



# Using Splunk IT Service Intelligence

This one-day course is designed for analyst users who want to use Splunk IT Service Intelligence to manage, analyze, and optimize their IT services. Those who will implement Splunk IT Service Intelligence, please enroll in Implementing Splunk IT Service Intelligence instead.

## Course Topics

- ITSI features and user interface
- Creating Glass Tables
- Managing Notable Events
- Investigating with Deep Dives

## Strongly Recommended Prerequisites

- Using Splunk (ILT or eLearning)
- Searching and Reporting with Splunk (ILT)

## Class Format

Instructor-led lecture with labs, delivered via virtual classroom or at your site.

## Course Objectives

### Module 1 – Introducing ITSI

- Identify what ITSI does
  - ITSI Dashboards
  - Key concepts
  - Use Cases
- Examine the ITSI user interface
  - Service analyzer
  - KPIs
  - Roles

### Module 2 – Visualizing Services with Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
  - Planning
  - Views
  - Edit mode
    - Top bar controls
    - Configuration bar
    - Widget visualization types
- Configure glass tables
  - Drill down
  - KPIs
  - Ad-hoc searches
  - Service swapping

### Module 3 – Managing Notable Events

- Define key notable events terms and their relationships
  - Multi-KPI alerts
  - Notable events
  - Notable event groups
  - How multi KPI alerts generate notable events
    - Based on KPI values
    - Based on service(s)
    - Based on anomaly detection
- Describe examples of multi-KPI alerts
  - Composite
  - Status
- Describe the notable events workflow
  - Take ownership
  - Change status as needed
  - Comment as needed
- Work with notable events
  - Details
  - Event actions
  - Integrations
  - Views
  - Filters
  - Grouping

### Module 4 – Investigating Issues with Deep Dives

- Describe deep dive concepts and their relationships
  - Default
  - Custom
  - Swim lanes
- Use default deep dives
- Create and customize new custom deep dives
- Add and configure swim lanes
  - Metric lane
  - KPI lane
  - Event lane
- Custom views
  - Bulk actions
  - Thresholds
    - State
    - Level
  - Graph rendering
  - Overlays
    - Entity
    - Anomaly
  - Overlays as lanes
  - View modules
- Describe effective workflows for troubleshooting



## About Splunk Education

Splunk classes are designed for specific roles such as Splunk Administrator, Developer, User, Knowledge Manager, or Architect.

### **Certification Tracks**

Our certification tracks provide comprehensive education for Splunk customer and partner personnel according to their areas of responsibility.

To view all of Splunk Education's course offerings, or to register for a course, go to <http://www.splunk.com/goto/education>

To contact us, email [education\\_AMER@splunk.com](mailto:education_AMER@splunk.com)

## About Splunk

Splunk is software that indexes, manages and enables you to search data from any application, server or network device in real time.

Visit our website at [www.splunk.com](http://www.splunk.com) to download your own free copy.

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