# splunk>

## **Splunk OnDemand Services Portal**

## Introduction

The OnDemand Services (ODS) program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand Services allows the customer to choose from a predefined service catalog with task offerings for Core, Security or ITOA use cases and includes planning, implementation guidance, usage and optimization services.

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 <u>Service Catalog</u>.

This guide will help you through the process of accessing and submitting OnDemand Requests through our Service Portal.

## **Splunk OnDemand Portal**

#### Accessing the OnDemand Services (ODS) 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 <u>ondemand@splunk.com</u> 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 Request (End User)

#	Instructions	Sample Picture
1	From the <u>www.splunk.com</u> homepage, click on the Support link in the top right corner.	ns - Why Splunk? - Resources - Company - Support ^ Q
2	Log in using your Splunk Support credentials	Log into your Splunk account

#	Instructions	Sample Picture
3	In the top navigation bar, select <b>Get</b>	
	Started.	Get help with Splunk
		Search Knowledgebase articles, documentation, community
		Hello Taryn, looking for this? Recent Cases - Your most recently created, open cases
		1392982 I ITSI enhancement Open - I'd like to get an update on this case.
		1383243 I Asset Discovery in ITSI Open
4	Under <b>Tools</b> , select <b>Create</b> <b>OnDemand Request.</b>	splunk > Support Portal Get started A Resources -
		* CLICC (company
		Get he Cases Tools Need Help?
		OnDemand Requests Create Case
		Entitlements Create OnDemand Request Cloud Stacks/Instances
		Hello Taryr Licenses
		Recent Cases - Certifications
5	Select an <b>Entitlement</b> . You may have multiple entitlements listed. Make sure to select an entitlement with available	Support Portal Get started ~ Resources ~ Home > Need Help? > Create OnDemand Request
	credits remaining. If you find that there are <b>no active</b>	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, upgrade/expansion planning, use case development, data management, health assessments, and many other technical adoption tasks in a "show/teach/coach" setting.
	<b>ODS Entitlements</b> or any <b>credits</b> available, reach out to your account	Learn more about OnDemand Services here.
	team or <u>ondemand@splunk</u> to verify you're listed as an Entitlement Contact.	*Select Entitlement Default Customer Account - OD - Non Billable Exceptions (PS ONLY) 30 of 66 Credits Available
	Credits reset on the 1st of each calendar quarter (January 1, April 1, July 1, October 1 respectively), and any unused credits for	Learn more about OnDemand Services here.
	the previous quarter do not rollover.	*Select Entitlement Default Customer Account - OD - Non Billable Exceptions (PS ONLY) 30 of 66 Credits Available
6	Select which Splunk product family you need assistance	*Pick Your Product Q. Search
	with under the Pick Your	Showing 1 to 10 of 14 next >
	Product field.	Splunk Enterprise
	If you are not sure which selection to choose, ask	
	your Splunk account team	
	for clarification, email ondemand@splunk.com	
	for guidance, or select one option to see the	
	tasks available under each	Splunk User Behavior Analytics
	product category.	Splunk On-Call
		Splunk Application Performance Monitoring
		Splunk Synthetic Monitoring
		-2
		Don't see your product listed?

#	Instructions	Sample Picture	
7	Next, select the <b>Task</b> that you need assistance with. Be sure to note that you may have to select <b>next</b> to show all options.	*Select Entitlement  Control Default Customer Account - OD - Non Billable Exceptions (PS ONLY) 30 of 66 Credits Available	
		* Pick Your Product Splunk Cloud	
	If you are not sure which task to choose, ask your Splunk account team for clarification, email <u>ondemand@splunk.com</u> for guidance, or select one option to see the task description.	• Task       Q. Search         Showing 1 to 5 of 28       mext >         Final Control (1)       So Credit(6) - 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.         Final Control (10)       Ask a Splunk Enterprise Expert         So Credit(6) - Expert consultative session on Splunk best practices questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions).         Final Control (10)       Ask an Admin 2.0 Credit(6) - Consultative session to answer adoption and best practice questions related to adoption activities for Splunk Enterprise or Splunk Cloud (does not include Premium Solutions).         Final Control (10)       Build a Lookup 2.0 Credit(6) - Create lookup tables to enrich indexed data.         So Credit(6) - Create a Drildown       2.0 Credit(6) - Assist with creation of a drilldown on an existing dashboard to provide deeper data visibility.	
8	Following this, you'll be asked to define a <b>subject</b> , select the <b>Splunk version</b> you are running (if known), the <b>preferred time zone</b> <b>for service delivery</b> , and the <b>deployment type</b> of the Splunk installation you have.	*Pick Your Product Splunk Cloud	1
		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 Solutions).	
		Description         Definition           Assist the Customer with advanced Splunk best practices and adoption activities which may include HA/DR, multi-site, migrations, and other advanced configurations	
	Next, please include a detailed <b>description</b> of your request, paying mind	*Subject	
	to the required information presented for each task	Splunk Version    none      Preferred Time Zone for Service Delivery    none	•
	type. The more details you can provide upfront, the	*Deployment Typenone	•
	quicker we can assist you!	*Description	
	Once sufficient information has been provided, click <b>Submit Request</b> .	OnDemand Entitlement contacts can be added as Collaborators before or after case submission to view	Q and
		update a case. If you do not see a contact on the list, please reach out to your portal administrator. Note: You'll be able to add attachments after your case is submitted.	
		Cancel Submit	
9	You will receive confirmation that the request was created successfully. Typical response time is within 3 business days. Email <u>ondemand@splunk.com</u> 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.	✓ OnDemand Request <u>2875488</u> has been created successfully. Requests are typically responded to within three business days of request. Please note that in periods of high demand, or holiday scheduling in your region, response time may be delayed. For critical issues, please contact <u>ondemand@splunk.com</u> or your Splunk Customer Success Manager or Account Team.	

### How to Manage OnDemand Cases (End User)

#	Instructions	Sample Picture	
1	In the top navigation bar, select <b>Get</b> <b>Started.</b> Then on the left slide, click <b>OnDemand Requests</b> .	Cettine Home   Case Need Help?   Search Knowe OnDemand Requests   Search Knowe Entitlements   Create Case   Hello Taryr   Recent Cases   Recent Cases   Certifications	
2	View a list of all your OnDemand requests. Click on each <b>request</b> <b>number</b> to review your case details. If you have an open case you wish to be closed, you can update with a comment and your consultant will proceed with closure.	Orbemand Requests         Create OnDemand Request           Open Requests •         Q. Search           Showing 1 item         Product         Task         Subject         Submitted By         Status           Opened Date         Request #         Product         Task         Subject         Submitted By         Status           526/2022         2874600         Splunk Core - Enterprise, Splunk Cloud         Build a Simple Dashboard         test         Briana Cabrera         Open	
3	If you're listed as a <b>Portal Admin</b> , you're able to <b>modify</b> ( <b>add/remove</b> ) who is listed as an Entitlement Contact (who is able to open up tickets) on the Entitlement. In the top navigation bar, select <b>Get Started</b> . Then on the left slide, click <b>Entitlements</b> .	Support Portal Cet startid     Cet the     Mome     Cases     Onternand Requests        Create Case        Coloud Stacks/Instances        Hello Tarry        Recent Cases        Breatt Cases        Present Cases           1282	
4	View a list of all the Splunk Entitlements that you're a contact of. OnDemand Entitlements will either start with <b>OD-xxxxxxx or</b> <b>AOD-xxxxxxx</b> (Anything starting with E-xxxxxx is the Support Entitlement). Click on the OnDemand Entitlement you would like to modify.	Entitlements         Active Entitlements         Showing 2 items         Q. Search         Entitlement Number       Entitlement Type         Account       Start Date         OD - Non Billable Exceptions       OnDemand Services         SPL-20124533       Standard         Splunk Inc.       2/21/2012	
5	This view will show you who is all listed as Entitlement contacts for the particular Entitlement. The <b>Portal Admin</b> is able to add someone by clicking <b>"Add Entitlement Contact"</b> . Type in the user's email address>Select their Contact>Click Submit. To <b>Remove</b> someone as an Entitlement contact, <b>Select</b> <b>downward arrow under "Actions"</b> <b>and select "Delete"</b> .	Entitioned OD - Non Billable Exceptions (PS ONLY)         Entitioners Name OO - Non Billable Exceptions (PS ONLY)       Entitioners Type Orioberand Services       State Active         Entitioners Name OO - Non Billable Exceptions (PS ONLY)       Orioberand Services       Active         Entitioners Name OO - Non Billable Exceptions (PS ONLY)       Orioberand Services       Active         Entitioners Name Oo - Non Billable Exceptions (PS ONLY)       Orioberand Services       Active         Entitioners Contacts       Active       Detail Cataloner Account       Belail Cataloner Account         Showing 4 Items       Q, Barch       Entitioners Contact       Belail Cataloner Account       Belail Cataloner Account         Jessics       Splurk Inc.       Vertex       Vertex       Vertex       Belail Cataloner Account         Jessics       Splurk Inc.       Vertex       Vertex       Vertex       Belail Cataloner Account         Jessics       Splurk Inc.       Vertex       Vertex       Vertex       Belail Cataloner Account       Belail Cataloner Account         Jessics       Splurk Inc.       Vertex       Vertex       Vertex       Belail Cataloner Account       Belail Cataloner Account         Jessics       Splurk Inc.       Vertex       Vertex       Belail Cataloner Account       Belail Cataloner Account       Belail Cataloner	

#### **Escalating Your OnDemand Case:**

Can't get a hold of your consultant? Would you like to discuss your case with an escalation manager? Contact <u>ondemand@splunk.com</u> for any additional questions or items you may have. Thank you and happy Splunking!

#### **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; Twenty (20) Credits provides service for up to (16) hours; and Thirty (30) Credits provides service for up to (24) 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.



#### Contact us: <a href="mailto:splunk.com/asksales">splunk.com/asksales</a>

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