

# Business Service Insights Hands-On Workshop

## Overview

Business Service Insights Hands-On is a series of instructor-led, hands-on activities in a fully functioning IT Service Intelligence (ITSI) and Splunk Enterprise lab environment. After a hands-on overview of the fundamental concepts of ITSI, attendees will have the opportunity to apply their learning in the lab environment to investigate, and get to the root cause of, a real-world incident impacting a critical business service. Attendees will then become more proactive by configuring alerts to detect similar incidents in the future. Once completed, attendees will leave with a strong understanding of ITSI's Service Monitoring capabilities and how this functionality can complement traditional Infrastructure Monitoring to provide Operations teams and Line-of-Business owners realtime, end-to-end visibility of the health of their critical business services, from both a technical and functional perspective.

## Business Service Insights

This workshop is led by Splunk Solutions Engineers, ITOA Specialists and IT Subject Matter Experts. The purpose of this workshop is to expose customers and prospects to IT Service Intelligence and its capabilities for Business Service Monitoring.

The workshop agenda is approximately 2.5 hours and includes:

- **Introduction to IT Service Intelligence (ITSI) Concepts and Terminology**
- **Introduction to Business Service Monitoring**
- **Navigating ITSI**
- **Investigation of a degraded Critical Business Service**
- **Configuring Alerting and Proactive Monitoring of Critical Business Services**

## Workshop Data

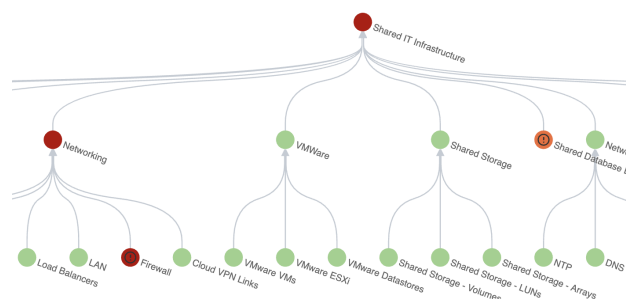
The workshop data is sourced from a demo environment using real-world data created by Splunk's Field Solutions team. The example service used in this workshop is SAP® and its dependencies, including common infrastructure services. Customers are encouraged to reflect on the critical business services specific to their company or organization throughout the workshop.

## Customers Who Will Benefit

The workshop is designed for IT Operations teams, including Tier 1 and Tier 2 Analysts. In addition, Line-of-Business Owners and Service Managers will also leave with a better understanding of how ITSI can help elevate monitoring to view business service health and detect business impacting outages.

The workshop has three goals:

1. Develop a foundational understanding of Business Service Insights and alignment of IT monitoring back to the business or mission.
2. Demonstrate the ability to investigate an incident and find root cause through advanced troubleshooting and correlation of both infrastructure and business data.
3. Provide a series of exercises that allow users to navigate through business service topologies, setup proactive monitoring of service degradation and get an understanding of how this could benefit their own environment.



## Benefits

- **Expert guidance from Splunk IT subject matter experts:** Learn from Splunkers who have years of experience, not only in Splunk but also in IT Operations.
- **Real World Data:** Based on real-world datasets that showcase common IT Operations episodes that teams likely encounter on a daily basis.
- **Hands-on Time:** Participants will have time during the workshop to interact with Splunk and the data set to gain a better understanding on how to answer IT questions using Splunk.

## Workshop Logistics

This workshop is hands-on and each user will need access to a modern web browser with internet connectivity. Splunk will provide a cloud environment where the Splunk software and data will reside.

## Splunk IT Strategists and Specialists

We are here to help customers 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.

Take your Splunk environment to the next level and achieve continual optimization, enhanced processes, and active collaboration. If you are interested in learning more about our workshops, please contact your Splunk Sales Representative.