



Implementing ITSI 2.0

This 13.5 hour course prepares consultants to install and configure Splunk's app for IT Service Intelligence (ITSI). Students will learn to use ITSI to monitor mission-critical services. Topics include ITSI architecture, deployment planning, installation, service design and implementation, configuring entities, notable events, and developing glass tables and deep dives.

Course Topics

- Overview of ITSI features
- ITSI architecture and deployment
- Installing ITSI
- Designing and implementing services and entities
- Configuring correlation searches and notable events
- Creating deep dive pages
- Creating glass tables
- ITSI troubleshooting

Course Prerequisites

Using Splunk, Creating Knowledge Objects, Searching and Reporting, Administering Splunk.

Class Format

Instructor-led lecture with labs. Delivered via virtual classroom or at your site.

Course Objectives

Module 1 – Introducing ITSI

- Define key service intelligence concepts
- Identify ITSI features
- Explain the role of the common information model in ITSI
- Examine the ITSI user interface

Module 2 – Installing and Configuring ITSI

- List ITSI hardware recommendations
- Describe ITSI deployment options
- Identify ITSI components
- Describe the installation procedure
- Identify data input options for ITSI
- Add custom data to an ITSI deployment

Module 3 – Designing Services

- Given customer requirements, plan an ITSI implementation
- Use a data audit to identify service key performance indicators
- Identify site entities

Module 4 – Implementing Services

- Use a service design to implement services in ITSI
- Create KPIs with static and adaptive thresholds
- Use time policies to define flexible thresholds
- Use anomaly detection

Module 5 – Glass Tables

- Design glass tables to display important service status
- Use the glass table editor to create and edit glass tables
- Use KPIs and ad-hoc searches on glass tables
- Add glass table drilldown options

Module 6 – Notable Events

- Describe notable event workflow
- Configure notable event options
- Define new correlation searches
- Define multi KPI alerts
- Manage notable event storage

Module 7 – Deep Dives

- Customize new deep dive displays
- Add additional swim lanes to deep dives
- Configure swim lane options

Module 8 – Entities

- Entity best practices
- Defining service entities
- Using entities in KPI searches

Module 9 – Troubleshooting ITSI

- Backup and restore
- Upgrading ITSI
- Under the hood

About Splunk Education

Splunk classes are designed for specific roles such as Splunk Administrator, Developer, User, Knowledge Manager, or Architect.

Certification Tracks

Our certification tracks provide comprehensive education for Splunk customer and partner personnel according to their areas of responsibility.

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To contact us, email education_AMER@splunk.com

About Splunk

Splunk is software that indexes, manages and enables you to search data from any application, server or network device in real time.

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