

Using Splunk IT Service Intelligence 4.20

OEM: Splunk

COURSE DESCRIPTION

This 6-hour instructor-led course is designed for analyst users who want to use Splunk IT Service Intelligence to manage, analyze, and optimize their IT services. This course is also available as a self-paced eLearning with labs with an estimate duration of 4 hours to fit your learning style and schedule. Those who will implement Splunk IT Service Intelligence on behalf of analysts, or will implement Splunk IT Service Intelligence Cloud, please enroll in Implementing Splunk IT Service Intelligence 4.20 instead.

AUDIENCE PROFILE

- Users/Analysts

PREREQUISITES

To be successful, students must have completed these Splunk Education course(s) or have equivalent working knowledge:

- Intro to Splunk

Optionally:

- Using Fields
- Visualizations
- Working with Time
- Introduction to Dashboards

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- This section doesn't contain any content.

COURSE OUTLINE

Module 1: Monitoring Services with Service Analyzer

- Define key service intelligence concepts
- Describe IT Service Intelligence user roles

- Examine the IT Service Intelligence user interface
- Monitor Services with Service Analyzer

Module 2: Monitoring Entities with Infrastructure Overview

- Describe what entities are
- Monitor entity info overviews with Dashboards
- Monitor entities metrics with the Analytics pane
- Discover what events the entity is generating

Module 3: Visualizing Services with Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
- Top bar controls
- Configuration bar
- Visualization types
- Source
- Configure glass tables

Module 4: 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 lanes
- Customize lane views
- Describe effective workflows for troubleshooting

Module 5: Managing Episodes

- Define key episode terms and their relationships
- Describe the episodes workflow
- Work with episodes
- Impact tab
- Timeline tab
- Similar Episodes tab
- Common fields
- Bi-directional ticketing
- Reference links