Accelerate Solution Time-to-Value
- Solution Optimization for Value and ROI
- Discover and Utilize Product Capabilities
- Leverage Best Practices to Improve Mean Time to Resolution

## How it Works

ITSI AE is available as an add-on purchase option for [Success Plan](#), [On Demand Services](#), or [Observability AE](#) customers.

## Delivery Process

Your journey starts with our delivery framework, which includes a set of activities with detailed outputs and coalesces the information into a prescriptive product-focused roadmaps with the objective to guide successful outcomes..



## Technical Ability

An ITSI Assigned Expert (“AE”) is an experienced, certified Splunk consultant specializing in Splunk ITSI who has additional specialist knowledge from within the observability monitoring and IT Operations domains. This focused, specialist knowledge adds strength and confidence to initiatives spanning multiple business verticals and use cases.

## Splunk ITSI Product Questions

- How do I effectively monitor my business health and provide my stakeholders with the insight they need?
- How can I improve operational visibility across my environment and technologies?
- Can I reduce alert noise while improving MTTA/MTTR?
- Am I getting the most from my existing data; Is their further insight waiting to be found?

## Tailored Technical Guidance

Your ITSI AE works in collaboration with your Splunk and operations teams to gain understanding of your operational environment enabling the delivery of strategic guidance tailored to meet your organizational needs and business objectives. The AE can assist with tactical issues such as troubleshooting and configuration, while also focusing on strategic areas such as architecture & design, feature adoption, performance optimisation, and continuous service improvement.

From collaborative Service Discovery workshops to scalable deployment strategies, and advanced feature adoption your ITSI AE will smooth the path to success, driving engagement and confidence across your business sectors and internal customers.

## AE Availability

AEs proactively share technical knowledge through strategic and operational planning sessions, and deliver services aligned to their expertise in accordance with the terms and conditions, as outlined below. Splunk may revise and update these services from time to time without notice.

Direct access to the applicable AE shall be made through regularly scheduled remote sessions, on-site visits, or ad hoc remote requests with best effort response within 48 hours.

AE access is limited to local business hours in the region where the resource is located unless otherwise agreed upon.

If required for your environment an AE is available with a Top Secret/Sensitive Compartmented Information (TS/SCI) clearance as a “Cleared AE”.

## Specialist Product Focus

The ITSI AE service spans a broad range of technical and consultative activities to enable the adoption of the full set of ITSI features and functionality. Feature adoption drives value-add, which leads to the successful fulfillment of business goals and objectives. Activities commonly include the following items

## ITSI Service Insights (“SI”)

Specialist Activities	Features
<ul style="list-style-type: none"><li>• Service Insights solution architecture review and design advisory</li><li>• Use-case identification and review</li><li>• End-to-end solution review and operational alignment assessment</li><li>• Collaborative Service Discovery workshops<ul style="list-style-type: none"><li>◦ Service Identification</li><li>◦ Service Decomposition; Service model design guidance</li><li>◦ KPI Identification &amp; design</li></ul></li><li>• Scalable monitoring visualization design guidance</li><li>• ITSI feature alignment; product roadmap reviews</li><li>• Health, performance &amp; value assessment; Optimisation guidance</li></ul>	<ul style="list-style-type: none"><li>- ITSI Service Insights</li><li>- KPI search strategy; SPL best practice</li><li>- Service hierarchy and impact-based service models</li><li>- Time-variant &amp; Adaptive thresholding</li><li>- Anomaly Detection</li><li>- Predictive Analytics</li><li>- ITSI data landscape</li><li>- ITSI supplied visualizations</li><li>- SimpleXML and UDF dashboards</li></ul>

## ITSI Event Analytics (“EA”)

Specialist Activities	Features
<ul style="list-style-type: none"><li>• Event Analytics solution architecture review and design advisory</li><li>• Use-case review &amp; best practice advisory</li><li>• End-to-end process review; operational alignment assessment</li><li>• Upstream / downstream integration advisory (root cause analysis workflow)</li><li>• ITSI EA feature alignment; product roadmap reviews</li><li>• Visualization &amp; reporting guidance</li></ul>	<ul style="list-style-type: none"><li>• AIOPS</li><li>• Alert management</li><li>• Operational Intelligence; Noise reduction</li></ul>

# Resilience, let's build it together

Splunk Customer Success offers end-to-end success capabilities for each 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](mailto:sales@splunk.com).

## Terms and Conditions

Assigned Expert Services ("AES") are annual subscriptions unless expressly agreed otherwise, and consumption of such subscription can be used only for items specifically listed in this datasheet, and not for any other purpose. AES annual subscription is available in two levels of dedication depending on the scale and complexity of the Customer. AES includes Customer shared direct access to AES for up to an average of eight (8) hours per week for "quarter time" or sixteen (16) hours per week for "half time" which is the level of dedication purchased. Unless otherwise mutually agreed to in writing, AES will be delivered remotely.

Splunk's ability to deliver these Services 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, Splunk AE may gain access to your environment to execute specific work to accelerate the completion of a task. Customer will provide verbal consent and access to Splunk, constituting agreement between Splunk and Customer for such access. Additionally, Splunk implementation services may be necessary at additional cost. Splunk reserves the right to make such determination.

There are no refunds or credits for any subscription days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the AES 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](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 AES. 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.

### Dedication Level and Availability:

The annual subscription entitles Customer to the following:

- Standard AE: Customer is entitled to two (2) on-site services selections. Each on-site visit will be for a maximum duration of 5 consecutive business days, unless mutually agreed to between the parties.
- Cleared AE: Customer is entitled to up to an average of 50% of dedicated hours on-site at customer location or local Sensitive Compartmented Information Facility (SCIF). Each on-site visit will be for a maximum duration of 5 consecutive business days, unless mutually agreed to between the parties.

AEs proactively shares technical knowledge through strategic and operational planning sessions and deliver services aligned to their expertise, in accordance with the terms and conditions, as outlined above. Splunk may revise and update these services from time to time without notice. AEs assists multiple customers during local business hours. Direct access to the applicable AE shall be made through regularly scheduled remote sessions, on-site visits, or ad hoc remote requests with best effort response within 48 hours. AEs access is limited to local business hours 8:00 am to 5:00 pm Monday through Friday in the region where the AE is located unless otherwise agreed upon. AE access is not available during local holidays, weekends, and planned time off. For any immediate requests while the AE is out of the office during a normal working day, Customer may open an [OnDemand Services](#) request if they are entitled.

Availability of non-English and cleared assistance is based on Splunk resource availability and may not be available in all regions.



Contact us: [splunk.com/asksales](https://splunk.com/asksales)

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