Implementing Splunk IT Service Intelligence 4.19

OEM: Splunk

COURSE DESCRIPTION

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

AUDIENCE PROFILE

- This section doesn't contain any content.

PREREQUISITES

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

- Splunk Enterprise System Administration AND
- Splunk Enterprise Data Administration

OR this course

- Splunk Cloud Administration

COURSE OBJECTIVES

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

- This section doesn't contain any content.

COURSE OUTLINE

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