



## **Splunk IT Service Intelligence Training**

### **Introduction to ITSI**

- Identify what ITSI does
- Describe reasons for using ITSI
- Examine the ITSI user interface

### **Glass Tables**

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

### **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

### **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



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## 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

## Designing Services

Given customer requirements, plan an ITSI implementation  
Identify site entities

## Data Audit and Base Searches

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

## Implementing Services

Use a service design to implement services in ITSI

## Thresholds and Time Policies

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

## Entities and Dependencies

- Using entities in KPI searches
- Defining dependencies



# Mildain Solutions

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## **Correlations and Multi KPI searches**

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

## **Aggregation Policies**

- Create new aggregation policies
- Use smart mode

## **Anomaly Detection**

- Enable anomaly detection
- Work with generated anomaly events

## **Access Control**

- Configure user access control
- Create service level teams

## **Troubleshooting ITSI**

- Backup and restore
- Maintenance mode
- Creating modules
- Troubleshooting