

# Splunk IT Operations Analytics

The **Splunk IT Service Discovery Workshop** offering provides analysis and design services to define the components needed to properly configure IT to achieve your objectives. This offering is designed to be a comprehensive requirements-gathering activity which will define the services and associated Key Performance Indicators (KPIs) that you wish to manage and monitor in your environment. It includes service decomposition sessions, data design and validation, implementation roadmap and an executive presentation to readback findings.

## Drive your Success and Accelerate Your ITSI Project

These services are backed by Splunk experts, ensuring consistent and quality delivery, architecture, training and ongoing sustainment for Splunk in your enterprise.

## Business Challenge

IT organizations today are challenged to sift through the mountains of data at speed and scale, to manage their business and help drive innovation. This requires a shift in focus from day-to-day operation of technology to a focus on leveraging the technology to enable desired business outcomes. You need support from your key technology partners, with a deep understanding of your business objectives, to ensure that your critical initiatives quickly and measurably deliver the highest possible return on investment.

## Splunk Solution

The IT Service Discovery offering is designed to drive your realization and accelerate return on investment and business value. The IT Service Discovery offering partners with you to understand your business goals, jointly develops the list of Services offered by your organizations and together create a plan to realize the value of implementing those Services into IT.

## Offer Details

- **Service Identification:** Splunk will work with the customer and responsible stakeholders to identify a top-level business process or IT service to model. Additionally, clear goals, measurable objectives, value pillars and success criteria are agreed upon for the solution. This provides the anchor for the requirements gathering and service decomposition sessions to follow.
- **Service Decomposition:** Service decomposition sessions are conducted to decompose the agreed upon top level service from the service identification activity. This includes identifying and documenting requirements for service KPIs, visualizations (Glass Tables), diagnostics (Service Analyzers and Deep Dives) and event analytics (Notable Events).
- **Data Design and Validation:** This step validates that the data required to measure your associated KPI's in Splunk, or we have a detailed plan of how to obtain this data.
- **Implementation Roadmap:** Splunk Professional Services will work with you to determine the optimal approach for your IT Service Intelligence requirements and implementation plan.
- **Executive Presentation – Next Steps:** Splunk provides an executive or stakeholder presentation to outline our findings, rationalize our recommendations and illustrate a sequence of initiatives for customers to execute in order to quickly adopt Service Intelligence in your organization.
- **Reference documentation:** All relevant information and documentation will be made available to you after the implementation is complete.
- **Project Oversight:** Designed to achieve project objectives through a set of activities that start and end at certain points in time and produce quantifiable deliverables.
- **Duration:** 2 weeks

## Target Customer Attributes

The Splunk Professional Services IT Service Discovery offering is designed for customers with the following attributes:

- Customers wanting to implement a service centric data driven monitoring approach
- Customers who have already on-boarded operational data sources
- Customers who want to gain more insight into their operations without building custom dashboards

## Splunk Professional Services

Our services are backed by Splunk Accredited Consultants, Solutions Architects, and Delivery Managers. They leverage Splunk best practices and experience from thousands of Splunk deployments.

We only exist to get customers to valuable outcomes with their machine data – faster than they could on their own.

## ITSI Service Mapping Offering Benefits

- **Expert Guidance for IT Service Intelligence:** Learn and understand the best practices and recommendations for getting the most out of your IT Service Intelligence investment
- **Faster innovation:** Leverage Splunk experts to accomplish more in less time.
- **Quicker Time to Value:** Use Splunk Professional Services to ensure the most expedient and efficient method to use the IT Service Intelligence solution.
- **Tailored metrics for your specific IT Operations processes:** Enable IT Operation to move effortlessly through the system based on your processes.
- **Your Business forms a road map for solution maturity, adoption and exploitation**
- **Your Investment produces quantified value**
- **Our joint relationship creates strategic alignment to realize maximum value**

**Free Online Sandbox.** Get access to a free, personal environment provisioned in the cloud where you can immediately try and experience the power of Splunk IT Service Intelligence. After the initial trial period, or any time before then, you can convert to an Enterprise license by [contacting sales](#).