

OnDemand Services Catalog – Splunk IT Service Intelligence (ITSI)

Services. What you need. When you need it.

Services Available at Every Stage of Your Splunk Journey



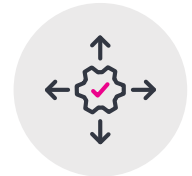
Plan



Implement



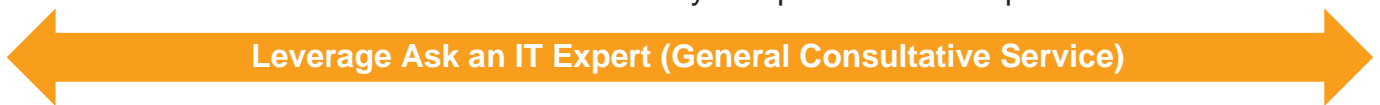
Use/Adopt



Optimize/Scale

Tasks: Splunk IT Service Intelligence (ITSI)			
<p>(Page 2)</p> <ul style="list-style-type: none"> • Use Case Advisory Discussion • Event Analytics Review • ITSI Service Design Review 	<p>(Page 2)</p> <ul style="list-style-type: none"> • Glass Table Creation Assistance • Post ITSI Implementation Review 	<p>(Page 3)</p> <ul style="list-style-type: none"> • Getting Started with IT Cloud Suite • ITSI KPI Identification and Configuration Review for Existing Customers • Content Review • ServiceNow / Remedy Service Desk Integration Review with ITSI • ITSI KPI Adaptive Threshold Review and Anomaly Detection • Splunk Infrastructure Monitoring Integration Review with ITSI 	<p>(Pages 4)</p> <ul style="list-style-type: none"> • Data Validation for ITOps • ITSI KPI Base Search Review • ITSI Content Pack Implementation Assessment • ITSI Technical Assessment

Services above do not address your specific need or question?



Additional OnDemand Splunk Product Catalogs:

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

Task Descriptions

Category	Task Name	Task Descriptions	Credits
General Consultative	Ask an Expert	<p>Consultative session to answer adoption and Splunk best practices questions related to ITOps.</p> <ul style="list-style-type: none"> • Assist Customer with Splunk best practices approach to adoption • This task covers ITOps solutions, limited to Splunk Infrastructure Monitoring, ITE-Work, and ITSI 	5
Plan	Use Case Advisory Discussion	<p>Consultative session to review an ITOps use case roadmap executed with the Splunk Customer Success Manager ("CSM") or Sales team to determine key technical requirements, identify current progress, and outline next steps.</p> <ul style="list-style-type: none"> • This may include reviewing a previously executed Prescriptive Value Path (PVP) session and discussing technical next steps, such as requirements and architectures, identifying integrations, discussing Customer specific use case content, and recommended tuning • This task covers ITOps solutions, limited to Splunk Infrastructure Monitoring, ITE-Work, and ITSI 	5
Plan	Event Analytics Review	<p>Review one (1) correlation search and one (1) notable event aggregation policy (NEAP) in accordance with Splunk best practices. This service may include:</p> <ul style="list-style-type: none"> • Advise on Splunk best practices for correlation searches • Advise on Splunk best practices for NEAPs • Troubleshoot and Optimize correlation search and NEAP to ensure proper event creation and aggregation • Review episode filtering and event breakings settings • Review NEAP action rules 	5
Plan	ITSI Service Design Review	<p>Review of one (1) service model for the addition of an additional service. Identify up to ten (10) dependent subservices.</p>	10
Implement	Glass Table Creation Assistance	<p>Assist with building a glass table. This service may include:</p> <ul style="list-style-type: none"> • Up to eight (8) unique charts or panels, which may include underlying scheduled searches or reports to provide dashboard content or KPI driven searches <p>Out of Scope:</p> <ul style="list-style-type: none"> • Does not include sub-searches, commands that require sub-searches, custom visualizations, Javascript modifications, or CSS customizations <p>Assumptions:</p> <ul style="list-style-type: none"> • Data already exists in the system (no data onboarding or field extractions) <p>Customer required information:</p> <ul style="list-style-type: none"> • Detailed description of search and dashboard requirements 	5
Implement	Post ITSI Implementation Review	<p>Elected check-in following the completion of previously implemented Services in order to review performance and provide recommendations.</p> <ul style="list-style-type: none"> • Review and provide Splunk best practice recommendations for additional use cases implemented by the Customer <p>Provide recommendations for additional data source configurations created by the Customer</p>	10

Category	Task Name	Task Descriptions	Credits
Use/Adopt	Getting Started with IT Cloud Suite	<p>Consultative session to help Customers get started with the Splunk IT Cloud Suite. This task focuses on introduction to and leveraging of Splunk best practices for IT Cloud and may include:</p> <ul style="list-style-type: none"> • An overview of Splunk Subscription Services for OnDemand • Walkthrough the Splunk Cloud Platform, IT Essentials, and Infrastructure Monitoring • Provide recommendations for typical use cases and data sources • Walkthrough the onboarding of one (1) common data source with Splunk Cloud Platform • Walkthrough the basic integration of one (1) cloud data source through Splunk Infrastructure Monitoring • Suggest next steps, where to go for additional information, common tips and tricks to get started with IT Cloud <p>Out of scope:</p> <ul style="list-style-type: none"> • This task does not include configuration of complex Services, Service models, uncommon or non-standard data sources, configuration of Services Insights, and configuration of Event Analytics. 	10
Use/Adopt	ITSI KPI Identification and Configuration Review for Existing Customers	<p>Assist with reviewing one (1) service and up to ten (10) associated KPIs which may include sourcing, thresholding, and anomaly detection configurations.</p>	5
Use/Adopt	Content Review	<p>Review and troubleshoot up to five (5) searches, dashboards, glass tables, deep dives and service analyzers in accordance with Splunk best practices. This service may include:</p> <ul style="list-style-type: none"> • Advise on Splunk best practices for visualizations and workflows • Advise on search re-use and Splunk best practices around building optimized searches, dashboards, and glass tables • Troubleshoot and tune existing searches, reports related to a dashboard or glass table • Coach the Customer on Splunk best practices for review of performance for other searches, reports, dashboards, glass tables, deep dives or service analyzers • The number of searches, reports, data models or dashboards that can be reviewed will depend on the complexity of each search <p>Out of Scope:</p> <ul style="list-style-type: none"> • Does not include custom visualizations 	5
Use/Adopt	ServiceNow / Remedy Service Desk Integration Review with ITSI	<p>Review requirements and assist in designing of out-of-the-box ServiceNow or Remedy integration.</p>	5
Use/Adopt	ITSI KPI Adaptive Threshold Review and Anomaly Detection	<p>Review Splunk best practices and procedures on how to determine candidates, settings, and operational requirements. Review of up to three (3) services</p>	10
Use/Adopt	Splunk Infrastructure Monitoring Integration Review with ITSI	<p>Review requirements and assist in designing of out-of-the-box SIM Add-on integration with ITSI.</p>	5

Category	Task Name	Task Descriptions	Credits
Optimize / Scale	Data Validation for ITOps	Review existing data onboarding procedures and configurations and compare to Splunk best practices for aligning data within ITE-Work/ITSI. This may include identifying issues with: <ul style="list-style-type: none"> • Splitting of data into individual events • Multi-line merge settings • Parsing of date/timestamps, time zone settings • Onboarding data as metrics • Review dimensions and properties • Truncation of long events 	10
Optimize / Scale	ITSI KPI Base Search Review	Review and optimization of KPI Base Search.	5
Optimize / Scale	ITSI Content Pack Implementation Assessment	Review the Customer's environment in preparation of one (1) content pack functional capability installation. <ul style="list-style-type: none"> • Review Customer environment to identify known risks prior to content pack implementation Configure and tune environment if applicable and if time allows	10
Optimize / Scale	ITSI Technical Assessment	This workshop is designed to assess the Customer's Splunk ITSI environment in order to identify inefficiencies and optimize ITSI features. <ul style="list-style-type: none"> • Recommend changes to improve ITSI environment, such as guidance on unused features or released product enhancements • Performance enhancement guidance related to current ITSI architecture configuration • Review potential integration requirements with other common 3rd party tools • Provide guidance on optimization techniques • Review Notable Event Aggregation Policies and provide recommendations for enhancements • Review configuration of thresholds and anomaly detection values 	10

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 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.