Splunk OnDemand Services Portal

Introduction

The OnDemand Services (ODS) program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand Services allows the customer to choose from a predefined service catalog with task offerings for Core, Security or ITOA use cases and includes planning, implementation guidance, usage and optimization services.

Access to OnDemand Services is governed by a number of quarterly ODS Credits. ODS Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the Service Catalog.

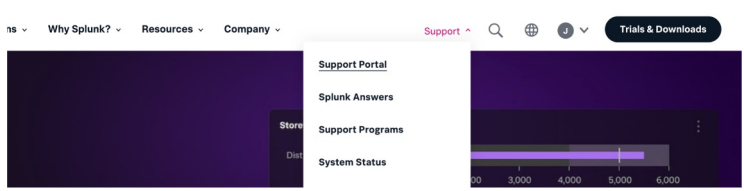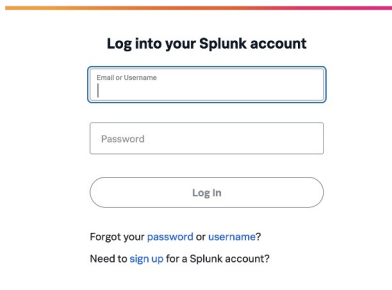This guide will help you through the process of accessing and submitting OnDemand Requests through our Service Portal.
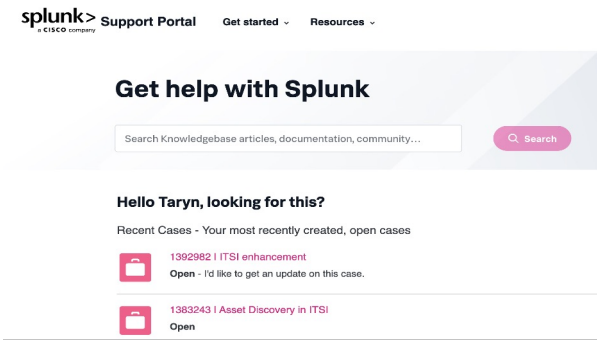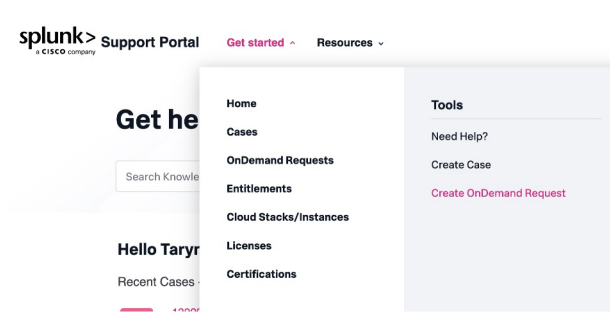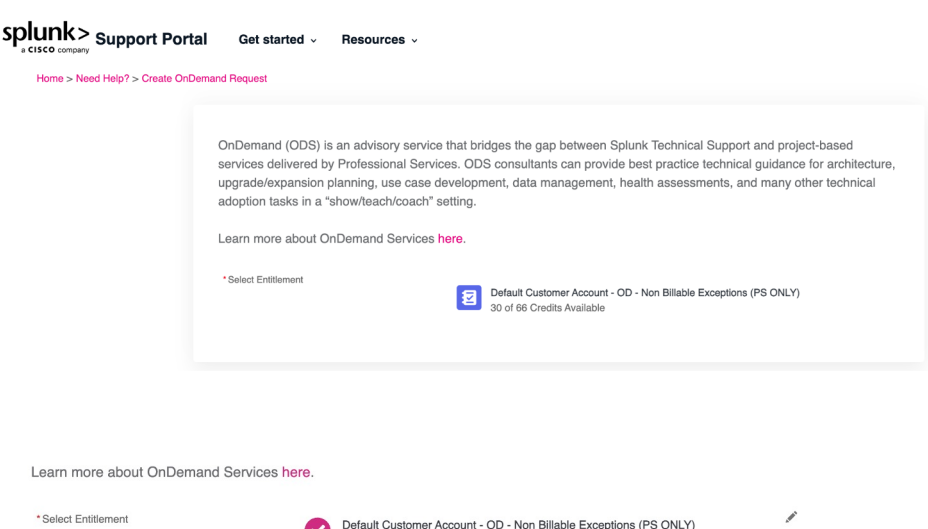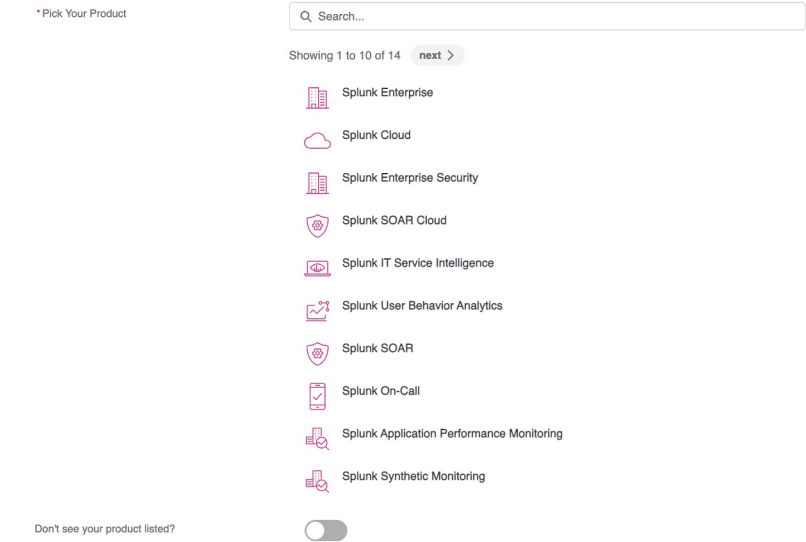
Splunk OnDemand Portal

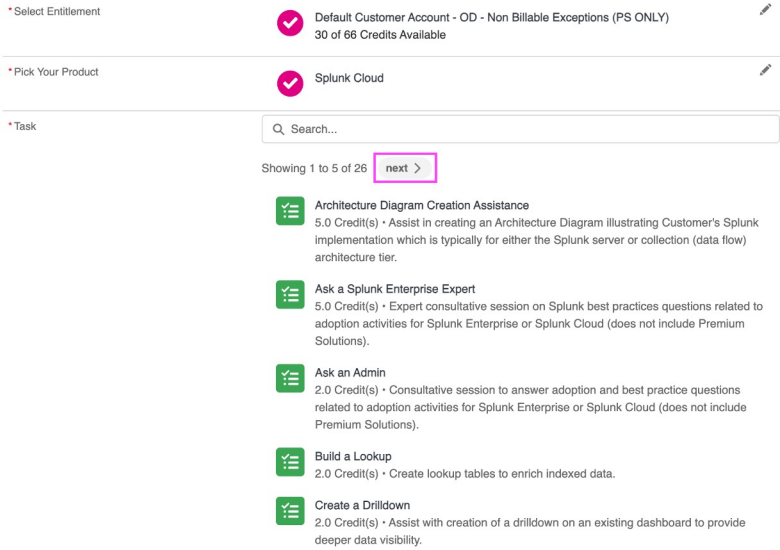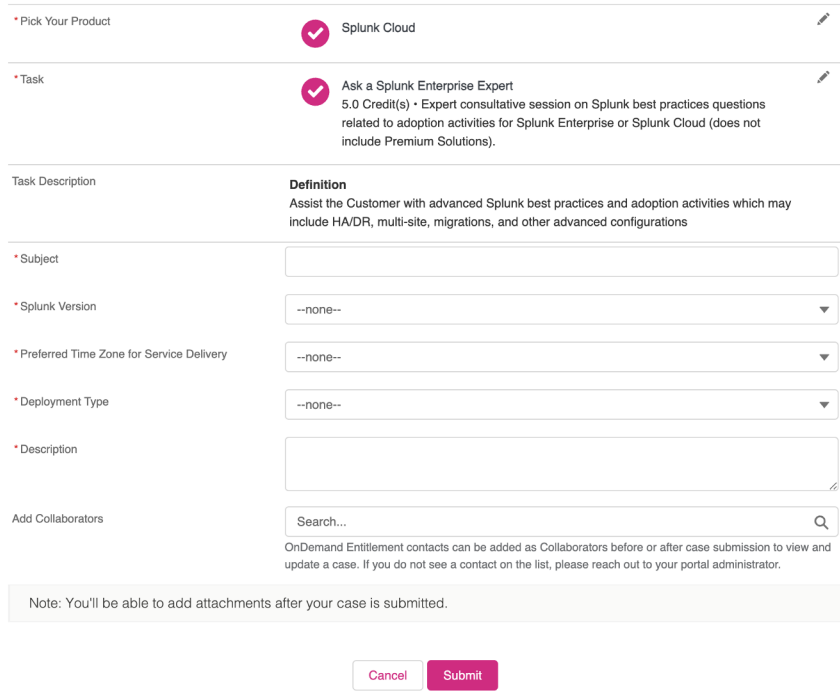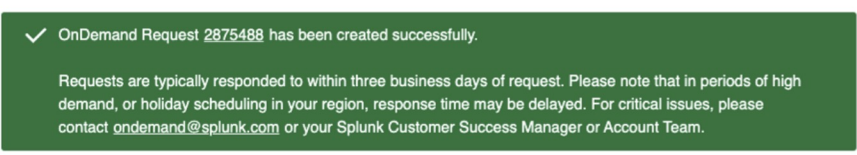### Accessing the OnDemand Services (ODS) Entitlement

To access the OnDemand portal and submit requests, you will first need to be added to the OnDemand entitlement assigned to your account. To do that follow these steps:

- Create an account on Splunk.com with your proper contact information. If you already have an active Splunk.com account, you don't need to repeat this.
- Have your Portal Admin, or your Splunk Account Team add you to the OnDemand entitlement. If you are having issues contacting your admin or the Splunk team, please email ondemand@splunk.com and we will be happy to assist.
- Once you are added to the entitlement, you are clear to proceed with the below.

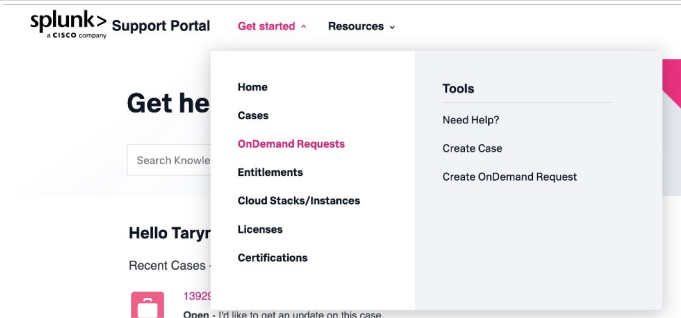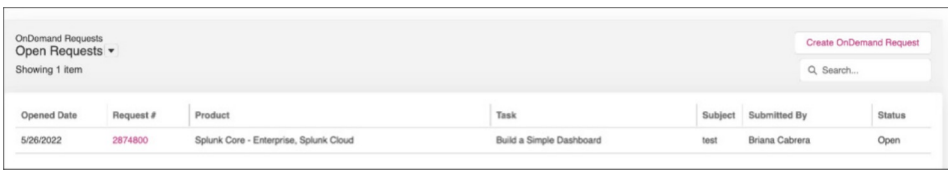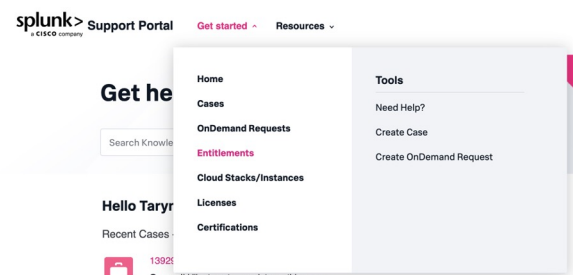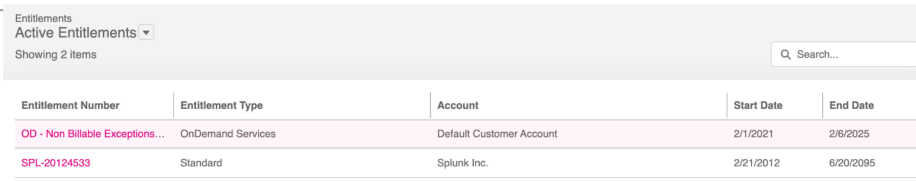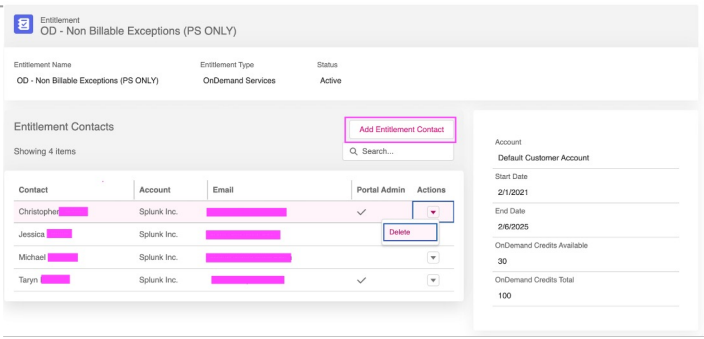### How to Submit an OnDemand Request (End User)

#	Instructions	Sample Picture
1	From the www.splunk.com homepage, click on the Support link in the top right corner.	
2	Log in using your Splunk Support credentials	

#	Instructions	Sample Picture
3	In the top navigation bar, select **Get Started.**	
4	Under **Tools**, select **Create OnDemand Request.**	
5	Select an **Entitlement**. You may have multiple entitlements listed. Make sure to select an entitlement with available credits remaining. If you find that there are **no active ODS Entitlements** or any **credits** available, reach out to your account team or ondemand@splunk to verify you're listed as an Entitlement Contact. Credits reset on the 1st of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused credits for the previous quarter do not rollover.	
6	Select which Splunk product family you need assistance with under the **Pick Your Product** field. If you are not sure which selection to choose, ask your Splunk account team for clarification, email ondemand@splunk.com for guidance, or select one option to see the tasks available under each product category.	

#	Instructions	Sample Picture
7	Next, select the **Task** that you need assistance with. Be sure to note that you may have to select **next** to show all options. If you are not sure which task to choose, ask your Splunk account team for clarification, email ondemand@splunk.com for guidance, or select one option to see the task description.	*** Select Entitlement** — Default Customer Account - OD - Non Billable Exceptions (PS ONLY) / 30 of 66 Credits Available *** Pick Your Product** — Splunk Cloud *** Task** — Search... Showing 1 to 5 of 26 **next >** **Architecture Diagram Creation Assistance** 5.0 Credit(s) • Assist in creating an Architecture Diagram illustrating Customer's Splunk implementation which is typically for either the Splunk server or collection (data flow) architecture tier. **Ask a Splunk Enterprise Expert** 5.0 Credit(s) • Expert consultative session on Splunk best practices questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions). **Ask an Admin** 2.0 Credit(s) • Consultative session to answer adoption and best practice questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions). **Build a Lookup** 2.0 Credit(s) • Create lookup tables to enrich indexed data. **Create a Drilldown** 2.0 Credit(s) • Assist with creation of a drilldown on an existing dashboard to provide deeper data visibility.
8	Following this, you'll be asked to define a **subject**, select the **Splunk version** you are running (if known), the **preferred time zone for service delivery**, and the **deployment type** of the Splunk installation you have. Next, please include a detailed **description** of your request, paying mind to the required information presented for each task type. The more details you can provide upfront, the quicker we can assist you! Once sufficient information has been provided, click **Submit Request**.	*** Pick Your Product** — Splunk Cloud *** Task** — Ask a Splunk Enterprise Expert 5.0 Credit(s) • Expert consultative session on Splunk best practices questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions). **Task Description** — **Definition** Assist the Customer with advanced Splunk best practices and adoption activities which may include HA/DR, multi-site, migrations, and other advanced configurations *** Subject** — *** Splunk Version** — --none-- *** Preferred Time Zone for Service Delivery** — --none-- *** Deployment Type** — --none-- *** Description** — **Add Collaborators** — Search... — OnDemand Entitlement contacts can be added as Collaborators before or after case submission to view and update a case. If you do not see a contact on the list, please reach out to your portal administrator. Note: You'll be able to add attachments after your case is submitted. Cancel Submit
9	You will receive confirmation that the request was created successfully. Typical response time is within 3 business days. Email ondemand@splunk.com if the target response objective is missed or for any critical issues or concerns you many have. You can click on the case link to navigate to the case details page.	✓ OnDemand Request 2875488 has been created successfully. Requests are typically responded to within three business days of request. Please note that in periods of high demand, or holiday scheduling in your region, response time may be delayed. For critical issues, please contact ondemand@splunk.com or your Splunk Customer Success Manager or Account Team.

How to Manage OnDemand Cases (End User)

#	Instructions	Sample Picture
1	In the top navigation bar, select **Get Started.** Then on the left slide, click **OnDemand Requests**.	
2	View a list of all your OnDemand requests. Click on each **request number** to review your case details. If you have an open case you wish to be closed, you can update with a comment and your consultant will proceed with closure.	
3	If you're listed as a **Portal Admin**, you're able to **modify (add/remove)** who is listed as an Entitlement Contact (who is able to open up tickets) on the Entitlement. In the top navigation bar, select **Get Started.** Then on the left slide, click **Entitlements**.	
4	View a list of all the Splunk Entitlements that you're a contact of. OnDemand Entitlements will either start with **OD-xxxxxxxx or AOD-xxxxxxxx** (Anything starting with E-xxxxxxx is the Support Entitlement). Click on the OnDemand Entitlement you would like to modify.	
5	This view will show you who is all listed as Entitlement contacts for the particular Entitlement. The **Portal Admin** is able to add someone by clicking **"Add Entitlement Contact"**. Type in the user's email address>Select their Contact>Click Submit. To **Remove** someone as an Entitlement contact, **Select downward arrow under "Actions" and select "Delete".**	

Escalating Your OnDemand Case:

Can't get a hold of your consultant? Would you like to discuss your case with an escalation manager? Contact ondemand@splunk.com for any additional questions or items you may have. Thank you and happy Splunking!

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.