

# OnDemand Services Catalog – Splunk Core

Services. What you need. When you need it.

## Services Available at Every Stage of Your Splunk Journey



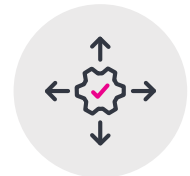
Plan



Implement



Use/Adopt



Optimize/Scale

Tasks: Splunk Core - Enterprise, Splunk Cloud			
<p><b>Enterprise/Splunk Cloud:</b> <i>(Pages 2-3)</i></p> <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> <p><b>Splunk Cloud:</b> <i>(Pages 4-5)</i></p> <ul style="list-style-type: none"> <li>• Cloud Migration Assessment (No Integrations)</li> <li>• Cloud Migration Assessment (Includes Integrations)</li> </ul>	<p><b>Enterprise/Splunk Cloud:</b> <i>(Pages 5-6)</i></p> <ul style="list-style-type: none"> <li>• Workload Management Implementation Guidance</li> <li>• Workflow Management Implementation Guidance</li> </ul>	<p><b>Enterprise/Splunk Cloud:</b> <i>(Pages 6-8)</i></p> <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>	<p><b>Enterprise/Splunk Cloud:</b> <i>(Pages 8-11)</i></p> <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> </ul>

Services above do not address your specific need or question?



## Additional OnDemand Splunk Product Catalogs:

- [Enterprise Security \(ES\), User Behavior Analytics \(UBA\)](#)
- [SOAR, Mission Control](#)
- [Splunk Intelligence Management](#)
- [Splunk IT Service Intelligence \(ITSI\)](#)
- [Observability Cloud, Infrastructure Monitoring, Application Performance Monitoring, Log Observer](#)
- [Splunk Synthetics](#)
- [On-Call](#)

## Task Descriptions

Category	Product(s)	Task Name	Task Descriptions	Credits
General Consultative	Enterprise / Splunk Cloud	Ask an Admin	<p>Consultative session to answer adoption and best practice questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions).</p> <ul style="list-style-type: none"> <li>Assist the Customer with Splunk best practices on Splunk's "out-of-the-box" functionality and UI based configurations.</li> </ul>	2
General Consultative	Enterprise / Splunk Cloud	Ask an Enterprise Expert	<p>Expert consultative session on Splunk best practices questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions).</p> <ul style="list-style-type: none"> <li>Assist the Customer with Splunk best practices and advanced adoption activities, which may include HA/DR, multi-site, migrations.</li> </ul>	5
Plan	Enterprise / Splunk Cloud	Use Case Advisory Discussion	<p>Consultative session to identify additional use cases or review of completed Data Source Assessment (DSA) executed to determine key technical requirements, identifying current progress, and outline of next steps.</p> <ul style="list-style-type: none"> <li>May include review of requirements, determination of additional data sources, and underlying architecture changes required.</li> </ul> <p>This task covers Splunk Enterprise only (not premium solutions)</p>	5
Plan	Enterprise / Splunk Cloud	Architecture Diagram Creation Assistance	<p>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.</p> <p>This is the foundational building block to leverage as a guidepost and can be used as a global Splunk architecture diagram for cross-functional visibility.</p>	5
Plan	Enterprise / Splunk Cloud	Workload Management Planning Workshop	<p>Feature Objective: Workload Management is a Splunk Enterprise feature that optimizes resource efficiency across Splunk Search Heads.</p> <p>This service is a consultative discussion to assist the Customer architect and distribute resource allocation pools for search efficiency across Splunk Enterprise Search Heads (does not include planning around Premium Solutions).</p> <p>This Service may include:</p> <ul style="list-style-type: none"> <li>Operational review of Splunk infrastructure</li> <li>Splunk search performance review</li> <li>Knowledge transfer of feature behaviors and capabilities</li> <li>Advise on strategy to implement workload management</li> <li>Advise on configuration practices</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>Does not include implementing Workload Management or application development</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>Splunk Search Heads are in place and configured</li> <li>RBAC is configured, users are onboarded and active</li> <li>MC is set up and running</li> <li>Customer user has admin privileges to the environment</li> </ul>	10

Category	Product(s)	Task Name	Task Descriptions	Credits
Plan	Enterprise / Splunk Cloud	Workflow Management Planning Workshop	<p>Feature Objective: Workflow Management is a Splunk Enterprise feature that automates actions from events to interact with web resources that reduce the number of steps taken to either investigate or take an action on an event.</p> <p>This service is a consultative discussion to assist the Customer architect and configure workflows based on event types that enable interaction between Splunk and web resources.</p> <p>This Service may include:</p> <ul style="list-style-type: none"> <li>• Review Customer data sources pertinent to their Web Resource solution which may include SNOW, IP Lookup, or an agreed-upon Web Resource solution</li> <li>• Review Customer web resources leveraging Workflow actions</li> <li>• Knowledge transfer of feature behaviors and capabilities</li> <li>• Advise on strategy to implement workflow management</li> <li>• Advise on configuration practices</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Does not include implementing Workflow Management or application development</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Splunk Search Heads are in place and configured</li> <li>• Customer user has admin privileges to the environment</li> </ul>	5

Category	Product(s)	Task Name	Task Descriptions	Credits
Plan	Splunk Cloud	Cloud Migration Assessment (No Integrations)	<p>Assessment of current Splunk Enterprise on-premise environment, with no Splunk premium app of third party integrations, to identify requirements to facilitate a migration to Splunk Cloud. This service may include:</p> <ul style="list-style-type: none"> <li>• Install the Cloud Migration Assessment App for Splunk if not already installed</li> <li>• Walk through the Cloud Migration Assessment App for Splunk to generate all outputs required to properly assess the migration</li> <li>• Review current Splunk architecture</li> <li>• Discovery of current applications and TAs installed</li> <li>• Review data forwarding practices</li> <li>• Document current integrations</li> <li>• Determine required infrastructure changes</li> <li>• Establish rough timelines for migration effort</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Review integrations with Splunk Premium Apps, such as Enterprise Security and IT Service Intelligence and 3rd party services</li> <li>• Detailed app inspection, including custom app configuration vetting, Splunk Cloud support and Splunk Enterprise versions</li> <li>• Detailed user inspection, including custom user configuration vetting</li> <li>• Configuration of Splunk Cloud or On-Premise Splunk</li> <li>• Remediation of On-Premise or Splunk Cloud issues</li> <li>• On-Premise Health Checks</li> <li>• Migration of Apps or Historical Data to Splunk Cloud</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Customer provide access to the monitoring console where the consultant can install the Cloud Migration Assessment App for Splunk</li> <li>• Customer has configured the Splunk Monitoring Console</li> <li>• Splunk Diags can be supplied to Splunk PS</li> <li>• Customer has access to all Splunk on premise and Splunk Cloud components</li> <li>• Customer has knowledge of networking and firewall related infrastructure</li> </ul> <p>Customer Required Information:</p> <ul style="list-style-type: none"> <li>• Current Splunk architecture diagram</li> <li>• Current Splunk specs</li> <li>• Ingest per day in Splunk Cloud</li> </ul>	10

Category	Product(s)	Task Name	Task Descriptions	Credits
Plan	Splunk Cloud	Cloud Migration Assessment (Includes Integrations)	<p>Assessment of current Splunk Enterprise on-premise environment, including Splunk Premium Apps and third party integrations, to identify requirements to facilitate a migration to Splunk Cloud. This service may include:</p> <ul style="list-style-type: none"> <li>• Install the Cloud Migration Assessment App for Splunk if not already installed</li> <li>• Walk through the Cloud Migration Assessment App for Splunk to generate all outputs required to properly assess the migration</li> <li>• Review current Splunk architecture</li> <li>• Discovery of current applications and TAs installed</li> <li>• Review data forwarding practices</li> <li>• Review integrations with Splunk Premium Apps, such as Enterprise Security and IT Service Intelligence and 3rd party services</li> <li>• Determine required infrastructure changes</li> <li>• Establish rough timelines for migration effort</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Detailed App inspection, including custom app configuration vetting, Splunk Cloud support and Splunk Enterprise versions</li> <li>• Detailed User inspection, including custom user configuration vetting</li> <li>• Configuration of Splunk Cloud or On-Premise Splunk</li> <li>• Remediation of On-Premise or Splunk Cloud issues</li> <li>• On-Premise Health Checks</li> <li>• Migration of Apps or Historical Data to Splunk Cloud</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Customer provide access to the monitoring console where the consultant can install the Cloud Migration Assessment App for Splunk</li> <li>• Customer has configured the Splunk Monitoring Console</li> <li>• Splunk Diags can be supplied to Splunk PS</li> <li>• Customer has access to all Splunk on premise and Splunk Cloud components</li> <li>• Customer has knowledge of networking and firewall related infrastructure</li> <li>• Customer Required Information: <ul style="list-style-type: none"> <li>• Current Splunk architecture diagram</li> <li>• Current Splunk specs</li> <li>• Current integrations with on-premise Splunk instances/services and third party on-premise services</li> </ul> </li> <li>• Ingest per day in Splunk Cloud</li> </ul>	20
Implement	Enterprise / Splunk Cloud	Workflow Management Implementation Guidance	<p>Feature Objective: Workflow Management is a Splunk Enterprise feature that automates actions from events to interact with web resources that reduce the number of steps taken to either investigate or take an action on an event. This service guides Customer through creating and configuring up to three (3) Workflow actions based on eventtype across Customer Splunk Enterprise.</p> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Splunk does not implement Workflow Management on behalf of the Customer</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Workflow Management Planning Workshop has been executed</li> </ul>	10

Category	Product(s)	Task Name	Task Descriptions	Credits
Implement	Enterprise / Splunk Cloud	Workload Management Implementation Guidance	<p>Feature Objective: Workload Management is a Splunk Enterprise feature that optimizes resource efficiency across Splunk Search Heads.</p> <p>This service provides Customer guidance through the implementation of Workload Management (WLM) for up to three (3) resource pools and up to five (5) rules across Customer Splunk Enterprise Search Heads (does not include planning around Premium Solutions).</p> <p>This service may include:</p> <ul style="list-style-type: none"> <li>• Guides Customer through creating resource pools based on applications or users</li> <li>• Monitor hardware and search performance based on resource pools</li> <li>• Guides Customer on the monitoring of search pool metrics and resource pool tuning adjustments based on search pool behavior</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Splunk does not implement Workload Management on behalf of the Customer</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Workload Management Planning Workshop has been executed</li> <li>• The cgroups at the OS level are already configured</li> </ul>	10
Use/Adopt	Enterprise / Splunk Cloud	Search & Dashboard Assistance - Basic	<p>Assistance with a basic search or dashboard.</p> <p>Assistance with a basic search may include a base search with few transforming and filtering commands and does not include sub-searches to support the search.</p> <p>Basic dashboard is typically four (4) panels, one (1) simple search, and does not include the implementation of additional knowledge objects.</p> <p>Customer Required information:</p> <ul style="list-style-type: none"> <li>• Detailed description of search and dashboard requirements</li> <li>• Data already exists in the system (no data onboarding or field extractions)</li> <li>• Dashboard is built in XML and not Splunk's Universal Dashboard Framework (UDF)</li> </ul>	2
Use/Adopt	Enterprise / Splunk Cloud	Search & Dashboard Assistance - Advanced	<p>Assistance with an advanced search or dashboard.</p> <p>Advanced search and dashboard may include discussing use case requirements to accurately advise on building a complex dashboard and/or advanced search query and guidance on tokenization of variables, macros, creating and analyzing multi value fields, using the return and lookup commands, or adding a sub-search.</p> <p>Out of scope:</p> <ul style="list-style-type: none"> <li>• Guidance leveraging event handlers or creating custom visualizations with JavaScript or XML</li> </ul>	5

Category	Product(s)	Task Name	Task Descriptions	Credits
Use/Adopt	Enterprise / Splunk Cloud	Data Onboarding - Splunk Supported App or TA Assistance	<p>Configuration guidance of one (1) Splunk "supported" app or add-on to onboard data.</p> <p>Installation and/or configuration guidance for app or add-on (TA) may include:</p> <ul style="list-style-type: none"> <li>• Installation of one (1) app or add-on</li> <li>• Assistance with deployment on Splunk Cloud</li> <li>• Configuration of the app/add-on per documentation</li> <li>• Initial configuration of up to three (3) inputs or data sources</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Any customizations to the app or add-on, including custom coding</li> <li>• Configuration of 3rd-party sources (such as AWS Firehose)</li> <li>• Apps or add-ons that are not supported by Splunk are on a "best efforts" basis</li> </ul> <p>Customer Required Information:</p> <ul style="list-style-type: none"> <li>• Link to or copy of app or add-on (or app ID from Splunkbase)</li> <li>• Customer-specific configuration values</li> <li>• Subject-Matter Experts (SMEs) for any 3rd-party systems (such as AWS)</li> </ul>	5
Use/Adopt	Enterprise / Splunk Cloud	Data Onboarding - Basic Props, Transforms, Inputs Assistance	<p>Assistance with basic configurations to properly onboard data.</p> <p>Basic configuration assistance may include guidance on structuring data, ensure field extractions are defined, a few transforms to manipulate the data, and data validation.</p> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Does not include field extractions which can be requested separately</li> </ul> <p>Customer Required information:</p> <ul style="list-style-type: none"> <li>• Example dataset &amp; data definition</li> </ul>	2
Use/Adopt	Enterprise / Splunk Cloud	Data Source Review	<p>Review existing data onboarding procedures and configurations and compare to Splunk best practices. This may include identifying issues with:</p> <ul style="list-style-type: none"> <li>• Splitting of data into individual events</li> <li>• Multi-line merge settings</li> <li>• Parsing of date/timestamps, time zone settings</li> <li>• Truncation of long events</li> </ul> <p>Splunk will advise on the importance of proper data onboarding, recommended applications from Splunkbase, and adhering to the Splunk Common Information Model ("CIM") where possible.</p>	10
Use/Adopt	Enterprise / Splunk Cloud	Index and Retention Review	<p>Consultative discussion to define a strategy for index definition and data retention. This Service may include:</p> <ul style="list-style-type: none"> <li>• Advise on retention strategy in alignment with the Customer audit and compliance requirements.</li> <li>• Advise on time and size-based retention capabilities</li> <li>• Advise on data archiving and restoration recommendations</li> <li>• Advise on access control recommendations</li> </ul>	10
Use/Adopt	Enterprise / Splunk Cloud	Create a Drilldown Assistance	<p>Assist with the creation of a drilldown on an existing dashboard to provide deeper data visibility</p> <ul style="list-style-type: none"> <li>• Add up to five (5) drilldowns to existing dashboard</li> </ul> <p>Customer Required information:</p> <ul style="list-style-type: none"> <li>• Current dashboard and drilldown definition</li> </ul>	2

Category	Product(s)	Task Name	Task Descriptions	Credits
Use/Adopt	Enterprise / Splunk Cloud	Create a Macro, Tag, or Eventtype Assistance	Assist with the creation of knowledge objects to facilitate the index of data. This may include: <ul style="list-style-type: none"> <li>Up to five (5) macros, tags, or eventtypes</li> <li>Assumes search already defined</li> </ul> Customer Required information: <ul style="list-style-type: none"> <li>Definition of items to be created</li> </ul>	2
Use/Adopt	Enterprise / Splunk Cloud	Create Workflows Assistance	Assistance enabling interactions between indexed or extracted data to other web sources <ul style="list-style-type: none"> <li>Create up to five (5) workflows</li> <li>Limited to one (1) field per workflow</li> </ul> Customer Required information: <ul style="list-style-type: none"> <li>Data source type, target of workflow action, fields to be provided to target</li> </ul>	2
Use/Adopt	Enterprise / Splunk Cloud	Build a Lookup Assistance	Assistance creating lookup tables to enrich indexed data <ul style="list-style-type: none"> <li>Create a single csv or kv store-based lookup</li> <li>Enable automatic lookups if required</li> </ul> Customer Required information: <ul style="list-style-type: none"> <li>Csv to be used for lookup, sourcetype to be used, linked values within data sources</li> </ul>	2
Use/Adopt	Enterprise / Splunk Cloud	Extract a New Field Assistance	Assistance with properly extracting particular fields from datasets, leveraging Splunk best practices. This Service may include: <ul style="list-style-type: none"> <li>Extract up to five (5) new fields via regular expression(s) or key values</li> </ul> Customer Required information: <ul style="list-style-type: none"> <li>Example dataset &amp; data definition and field names required</li> </ul>	2
Optimize/ Scale	Enterprise / Splunk Cloud	Upgrade Readiness Assessment	Assess the Customer environment to validate it is adequately prepared for a version upgrade. This service may include: <ul style="list-style-type: none"> <li>Checks for adequate hardware provision, deprecated features and known issues</li> <li>Identify possible App compatibility issues</li> <li>Advise on Splunk best practices for upgrade procedures and workflows</li> <li>Provide recommendations and remediation activities required</li> </ul>	10
Optimize / Scale	Enterprise / Splunk Cloud	Scaling Advisement & Expansion Readiness Assessment	Review existing Splunk environment for proposed scaling activities. <ul style="list-style-type: none"> <li>Review project technical readiness against the Customer-documented requirements</li> </ul> Assess the following to determine the feasibility of using the current environment for expansion: Splunk architecture, High-level performance, Data onboarding	10
Optimize / Scale	Enterprise / Splunk Cloud	Forwarder Health Check	Analyze and recommend remediation of abnormal forwarder behavior. <ul style="list-style-type: none"> <li>Analyze abnormal forwarder behavior such as 'altogether missing', 'some missing' or 'slow throughput'</li> <li>Provide recommendations on remediation required and ongoing monitoring configurations for critical inputs</li> <li>Advise on Splunk best practices for forwarder configuration including event breaker, indexing discovery and site failover</li> </ul> Includes up to four (4) forwarder types	5



Category	Product(s)	Task Name	Task Descriptions	Credits
Optimize / Scale	Splunk Cloud	Splunk Cloud Health Check	<p>Consultative session to review Splunk Cloud performance and provide recommendations in alignment with Splunk best practices for Splunk Cloud environments. This service review may include:</p> <ul style="list-style-type: none"> <li>• Environment configurations including Customer requested features, such as DDAA/DDSS</li> <li>• SVC or license consumption including searchable storage</li> <li>• Login activity and user configurations</li> <li>• Search performance and dashboard usage</li> <li>• Data quality, index size and configuration, HTTP Endpoint Collector ("HEC"), and forwarder health</li> <li>• Review of installed applications</li> <li>• Search and system errors</li> </ul> <p>Splunk may recommend new OnDemand requests, such as a Workload Management Planning Workshop if that feature can help with CPU/memory contention and Ask an Enterprise Expert to dive deeper into specific issues or to help guide Customer through implementing remediation recommendations that were provided as a part of this service.</p> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Non-Splunk Cloud environments, such as Splunk Enterprise and hybrid environments</li> <li>• Splunk does not troubleshoot specific issues or help implement recommendations as a part of this service</li> </ul> <p>Assumptions:</p> <ul style="list-style-type: none"> <li>• Customer approves access to view logs including search strings which are required to identify inefficient search behavior and recommend tuning recommendations</li> <li>• Customer approves stack access if additional investigation is required</li> </ul>	10

Category	Product(s)	Task Name	Task Descriptions	Credits
Optimize / Scale	Enterprise / Splunk Cloud	Splunk Instance Health Review	<p>Review server performance &amp; configuration settings for Splunk server instances that support a single search tier (single search head or search head cluster, and its corresponding indexer cluster/common administrative instances), and provide recommendations in alignment with Splunk best practices. This service may include:</p> <ul style="list-style-type: none"> <li>• Review of server level configuration</li> <li>• System resource utilization</li> <li>• Splunk instance configuration &amp; consistency</li> <li>• Review of installed applications</li> <li>• Advise on Splunk internal errors</li> </ul> <p>Splunk may recommend new OnDemand cases, such as a Workload Management Planning Workshop if that feature can help with CPU/memory contention and Ask an Enterprise Expert cases to dive deeper into specific issues or to help guide Customer through implementing recommendations that were provided as a part of this service.</p> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Splunk does not troubleshoot specific issues or help implement recommendations as a part of this service</li> <li>• Reviewing server level configuration, Splunk instance configuration, and system resource utilization is limited for Splunk Cloud Customers</li> </ul>	10
Optimize / Scale	Enterprise / Splunk Cloud	Search Performance Review	<p>Deployment-wide search performance &amp; usage pattern review. This service may include:</p> <ul style="list-style-type: none"> <li>• Review of data model acceleration completion and configuration</li> <li>• Overall search performance analysis and optimization</li> <li>• Search Head health review</li> <li>• Scheduled Search review</li> </ul> <p>Splunk may recommend new OnDemand cases, such as Search or Dashboard Optimization to troubleshoot and tune individual searches that were identified as problematic, and Ask an Enterprise Expert cases to dive deeper into specific issues or to help guide Customer through implementing recommendations that were provided as a part of this service.</p> <p>Out of Scope:</p> <p>Troubleshooting specific issues is limited and Splunk does not implement recommendations as a part of this service</p>	5

Category	Product(s)	Task Name	Task Descriptions	Credits
Optimize / Scale	Enterprise / Splunk Cloud	Search or Dashboard Optimization	<p>Review and troubleshoot up to five (5) searches, reports, data models, or dashboards in accordance with Splunk best practices.</p> <p>This service may include:</p> <ul style="list-style-type: none"> <li>• Advise on Splunk best practices for visualizations and workflows</li> <li>• Advise on search re-use and Splunk best practices around building optimized searches, reports, data models, or dashboards</li> <li>• Troubleshoot and tune existing searches, reports, data models related to a dashboard</li> <li>• Coach the Customer on Splunk best practices for review of performance for other searches, reports, data models, or dashboards.</li> </ul> <p>The number of searches, reports, data models or dashboards that can be reviewed will depend on the complexity of each search.</p> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>• Does not include custom visualizations</li> </ul>	5

**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; and Twenty (20) Credits provides service for up to (16) 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](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.