

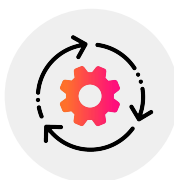
OnDemand Services Catalog – Splunk Synthetics

Services. What you need. When you need it.

Services Available at Every Stage of Your Splunk Journey



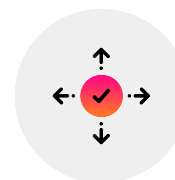
Plan



Implement



Use/Adopt



Optimize/Scale

Tasks: Splunk IT Service Intelligence (ITSI)

(Page 2)

- Ask a Synthetics Expert

(Page 2)

- Account Setup Assistance
- Integration Configuration Assistance
- Scripting Configuration Assistance
- Advanced Scripting Configuration Assistance
- Alerting Configuration Assistance
- Reporting & Dashboard Configuration Assistance

(Page 3)

- Reporting & Dashboard Review
- Optimization Performance Test Configuration Assistance

(Page 3)

- KPI Workshop
- Performance Workshop
- Web Optimization Review

Services above do not address your specific need or question?

Leverage Ask an Synthetics Expert (General Consultative Service)

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](#)
- [Splunk Synthetics](#)

General Consultation Tasks

Task Name	Task Descriptions	Credits
Ask a Synthetics Expert	Consultative session to answer adoption and Splunk best practices questions related to Splunk Synthetics <ul style="list-style-type: none"> Assist Customer with Splunk best practices approach to adoption 	5

Implementation Tasks

Task Name	Task Descriptions	Credits
Account Setup Assistance	Assist Customer with Splunk Synthetics Account Setup which may include: <ul style="list-style-type: none"> Admin / user and group configuration Parent / child account setup 	2
Integration Configuration Assistance	Assist Customer with up to two (2) of the following integration configurations: <ul style="list-style-type: none"> Optimization & Monitoring Splunk Infrastructure Monitoring Alert Webhooks Datadog Splunk Synthetics API calls Jenkins JIRA 	2
Scripting Configuration Assistance	Assist Customer with creation of a basic scripted test that requires using a selenium recording and reviewing scripting best practices	2
Advanced Scripting Configuration Assistance	Assist Customer with creation of an advanced scripted test that requires custom JavaScript and reviewing scripting best practices	5
Alerting Configuration Assistance	Assist Customer with Alerting Configuration which may include: <ul style="list-style-type: none"> Alert recipients Throttling configuration Notification windows Escalations Alerting templates 	2
Reporting & Dashboard Configuration Assistance	Assist Customer with creation of one (1) new report, dashboard or defect check policy	2

Use/Adopt Tasks

Task Name	Task Descriptions	Credits
Reporting & Dashboard Review	<p>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.</p> <p>Review existing dashboards & reports which may include:</p> <ul style="list-style-type: none"> • Executive dashboard • Custom reports • Comparison reports • Performance KPIs graphing • Optimization historical charts • Domain performance, trend, and uptime reports • Defect check policy for updates and opportunities • API reporting options • Status reports 	2
Optimization Performance Test Configuration Assistance	<p>Assist Customer with Optimization Performance Test Configuration which may include configuration of one (1) of the following performance tests:</p> <ul style="list-style-type: none"> • Single page: Analyze a single web page and dependent resources • Bulk pages: Analyze a list of web pages and dependent resources • Website: Analyze web pages and dependent resources on Customer website • Scripted: Execute a JS script to analyze a specific user flow • HAR file: Analyze the HTTP Event Collector (HAR) file output from other tools like Splunk Synthetics Monitoring, Chrome DevTools, or WebPageTest 	2

Optimize/Scale Tasks

Task Name	Task Descriptions	Credits
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
Performance Workshop	Conduct a workshop to identify areas for improvement on Customer's website, focusing on, but not limited to, front-end optimizations	5
Web Optimization Review	<p>Conduct a review session to identify front-end optimizations on Customer's website(s) covered by one of the following topics:</p> <ul style="list-style-type: none"> • Exclusions to A/B test 3rd party content • Annotations API for change control • Waterfall chart deep dive and Tips and Tricks for Performance Warriors • Top 10 web optimization defects • Exclusions testing results review 	5

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	<p>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.</p> <p><i>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.</i></p>	10, 20, or 30
Use / Adopt	Admin Assistance	<p>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.</p> <p><i>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.</i></p>	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.

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 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.