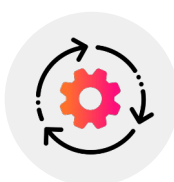# OnDemand Services Catalog – Splunk IT Service Intelligence (ITSI)

Services. What you need. When you need it.
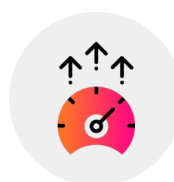
Services Available at Every Stage of Your Splunk Journey
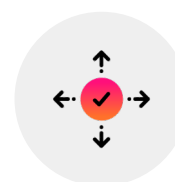
Plan	Implement	Use/Adopt	Optimize/Scale

Tasks: Splunk IT Service Intelligence (ITSI)			
(Page 2) ● Use Case Advisory Discussion ● Event Analytics Review ● ITSI Service Design Review	*(Page 2)* ● Glass Table Creation Assistance ● Post ITSI Implementation Review	*(Page 3)* ● Getting Started with IT Cloud Suite ● ITSI KPI Identification and Configuration Review for Existing Customers ● Content Review ● ServiceNow / Remedy Service Desk Integration Review with ITSI ● ITSI KPI Adaptive Threshold Review and Anomaly Detection ● Splunk Infrastructure Monitoring Integration Review with ITSI	*(Page 4)* ● Data Validation for ITOps ● ITSI KPI Base Search Review ● ITSI Content Pack ● Implementation Assessment ● ITSI Technical Assessment

Services above do not address your specific need or question?

Leverage Ask an Intel Expert (General Consultative Service)

Additional OnDemand Splunk Product Catalogs:

- Splunk Core - Enterprise / Splunk Cloud
- Enterprise Security (ES) / UBA
- SOAR / Mission Control
- Intelligence Management
- Splunk Observability Cloud, IM, APM, LogObserver
- Splunk Synthetics
- On-Call

General Consultation & Planning Tasks

Task Name	Task Descriptions	Credits
Ask an Expert	Consultative session to answer adoption and Splunk best practices questions related to ITOps. • Assist Customer with Splunk best practices approach to adoption • This task covers ITOps solutions, limited to Splunk Infrastructure Monitoring, ITE-Work, and ITSI	5
Use Case Advisory Discussion	Consultative session to review an ITOps use case roadmap executed with the Splunk Customer Success Manager ("CSM")" or Sales team to determine key technical requirements, identify current progress, and outline next steps. • This may include reviewing a previously executed Prescriptive Value Path (PVP) session and discussing technical next steps, such as requirements and architectures, identifying integrations, discussing Customer specific use case content, and recommended tuning • This task covers ITOps solutions, limited to Splunk Infrastructure Monitoring, ITE-Work, and ITSI	5
Event Analytics Review	Review one (1) correlation search and one (1) notable event aggregation policy (NEAP) in accordance with Splunk best practices. This service may include: • Advise on Splunk best practices for correlation searches • Advise on Splunk best practices for NEAPs • Troubleshoot and Optimize correlation search and NEAP to ensure proper event creation and aggregation • Review episode filtering and event breakings settings • Review NEAP action rules	5
ITSI Service Design Review	Review of one (1) service model for the addition of an additional service. Identify up to ten (10) dependent subservices.	10

Implementation Tasks

Task Name	Task Descriptions	Credits
Glass Table Creation Assistance	Assist with building a glass table. This service may include: • Review Customer data sources pertinent to their Web Resource solution which may include SNOW, IP Lookup, or an agreed-upon Out of Scope: • Does not include sub-searches, commands that require sub-searches, custom visualizations, JavaScript modifications, or CSS customizations Assumptions: • Data already exists in the system (no data onboarding or field extractions) Customer required information: • Detailed description of search and dashboard requirements	5
Post ITSI Implementation Review	Elected check-in following the completion of previously implemented Services in order to review performance and provide recommendations. • Review and provide Splunk best practice recommendations for additional use cases implemented by the Customer Provide recommendations for additional data source configurations created by the Customer	10

Use/Adopt Tasks

Task Name	Task Descriptions	Credits
Getting Started with IT Cloud Suite	Consultative session to help Customers get started with the Splunk IT Cloud Suite. This task focuses on introduction to and leveraging of Splunk best practices for IT Cloud and may include: • An overview of Splunk Subscription Services for OnDemand • Walkthrough the Splunk Cloud Platform, IT Essentials, and Infrastructure Monitoring • Provide recommendations for typical use cases and data sources • Walkthrough the onboarding of one (1) common data source with Splunk Cloud Platform • Walkthrough the basic integration of one (1) cloud data source through Splunk Infrastructure Monitoring • Suggest next steps, where to go for additional information, common tips and tricks to get started with IT Cloud Out of scope: • This task does not include configuration of complex Services, Service models, uncommon or non-standard data sources, configuration of Services Insights, and configuration of Event Analytics.	10
ITSI KPI Identification and Configuration Review for Existing Customers	Assist with reviewing one (1) service and up to ten (10) associated KPIs which may include sourcing, thresholding, and anomaly detection configurations.	5
Content Review	Review and troubleshoot up to five (5) searches, dashboards, glass tables, deep dives and service analyzers in accordance with Splunk best practices. This service may include: • Advise on Splunk best practices for visualizations and workflows • Advise on search re-use and Splunk best practices around building optimized searches, dashboards, and glass tables • Troubleshoot and tune existing searches, reports related to a dashboard or glass table • Coach the Customer on Splunk best practices for review of performance for other searches, reports, dashboards, glass tables, deep dives or service analyzers • The number of searches, reports, data models or dashboards that can be reviewed will depend on the complexity of each search Out of Scope: • Does not include custom visualizations	5
ServiceNow / Remedy Service Desk Integration Review with ITSI	Review requirements and assist in designing of out-of-the-box ServiceNow or Remedy integration.	5
ITSI KPI Adaptive Threshold Review and Anomaly Detection	Review Splunk best practices and procedures on how to determine candidates, settings, and operational requirements. Review of up to three (3) services	10
Splunk Infrastructure Monitoring Integration Review with ITSI	Review requirements and assist in designing of out-of-the-box SIM Add-on integration with ITSI.	5

Optimize/Scale Tasks

Task Name	Task Descriptions	Credits
Data Validation for ITOps	Review existing data onboarding procedures and configurations and compare to Splunk best practices for aligning data within ITE-Work/ITSI. This may include identifying issues with: • Splitting of data into individual events • Multi-line merge settings • Parsing of date/timestamps, time zone settings • Onboarding data as metrics • Review dimensions and properties • Truncation of long events	10
ITSI KPI Base Search Review	Review and optimization of KPI Base Search.	5
ITSI Content Pack Implementation Assessment	Review the Customer's environment in preparation of one (1) content pack functional capability installation. • Review Customer environment to identify known risks prior to content pack implementation Configure and tune environment if applicable and if time allows	10
ITSI Technical Assessment	This workshop is designed to assess the Customer's Splunk ITSI environment in order to identify inefficiencies and optimize ITSI features. • Recommend changes to improve ITSI environment, such as guidance on unused features or released product enhancements • Performance enhancement guidance related to current ITSI architecture configuration • Review potential integration requirements with other common 3rd party tools • Provide guidance on optimization techniques • Review Notable Event Aggregation Policies and provide recommendations for enhancements • Review configuration of thresholds and anomaly detection values	10

Splunk-Led Tasks

The tasks outlined in the section below are not accessible for customers to initiate directly. They can only be opened by a Splunk employee. If you would like to learn more about these tasks, please reach out to your Splunk account team.

Category	Task Name	Task Descriptions	Credits
Use / Adopt	Technical Use Case Actions	Guidance with technical use case implementation. OnDemand, Splunk employee, and Customer will agree to the technical use case implementation scope based on the credits allocated in the request and may include consultative planning sessions or assistance with use case development topics, such as onboarding priority data sources, forwarder, technical add-on, and product feature configurations, integrations, building searches and dashboards. This task is not available to open in the OnDemand portal and can only be opened by a Splunk employee. *During the working session, Splunk OnDemand Consultant 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.*	10, 20, or 30
Use / Adopt	Admin Assistance	Guidance with admin technical onboarding & readiness. OnDemand, Splunk employee, and Customer will agree to the technical onboarding & readiness scope based on the credits allocated in the request and may include consultative planning sessions or assistance with topics, such as data onboarding, data management, search best practices, user management, forwarder management, managing apps, Monitoring Console/Cloud Monitoring console, clustering, security and encryption. This task is not available to open in the OnDemand portal and can only be opened by a Splunk employee. *During the working session, Splunk OnDemand Consultant 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.*	10, 20, or 30

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.

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