splunk>

Using IT Service Intelligence Lab Exercises

Welcome to the Using Splunk IT Service Intelligence class. In this class, you'll be working through lab exercises in the role of an IT systems analyst. There is one lab exercise or each module of the course. Your instructor will give you credentials to log on to your server to do your lab work

Your lab server is a cloud instance running on Amazon Web Services.

You will need a web browser to connect to the server's Splunk web interface.

Lab Typographical Convention

<your student ID#> indicates you should replace this with your student number. When you save your work, you will often be instructed to append your student number to the name of the saved item so the instructor can grade your work.

Lab Credentials

Your instructor will provide the information needed to fill in this table at the beginning of your first lab exercise. You will need this information to log on to the Splunk server running ITSI.

For lab exercises Using-1 through Using-4, you will share one server while working in "user" mode to learn how ITSI works.

Get the information from your instructor for the shared "DEMO" server and enter it here:

DEMO Server Address	
Splunk Analyst UID/PWD	**analyst**__ /

Lab Exercise Using-1: ITSI User Interface

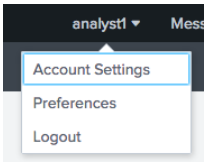
Description

In this exercise, you log in to a demo Service Intelligence server and explore its user interface.

Steps

Task 1: Log on and explore the Service Analyzer and related views.

1. Use your web browser to connect to your ITSI server as an ITSI analyst, using the connection and credential information provided by your instructor. Your Splunk user account is a member of the **itoa_analyst** role.
2. After you log in, you see the Service Analyzer because ITSI is the default app for your user account.



3. First, set up your user account: click your user name (**analyst*N*)** and select **Account Settings**. (This is used for grading your lab exercises, so you will receive credit for completing the course.)
4. Set the **Full Name** field to your student ID - first and last name.
   For example: 5 - Mary Roberts
5. Click **Save**.
6. Click the **splunk>enterprise** logo to return to the **Service Analyzer** page.

   In the Service Analyzer, note that three services are configured: Online Sales, Storefront Web Farm and Support Web Farm. You see all their KPIs, in descending level of alert severity: critical (if any) first, then high, etc.
7. Click the tree view icon to see the structure of the dependencies between services.
8. Click **Storefront Web Farm**. A side panel opens with details about its KPIs and Critical and High Episodes (if any).

   Notice the Storefront Web Farm circle is now outlined and centered in the tree diagram. At the right, notice that its KPIs are displayed.
9. Click **Open all in Deep Dive** to view the listed KPIs in a deep dive.

   A new browser tab opens. Mouse over the deep dives. You'll explore deep dives later.
10. Return to the **Service Analyzer** browser tab.

    Make sure the Support Web Farm pane is open on the right.
11. Look at the bottom right at Event Analytics pane ("**Critical and High Episodes**" is bold).
12. Click **View All** to view any critical and high episodes.

    A new browser tab opens an Alerts and Episodes view.
13. Click an episode from the list at the bottom to see more information and options.

    From here, you would click **Acknowledge** an Episode to take ownership and begin working it.

    DO NOT acknowledge any Episode at this time.

    Only admins can define services, but you can look at how they were defined.
14. In the tree diagram, by default, the selected service is centered. Click to zoom and center the entire tree.

15. In the KPIs list, click the KPI called **CPU Utilization: %**

    An additional panel opens displaying the entities associated with the KPI, which, in this case, are hosts.

16. Click the **Storage Free Space: %** KPI.

    Notice it contains the same hosts, but the severity levels for each are specific to this KPI.

17. Click **www1**.

    A new browser tab opens. The **Event Data Search** tab shows events associated with the entity. The **Analysis** tab shows metrics associated with the entity's Entity Type. The right side has the Entity Information pane which includes the Services and KPIs associated with the Entity. There may also be a table of any associated notable events.

18. To view specific information about how www1 is performing, from the *Entity Information* panel, click **OS Host Details**.

    You will explore **OS Host Details** more later.

    There are several tabs you can explore to see what information is available.

19. Close the two most recent browser tabs and return to the **Default Analyzer** browser tab.

Task 2: Filter Service Analyzer views and save new Service Analyzers.

20. Click **Save as…** to save this Service Analyzer, name it **All Services** and keep it private. In the Description field, indicate this saved analyzer is your backup and click **Create**.
21. Click **Service Analyzer > Analyzers**.

    Your new Service Analyzer is now listed.

22. Return to the **Default Analyzer**.

    Note that it has both a Save and Save as… button.

23. Use the Filter Services field to select only the Online Sales service.

    Note that now only the Online Sales service and its KPIs are displayed.

24. Click the Show service dependencies check box.

    Notice that the Service Analyzer expanded its display to also include any services on which Online Sales depends and all KPIs associated with those services.

25. Click **Save as…** and name your analyzer <your student ID#> - Online Sales and Dependencies, set Permissions to Shared in App and click Create.
26. Make other changes to your # - Online Sales and Dependencies service analyzer, such as altering the tile size, time range, maximum number of KPIs (settings ⚙), and selecting Tree view.
27. Click **Save** to make these changes permanent.
28. Use the Standard View link to toggle between standard and full screen view. (You may want to save some of your Service Analyzers in full screen because it is useful for operations center displays.)

Task 3: Examine potential issues based on severity by drilling down from KPIs to a filtered deep dive.

29. Display your analyzer in **Tile** view.
30. Hover over a KPI tile that is yellow or worse.

    Notice a checkmark appears in the tile's upper right corner.
31. Hover and click the checkmarks for any KPIs that are yellow or worse.
32. Click the **Drilldown to Deep Dive** link. A deep dive opens comprised only of lanes for the KPIs you selected. You can see the KPIs changing over time. You'll explore these in detail later.

Task 4: Predict a Service Health Score and explore potential root causes.

33. On the main ITSI menu, click **Alerts and Episodes**. View a few episodes in the table.
34. Click **Dashboards > Predictive Analytics**.
35. Click the **Service** dropdown menu and select **Online Sales**.
36. Under the **Model** dropdown menu, select **LinearRegression**.
37. Click **Cause Analysis**.

    Notice you can see the top 5 contributing KPIs and can open them in a Deep Dive for closer examination.

Optional Task: Examine the data underlying IT Service Intelligence

38. Select **Search.**

    A Splunk search window appears.
39. Click the **Data Summary** button. Examine the list of hosts, sources and sourcetypes to get an idea of the types of data being indexed. The www* web servers will be the main hosts you work with, along with the access_combined sourcetype, from the web server logs.
40. Run the following search for the **last 60 minutes**:

    index = itsi_summary

    This index stores KPI search results. Each of these events represents one KPI at a point in time, depending on the KPI schedule. There are also service health events for each service. Some of these KPIs are also broken out by entity. Examine some of the more relevant fields: alert_level, alert_severity, entity_title, and kpi.
41. Run the following search for the **last 60 minutes**:

    index = itsi_tracked_alerts

    This index stores notable events. Examine some of the relevant fields including source (the correlation search name), alert_level, alert_value, entity_title, kpi, owner, status and urgency.

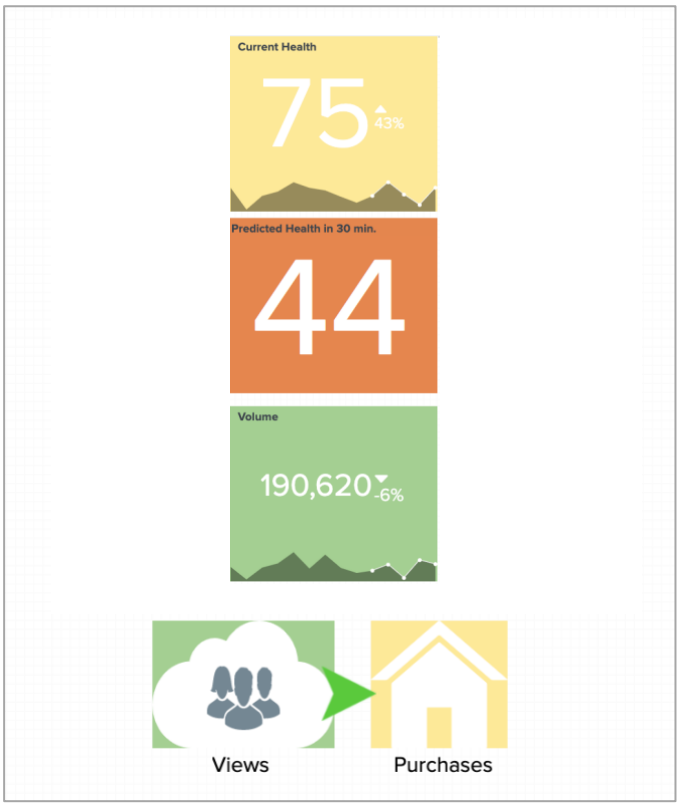
End of Lab Exercise Using-1

Lab Exercise Using-2: Implementing Glass Tables

Description

In this lab exercise, you'll create a glass table to visualize the status of the Online Sales service. The online sales operations team wants to see something like the image below. (This image shows *all* the tasks included in this lab exercise, including the optional tasks. If you choose not to do the optional tasks, some items below will not be present in your glass table).

Use Google Chrome to do Lab Exercise 2.



All of the graphics are available in the glass table editor icon set except the arrow.gif file for the optional exercise, which is provided by your instructor.

Glass Table Icon Title	KPI / Service Name(s) in ITSI	Notes
Current Health	Online Sales ServiceHealthScore	
Predicted Health in 30 min.	Ad hoc search	From Predictive Analytics Dashboard
Volume	Volume	Volume KPI
Views	Views	Views KPI
Purchases	Purchases	Purchases KPI

Task 1: Create glass table with widgets to monitor Online Sales.

1. In the ITSI menu bar, click **Glass Tables** and click **Create Glass Table**.
2. Name it **<your student ID#> - Online Sales**, click **Shared in App**, and click **Create**.
3. In the Actions column for your new glass table, click **Edit > Edit** to open it in edit view.
4. Click the Data icon and, at the right, click **Online Sales** > **ServiceHealthScore** then, on the canvas, select its widget, then click the Configuration icon.
    a. At the right, for Visualization Type, choose Single Value.
    b. For Title, enter **Current Health**.
    c. Under Major Value & Trend settings, set Unit Position to After, and Trend Display as Percent
    d. In the **Sparkline** section, select **Below**.
    e. Resize the widget until the entire title is visible.
    f. Under Coloring, set the Dynamic Elements to Background.
    g. Click the color swatch next to **Static Major Value**, and choose the white swatch.
5. Click the **Save** icon.
6. Click the Data icon and, at the right, click **Online Sales** > **Volume** then, on the canvas, select its widget and drag it to its correct location and resize it.
    a. Under **Visualization Options**, enter the Title as *Volume*
    b. Under **Major Value & Trend** settings, set **Unit Position** to **After**, and **Trend Display** as **Percent**
    c. In the **Sparkline** section, select **Below**.
    d. Select **Trend Display** as **Percent**.
    e. Under **Coloring**, set the **Dynamic Elements** to **Background**.
    f. Click the color swatch next to **Static Major Value**, and choose the white swatch.
7. Click the **Save** icon.

Task 2: Add a drilldown.

You can add a Drilldown to create navigation links to saved views, such as a service analyzer, dashboard, or deep dive.

8. Open a new ITSI browser tab.
9. Select **Service Analyzer > Default Analyzer** and click the Online Sales tile check box. Click the **Drilldown to Deep Dive** link at the upper right.
10. Copy the URL for the deep dive that opens and close the browser tab.
11. On your glass table canvas, click the **Current Health** widget and click **+ Add Drilldown** (scroll down to bottom of the Configuration panel).
12. From the **On Click** dropdown, select **Link to custom URL** and paste the URL you copied.
13. Select the **Open in new tab** check box and click **Save** (lower right).
14. Save the glass table.
15. At the upper right above the canvas, click the **View** button to preview your glass table to test the drilldown.
16. Click the large number in the **Current Health** widget. The deep dive opens in a new browser tab. Close that browser tab.

Task 3: Add icons and configure them to act as widgets.

17. Click **Edit**, then click  to add the icons: *home*, then *cloud*, then *group*.
18. On the canvas, click to select the group icon. At the right under Configuration and under **Coloring**, click the **Static Icon** box and select grey, then resize the icon so it will fit within the cloud icon.
19. Resize all the icons to match the existing widgets, as illustrated in the sample picture.

    You may have to move the layers to overlay the icons to match the example.
20. Drag each icon to its location and **Save** the glass table.
21. Click the cloud icon.
22. At the right under Data Configurations, click **+ Setup Primary Data Source > Online Sales > Views** and the background of the cloud changes color based on the KPI thresholds.
23. Click the home icon.
24. At the right under Data Configurations, click **+ Setup Primary Data Source > Online Sales > Purchases** and the background of the home changes color based on the KPI thresholds.
25. Add and position the text labels under the cloud and home widgets.

    Use the text button from the toolbar to create the words “Views” and “Purchases”, then move them under the appropriate graphics.
26. Save the glass table.

Task 4: Add a widget for an ad hoc search from the Predictive Analytics dashboard with a drilldown.

27. In a new browser tab, navigate to: **Dashboards > Predictive Analytics**
28. Click the **Service** dropdown and select **Online Sales**.
29. Under the **Model** dropdown, select **LinearRegression**.
30. Click the  icon.
31. Copy the search string and close the browser tab but leave the Predictive Analytics tab open.
32. Return to editing the glass table browser tab.
33. Click the Data icon  and, at the right, click **+ Create Ad hoc Search**.
34. For **Data Source Name**, type: **PredictedOnlineSalesHealth**
35. In the **Search** field, paste the search string and click **Save**.
36. After the name of the new search appears under + Create Ad hoc Search, click it.
37. On the canvas, click the new widget. In the **Title** field, type: **Predicted Health in 30 min**
38. Set the **Trend Display** and **Sparkline** to Off.
39. Under **Coloring**, set the **Dynamic Elements** to **Background**.
40. Click the color swatch next to **Static Major Value**, and choose the white swatch.
41. Save the glass table.
42. Return to the Predictive Analytics dashboard browser tab, and copy the URL of the browser tab and close the browser tab.
43. Return to the Glass Table editor tab. Select the **Predicted Health in 30 min** widget and click **+ Add Drilldown** at the lower right.
44. In the **On Click** dropdown menu, select **Link to custom URL** and paste the URL you copied.
45. Select the **Open in new tab** check box and click **Save**.
46. Move the **Predicted Health in 30 min** widget to its proper location.
47. Save the glass table.
48. Click **View** to preview your glass table to test the drilldown.
49. Click the **Predicted Health in 30 min** widget. The Predictive Analytics dashboard opens in a new browser tab. Close that browser tab.

(Optional) Task 1: Add an animation.

50. Edit your glass table and click the **Image** icon
51. In the Configuration panel, drag and drop (or browse to) the arrow.gif file to upload it to your glass table.
52. Be sure the **Preserve Aspect Ratio** button is *not* selected.
53. On the canvas, move the arrow to its correct location and resize it appropriately.
54. Save the glass table.

(Optional) Task 2: Examine the Source icon and consider customizations for future Glass Tables.

55. Click the **Source** icon and consult the documentation https://docs.splunk.com/Documentation/ITSI/latest/SI/Inputs
56. Consider how you might customize future glass tables by adding inputs and tokens.
57. When you're finished, click **Back**.

End of Lab Exercise Using-2

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Lab Exercise Using-3: Using and Customizing Deep Dives

Description

In this lab exercise, you'll use a deep dive to diagnose a problem, and also create a custom deep dive.

Scenario: **For our case study, you'll walk through the stages of investigating a web server outage. Our Storefront Web Farm service monitors the health of our web servers—www1, www2, and www3. In the sample data, one of these servers has begun to exhibit an issue, which you'll diagnose with ITSI.**

Task 1: Examine a potential problem by navigating from Service Analyzer to Deep Dive.

58. Navigate to the default service analyzer and filter to the Storefront Web Farm service. Examine the **Storefront Web Farm** KPIs. The **Storage Free Space** KPI tile should display an exclamation point (!).

    By default, you're seeing the **aggregate** for this KPI, which is measuring the storage space available on your Storefront Web Farm server's disk arrays.

59. In the service analyzer, select **KPI Value: Aggregate** and change it to **Maximum Severity**.

    Now the KPIs that are measuring individual entities will show the alert level for whichever entity has the worst alert level. Now you should see that storage free space is zero or very low.

60. Click the **Storage Free Space** KPI to open the service and KPI details panels, with the storage free space KPI selected. If prompted, leave the analyzer without saving.
61. In the service details panel, note that the **Storage Free Space** KPI is showing an elevated alert level, and on the KPI details panel, that one entity, **www2**, is in a high alert state. Something's going on with storage availability on this server.
62. From the service details panel, click **Open all in Deep Dive** to open the service's default deep dive in a new browser tab.

Task 2: Facilitate your investigation by creating a custom Deep Dive.

First, you will save your own personal deep dive so you can alter it without affecting other people.

63. From the Deep Dive browser tab, click **Save as**.
64. Name the deep dive **<your student ID#> - Server Info**, select **Shared in App**, and click **Create**.
65. Select the boxes to the left of the lanes for **CPU Utilization** and **Memory Free**, click the **Bulk Actions** dropdown menu, select **Delete**, and confirm it.
66. Change the time range to the **Last 4 hours** (under **Presets**) so you can examine the behavior in more detail.

    The alert level for the Storefront Web Farm became worse within the last hour or so. It's unclear from the deep dive which entity(s) is involved. Let's break out the information by server.

67. Click the ⚙ icon for the **Storage Free Space** lane and select **Lane Overlay Options**.
68. For Enable Overlays, click **Yes**. Under Selected Entities, make sure **www1, www2,** and **www3** are selected and that "static" is selected. Click **Save**.

69. Now the lane shows 3 trend lines for the 3 servers and the default trend line for all three, but it's not easy to see which line maps to each server.
70. Click anywhere within the graph of the **Storage Free Space** lane and select **Add Overlay as Lane +**.
71. Now each server has its own lane and you can see the point in time when **www2**'s storage space dropped to 0.
72. Click **Save**.

Task 3: Gather server information for an effective IT ticket by examining the OS Host Details dashboard for the web servers.

73. Click **Service Analyzer > Default Analyzer**.
74. Click the **Storefront Web Farm** tile and, at the right, click **Storage Free Space %**.
75. In the column even farther to the right, click **www2**.
76. At the right, under Modules, click **OS Host Details**.

    Another browser tab opens. This is the detailed diagnostic for the **www2** server.
77. Since this is a storage-related KPI, if not already selected, click the **Storage** tab.

    You can see all the important details for the server, including filesystems, device IO statistics, storage used, read/write operations, and latency. This information comes from OS logs for performance and system monitoring.

    Some panels at the bottom of the display may be blank, indicating there are no events to display. This tells you that the normal logging events are not being generated.
78. To confirm what Storage Free Space should look like, return to the **Service Analyzer** and repeat the previous steps for **www1**.
79. Switch back to your browser tab displaying the **www2** OS Host Details dashboard, and select the **Splunk Events** tab.

    This shows you all events related to this server. If you navigate through a few pages of the events, you should see some events from the **df** and **iostat** source types that show errors for devices and the RAID bus. You will investigate these in more detail.

Task 4: Examine the underlying events in your deep dive so you can close the ticket. Save the deep dive for use in the future.

80. Click **Deep Dives** and select your # **- Server Info** deep dive.

    You'll add a lane to examine the df and iostat source type errors.

81. Click **+ Add Lane** and select **Add Event Lane** from the dropdown menu and complete these fields:

    Title: Storage Error Events
    Event Search: index=main host=www* sourcetype=df OR sourcetype=iostat error

82. Click **Create Lane**.

    A new event lane is added. You should note darker colored event bars starting near where the **www2** storage failure occurred.

83. **Save** your deep dive.

84. In your new event lane, click one of the darker colored bars to open the events.

    You should see some error messages like "RAID BUS ERROR" and "ERROR device not found". You know now that the RAID bus failed at this time on this server.

    You could now submit an IT ticket using the server ID, failed device, time of failure. You could also keep this deep dive for the future for examining web server status, or ask your admin to create a Multi-KPI Alert.

Scenario: **In this scenario, you build a new Deep Dive and a view-to-purchase conversion rate metric lane.**

Task 5: Build a view-to-purchase rate over time metric lane.

85. From the Default Service Analyzer, select the check box on the Online Sales Service, then click **Drilldown to Deep Dive**.

86. Click **Save as** to create custom deep dive named **<your student ID#> - Conversion Rate Deep Dive** and **Shared in App**.

87. Click **Create**.

88. Delete all lanes **except** the Purchases and Views lanes.

89. Add and configure a **Metric** lane as follows:

    Title: Conversion Rate
    Graph Type: Column
    Graph Color: Green
    Lane Size: Medium
    Search Type: Ad hoc
    Search:

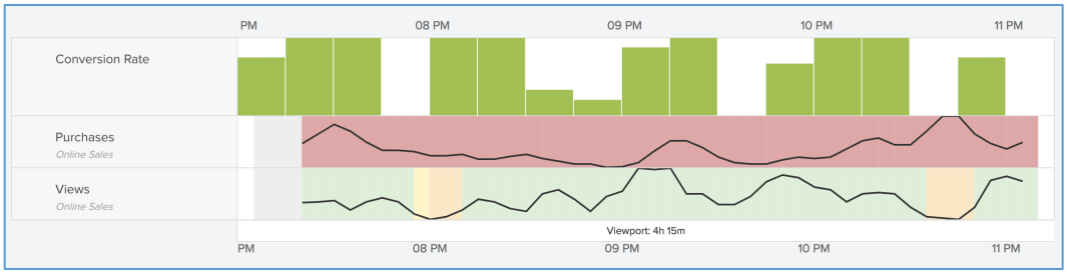
    ```
    sourcetype=access_combined (action=view OR action=purchase)
    | timechart span=15m count by action
    | eval rate = round(purchase / view * 100)
    | eval rate = if(rate > 100, 100 , rate) | fields - purchase,view
    ```

90. Click **Create Lane**.

91. Click and drag the **Conversion Rate** lane to the top. Make sure **State Thresholds** are enabled for the **Purchases** and **Views** lanes.

    Remember that thresholding is not supported for metric lanes.

92. For Time Range, select **Last 4 hours**. Your deep dive should look something like this:



93. Click **Save**.
94. Close all extra tabs.

End of Lab Exercise Using-3

Lab Exercise Using-4: Working with Episodes

Description

In this exercise, you'll use the Episode Review dashboard to examine and process issues.

Task 1: Examine episodes generated by your correlation searches and KPI alerts.

1. Navigate to **Alerts and Episodes**.

   You should see numerous episodes. If not, try refreshing the view.

   One episode should be for your Storefront Web Farm, stating that only 3 servers are currently running, and the rest should be warning about a low conversion rate for specific product codes. The conversion rate is the rate at which visitors to the online store are purchasing products. It is based on a comparison of the Purchases and Views KPIs. If there are significantly more views than purchases in a 15-minute period, this type of episode is generated.

   Notice the time selector menu, which defaults to Last 24 hours. You can use this to control the time period for the list of episodes. For instance, if you want to look at the episodes from yesterday, you could click the dropdown menu, click Presets and click Yesterday. For now, leave it set to Last 24 hours.

   By default, episodes are sorted in reverse chronological order and are color coded to indicate the severity of each episode. You can sort the episode display by Title, Owner, or other fields with the sort control on the left of the view above the list of episodes.

2. Next to the **Add Filter** dropdown menu, in the **search** field, type **Low Conversion** and you should now see only the Low Conversion Rate episodes. Expand the time range if necessary.

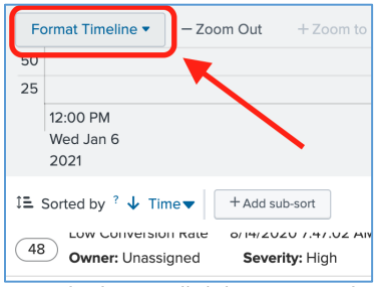
   If you need more space on the screen, you can click **Hide Dashboard** to see more episodes and hide the Timeline.

   These episodes are being generated by a multi-KPI alert called **Low Conversion Rate**. It looks for instances where the **Views** KPI severity is normal or low, but **Purchase** KPI severity levels are high or critical.

3. Click to display the **View Settings**. You can alter the display options, such as which columns to display, their order, and how to display the episode severity. The Viewing Option Prominent, for example, fills the entire row with the severity color rather than just the edge. Try out some of these settings, but make sure you leave **Episode View** set to **On**.

4. Click the **Format Timeline** control. (If you don't see the control, click **Show Dashboard** -if you've previously hidden it- and search the text on the page.)

   This control displays a timeline of all episodes in the current time period (defaults to 24 hours). You can use the zoom controls to locate specific episodes by time. Clicking on a timeline column filters the episodes to that unit of time and zooms to that unit. This view can be very useful to determine patterns of episode creation, such as every hour, or at a similar time each day, etc.



Task 2: Take ownership and create a custom view.

All class participants are working with the same set of episodes, so you'll each work with a different episode. Notice each episode description starts with **Product Code: N**. This is an arbitrary value added to the description in your lab environment to give you your own episodes to work. Note that new events are being added to the episodes every minute. This is artificially exaggerated in our lab environment, to make sure we have plenty of episodes to work with and so we can see the effects of changes quickly.

5. Make sure you have filtered to the **Low Conversion** episodes.
6. Locate an episode with a product code value matching your own student ID.

   For example, if you are assigned the user **analyst5**, in the Description column at the right, locate an episode associated with **Product Code: 5**.
7. Click the episode.

   A details panel appears on the right.
8. At the top of the details panel that just opened, click **Acknowledge**.

   This assigns the episode to you and changes its status to **In Progress**. You have now taken ownership of your episode, which is the first step in working the issue.

Task 3: Narrow your view using a filter to see only your episodes and save it.

Let's narrow your view to only your episode.

9. Select **Alerts and Episodes** to clear previously applied filters.
10. Select **Add Filter > Owner** and select your name.

    The list of episodes should now be filtered to the episode you acknowledged in the previous task. This could be a useful view—just the episodes you're working.
11. To save this filtered view, click **Save as**.
12. Name your view: **<your student ID#> - Episodes for <your_name>**
13. Leave the default permission set to **Private**.
14. Click **Create**.

    Your view name is now displayed at the top of the page.
15. Navigate to the default Service Analyzer and then back to **Alerts and Episodes**.

    Note that your saved view is still in effect. This view will now open for you each time you navigate to the Episode Review page, until you change to a different view. (Your most recently accessed view will be the default to appear when you click Episode Review from the ITSI menu.)
16. At the top left, to the left of the title, click **>** to view a dropdown menu from which you can select any other saved view. (The last view you selected or viewed will become default).

    You won't do this, but to delete a view quickly, click **>**, mouse over the view name, click ···, then click Delete View.

Task 4: Work the issue.

17. Click your acknowledged episode to display the episode details.

    Note the severity (High) and status (In Progress).

    You may see a warning that some events in the episode are outside the selected time range or you may not have permissions to view some events.

18. Click the **Activity** tab.

    Notice your actions are being automatically logged for later use.

19. Return to the **Impact** tab.

    The description at the top is generated by the correlation search. You also see the service tile (with a link to its deep dive) and service topology (with a link to tree view service analyzer details) and impacted entities and related tickets. There may be other drilldown options (which may exist as customizations at your site).

20. Click **Analyze in Deep Dive** to see the Online Sales' service health score.
21. Close the deep dive browser tab and return to the **Episode Review** page.
22. To add a comment, select the **Comments** tab, and type: **Investigating low purchase rate**
23. Click **Add comment**.
24. Select the **Events Timeline** tab.
25. In the **Sort for:** dropdown menu, click **Root cause analysis** and hover over the exclamation point icon.

    It looks like the first concern was that purchases were critical while views were normal.

26. Below Root cause analysis and under Event type, you see the "Indicator …" search. Click the link to that search to view the individual notables. From here you can edit columns or search for more detail. You can also access a similar view by clicking the All Events tab.
27. Maybe you'd like to see how a teammate's insight on these events compares to yours. Click the **Actions** dropdown menu, click **Share episode** and click the **Copy link** button to copy the url. Now you could send this view to your coworker.
28. Click **Common Fields** > **all_info**. Here you can examine the frequency of the events you were just viewing.
29. Scroll back up to the top of the page.

    Click **Dashboards > Event Analytics Audit**.
    The Event Analytics Audit dashboard opens, where you can explore data describing how Episodes are being worked.

Optional Task: View Similar Episodes to see how they were worked.

30. Start at the **Alerts and Episodes** browser tab, then select your assigned episode.
31. Click the **Similar Episodes** tab to see episodes similar to the one you've been working. (In this case, you'll see your classmates working on identical episodes.)
32. On this tab, you can adjust the time range and the types of similarities you prefer.

    Here you'd be able to see how similar episodes were worked, documented or resolved. In this case, you are seeing your classmates work on an identical episode.

End of Lab Exercise Using-4