

Splunk OnDemand Services Portal

Introduction

OnDemand Services (ODS) is an advisory service that bridges the gap between Technical Support and project-based services delivered by Professional Services. ODS is a credit-based subscription service that allows direct access to Splunk Technical Consultants who will work with you to drive successful outcomes. Common technical adoption topics include:

- Planning, such as use cases, architecture, expansion, and upgrades
- · Applying best practices when onboarding data, data management, searching, creating dashboards, and more
- · Performing health checks, such as system assessments, recommendations, and remediation oversight
- · Growing your knowledge, such as tailored technical guidance in a show/teach/coach setting

Access to OnDemand services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the Service Catalog.

This guide will help you through the process of accessing and submitting OnDemand requests through our Service Portal. If you have questions or need help, review this FAQ for answers to common questions. You can also reach out to your Customer Success Manager (CSM) or account team or the OnDemand team directly at ondemand@splunk.com with questions, to report an issue with the portal, or to escalate a request.

Splunk OnDemand Portal

Accessing the OnDemand Entitlement

To access the OnDemand portal and submit requests, you will first need to be added to the OnDemand entitlement assigned to your account. To do that follow these steps:

- Create an account on Splunk.com with your proper contact information. If you already have an active Splunk.com account, you don't need to repeat this.
- Have your Portal Admin, or your Splunk Account Team add you to the OnDemand entitlement. If you are having
 issues contacting your admin or the Splunk team, please email ondemand@splunk.com and we will be happy
 to assist.
- Once you are added to the entitlement, you are clear to proceed with the below.

How to Submit an OnDemand Ticket (End User)

#	Instructions	Sample Picture		
1	From the www.splunk.com homepage, click on the Support drop down in the top- right corner. Then, select the Support Portal link.	Support Portal Submit a core ticket Support Portal Submit a core ticket Support Programs Find support sended offerings System Status Vivos voltation status Contact Us Contact	Error velores by region over time 100 100 100 100 100 100 100 1	Disconnecto 60 o



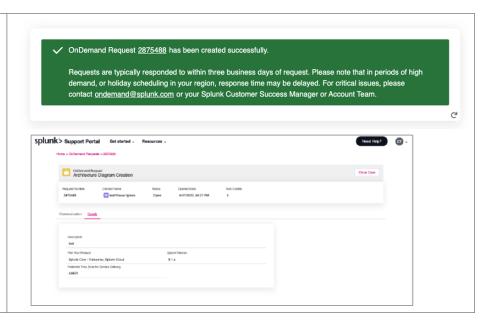
Log in using your Splunk Support credentials. splunk> Splunk Account Login Email or Username ... 3 In the top navigation bar, splunk's Support Portal Get started - Resources select Get Started. Get help with Splunk Hello Briana, looking for this? Recent Cases - Your most recently created, open cases 2874893 | Account Question - Test - Briana 5.27.22 Open - Super long non-sensical comment about nothin 4 Under Tools, select Create splunk > Support Portal Get started ^ Resources ~ OnDemand Request. Tools Get Need Help? **OnDemand Requests** Create Case Search Spli Entitlements Create OnDemand Request Cloud Stacks/Instances Create Cloud App Request Licenses Hello B Certifications 5 Select an **Entitlement**. Splunk > Support Portal Get started - Resources -You may have multiple entitlements listed. OnDemand (ODS) is an advisory service that bridges the gap between Splunk Technical Support and project-based services delivered by Professional Services. ODS consultants can provide best practice technical guidance for architecture, Make sure to select an upgrade/expansion planning, use case development, data management, health assessments, and many other technical adoption tasks in a "show/teach/coach" setting. entitlement with available credits remaining. Learn more about OnDemand Services here Credits reset on the 1st CP Test Account 0810 01_Smoke Testing Purpose-Please Ignore - 40001340 8 of 15 Credits Available of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused credits for the previous quarter do not rollover.



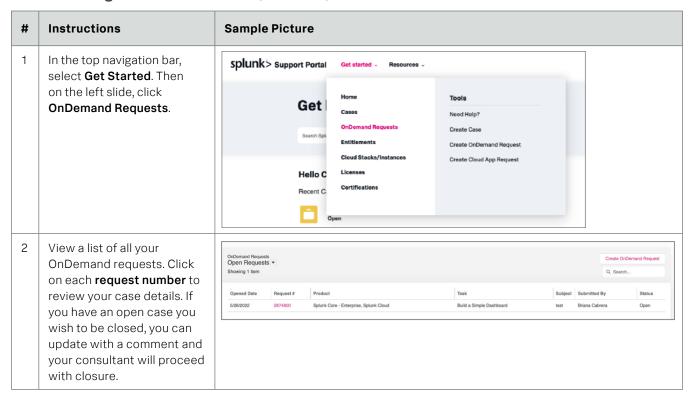
Select which Splunk product CP Test Account 0810 01_Smoke Testing Purpose-Please Ignore - 40001340 8 of 15 Credits Available family you need assistance with under the Pick Your Pick Your Product Splunk Core - Enterprise, Splunk Cloud Product field. Enterprise Security (ES), UBA If you are not sure which SOAR, Mission Control, Phantom selection to choose, ask ITSI, IT Cloud your Splunk account team for clarification, email Observability Cloud, Infrastructure Monitoring (IM), APM, Log Observer (LO) ondemand@splunk.com Splunk Synthetics for guidance, or select one option to see the Splunk Intelligence Management tasks available under each product category. Next, select the Task that CP Test Account 0810 01_Smoke Testing Purpose-Please Ignore - 40001340 you need assistance with. Splunk Core - Enterprise, Splunk Cloud If you are not sure which task to choose, ask your Q Search Showing 1 to 5 of 43 Splunk account team Architecture Diagram Creation
5.0 Credit(s) • Create an Architecture Diagram illustrating Customer's Splunk for clarification, email ondemand@splunk.com for guidance, or select 2.0 Credit(s) • Consultative session to answer adoption and best practice question related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include one option to see the task Ask a Splunk Enterprise Expert
5.0 Credit(s) - Expert consultative session on Splunk best practices questions related to
adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium description. Assist with Data On-Boarding
2.0 Credit(s) • Assist the Customer with getting new data sources ingesting into Splunk Blockchain: Advisory Session
5.0 Credit(s) · Consultative session to answer questions related to blockchain /
Distributed Ledger Technology (DLT) monitoring and analytics using Splunk Enterpris or Splunk Cloud. Cancel Submit 8 Following this, you'll be *Select Entitlement CP Test Account 0810 01_Smoke Testing Purpose-Please Ignore - 40001340 asked to define a subject. select the Splunk version *Pick Your Product Splunk Core - Enterprise, Splunk Cloud you are running (if known), the preferred time zone Ask a Splunk Enterprise Expert 5.0 Credit(s) • Expert consultative session on Splunk best practices questions for service delivery, and related to adoption activities for Splunk Enterprise or Splunk Cloud (does not the **deployment type** of the include Premium Solutions). Splunk installation you have. Task Description Assist the Customer with advanced Splunk best practices and adoption activities which may Next, please include a include HA/DR, multi-site, migrations, and other advanced configurations detailed description of *Subject your request, paying mind *Splunk Version to the required information presented for each task * Preferred Time Zone for Service Delivery --nonetype. The more details you * Deployment Type can provide upfront, the quicker we can assist you! Once sufficient information has been provided, click Cancel Submit Submit Request.

9 You will receive confirmation that the request was created successfully. Typical response time is within 72 hours. Email ondemand@ splunk.com if the target response objective is missed or for any critical issues or concerns you many have.

You can click on the case link to navigate to the case details page.



How to Manage OnDemand Cases (End User)



Escalating Your OnDemand Case:

Can't get a hold of your consultant? Would you like to discuss your case with an escalation manager? Contact ondemand@splunk.com for any additional questions or items you may have.

Thank you and happy Splunking!

