

# Splunk OnDemand Services Catalogs

Services. What you need. When you need it.

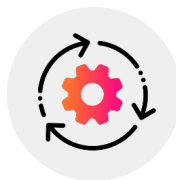
## OnDemand Services - Product Catalogs

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|--|--|---|
| <a href="#"><u>Splunk Core - Enterprise / Splunk Cloud</u></a> | <a href="#"><u>Enterprise Security (ES) / User Behavior Analytics (UBA)</u></a>  | <a href="#"><u>SOAR / Mission Control</u></a> |
| <a href="#"><u>Intelligence Management</u></a>                 | <a href="#"><u>Splunk IT Service Intelligence (ITSI)</u></a>   | <a href="#"><u>Splunk Synthetics</u></a>      |
| <a href="#"><u>On-Call</u></a>                                 | <a href="#"><u>Observability Cloud / Application Performance Monitoring / Infrastructure Monitoring / Log Observer</u></a> |   |

## OnDemand Services - Product Task Summary



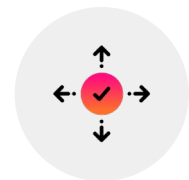
Plan



Implement



Use/Adopt



Optimize/Scale

### Catalog Link - Splunk Core - Enterprise, Splunk Cloud

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| <b>Enterprise/Splunk Cloud:</b> <ul style="list-style-type: none"> <li>• Use Case Advisory Discussion</li> <li>• Architecture Diagram Creation Assistance</li> <li>• Workload Management Planning Workshop</li> <li>• Workflow Management Planning Workshop</li> </ul> <b>Splunk Cloud:</b> <ul style="list-style-type: none"> <li>• Cloud Migration Assessment (No Integrations)</li> <li>• Cloud Migration Assessment (Includes Integrations)</li> </ul> | <b>Enterprise/Splunk Cloud:</b> <ul style="list-style-type: none"> <li>• Workload Management Implementation Guidance</li> <li>• Workflow Management Implementation Guidance</li> </ul> | <b>Enterprise/Splunk Cloud:</b> <ul style="list-style-type: none"> <li>• Search &amp; Dashboard Assistance (Basic or Advanced)</li> <li>• Data Onboarding - Splunk Supported App or TA Assistance</li> <li>• Data Onboarding - Basic Props, Transforms, Inputs Assistance</li> <li>• Data Source Review</li> <li>• Index and Retention Review</li> <li>• Assistance creating a Drilldown, Workflow, Macro/ Tag/ Eventtype</li> <li>• Build a Lookup Assistance</li> <li>• Extract a New Field Assistance</li> </ul> | <b>Enterprise/Splunk Cloud:</b> <ul style="list-style-type: none"> <li>• Upgrade Readiness Assessment</li> <li>• Scaling Advisement &amp; Expansion Readiness Assessment</li> <li>• Forwarder Health Check</li> <li>• Splunk Cloud Health Check</li> <li>• Splunk Instance Health Review</li> <li>• Search Performance Review</li> <li>• Search or Dashboard Optimization</li> </ul> |
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Service catalogs continue on following page

### **Catalog Link - Enterprise Security (ES), User Behavior Analytics (UBA)**

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| <ul style="list-style-type: none"> <li>• Use Case Advisory Discussion</li> <li>• Enterprise Security Framework and Architecture Diagram Creation Assistance</li> <li>• Data Readiness</li> <li>• Security Maturity Guidance</li> </ul> | <ul style="list-style-type: none"> <li>• Post Implementation Review</li> </ul> | <ul style="list-style-type: none"> <li>• Dashboard, Report, Correlation Search Assistance</li> <li>• Getting Started with Security Cloud Suite</li> <li>• Getting Started with Behavioral Analytics (BA) Service</li> <li>• Data Model Review</li> <li>• Enterprise Security Assets and Identities Planning or Assistance</li> <li>• Data Source Review</li> <li>• Index and Retention Review</li> </ul> | <ul style="list-style-type: none"> <li>• Enterprise Security/UBA Technical Assessment</li> <li>• Upgrade Readiness Assessment</li> <li>• Scaling Advisement &amp; Expansion Readiness Assessment</li> <li>• Security Integrations Review</li> </ul> |
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### **Catalog Link - SOAR, Mission Control**

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| <ul style="list-style-type: none"> <li>• Scaling and Architecture Planning</li> <li>• Configuration Guidance</li> <li>• Data Readiness</li> <li>• Use Case / Response Planning</li> <li>• Content Management Planning</li> </ul> | <ul style="list-style-type: none"> <li>• Configuration Support</li> <li>• Application Integration Support</li> <li>• Post Implementation Review</li> </ul> | <ul style="list-style-type: none"> <li>• Install / Upgrade Planning Guidance</li> <li>• Playbook Assistance</li> <li>• Playbook Design Guidance</li> <li>• Workbook Implementation Assistance</li> <li>• Content Management Assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Playbook Review</li> <li>• Integration Feature Request</li> <li>• Security Integrations Review</li> <li>• Upgrade Readiness Assessment</li> <li>• Response Review</li> <li>• Performance Review</li> </ul> |
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### **Catalog Link - Splunk ITSI, IT Cloud**

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| <ul style="list-style-type: none"> <li>• Use Case Advisory Discussion</li> <li>• Event Analytics Review</li> <li>• ITSI Service Design Review</li> </ul> | <ul style="list-style-type: none"> <li>• Glass Table Creation Assistance</li> <li>• Post ITSI Implementation Review</li> </ul> | <ul style="list-style-type: none"> <li>• Getting Started with IT Cloud Suite</li> <li>• ITSI KPI Identification and Configuration Review for Existing Customers</li> <li>• Content Review</li> <li>• ServiceNow / Remedy Service Desk Integration Review w/ ITSI</li> <li>• ITSI KPI Adaptive Threshold Review and Anomaly Detection</li> <li>• Splunk Infrastructure Monitoring Integration Review with ITSI</li> </ul> | <ul style="list-style-type: none"> <li>• Data Validation for ITOps</li> <li>• ITSI Technical Assessment</li> <li>• ITSI KPI Base Search Review</li> <li>• ITSI Content Pack Implementation Assessment</li> </ul> |
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## Catalog Link - Observability Cloud, Infrastructure Monitoring (IM), APM, Log Observer (LO)

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| <b>All Products:</b> <ul style="list-style-type: none"> <li>• Use Case Advisory Discussion</li> <li>• Architecture Diagram Creation Assistance</li> </ul> <b>APM/IM/Cloud:</b> <ul style="list-style-type: none"> <li>• Cloud Migration Assessment</li> </ul> | <b>APM/IM/Cloud:</b> <ul style="list-style-type: none"> <li>• Post Implementation Review</li> <li>• Otel Collector Configuration Guidance</li> </ul> <b>Log Observer:</b> <ul style="list-style-type: none"> <li>• FluentD Configuration</li> <li>• Log Processing Rule Configuration</li> <li>• Metricization Rule Configuration</li> <li>• Infinite Logging Configuration</li> </ul> | <b>APM/IM/Cloud:</b> <ul style="list-style-type: none"> <li>• Simple or Advanced Detector Creation Assistance</li> <li>• Assist with Building a Simple or Advanced Dashboard or Charts</li> </ul> <b>Cloud:</b> <ul style="list-style-type: none"> <li>• Getting Started with Splunk Observability Cloud</li> </ul> <b>IM:</b> <ul style="list-style-type: none"> <li>• Getting Started with Splunk Infrastructure Monitoring</li> <li>• Assist with Exporting Data</li> <li>• Assist with a Supported Cloud Integration</li> <li>• Assist with a Supported Library Configuration</li> <li>• Assist with the Configuration of prometheus-exporter</li> </ul> <b>APM:</b> <ul style="list-style-type: none"> <li>• Custom Span Tags Assistance</li> <li>• Assist with Auto-</li> </ul> | <b>APM/IM/Cloud:</b> <ul style="list-style-type: none"> <li>• Usage Assessment</li> <li>• Dashboard Administration Assistance</li> <li>• Chart or Dashboard Optimization</li> <li>• Detector Optimization</li> </ul> |
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## Catalog Link - Splunk Synthetics

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| <ul style="list-style-type: none"> <li>• Ask a Synthetics Expert</li> </ul> | <ul style="list-style-type: none"> <li>• Account Setup Assistance</li> <li>• Integration Configuration Assistance</li> <li>• Scripting Configuration Assistance</li> <li>• Advanced Scripting Configuration Assistance</li> <li>• Alerting Configuration Assistance</li> <li>• Reporting &amp; Dashboard Configuration Assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Reporting &amp; Dashboard Review</li> <li>• Optimization Performance Test Configuration Assistance</li> </ul> | <ul style="list-style-type: none"> <li>• KPI Workshop</li> <li>• Performance Workshop</li> <li>• Web Optimization Review</li> </ul> |
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## Catalog Link - On-Call

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| <ul style="list-style-type: none"> <li>• Incident Response Workflow Configuration Assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Bulk Configuration Automation Assistance</li> <li>• Incident Response General Configuration Assistance</li> <li>• Rules Engine Configuration Assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Quick Start Assistance</li> <li>• Integration Configuration Assistance</li> <li>• Integration Development Assistance</li> <li>• ITSI Integration Configuration</li> </ul> | <ul style="list-style-type: none"> <li>• Splunk Integration Assistance</li> </ul> |
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Service catalogs conclude on following page

## Catalog Link - Splunk Intelligence Management

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|---|--|---|--|
| <ul style="list-style-type: none"><li>• Configuration Guidance</li><li>• Data Readiness</li><li>• Intel Planning</li><li>• Enclave Planning</li></ul> | <ul style="list-style-type: none"><li>• Configuration Support</li><li>• Application Integration Support</li><li>• Develop Managed Connector Assistance</li></ul> | <ul style="list-style-type: none"><li>• Design Managed Connector</li><li>• Content Management</li></ul> | <ul style="list-style-type: none"><li>• Debug Managed Connector</li><li>• Integration Feature Request</li><li>• Post Implementation Review</li></ul> |
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Services above do not address your specific need or question?

**Leverage Ask an Expert / Admin (General Consultative Service)**

## 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.

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