



Using Splunk IT Service Intelligence 4.15

This 6-hour course is designed for analyst users who want to use Splunk IT Service Intelligence to manage, analyze, and optimize their IT services.

Those who will implement Splunk IT Service Intelligence on behalf of analysts, or will implement Splunk IT Service Intelligence Cloud, please enroll in Implementing Splunk IT Service Intelligence instead.

Course Topics

- IT Service Intelligence features and user interface
- Monitoring Infrastructure Entities
- Creating Glass Tables
- Investigating with Deep Dives
- Managing Episodes of Notable Event

Prerequisite Knowledge

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

- What is Splunk?
- Intro to Splunk

Optionally:

- Using Fields
- Visualizations

Course Format

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

Course Objectives

Module 1 – Monitoring Services with Service Analyzer

- Define key service intelligence concepts
- Describe IT Service Intelligence user roles
- Examine the IT Service Intelligence user interface
- Monitor Services with Service Analyzer

Module 2 – Monitoring Entities with Infrastructure Overview

- Describe what entities are
- Monitor entity info overviews with Dashboards
- Monitor entities metrics with the Analytics pane
- Discover what events the entity is generating

Module 3 – Visualizing Services with Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
 - Planning
 - Views
 - Edit mode
 - Top bar controls
 - Configuration bar
 - Visualization types
 - Source
- Configure glass tables
 - Drilldowns
 - Services and KPIs
 - Ad-hoc searches, including predictions
 - Service swapping

Module 4 – Investigating Issues with Deep Dives

- Describe deep dive concepts and their relationships
 - Default
 - Custom
 - Lanes
- Use default deep dives
- Create and customize new custom deep dives
- Add and configure lanes
 - Metric lane
 - KPI lane
 - Event lane
- Customize lane views
 - Bulk actions
 - State and level thresholds
 - Graph rendering
 - Entity and anomaly overlays
 - Overlays as lanes
 - View modules
- Describe effective workflows for troubleshooting



Module 5 – Managing Episodes

- Define key episode terms and their relationships
 - Multi-KPI alerts
 - Notable events
 - Episodes as Notable event groupings
- Describe the episodes workflow
 - Take ownership
 - Change status as needed
 - Comment as needed
- Work with episodes
 - Episode review
 - Update an episode
 - Investigate details
 - Impact tab
 - Timeline tab
 - Similar Episodes tab
 - Common fields
 - Add comments
 - Search
 - Take action
 - Bi-directional ticketing
 - Reference links
 - Integrations
 - Views and Filters
 - Permissions

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>

To contact us, email Education_AMER@splunk.com

Splunk, Inc.

270 Brannan St. San Francisco, CA 94107

+1 866.GET.SPLUNK (1 866.438.7758)

[Contact sales](#)