



Implementing Service Intelligence

This 18 hour course prepares consultants to install and configure Splunk's app for IT Service Intelligence (ITSI). Students will learn to use ITSI to monitor mission-critical services. Topics include ITSI architecture, deployment planning, installation, service design and implementation, configuring entities, notable events, and developing glass tables and deep dives.

Course Topics

- ITSI architecture and deployment
- Installing ITSI
- Designing Services—discovery and best practices
- Implementing services and entities
- Configuring correlation searches and multi KPI alerts
- Managing aggregation policies and anomaly detection
- Troubleshooting and maintenance

Course Prerequisites

Splunk Fundamentals 1 & 2, Splunk Enterprise System *and* Data Administration

Recommended: Advanced Searching *and* Reporting, Advanced Dashboards and Visualizations

Note that this course includes topics for Using ITSI; attendees do not need to take the separate Using class.

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
- Describe reasons for using ITSI
- Examine the ITSI user interface

Module 2 – Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
- Configure glass tables

Module 3 – Managing Notable Events

- Define key notable events terms and their relationships
- Describe examples of multi-KPI alerts
- Describe the notable events workflow
- Work with notable events

Module 4 – Investigating Issues with Deep Dives

- Describe deep dive concepts and their relationships
- Use default deep dives
- Create and customize new custom deep dives
- Add and configure swim lanes
- Custom views
- Describe effective workflows for troubleshooting

Module 5 – Installing and Configuring ITSI

- List ITSI hardware recommendations

- Describe ITSI deployment options
- Identify ITSI components
- Describe the installation procedure
- Identify data input options for ITSI
- Add custom data to an ITSI deployment

Module 6 – Designing Services

- Given customer requirements, plan an ITSI implementation
- Identify site entities

Module 7 – Data Audit and Base Searches

- Use a data audit to identify service key performance indicators
- Design base searches

Module 8 – Implementing Services

- Use a service design to implement services in ITSI

Module 9 – Thresholds and Time Policies

- Create KPIs with static and adaptive thresholds
- Use time policies to define flexible thresholds

Module 10 – Entities and Dependencies

- Using entities in KPI searches
- Defining dependencies

Module 11 – Correlation and Multi KPI Searches

- Define new correlation searches
- Define multi KPI alerts
- Manage notable event storage

Module 12 – Aggregation Policies

- Create new aggregation policies
- Use smart mode

Module 13 – Anomaly Detection

- Enable anomaly detection
- Work with generated anomaly events

Module 14 – Access Control

- Configure user access control
- Create service level teams

Module 15 – Troubleshooting ITSI

- Backup and restore
- Maintenance mode
- Creating modules
- 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@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 to download your own free copy.

Splunk Inc.
250 Brannan
San Francisco, CA 94107
866.GET.SPLUNK
(866.438.7758)
sales@splunk.com
support@splunk.com