

Splunk Admin On-Demand Service Offerings FAQs

How much Admin on Demand can I use?

Access to AoD Services is governed by a number of monthly credits. The number of credits available each month varies according to the support package purchased. These credits are used to request services from the Service Catalog (most services are typically 1 or 2 credits).

I need more monthly credits for Admin on Demand – Can I buy more?

Yes. Additional credits (in increments of 5 per month) are available to purchase as an add-on to an existing Admin on Demand service. In this case, the additional credits are co-termed with the existing contract (i.e. credits will expire on the same date as the support contract)

Do the monthly credits roll over to the next month if unused?

No. Monthly credits expire at the end of each month and do not roll over.

Can I use Admin on Demand as a replacement for traditional Professional Services?

No. Admin on Demand services may only be used for the items defined in the Service Catalog and cannot be applied to standard Professional Services, which typically consist of multi-day or multi-week engagements.

Can I use Admin on Demand as a replacement for Technical Support?

No. Admin on Demand may not be used for break/fix type technical support services. AoD services are only available to customers that have a Technical Support contract.

What specific services can be requested through Admin on Demand?

The Service Catalog of Admin on Demand tasks is located [\[here\]](#).

I'd like a short technical engagement, but it is not listed in the Service Catalog.

Can Admin on Demand still be used?

Yes, so long as the type of request is based on adoption activities (e.g. building reports, searches, dashboards, etc.). You may request a working session with a Splunk consultant in 1-hour blocks to work with you on the request. These consultations are billed at a rate of 1 credit per hour of time.

I just have some technical questions I need answered rather than a specific task to be carried out – can Admin on Demand help here?

Yes. If you would like to consult with a Splunk technical consultant on questions relating to adoption activities, you can take advantage of the 'Ask an Expert' service. This can also be used if you are unable to have our consultants access your system – we can provide "over the shoulder" help.

I cannot give Splunk Consultants remote access to my system – can I still use Admin on Demand?

In this case, you will be limited to the 'Ask an Expert' service as described above.

Can I request an Admin on Demand Service with an on-site consultant?

No. Admin on Demand is a remote service. On-site consultations should be referred to our Professional Services organization.

Can I request a particular Consultant to service my Admin on Demand service request?

No. Admin on Demand is serviced from a pool of consultants. The Consultant servicing a request cannot be specified.

How do I request an Admin on Demand service?

In order to request an Admin on Demand service, use the existing Support Portal. If you have an Admin on Demand entitlement, you will have access to the ability to raise an Admin on Demand case type. This will have a similar interface to the existing support case system and allow you to select the desired service from a list of options. Please refer [LINK] to this sheet for a step-by-step guide to opening an AoD ticket.

What languages will be supported?

Initially, Admin on Demand services will only be provided in English. Additional languages may be added in the future.

How are CSMs and Admin on Demand Related?

Currently, Admin on Demand services are only available as part of a Support and Customer Success Manager (CSM) package. Your CSM will work together with the Admin on Demand Consultants to align AoD efforts with your overall success plan. Note that CSMs will continue in their advisory roles and will not be physically delivering the Admin on Demand services themselves.

I have an existing CSM contract that was sold before Admin on Demand services were included – can I add the Admin on Demand component?

Yes. This is done by purchasing additional Admin on Demand monthly credits. These credits will be co-termed to the end of the CSM contract date.

If I have a perpetual Splunk license can I purchase Admin on Demand?

Yes. Admin on Demand is included with the addition of a CSM to your account.

Free Online Sandbox. Get access to a free, personal environment provisioned in the cloud where you can immediately try and experience the power of Splunk IT Service Intelligence. After the initial trial period, or any time before then, you can convert to an Enterprise license by [contacting sales](#).