



Implementing Splunk IT Service Intelligence 4.11

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.

Course Topics

- IT Service Intelligence analyst user training
- Deployment and Initial Configuration
- Designing, Implementing Services and Searches
- Defining and Adding Entities
- Defining Service Templates, and User Access
- Using Predictive Analytics
- Customization, Maintenance, Troubleshooting
- Creating and Defining Correlation Searches and Event Aggregation

Prerequisite Knowledge

To be successful, students should have a working understanding of the following courses:

Either

these courses:

- What is Splunk?
- Intro to Splunk
- Using Fields
- Scheduling Reports and Alerts
- Visualizations
- Working with Time
- Correlation Analysis
- Introduction to Knowledge Objects
- Creating Knowledge Objects
- Data Models
- Introduction to Dashboards

Or

these courses:

- Splunk Fundamentals 1
- Splunk Fundamentals 2
- Splunk Fundamentals 3
- Advanced Searching and Reporting

And

the following courses:

- Splunk Enterprise System Administration
- Splunk Enterprise Data Administration

Course Format

Instructor-led lecture with labs. Delivered via virtual classroom or at your site.

Course Objectives

Using Modules 1-4

- 1 – Navigating ITSI Cloud and Service Analyzers
- 2 – Visualizing Services with Glass Tables
- 3 – Investigating Issues with Deep Dives
- 4 – Managing Episodes

Module 1 – Deployment and Initial Configuration

- Understand IT Service Intelligence licensing
- Describe factors affecting IT Service Intelligence performance
- Identify IT Service Intelligence components
- Configure IT Service Intelligence roles
- Configure IT Service Intelligence modules
- Describe IT Service Intelligence deployment options
- List IT Service Intelligence hardware recommendations
- Describe the installation procedure
- Understand IT Service Intelligence licensing
- Describe factors affecting IT Service Intelligence performance
- Identify IT Service Intelligence components
- Configure IT Service Intelligence roles
- Configure IT Service Intelligence modules

Module 2 – Designing Services

- Given customer requirements, plan ITSI services
- Design service KPI properties, such as schedules, importance, and thresholds
- Identify entity-oriented KPIs
- Identify dependencies between services

Module 3 – Data Audit and Base Searches

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

Module 4 – Implementing Services

- Use a service design to implement services in IT Service Intelligence
- 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 – 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 6 – Entities and Modules

- Add KPIs to services from modules
- Identify good use cases for entities
- Define entities in services
- Use entities in KPI searches
- Use pseudo entities in KPI searches

Module 7 – Templates and Dependencies

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

Module 8 – Anomaly Detection and Predictive Analytics

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

Module 9 – Access Control

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

Module 10 – Customization, Maintenance, Troubleshooting

- Use backup and restore tools
- Install content packs
- Use maintenance mode for services and entities
- Understand the ITSI REST interface
- ITSI troubleshooting

Module 11 – Correlation Searches and Multi-KPI Alerts

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

Module 12 – 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

Splunk classes are designed for specific roles such as Splunk Administrator, Developer, User, Knowledge Manager, or Architect.

Certification Tracks

Our certification tracks provide comprehensive education for Splunk customer and partner personnel according to their areas of responsibility.

To view all Splunk Education's course offerings, or to register for a course, go to <http://www.splunk.com/education>

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