SPLUNK EDUCATION

Implementing Splunk IT Service Intelligence 4.15

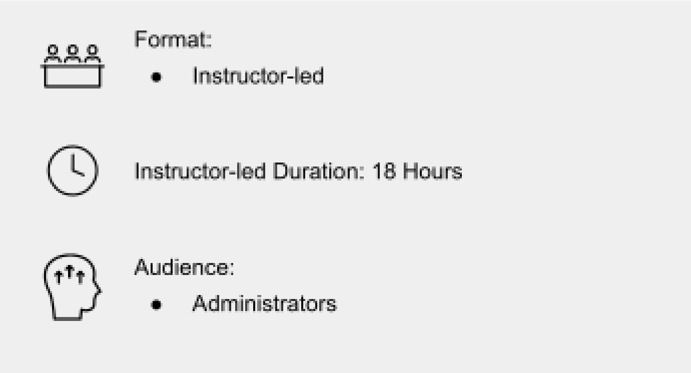
Summary

This 18-hour course is designed for administrator users who will implement Splunk IT Service Intelligence for analysts to use.

The first day includes the day of content from Using Splunk IT Service Intelligence.

Prerequisites

- To be successful, students must have completed these Splunk Education course(s) or have equivalent working knowledge:
- *Either* ONE of these completed Certification Paths
  - Splunk Enterprise System Administration
  - Splunk Enterprise Data Administration
  - Splunk Cloud Administration
- *Or* these Courses
  - Intro to Splunk
  - Using Fields
  - Visualizations
  - Introduction to Knowledge Objects
  - Creating Knowledge Objects
  - Creating Field Extraction



Format:
- Instructor-led

Instructor-led Duration: 18 Hours

Audience:
- Administrators

Course Outline

Using ITSI Modules 1-5

- 1 – Monitoring Services with Service Analyzers
- 2 – Monitoring Entities with Infrastructure Overview
- 3 – Visualizing Services with Glass Tables
- 4 – Investigating Issues with Deep Dives
- 5 – Managing Alerts and Episodes

Module 1 – Designing Services

- Plan ITSI services
- Design service KPI properties
- Identify entity-oriented KPIs
- Identify dependencies between services

Module 2 – Data Audit and Base Searches

- Analyze a data environment
- Identify necessary data sources for KPIs
- Plan data intake for IT Service Intelligence configuration
- Implement base searches to support service design

Module 3 – Access Control

- Identify ITSI roles and capabilities
- Describe service level roles and team ownership
- Control access to ITSI views

Module 4 – Implementing Services

- Use a service design to implement services in ITSI
- Create KPIs using base searches
- Configure basic KPI settings for calculation and aggregation
- Configure KPI lag and backfill
- Set KPI importance
- Calculate service health score

Module 5 – Entities

- Define entities and entity types
- Creating and importing entities
- Creating a service using pre-built KPIs
- Associate entities with an existing service
- Delete or retire entities
- Define and use pseudo entities
- Monitoring entities

Module 6 – Templates and Dependencies

- Define service template use cases
- Create service templates
- Create new services from templates
- Create dependencies between services

Module 7 – Thresholds and Time Policies

- Configure KPI thresholds
- Use aggregate and entity-level thresholds
- Use static and adaptive thresholds
- Apply time policies to thresholds
- Create custom threshold templates

Module 8 – Anomaly Detection and Predictive Analytics

- Define anomaly detection
- Define predictive analytics
- Configure anomaly detection for KPIs
- Configure predictive analytics for services

Module 9 – Correlation Searches and Multi-KPI Alerts

- Define new correlation searches
- Define Multi-KPI alerts
- Manage notable event storage

Module 10 – Aggregation Policies

- Define aggregation policy capabilities
- Modify the default aggregation policy
- Understand Smart Mode
- Create new aggregation policies
- Use aggregation policies to automate notable event response

About Splunk Education

With Splunk Education, you and your teams can learn to optimize Splunk through self-paced eLearning and instructor-led training, supported by hands-on labs. Explore learning paths and certifications to meet your goals. Splunk courses cover all product areas, supporting specific roles such as Splunk Platform Search Expert, Splunk Enterprise or Cloud Administrator, SOC Analyst or Administrator, DevOps or Site Reliability Engineer, and more. To learn more about our flexible learning options, full course catalog, and Splunk Certification, please visit http://www.splunk.com/education.

To contact us, email education@splunk.com.