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

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Certification Tracks
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