

# Implementing Splunk IT Service Intelligence (ISITSI)

**ID** ISITSI **Price** 2,000.— €(excl. tax) **Duration** 18 hours

## Course Overview

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

**This course may be delivered in 4.5-hour sessions over four days, or may be delivered more swiftly.**

## Who should attend

Administrators

## This course is part of the following Certifications

Splunk IT Service Intelligence Certified Admin (SITSICA)

## Prerequisites

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

- [Splunk Enterprise System Administration \(SESA\)](#)
- [Splunk Enterprise Data Administration \(SEDA\)](#)

Or,

- [Splunk Enterprise Cluster Administration \(SCLA\)](#)

## Detailed 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 integration

# About Fast Lane



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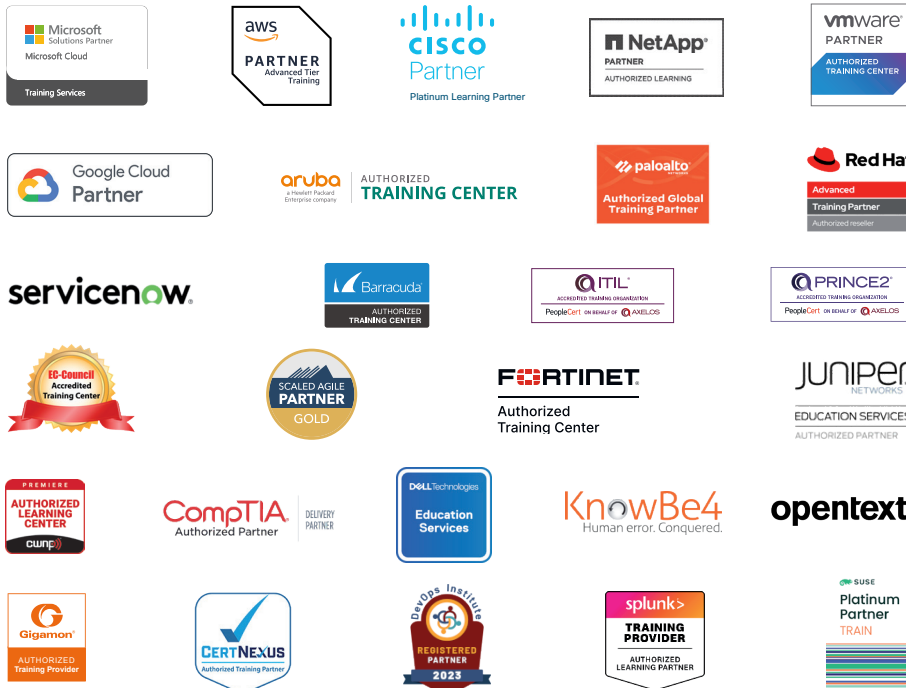
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