

## **Splunk ITSI**

### **Pre-requisites: - Splunk Fundamentals 1 & 2**

#### **Day 1:**

##### **Module 1 - Deployment and Initial Configuration**

- Understand IT Service Intelligence licensing
- Describe factors affecting IT Service Intelligence performance
- Identify IT Service Intelligence components
- Configure IT Service Intelligence roles
- Configure IT Service Intelligence modules
- Describe IT Service Intelligence deployment options
- List IT Service Intelligence hardware recommendations
- Describe the installation procedure
- Understand IT Service Intelligence licensing
- Describe factors affecting IT Service Intelligence performance
- Identify IT Service Intelligence components
- Configure IT Service Intelligence roles
- Configure IT Service Intelligence modules

##### **Module 2 - Designing Services**

- Giving customer requirements, plan ITSI services
- Design service KPI properties, such as schedules, importance, and thresholds
- Identify entity-oriented KPIs
- Identify dependencies between services

##### **Module 3 - Data Audit and Base Searches**

- Analyze a data environment based on implementation requirements
- Identify necessary data sources for KPIs
- Plan data intake for IT Service Intelligence configuration

- Implement base searches to support service design

#### **Module 4 - Implementing Services**

- Use a service design to implement services in IT Service Intelligence
- Create KPIs using base searches
- Configure basic KPI settings for calculation and aggregation
- Configure KPI lag and backfill
- Set KPI importance
- Calculate service health score

#### **Day 2:**

#### **Module 5 - Thresholds and Time Policies**

- Configure KPI thresholds
- Use aggregate and entity-level thresholds
- Use static and adaptive thresholds
- Apply time policies to thresholds
- Create custom threshold templates

#### **Module 6 - Entities and Modules**

- Add KPIs to services and modules
- Identify good use cases for entities
- Define entities in services
- Use entities in KPI searches
- Use pseudo entities in KPI searches

#### **Module 7 - Templates and Dependencies**

- Define service template use cases
- Create service templates
- Create new services from templates
- Create dependencies between services

#### **Module 8 - Anomaly Detection and Predictive Analytics**

- Define anomaly detection capabilities
- Configure anomaly detection for KPIs
- Configure predictive analytics for services

### **Day 3:**

#### **Module 9 - Access Control**

- Identify ITSI roles and capabilities
- Describe service level roles and team ownership
- Modify ITSI menu options
- Control access to ITSI views

#### **Module 10 - Customization, Maintenance, Troubleshooting**

- Use backup and restore tools
- Install content packs
- Use maintenance mode for services and entities
- Use maintenance mode for services and entities
- Understand the ITSI REST interface
- ITSI troubleshooting

#### **Module 11 - Correlations Searches and Multi-KPI Alerts**

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

#### **Module 12 - Aggregation Policies**

- Define aggregation policy capabilities
- Modify the default aggregation policy
- Understand Smart Mode
- Create new aggregation policies
- Use aggregation policies to automate notable event response

### **Day 4:**

#### **Module 13 - Aggregation Policies**

- Create new aggregation policies
- Use smart mode

#### **Module 14 - Anomaly Detection and Predictive Analytics**

- Enable anomaly detection
- Work with generated anomaly events
- Use Predictive Analytics

#### **Module 15 - Access Control**

- Configure user access control
- Create service level teams

#### **Module 16 - Troubleshooting and Maintenance**

- Backup and restore
- Maintenance mode
- Using Content packs
- Troubleshooting