Arrow ECS Finland Oy - Education Services

TRAINING OFFERING

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Using Splunk IT Service Intelligence 4.9

CODE:	LENGTH:	PRICE:
SPL_USISI	8 Hours (1 day)	€500.00

Description

This one-day course is designed for analyst users who want to use Splunk IT Service Intelligence to manage, analyze, and optimize their IT services. Those who will implement Splunk IT Service Intelligence, please enroll in Implementing Splunk IT Service Intelligence instead.

Objectives

- IT Service Intelligence Cloud features and user interface
- Creating Glass Tables
- Investigating with Deep Dives
- Managing Episodes of Notable Event

Prerequisites

To be successful, students should have a solid understanding of the following courses:

- Splunk Fundamentals 1

Or the following single-subject courses:

- What is Splunk
- Intro to Splunk
- Using Fields
- Scheduling Reports and Alerts
- Visualizations
- Leveraging Lookups and Sub-searches
- Search Under the Hood
- Introduction to Knowledge Objects
- Enriching Data with Lookups
- Introduction to Dashboards

Programme

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 – Visualizing Services with Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
    - Planning
    - Views
    - Edit mode
        - Top bar controls
        - Configuration bar
        - Visualization types
        - Source
    - Configure glass tables
        - Drilldowns
        - Services KPIs
        - Ad-hoc searches, including predictive
        - Service swapping

Module 3 – Investigating Issues with Deep Dives

- Describe deep dive concepts and their relationships
    - Default
    - Custom
    - Lanes
- Use default deep dives

- Create and customize new custom deep dives
- Add and configure lanes
    - Metric lane
    - KPI lane
    - Event lane
- Customize lane views
    - Bulk actions
    - State and level thresholds
    - Graph rendering
    - Entity and anomaly overlays
    - Overlays as lanes
    - View modules
- Describe effective workflows for troubleshooting

Module 4 – Managing Episodes

- Define key episode terms and their relationships
    - Multi-KPI alerts
    - Notable events
    - Notable event groups (Episodes)
    - How multi KPI alerts generate notable events
- Describe the episodes workflow
    - Take ownership
    - Change status as needed
    - Comment as needed
- Work with episodes
    - Episode review
    - Update an episode

- Investigate details
    - Impact tab
    - Timeline tab
    - Similar Episodes tab
    - Common fields
- Add comments
- Search
- Take action
    - Bi-directional ticketing
    - Reference links
- Integrations
- Views and Filters
- Permissions

Session Dates

Aikataulutamme kiinnostuksen mukaan. Ota yhteyttä

Additional Information

This training is also available as onsite training. Please contact us to find out more.