

# Implementing Splunk IT Service Intelligence 4.19

## Course Summary:

This 18-hour course (over 4 days) is designed for administrator users who will implement Splunk IT Service Intelligence for analysts to use.

## Course Duration:

18 Hours (4 Days)

## Prerequisites:

To be successful, students must have completed these Splunk Education courses or have equivalent working knowledge:

- Splunk Enterprise System Administration AND
- Splunk Enterprise Data Administration

OR this course

- Splunk Cloud Administration

## Course Outlines:

### Module 1 – Key Concepts

- Basic ITSI User Interface
- Key App Organizational Concepts
- Useful Add-ons and Apps
- Install ITSI Support Software
- Identify Add-on and App Dependencies

### Module 2 – About Entities and Types

- Entity basics
- Entity Type basics
- Explore existing types
- Edit and create Entity Types

### Module 3 – Creating and Importing Entities

- Manually creating entities
- Importing entities by search
- Entity management and retirement policies
- Delete or retire entities
- Monitoring entities

### Module 4 – Service Plan

- Understanding service health scores
- Defining service dependencies
- Finding and using data for a service
- Compile a service plan

## **Module 5 – Key Performance Indicator Design**

- Understanding KPIs
- KPI criteria and sources
- Defining KPI thresholds
- Designing a service's KPIs

## **Module 6 – KPI Base Searches**

- Analyze a data environment
- Identify entity-oriented KPIs
- Creating Base Searches
- Understanding and using pseudo entities

## **Module 7 – Implementing Services**

- Creating the ITSI service from the plan
- Create KPIs using base searches
- Configure KPI lag and backfill
- Set KPI importance
- Calculate service health score

## **Module 8 – Service Templates**

- About Service Templates
- Create a template from a service
- Create a service from a template
- Create dependencies between services

## **Module 9 – Service Sandbox**

- Understanding the Service Sandbox
- Creating a file for Sandbox import
- Import a Service Sandbox
- Create dependencies between services
- Perform a Service Health Score simulation

## **Module 10 – Using Thresholds and Time Policies**

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

## **Module 11 – Machine Learning and AI in ITSI**

- Understanding ML/AI-assisted threshold types and algorithms
- Configure adaptive thresholds
- Configure AI Recommended thresholds
- Create a custom adaptive threshold template

## **Module 12 – Predictive Analytics**

- Define predictive analytics
- Train a predictive model
- Configure predictive analytics for services
- Configure alerting for predicted Service Health Scores

### **Module 13 – Anomaly Detection**

- Understanding anomaly detection
- Configure anomaly detection for KPIs
- Alerts for Deep Dives and Notable Event Episodes

### **Module 14 – Multi-KPI Alerts and Correlation Searches**

- Define Multi-KPI alerts
- Create Multi-KPI alerts
- Understanding Correlation Searches
- Describing existing Correlation Searches
- Defining a Correlation Search

### **Module 15 – Notable Event Aggregation Policies**

- Define aggregation policy capabilities
- Modify the default aggregation policy
- Create a custom aggregation policy
- Describe Action Rules
- Understand third-party integrations

### **About Splunk Education:**

- Administrators