

# BSI Hands-On Workshop Setup Guide for Partners

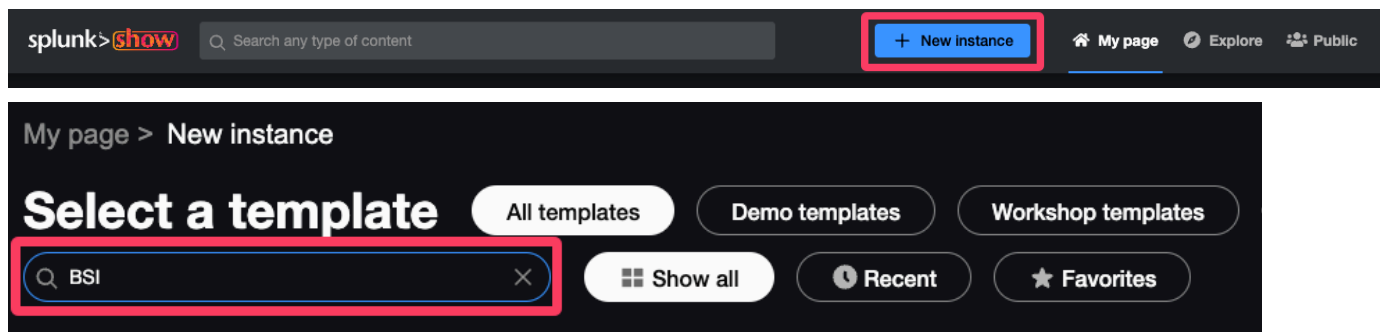
After setting up a test instance, please run through the workshop as per the enablement recording in the partner learning portal.

## General Setup Guidance

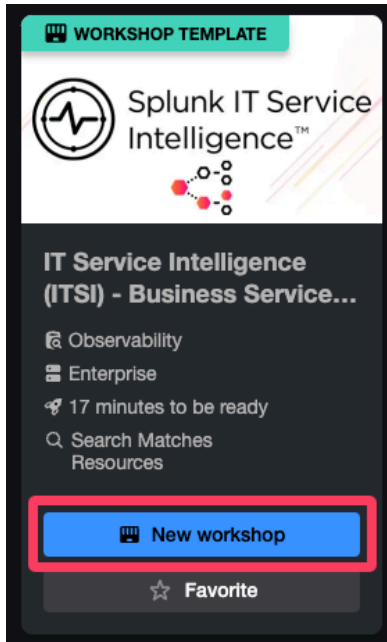
- We recommend using 1 server per ~30 attendees to ensure optimal user experience
- The demo runs on timed breaks of approximately **every 4 hours**.
- **The demo must be spun up 20-30 minutes prior to the start of the workshop.**  
Rationale:
  - Break Timings: “breaks” happen at the right time (**~45 minutes into the workshop**)
  - KPI BackFill: ensures services light up and avoid showing gray and/or appear broken,
  - Avoid Multiple Deep Dive Breaks
  - *Enables Real-time investigation*
- Consider leaving the workshop instances up for 24 hours after the workshop ends. This might allow customers the opportunity to complete any tasks and/or poke around
- Open the Workshop deck (see the partner learning portal course)

## Spin up Template in Splunk Show

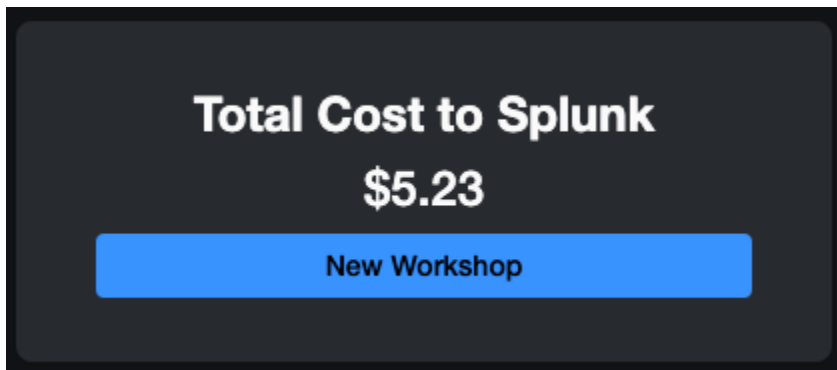
1. Log into Splunk Show at <https://show.splunk.com/> or navigate directly to the [workshop in Splunk Show](#) (and go to step 5)
2. Click on **+ New instance** and search for “BSI”:



3. Locate the “IT Service Intelligence (ITSI) - Business Service Insights (BSI) - Hands-on” template and click the **New workshop** button.



4. Complete the form and click the **New Workshop** button



5. For additional guidance on creating workshops in Splunk Show please see the For information related to how to configure the show template please see the [Splunk Show User Guide for Partners](#)

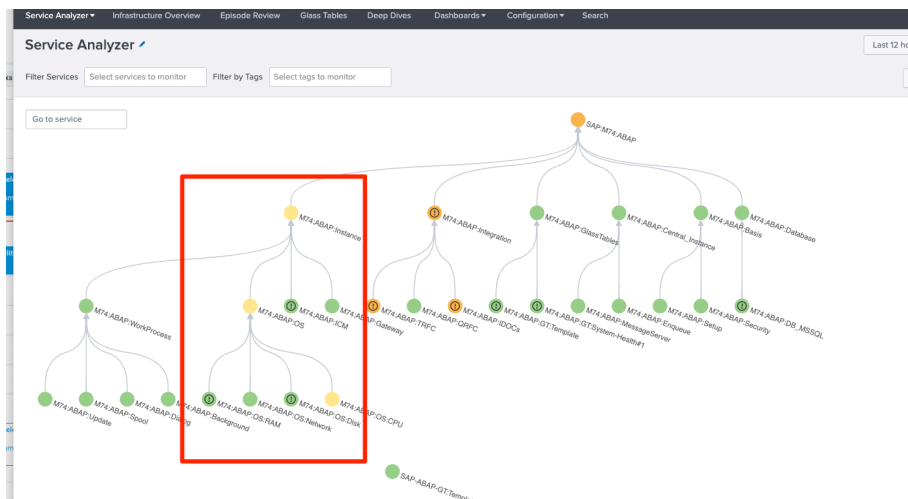
#### High-level Configuration recommendations:

- Name:
  - Add a customer specific suffix to the name  
Example: “ITSI BSI [CUSTOMER\_NAME]”
- Lifetime:  $\geq 40$  minutes before workshop starts and leave running 24hrs after the workshop ends (this allows customers to continue to work through any of the tasks)
- Use Case:
  - Testing/Familiarizing yourself with the Workshop: “**Training**”
  - Hosting the workshop with customers: “**Salesforce**” and enter the name of your customer (see [here](#) for guidance.)

- DNS prefix:
  - Customer or Event specific
- Workshop type:
  - Private Event
- Instances
  - Check “Set participants quantity manually (unused instances will be terminated 1 hour after the event start)”
  - Update “Estimated participants”

**BUG FIX Please review and perform if needed, shortly after spinning up the instance**

- Description:
  - [TMKT-193 ticket raised](#)
  - OS KPI's generating alerts and changing status indicator in service analyzer view for service "M74:ABAP:Instance→ M74:ABAP:OS"
  - ScreenShot:



- Impact:
  - OS KPI threshold violations are not part of the original talk track. Unhealthy KPI's may distract workshop users away from workshop referenced Service ("M74:ABAP:Integration")
- Fix/Work around:
  - Identify any/all KPI's defined against the "M74:ABAP:OS" service that are, or have been, unhealthy
    - i. The Service Analyzer will display an unhealthy in color or display an "i"
    - ii. Click the service analyzer then open the "Service Definition"
    - iii. Take note of the impacted KPI

**Service Analyzer**

Filter Services Select services to monitor Filter by Tags Select tags to monitor

Go to service

**1. For each, "i" or unhealthy indicator, Click**

**2. Click the Service Definition**

**take note**

3 KPIs	Open all in Deep Dive	Value
Critical	SAP-SI-OS-ST06-CPU:ContextSwitches	1404
Normal	SAP-SI-OS-ST06-CPU:AvgUtilization(All CPUs)	3 %
Normal	SAP-SI-OS-ST06-CPU:SingleUtilization	7 %

Critical and High Episodes View All

No episodes found.

1. Select the KPI
2. Choose "Set Custom Thresholds"
3. Disable "Enable Time Policies" and "Enable Adaptive Thresholding"
4. Click "Save"
5. Repeat steps 1-4 for each KPI
  - a. Once the KPI is re-evaluated the Service Analyzer should return to a healthy state

**M74:ABAP:OS:CPU**

SAP Instance OS level CPU template=20201206, app=ServiceIntelligenceForSAP, appVersion=1.3.5

Entities KPIs Service Dependencies Settings Predictive Analytics

KPIs Clone New

**1. Select the KPI**

SAP-SI-OS-ST06-CPU:ContextSwitches

**2. Select Custom Thresholds**

Use Thresholding Template Select a thresholding te...  
☒ Set Custom Thresholds

Enable Time Policies? ☐ Enable Adaptive Thresholding? ☐

Aggregate Thresholds Per-Entity Thresholds

Enable KPI Alerting? ☐

**3. Disable "Enable Time Policies" and "Enable Adaptive Thresholding"**

Aggregate Threshold Values

+ Add Threshold View data from last 60 minutes

Base Severity Normal

**4. Click Save and repeat as needed**

Save