

## Splunk Implementation Success Services

Splunk Implementation Success Offerings follow a proven methodology for implementing Splunk software across all of our products. These services consist of internal Splunkers and accredited partners to ensure successful implementation and adoption of the software.

### Cloud Enterprise Implementation Success Offering

Mini (SKU: PS-CIS-MINI*)	Standard (SKU: PS-CIS-STN*)	Premium (PS-CIS-PRM*)
<b>High-Level Tasks (2 weeks)</b> 10 Days Remote Configuration, Data and Use Case Creation	<b>High-Level Tasks (8 weeks)</b> 5 Days Remote Solutions Architect 3 Days Remote Product Configuration 14 Days Remote Data Onboarding / Data Strategy Implementation 10 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer 5 Days Remote Use Case Implementation, Optimization, User Knowledge Transfer 7 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates	<b>High-Level Tasks (12 weeks)</b> 3 Days On-Site Solutions Architect (requirements gathering) 2 Days Remote Solutions Architect (plan building) 3 Days Remote Product Configuration 5 Days On-Site Data Onboarding / Data Strategy Implementation 14 Days Remote Data Onboarding / Data Strategy Implementation 10 Days On-Site Use Case Implementation, User Knowledge Transfer 10 Days Remote Use Case Implementation, User Knowledge Transfer 5 Days On-Site Optimization Checks 2 Days On-Site Solution Development Workshop 3 Days Remote Solution Development Workshop Follow-Up 3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates 8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates
<b>Base (SKU: PS-CIS-BAS*)</b> <b>High-Level Tasks (4 weeks)</b> 5 Days Remote Solutions Architect 3 Days Remote Product Configuration 5 Days Remote Data Onboarding 5 Days Remote Use Case Implementation 2 Days Remote Project Management, Milestone Evaluation		

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## Splunk Enterprise Cloud Migration Success Offering

Mini (SKU: PS-CMIG-MINI*)	Standard (SKU: PS-CMIG-STN*)	Premium (PS-CMIG-PRM*)
<b>High-Level Tasks (2 weeks)</b> 10 Days Remote Application and Historical Data Migration	<b>High-Level Tasks (8 weeks)</b> 5 Days Remote Solutions Architect 5 Days On-Site Migration Assessment 3 Days On-Site Forwarder Architecture Setup 2 Days On-Site Application Migration 15 Days Remote Application Migration 5 Days Remote Historical Data Migration 2 Days Remote Optimization Checks 7 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates	<b>High-Level Tasks (Over Approx. 13 weeks)</b> 5 Days On-Site Solutions Architect 5 Days Remote Solutions Architect 5 Days On-Site Migration Assessment 5 Days On-Site Application and Knowledge Object migration 20 Days Remote Application and Knowledge Object migration 5 Days On-Site Historical Data Migration 12 Days Remote Historical Data Migration 5 Days On-Site Optimization Checks 3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates 8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates
Base (SKU: PS-CMIG-BAS*)		
<b>High-Level Tasks (4 weeks)</b> 5 Days Remote Solutions Architect 13 Days Remote Application and Historical Data Migration 2 Days Remote Project Management, Milestone Evaluation		

## EAA Success Offering

Base (SKU: PS-EAAS-BAS*)	Standard (SKU: PS-EAAS-STN*)	Premium (PS-EAAS-PRM*)
<b>3 weeks</b> <ul style="list-style-type: none"> <li>• 5 Days Architect Support</li> <li>• 5 Days Optimization Support</li> <li>• 5 Days Configuration Support</li> </ul>	<b>6 weeks</b> <ul style="list-style-type: none"> <li>• 10 Days Architect Support</li> <li>• 10 Days Optimization Support</li> <li>• 10 Days Configuration Support</li> </ul>	<b>12 weeks</b> <ul style="list-style-type: none"> <li>• 20 Days Architect Support</li> <li>• 20 Days Optimization Support</li> <li>• 20 Days Configuration Support</li> </ul>

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## Cloud Enterprise Security Implementation Success Offering

Base (SKU: PS-ESCIS-BAS*)	Standard (SKU: PS-ESCIS-STN*)	Premium (PS-ESCIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b></p> <p>5 Days Remote Solutions Architect            3 Days Remote Product Configuration            5 Days Remote Data Onboarding            5 Days Remote Use Case Implementation            2 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b></p> <p>5 Days Remote Solutions Architect            3 Days Remote Product Configuration            14 Days Remote Data Onboarding / Data Strategy Implementation            10 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Remote Use Case Implementation, Optimization, User Knowledge Transfer            7 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (12 weeks)</b></p> <p>3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            3 Days Remote Product Configuration            19 Days Data Onboarding / Data Strategy Implementation (5 On-Site)            20 Days Use Case Implementation, User Knowledge Transfer (10 On-Site)            5 Days On-Site Optimization Checks            2 Days On-Site Solution Development Workshop            3 Days Remote Solution Development Workshop Follow-Up            3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## Enterprise Security Implementation Success Offering

Base (SKU: PS-ESIS-BAS*)	Standard (SKU: PS-ESIS-STN*)	Premium (PS-ESIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            1 Day Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            5 Days On-Site Data Onboarding            5 Days On-Site Use Case Implementation            4 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            15 Days On-Site Data Onboarding / Data Strategy Implementation            15 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            5 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (13 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            20 Days On-Site Data Onboarding / Data Strategy Implementation            20 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            10 Days On-Site Optimization Checks            5 Days On-Site Solution Development Workshop            5 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## GDPR Implementation Success Offering

Base (SKU: PS-GIS-BAS*)	Standard (SKU: PS-GIS-STN*)	Premium (PS-GIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            1 Day Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            5 Days On-Site Data Onboarding            5 Days On-Site Use Case Implementation            4 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            15 Days On-Site Data Onboarding / Data Strategy Implementation            15 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            5 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (13 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            20 Days On-Site Data Onboarding / Data Strategy Implementation            20 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            10 Days On-Site Optimization Checks            5 Days On-Site Solution Development Workshop            5 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## Industrial IOT Implementation Success Offering

Base (SKU: PS-IOTIS-BAS*)	Standard (SKU: PS-IOTIS-STN*)	Premium (PS-IOTIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            1 Day Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            5 Days On-Site Data Onboarding            5 Days On-Site Use Case Implementation            4 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            15 Days On-Site Data Onboarding / Data Strategy Implementation            15 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            5 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (13 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            20 Days On-Site Data Onboarding / Data Strategy Implementation            20 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            10 Days On-Site Optimization Checks            5 Days On-Site Solution Development Workshop            5 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## Splunk Enterprise Implementation Success Offering

Base (SKU: PS-IS-BAS*)	Standard (SKU: PS-IS-STN*)	Premium (PS-IS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            1 Day Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            5 Days On-Site Data Onboarding            5 Days On-Site Use Case Implementation            4 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            15 Days On-Site Data Onboarding / Data Strategy Implementation            15 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            5 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (13 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            2 Days Remote Solutions Architect (plan building)            5 Days On-Site Product Implementation            20 Days On-Site Data Onboarding / Data Strategy Implementation            20 Days On-Site Use Case Implementation, Optimization, User Knowledge Transfer            10 Days On-Site Optimization Checks            5 Days On-Site Solution Development Workshop            5 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## Cloud IT Service Intelligence Implementation Success Offering

Base (SKU: PS-ITCIS-BAS*)	Standard (SKU: PS-ITCIS-STN*)	Premium (PS-ITCIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>                      5 Days Remote Solutions Architect                      3 Days Remote Product Configuration                      5 Days Remote Data Onboarding                      5 Days Remote Service Deployment                      2 Days Remote Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (8 weeks)</b>                      5 Days Remote Solutions Architect                      3 Days Remote Product Configuration                      10 Days Remote Data Onboarding / Data Strategy Implementation                      5 Days On-Site Use Case Implementation, Optimization and User Knowledge Transfer                      5 Days Remote Use Case Implementation, Optimization and User Knowledge Transfer                      3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation and Executive Updates                      3 Days Remote Project Management, Success Monitoring, Milestone Evaluation and Executive Updates</p>	<p><b>High-Level Tasks (12 weeks)</b>                      3 Days On-Site Solutions Architect (requirements gathering)                      2 Days Remote Solutions Architect (plan building)                      3 Days Remote Product Configuration                      2 Days On-Site Roadmap Workshop                      3 Days Remote Roadmap Workshop Follow-Up                      5 Days On-Site Data Onboarding / Data Strategy Implementation                      9 Days Remote Data Onboarding / Data Strategy Implementation                      15 Days On-Site Service Deployment, Optimization and User Knowledge Transfer                      15 Days Remote Service Deployment, Optimization and User Knowledge Transfer                      3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates                      8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>

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## ITSI Implementation Success Offering

Base (SKU: PS-ITIS-BAS*)	Standard (SKU: PS-ITIS-STN*)	Premium (PS-ITIS-PRM*)
<b>High-Level Tasks (4 weeks)</b> 3 Days On-Site Solutions Architect (requirements gathering) 2 Days Remote Solutions Architect (plan building) 5 Days On-Site Product Implementation 5 Days On-Site Data Onboarding 5 Days On-Site Service Deployment 4 Days Remote Project Management, Milestone Evaluation	<b>High-Level Tasks (6 weeks)</b> 3 Days On-Site Solutions Architect (requirements gathering) 2 Days Remote Solutions Architect (plan building) 5 Days On-Site Product Implementation 10 Days On-Site Data Onboarding / Data Strategy Implementation 10 Days On-Site Use Case Implementation, Optimization and User Knowledge Transfer 3 Days On-Site Project Management, Success Monitoring, Milestone Evaluation and Executive Updates 3 Days Remote Project Management, Success Monitoring, Milestone Evaluation and Executive Updates	<b>High-Level Tasks (13 weeks)</b> 3 Days On-Site Solutions Architect (requirements gathering) 2 Days Remote Solutions Architect (plan building) 5 Days On-Site Product Implementation 5 Days On-Site Roadmap Workshop 15 Days On-Site Data Onboarding / Data Strategy Implementation 35 Days On-Site Service Deployment, Optimization and User Knowledge Transfer 5 Days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates 8 Days Remote Project Management, Success Monitoring, Milestone Evaluation, Executive Updates

## Phantom Implementation Success Offering

Standard (SKU: PS-PHIS-STN*)	Premium (PS-PHIS-PRM*)
<b>High-Level Tasks (4 weeks)</b> 7 Days On-site Security Solutions Architect 3 Days Remote Security Solutions Architect 3 Days On-site Security Solutions Engineer 5 Days Remote Security Solutions Engineer 2 Days Remote Project Manager	<b>High-Level Tasks (6 weeks)</b> 10 Days On-site Security Solutions Architect 7 Days Remote Security Solutions Architect 3 Days On-site Security Solutions Engineer 7 Days Remote Security Solutions Engineer 3 Days Remote Project Manager

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## UBA Implementation Success Offering

Standard (SKU: PS-UIS-STN*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solutions Architect (requirements gathering)            1 Day Remote Solutions Architect (plan building)            1 Week On-Site Product Implementation            1 Week On-Site Data Onboarding            1 Week On-Site Use Case Implementation            4 Days Remote Project Management, Milestone Evaluation</p>

## Value Acceleration

Standard (SKU: PS-VA-STN)	Premium (SKU: PS-VA-PRM)
6 months of Augmentation 3500 Service Credits	12 months of Augmentation 5000 Service Credits

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# Splunk Adoption Services

Our expert and adoption services are designed around sharing our knowledge on topics that will help you achieve the outcomes you desire from your data and Splunk implementation.

## BASE

### Data Analysis Assistance – (PS-AS-BAS\*)

Even with a stable, business-as-usual Splunk environment, sometimes there are causes for additional data analysis. If this is something your team is looking for support on, or you are looking for an update from Splunk's experts on the latest best practices, the Data Analytics Assistance offering is right for you.

Splunk Professional Services are available to assist your internal team or an external or partner company by augmenting your staff with Splunk search and investigate experts to increase your analysis capacity. The Splunk Professional Services team lives as breathes SPL (Splunk Programming Language) so we are able to quickly assist you in developing the queries that you need in order to investigate.

- 5 days remote Consultant support

### Data Onboarding Assistance – (PS-AS-BAS\*)

Even the most stable, business-as-usual Splunk environments sometimes call for adding new data sources from time to time. If this is something your team is looking for support on, or you are looking for an update from Splunk's experts on the latest best practices, the Data Onboarding Assistance offering is right for you.

- 5 days remote Consultant support

### Splunk Optimization Check – (PS-AS-OPT\*)

A Splunk Professional Services Optimization Check is an offering designed to provide a comprehensive review of your Splunk environment to ensure your deployment remains sustainable, stable and ready to scale

- 5 days remote Consultant support



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## STANDARD

### ITOA Roadmap Workshop – (PS-AS-IRM\*)

The Splunk IT Operations Review and Roadmap evaluates and prioritizes your IT operational objectives aligned to support your business goals. Our analysis results in the development of a use-case-oriented roadmap that provides guidance, risk mitigation and milestones to adopt Splunk Enterprise and Splunk ITSI.

- 3 days on-premise Solutions Architect support
- 2 days remote Solutions Architect support

### Machine Learning Workshop – (PS-AS-STN\*)

The Machine Learning & Analytics Workshop enables customers to use data science to solve common industry and line of business problems. The Workshop delivers a machine learning roadmap with effort estimates and a gap analysis of skills and data required to execute the roadmap.

- 3 days on-premise Solutions Architect support
- 2 days remote Solutions Architect support

### Tactical Security Response – (PS-AS-STN\*)

Even if you have a mature security posture, malicious actors can take advantage of unforeseen vulnerabilities in your network, including your users, devices and software. When you discover your network has been exploited, the most important thing you can do is respond as quickly as possible to determine the extent of the incident and re-establish the integrity of your network.

Splunk Professional Services are available to support your internal team or an incident response company by augmenting your staff with Splunk's experts to increase your hunting capacity. The Splunk Professional Services team lives and breathes SPL (Splunk Programming Language), which means we can quickly support you in developing the queries you need to investigate your event.

- 3 days on-premise Solutions Architect support
- 2 days remote Solutions Architect support



## Enterprise Security Use Case Workshop – (PS-AS-UCW\*)

Whether you are working on an initial deployment or maturing your security monitoring, the Splunk Enterprise Security Use Case Development Workshop can help. This Workshop helps you increase the effectiveness of your security monitoring and identify ways to improve your security posture. Our experts aid in identifying and customizing the security queries (use cases) to maximize the opportunities to improve your security posture, align with your business needs and risk priorities.

- 3 days on-premise Solutions Architect support
- 2 days remote Solutions Architect support

## PREMIUM

### ITOA Service Discovery Workshop – (PS-AS-ISD\*)

The Splunk ITSI Service Discovery Offering provides analysis and design services to define the components needed to properly configure ITSI to achieve our customers' objectives. This offering is designed to be a comprehensive requirement gathering session which will define the services and associated KPI's you wish to manage in your environment. It includes a discovery session, data onboarding, service review, entity definition, addition of KPIs and associated thresholds and finally, blueprinting of glass tables to monitor your environment.

- 5 days on-premise Solutions Architect support
- 5 days remote Solutions Architect support

### ITOA Platform Replacement Assessment – ( PS-AS-PRA\*)

The Splunk IT Operations (ITOPs) Monitoring Platform Replacement Offering provides customers with the ability to move off older legacy technologies, consolidate tools, and provide the highest service availability. Leveraging the latest best practices, our Splunk Certified Consultants will work with you to implement a solution that will drive value to the business, lower MTTR and widen MTBI.

- 5 days On-Premise Solutions Architect Support
- 5 days Remote Solutions Architect Support



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## **CIS Top 20 Assessment – (PS-AS-PRM\*)**

Our control assessment will incorporate all key stakeholders to your organization's network security environment—CIO, CIO, Risk Officer, SOC Manager, IT Department, SOC analysts, Network Administrator, and anyone else who has a vested interest in the security of your network. Over the course of our two-week assessment, we will conduct an in-depth review of your security environment, data sources, operational processes, and risk tolerance. Working with your team, we will create a comprehensive list of recommendations aligned to the CIS Top 20 Controls, to increase monitoring and alerting within Splunk Enterprise Security

- 5 days On-Premise Solutions Architect Support
- 5 days Remote Solutions Architect Support

## **SIEM Replacement Assessment – ( PS-AS-SRA\*)**

Splunk understands that our customers must continue to run their existing SIEM while we implement Splunk Enterprise Security into their environment. To do this effectively and limit any operational impacts on our customer's environment, our SIEM replacement workshop captures all the information required to create a well-informed plan.

Our workshop framework is designed to complete a migration assessment in two weeks, providing you with a quick turnaround to support your decision-making cycle.

- 5 days On-Premise Solutions Architect Support
- 5 days Remote Solutions Architect Support

## **CLOUD MIGRATION**

### **Cloud Migration Assessment – (PS-AS-CM\*)**

The Splunk Cloud Migration Assessment Offering evaluates and determines your on-premise Splunk installation for Migration to Splunk Cloud. Our analysis results in the development of a roadmap that provides guidance, best practices and milestones for migrating to Splunk Cloud.

- 5 days Remote Consultant Support



## PHANTOM

### Phantom Adoption – (PS-AS-PHA\*)

The Phantom Adoption offerings are designed to provide the resources, knowledge and skills to extend a customer's Security Orchestration Automation and Response (SOAR) platform. The Splunk team can help the customer develop complex playbooks and develop custom integrations that match the needs of a customer's specific security goals.

- 1 day On-Site Phantom Solutions Architect (Requirements Gathering, Workshopping)
- 1 day Remote Phantom Solutions Architect (Plan Building)
- 1 day On-Site Phantom Solutions Engineer (Requirements Gathering, Workshopping)
- 6 days Remote Phantom Solutions Engineer (Data Onboarding, Outcome Realization)
- 1 day Remote Project Management, Milestone Evaluation

## VALUE PATH

### Value Path Adoption Offering – (PS-AS-VP\*)

Many customers wish to deploy use cases based on defined outcomes. Splunk has identified the top requested outcomes from other customers successes and we have bundled them up for your benefit. Splunk has created a set of Value Paths to help you quickly achieve specified outcomes in a sequential manner based on proven adoption of IT Operations Analytics solutions.

- 10 days On-Site Solutions Architect (Requirements Gathering, Plan Building, Workshopping)
- 45 days On-Site Consultant (Data Onboarding, Outcome Realization)
- 9 days On-Site Project Management, Success Monitoring, Milestone Evaluation, Executive Updates

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