Splunk ITSI Implementation Success

Accelerate the Time to Value of your Splunk Cloud IT Service Intelligence (ITSI) Deployment

Business Challenge

Organizations today are challenged to sift through the mountains of data at speed and scale to manage their business and help drive innovation. This requires a shift in focus from day-to-day operation of technology to a focus on leveraging the technology to enable desired busin ess outcomes. You need support from your key technology partners, with a deep understanding of your business objectives, to ensure that your critical initiatives quickly and measurably deliver the highest possible return on investment.
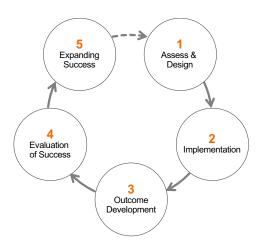
> The **Splunk IT Service Intelligence (ITSI) Implementation Success** offering provides implementation services to deploy the foundational aspects of ITSI. This offering is designed to include a comprehensive requirements gathering session which will define the Key Performance Indicators (KPIs) and services you wish to manage in your environment, matched with implementation to quickly realize a subset of your identified services. It includes a discovery session, data onboarding, service creation, entity definition, addition of KPIs and associated thresholds, and creation of glass tables to monitor your service monitored environment.

Drive your Success and Accelerate Return on Investment

These services are backed by Splunk experts, ensuring consistent and quality delivery, architecture, training and ongoing sustainment for Splunk in your enterprise.

Splunk Success Methodology

Leveraging the experience of thousands of Splunk deployments, the Splunk success methodology will quickly bring you to your desired outcomes.

Splunk Solution

The ITSI Implementation Success offering drives your success and accelerates return on investment and business value. ITSI Implementation Success partners with you to understand your business goals, jointly developing the list of services offered by your organizations. Together, we create a plan to realize the value of implementing those services into ITSI while working with you to configure a number of the services with associated KPIs you feel are the most important.

Three Sizes to Meet Your Needs

Every customer is different, so we have built three different sizes to provide flexibility to your needs. Each of our offerings includes the alignment of our experts and are surrounded by the support of our talented Delivery Managers.

Base Offering

Base is designed for customers with more internal resources dedicated to the Splunk project as well as an existing Splunk infrastructure. Internal Splunk Admins and Users will receive informal training from the Splunk Accredited Consultant and will complete tasks remaining after Splunk Professional Services finishes their work. Note: this offering is for existing Splunk installations only.

Standard Offering

For customers looking for more support during the initial installation but are confident that ongoing maintenance and optimization of Splunk will be handled well by internal resources, build upon the services offered in Base with our Standard offering.

Premium Offering

This is designed for customers who recognize the opportunity for additional business value beyond the set of initial use cases. With the Premium offering, additional services beyond Standard are included, such as ongoing architectural, workshop, and optimization assistance, plus staff augmentation to meet additional use case and outcome needs.

Options to Fit Your Needs

The Splunk ITSI Implementation Success offering comes in three sizes – Base, Standard, and Premium – to provide the capabilities that will optimize the implementation and time to value within your environment.

Comprehensive Requirements Gathering Session
Session designed to collect and document high level KPIs and associated Glass Tables to create a visual representation of the key services you provide.

Business Service Identification
Splunk will work the customer and responsible stakeholders to identify, collect, prioritize and document detailed business services, associated requirements, process workflows and associated KPIs.

Service Decomposition Example
Review the service decomposition approach and select an identified business service to quickly and effectively monitor; including KPIs, and data sources.

Data Validation
This step validates that the data required to measure your associated KPI's in Splunk, or we have a detailed plan of how to obtain this data.

Implementation Roadmap
Splunk Professional Services will work with you to determine the optimal approach for your IT Service Intelligence requirements.

Installation and Configuration of IT Service Intelligence Application
Splunk Professional Services will follow documented best practices for the installation and perform knowledge transfer on the process. Services will be selected by the customer from the list created in the Comprehensive Requirements Gathering Session to implement in their environment.

Executive Presentation - Next Steps
Splunk provides an executive presentation to outline our findings, rationalize our recommendations and illustrate a sequence of initiatives for customers to execute in order to quickly adopt Service Intelligence in your organization.

Reference documentation
All relevant information and documentation will be made available to you after the implementation is complete.

Project Oversight
Designed to achieve project objectives through a set of activities that start and end at certain points in time and produce quantifiable deliverables.

Value	Base	Standard	Premium
Duration	4 weeks	10 weeks	15 weeks
Project Kickoff Meeting	✓	✓	✓
Service Identification Session	✓	✓	✓
Service Decomposition Session	✓	✓	✓
ITSI Data Review Session	✓	✓	✓
Glass Table Blueprint Session	✓	✓	✓
Executive Presentation	✓	✓	✓
Install Splunk Enterprise	Existing Only	✓	✓
Install Technology Add-Ons (TAs)	1	3+	5+
Audit and Review Existing Splunk Environment	✓	✓	✓
Install ITSI	✓	✓	✓
Advanced Data Onboarding		✓	✓
Predictive and Adaptive Config Items			✓
Implementation Roadmap			✓

Targeted Customer Attributes

The Splunk Professional Services ITSI Implementation Success offering is designed for customers who have either already deployed a functional Splunk infrastructure or are looking to expand their Splunk footprint with a new instance.

This Professional Services offering is designed for customer with the following attributes:

- Customers wanting to implement a service centric data driven monitoring approach

- Customers who have already on-boarded operational data sources

- Customers who want to gain more insight into their operations without building custom dashboards

ITSI Implementation Success Offering Benefits

- **Expert Guidance for IT Service Intelligence:** Learn and understand the best practices and recommendations for getting the most out of your IT Service Intelligence investment

- **Faster innovation:** Leverage Splunk experts to accomplish more in less time.

- **Quicker Time to Value:** Use Splunk Professional Services to ensure the most expedient and efficient method to use the IT Service Intelligence solution.

- **Tailored metrics for your specific IT Operations processes:** Enable IT Operation to move effortlessly through the system based on your processes.

- **Your Investment produces quantified value**

- **Our joint relationship creates strategic alignment to realize maximum value**

Why Use Splunk Professional Services?

We are here to help customers to get the most out of their Splunk deployments. Our services are backed by Splunk experts, who provide consistent and quality service delivery, architecture guidance, training and ongoing support. Splunk Professional Services only exists to get customers to valuable outcomes with their machine data – faster than they could on their own.

Additionally, we will help you:

- Identify where Splunk Enterprise and Splunk ITSI can be leveraged to satisfy strategic and operational goals
- Align investments in IT operations with annual goals
- Prioritize your technology investments with a detailed roadmap
- Learn and understand the best practices and recommendations for getting the most out of your Splunk ITSI investment
- Innovate faster and leverage Splunk experts to accomplish more in less time
- Gain quicker time to value: ensure the most expedient and efficient method to use Splunk ITSI
- Quantify value of your investment
- Get strategic alignment to realize maximum value

For more information

Splunk for IT operations webpage:

https://www.splunk.com/en_us/solutions/solution-areas/it-operations-management.html

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