

# OnDemand Services Catalog – Splunk Synthetics

Services. What you need. When you need it.

## Services Available at Every Stage of Your Splunk Journey



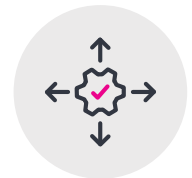
Plan



Implement



Use/Adopt

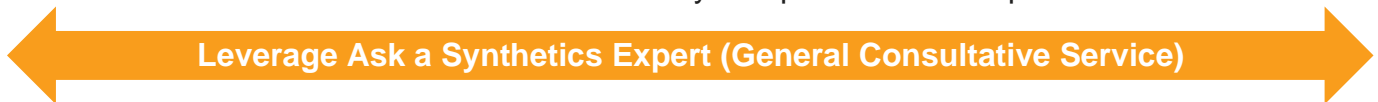


Optimize/Scale

### Tasks: Splunk Synthetics

	<p><i>(Page 2)</i></p> <ul style="list-style-type: none"> <li>• Account Setup Assistance</li> <li>• Integration Configuration Assistance</li> <li>• Scripting Configuration Assistance</li> <li>• Advanced Scripting Configuration Assistance</li> <li>• Alerting Configuration Assistance</li> <li>• Reporting &amp; Dashboard Configuration Assistance</li> </ul>	<p><i>(Page 2)</i></p> <ul style="list-style-type: none"> <li>• Reporting &amp; Dashboard Review</li> <li>• Optimization Performance Test Configuration Assistance</li> </ul>	<p><i>(Pages 3)</i></p> <ul style="list-style-type: none"> <li>• KPI Workshop</li> <li>• Performance Workshop</li> <li>• Web Optimization Review</li> </ul>
--	---	---	---

Services above do not address your specific need or question?



## Additional OnDemand Splunk Product Catalogs:

- [Splunk Core - Enterprise, Splunk Cloud](#)
- [Enterprise Security \(ES\), User Behavior Analytics \(UBA\)](#)
- [SOAR, Mission Control](#)
- [Splunk Intelligence Management](#)
- [Splunk IT Service Intelligence \(ITSI\)](#)
- [Observability Cloud, Infrastructure Monitoring, Application Performance Monitoring, Log Observer](#)
- [On-Call](#)

## Task Descriptions

Category	Task Name	Task Descriptions	Credits
General Consultative	Ask a Synthetics Expert	Consultative session to answer adoption and Splunk best practices questions related to Splunk Synthetics <ul style="list-style-type: none"> <li>Assist Customer with Splunk best practices approach to adoption</li> </ul>	5
Implement	Account Setup Assistance	Assist Customer with Splunk Synthetics Account Setup which may include: <ul style="list-style-type: none"> <li>Admin / user and group configuration</li> <li>Parent / child account setup</li> </ul>	2
Implement	Integration Configuration Assistance	Assist Customer with up to two (2) of the following integration configurations: <ul style="list-style-type: none"> <li>Optimization &amp; Monitoring</li> <li>Splunk Infrastructure Monitoring</li> <li>Alert Webhooks</li> <li>Datadog</li> <li>Splunk Synthetics API calls</li> <li>Jenkins</li> <li>JIRA</li> </ul>	2
Implement	Scripting Configuration Assistance	Assist Customer with creation of a basic scripted test that requires using a selenium recording and reviewing scripting best practices	2
Implement	Advanced Scripting Configuration Assistance	Assist Customer with creation of an advanced scripted test that requires custom javascript and reviewing scripting best practices	5
Implement	Alerting Configuration Assistance	Assist Customer with Alerting Configuration which may include: <ul style="list-style-type: none"> <li>Alert recipients</li> <li>Throttling configuration</li> <li>Notification windows</li> <li>Escalations</li> <li>Alerting templates</li> </ul>	2
Implement	Reporting & Dashboard Configuration Assistance	Assist Customer with creation of one (1) new report, dashboard or defect check policy	2
Use/Adopt	Reporting & Dashboard Review	Conduct a consultative session to help Customer get started with the Splunk Synthetics dashboards and custom reports and align the reports with Customer Key Performance Indicators (KPIs). The session will consist of a walkthrough of default dashboards and reports outlining report functionality and customization options.  Review existing dashboards & reports which may include: <ul style="list-style-type: none"> <li>Executive dashboard</li> <li>Custom reports</li> <li>Comparison reports</li> <li>Performance KPIs graphing</li> <li>Optimization historical charts</li> <li>Domain performance, trend, and uptime reports</li> <li>Defect check policy for updates and opportunities</li> <li>API reporting options</li> <li>Status reports</li> </ul>	2

Category	Task Name	Task Descriptions	Credits
Use/Adopt	Optimization Performance Test Configuration Assistance	Assist Customer with Optimization Performance Test Configuration which may include configuration of one (1) of the following performance tests: <ul style="list-style-type: none"><li>• Single page: Analyze a single web page and dependent resources</li><li>• Bulk pages: Analyze a list of web pages and dependent resources</li><li>• Website: Analyze web pages and dependent resources on Customer website</li><li>• Scripted: Execute a JS script to analyze a specific user flow</li><li>• HAR file: Analyze the HTTP Event Collector (HAR) file output from other tools like Splunk Synthetics Monitoring, Chrome DevTools, or WebPageTest</li></ul>	2

Category	Task Name	Task Descriptions	Credits
Optimize / Scale	KPI Workshop	Review of Customer site performance requirements and defining Key Performance Indicators (KPIs) and identifying factors impacting specific KPIs by leveraging Splunk Synthetics features	2
Optimize / Scale	Performance Workshop	Conduct a workshop to identify areas for improvement on Customer's website, focusing on, but not limited to, front-end optimizations	5
Optimize / Scale	Web Optimization Review	Conduct a review session to identify front-end optimizations on Customer's website(s) covered by one of the following topics: <ul style="list-style-type: none"> <li>• Exclusions to A/B test 3rd party content</li> <li>• Annotations API for change control</li> <li>• Waterfall chart deep dive and Tips and Tricks for Performance Warriors</li> <li>• Top 10 web optimization defects</li> <li>• Exclusions testing results review</li> </ul>	5

### 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; and Twenty (20) Credits provides service for up to (16) 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](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.