

# Splunk ITSI Implementation Success

## Accelerate time to value with a best practice Splunk ITSI implementation

Splunk’s IT Service Intelligence (ITSI) Implementation Success offering is designed to jumpstart your ability to gain end-to-end visibility of your IT operations and to streamline incident resolution, driving and enhancing enterprise resilience. You’ll work closely with our expert team to deliver a best practice implementation of ITSI within your Splunk environment.

### Offering at a Glance

Prerequisites	<ul style="list-style-type: none"> <li>• Latest version of ITSI (or at least a currently supported version of ITSI)</li> <li>• If on-prem, ITSI is already installed otherwise additional time needs to be scoped for that</li> <li>• Required data has already been onboarded</li> <li>• Customer has nominated ITSI champions and users</li> <li>• A clear objective/end state for ITSI is already identified</li> <li>• Understanding of how ITSI will integrate with their incident management solution and ensure it is a supported product (if custom, additional scoping will be needed)</li> </ul>
Project Team	<ul style="list-style-type: none"> <li>• Splunk Project Manager</li> <li>• Splunk Solutions Architect</li> <li>• Splunk Certified Consultant</li> </ul>
Deliverables	<ul style="list-style-type: none"> <li>• Project kickoff to align on goals/success metrics</li> <li>• Workshops for service identification and decomposition</li> <li>• Planning and architecture</li> <li>• Development and execution of agreed upon implementation plan</li> <li>• Weekly status reporting and success monitoring</li> <li>• Knowledge transfer documentation</li> <li>• Standard + Advanced outputs / deliverables, such as glass table and event analytics guidance (if applicable)</li> </ul>

### Key benefits

- Accelerate time to value to give you faster ROI and adoption of ITSI
- Help users and monitoring teams quickly and efficiently use ITSI and gain rapid value
- Build deep technical expertise on your team through knowledge transfer and enablement

### Target results

- Up to 10X reduction in events generated by system performance issues
- Up to 60% reduction in total event volume
- Up to 70% reduction in mean time to resolution (MTTR)

Target results are dependent on package size, customer commitment & resources, and implementation complexity.

## Implementation Details

Activity	Basic	Standard	Advanced
ITSI Product Walkthrough	✓	✓	✓
Service Identification Workshop	✓	✓	✓
Service Decomposition Workshop	✓	✓	✓
Data Validation & Basic Data Onboarding	✓	✓	✓
Content Pack Installation / Configuration	✓	✓	✓
Implementation/Configuration	✓	✓	✓
TSI Event Analytics Implementation / Configuration	Basic	Advanced	Advanced
Delivery Management	✓	✓	✓
ITSI Final Review	✓	✓	✓
ITSI Application Installation *	-	✓	✓
Glass Table Blueprint Session	-	✓	✓
Event Analytics Workshop	-	✓	✓
Event Analytics Implementation / Configuration	-	✓	✓
Third Party Ticketing Integration (Standardized)	-	✓	✓
ITSI Machine Learning Features	-	Basic	Advanced
Create Custom ITSI Visualizations	-	Basic	Advanced

Note: If TSI installation is required, the customer must provide a dedicated search head (or search head cluster) that has a current version of Splunk installed and configured. Note: For Small engagement installation of ITSI will require an additional consultant week (5 days) and will be performed by the Sokybj Consultant. If ITSI installation is completed faster than expected, the extra additional time will go towards the consultant's time for data onboarding and implementation of the final solution.

## What we'll do and deliver

### Discover and Design

Review and discuss current business and technical requirements, validation of use cases to be deployed, and conduct Service Identification and Service Decomposition workshops with a Splunk Solutions Architect. They will work with your team to build a customized implementation plan, including steps, prerequisites, and the best possible architecture for your ITSI implementation.

### Installation and Configuration

Our team will validate proper onboarding of data sources required to populate KPIs and provide a plan of how to onboard any missing data according to Splunk best practices, then begin installation and configuration of ITSI, Event Analytics, and other required apps and add-ons.

### Adoption Roadmap and Next Steps

We'll review project requirements and accomplishments with your organization, develop and present an adoption roadmap across your team and discuss potential next steps for taking advantage of ITSI.

## Resilience, let's build it together

Splunk Customer Success provides end-to-end success capabilities at every step of your resilience journey to accelerate time to value, optimize your solutions and discover new capabilities. We offer professional services, education and training, success management and technical support, surrounding you with the expertise, guidance and self-service success resources needed to drive the right outcomes for your business. For more information contact your Splunk account team or email us at [sales@splunk.com](mailto:sales@splunk.com).

## Terms and Conditions

Splunk shall not exceed the time commitments stated above unless otherwise agreed to by the parties in writing. Splunk shall perform the Services during Business Days, defined as Monday through Friday, 9am to 5pm (eight (8) hour increments), excluding Splunk-observed holidays, or as otherwise defined by the jurisdiction where the Services are to be performed. On-site services must be scheduled in consecutive eight (8) hour increments.

Reasonable network and system access to data and applications must be made available to Splunk resources upon on-site and remote commencement of the offerings within this datasheet.

Splunk's ability to deliver these offerings is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, additional Splunk services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any workshop days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the Splunk Workshop engagements 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 Splunk Workshops. In this Datasheet 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 Datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.



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