

## Splunk Implementation Success Offerings

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 implementation success.

### Splunk Enterprise Implementation Success

Base (PS-IS-BAS*)	Standard (PS-IS-STN*)	Premium (PS-IS-PRM*)
<b>High-Level Tasks (4 weeks)</b> 3 Days On-Site Solution Architect (requirements gathering) 2 Days Off-Site Solution Architect (plan building) 5 Days Product Implementation 5 Days Data Onboarding 5 Days Use Case Implementation 2 Days Project Management, Milestone Evaluation	<b>High-Level Tasks (10 weeks)</b> 3 Days On-Site Solution Architect (requirements gathering) 2 Days Off-Site Solution Architect (plan building) 5 Days Product Implementation 20 Days Data Onboarding / Data Strategy Implementation 20 Days Use Case Implementation, Optimization, User Knowledge Transfer 5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates	<b>High-Level Tasks (16 weeks)</b> 3 Days On-Site Solution Architect (requirements gathering) 2 Days Off-Site Solution Architect (plan building) 5 Days Product Implementation 20 Days Data Onboarding / Data Strategy Implementation 20 Days Use Case Implementation, Optimization, User Knowledge Transfer 9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates 10 Days Optimization Checks 15 Days Dedicated Super User 5 Days Solution Development Workshop

\*Splunk Enterprise SKUs are PS-IS-XXX in most markets but may be designated as PS-IS-XXX-Tx in markets where travel and expenses are not included in base rates.



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## Splunk Security Implementation Success

Base (PS-ESIS-BAS*)	Standard (PS-ESIS-STN*)	Premium (PS-ESIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            5 Days Data Onboarding            5 Days Use Case Implementation            2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            10 Days Optimization Checks            15 Days Dedicated Super User            5 Days Solution Development Workshop</p>

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## ITSI Implementation Success

Base (PS-ITIS-BAS*)	Standard (PS-ITIS-STN*)	Premium (PS-ITIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            5 Days Data Onboarding            5 Days Use Case Implementation            2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            10 Days Optimization Checks            15 Days Dedicated Super User            5 Days Solution Development Workshop</p>

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## UBA Implementation Success

Base (PS-UIS-BAS*)	Standard (PS-UIS-STN*)	Premium (PS-UIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            5 Days Data Onboarding            5 Days Use Case Implementation            2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            10 Days Optimization Checks            15 Days Dedicated Super User            5 Days Solution Development Workshop</p>

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## GDPR Implementation Success

Base (PS-GIS-BAS*)	Standard (PS-GIS-STN*)	Premium (PS-GIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            5 Days Data Onboarding            5 Days Use Case Implementation            2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b>            3 Days On-Site Solution Architect (requirements gathering)            2 Days Off-Site Solution Architect (plan building)            5 Days Product Implementation            20 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            10 Days Optimization Checks            15 Days Dedicated Super User            5 Days Solution Development Workshop</p>

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## Cloud Enterprise Implementation Success

Base (PS-CIS-BAS*)	Standard (PS-CIS-STN*)	Premium (PS-CIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b></p> <p>5 Days Off-Site Solution Architect            3 Days Product Implementation            5 Days Data Onboarding            5 Days Use Case Implementation            2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b></p> <p>5 Days Off-Site Solution Architect            3 Days Product Implementation            19 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b></p> <p>5 Days Off-Site Solution Architect            3 Days Product Implementation            19 Days Data Onboarding / Data Strategy Implementation            20 Days Use Case Implementation, Optimization, User Knowledge Transfer            9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates            5 Days Optimization Checks            15 Days Dedicated Super User            5 Days Solution Development Workshop</p>

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## Cloud Enterprise Security Implementation Success

Base (PS-ESCIS-BAS*)	Standard (PS-ESCIS-STN*)	Premium (PS-ESCIS-PRM*)
<p><b>High-Level Tasks (4 weeks)</b>                      5 Days Off-Site Solution Architect                      3 Days Product Implementation                      5 Days Data Onboarding                      5 Days Use Case Implementation                      2 Days Project Management, Milestone Evaluation</p>	<p><b>High-Level Tasks (10 weeks)</b>                      5 Days Off-Site Solution Architect                      3 Days Product Implementation                      19 Days Data Onboarding / Data Strategy Implementation                      20 Days Use Case Implementation, Optimization, User Knowledge Transfer                      5 Days Implementation Management, Success Monitoring, Milestone Evaluation, Executive Updates</p>	<p><b>High-Level Tasks (16 weeks)</b>                      5 Days Off-Site Solution Architect                      3 Days Product Implementation                      19 Days Data Onboarding / Data Strategy Implementation                      20 Days Use Case Implementation, Optimization, User Knowledge Transfer                      9 Days Project Management, Success Monitoring, Milestone Evaluation, Executive Updates                      5 Days Optimization Checks                      15 Days Dedicated Super User                      5 Days Solution Development Workshop</p>

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## Value Acceleration

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

## Enterprise Adoption Success (EAA)

Base (PS-EAAS-BAS*)	Standard (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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# Splunk Adoption Services

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

## BASE

### **Splunk Optimization Check (PS-AS-BAS\*)**

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 onsite Splunk Accredited 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 onsite Splunk Accredited Consultant support

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

Splunk Professional Services are available to assist your team with Splunk search and investigate experts to increase your analysis capacity. The Splunk Professional Services team lives and 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 onsite Splunk Accredited Consultant support

### **Cloud Migration Assessment (PS-AS-BAS\*)**

The Splunk Cloud Migration Assessment Offering evaluates and determines your on-premises 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 Splunk Accredited Consultant support



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## STANDARD

### Breach Response Support (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.

- 3 days onsite Splunk Premium Consultant (Security Consultant) support
- 2 days remote Splunk Premium Consultant (Security Consultant) support

### Enterprise Security Use Case Assessment (PS-AS-STN\*)

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 onsite Splunk Premium Consultant (Security Consultant) support
- 2 days remote Splunk Premium Consultant (Security Consultant) support

### ITOA Roadmap Workshop (PS-AS-STN\*)

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 onsite Splunk Premium Consultant (IT Operations Analytics Consultant) support
- 2 days remote Splunk Premium Consultant (IT Operations Analytics Consultant) 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 onsite Splunk Premium Consultant (Machine Learning Consultant) support
- 2 days remote Splunk Premium Consultant (Machine Learning Consultant) support



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## PREMIUM

### SIEM Replacement Assessment (PS-AS-PRM\*)

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 onsite Splunk Solutions Architect (Security Architect) Support
- 5 days remote Splunk Solutions Architect (Security Architect) Support

### 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 onsite Splunk Solutions Architect (CIS Certified Consultant/Architect) Support
- 5 days remote Splunk Solutions Architect (CIS Certified Consultant/Architect) Support

### ITOA Service Mapping Workshops (PS-AS-PRM\*)

The Splunk ITSI Service Mapping Workshops offering provides analysis and design services to define the components needed to properly configure ITSI to achieve your objectives. This offering is designed to be a comprehensive requirements-gathering session which will define the services and associated Key Performance Indicators (KPIs) that you wish to manage in your environment. It includes a discovery session, data validation, service review, entity definition, addition of KPIs and associated thresholds and finally, blueprinting of glass tables to monitor your environment.

- 5 days onsite Splunk Solutions Architect (IT Operations Analytics Architect) Support
- 5 days remote Splunk Solutions Architect (IT Operations Analytics Architect) Support

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