

## Implementing Splunk IT Service Intelligence 4.11

- **Module 1 - Deployment and Initial Configuration**
  - Understand IT Service Intelligence licensing
  - Describe factors affecting IT Service Intelligence performance
  - Identify IT Service Intelligence components
  - Configure IT Service Intelligence roles
  - Configure IT Service Intelligence modules
  - Describe IT Service Intelligence deployment options
  - List IT Service Intelligence hardware recommendations
  - Describe the installation procedure
  - Understand IT Service Intelligence licensing
  - Describe factors affecting IT Service Intelligence performance
  - Identify IT Service Intelligence components
  - Configure IT Service Intelligence roles
  - Configure IT Service Intelligence modules
- **Module 2 - Designing Services**
  - Giving customer requirements, plan ITSI services
  - Design service KPI properties, such as schedules, importance, and thresholds
  - Identify entity-oriented KPIs
  - Identify dependencies between services
- **Module 3 - Data Audit and Base Searches**
  - Analyze a data environment based on implementation requirements
  - Identify necessary data sources for KPIs
  - Plan data intake for IT Service Intelligence configuration
  - Implement base searches to support service design
- **Module 4 - Implementing Services**
  - Use a service design to implement services in IT Service Intelligence
  - Create KPIs using base searches
  - Configure basic KPI settings for calculation and aggregation
  - Configure KPI lag and backfill
  - Set KPI importance

- Calculate service health score
- **Module 5 - Thresholds and Time Policies**
  - Configure KPI thresholds
  - Use aggregate and entity-level thresholds
  - Use static and adaptive thresholds
  - Apply time policies to thresholds
  - Create custom threshold templates
- **Module 6 - Entities and Modules**
  - Add KPIs to services from modules
  - Identify good use cases for entities
  - Define entities in services
  - Use entities in KPI searches
  - Use pseudo entities in KPI searches
- **Module 7 - Templates and Dependencies**
  - Define service template use cases
  - Create service templates
  - Create new services from templates
  - Create dependencies between services
- **Module 8 - Anomaly Detection and Predictive Analytics**
  - Define anomaly detection capabilities
  - Configure anomaly detection for KPIs
  - Configure predictive analytics for services
- **Module 9 - Access Control**
  - Identify ITSI roles and capabilities
  - Describe service level roles and team ownership
  - Modify ITSI menu options
  - Control access to ITSI views
- **Module 10 - Customization, Maintenance, Troubleshooting**
  - Use backup and restore tools
  - Install content packs
  - Use maintenance mode for services and entities
  - Understand the ITSI REST interface

- ITSI troubleshooting
- **Module 11 - Correlation Searches and Multi-KPI Alerts**
  - Define new correlation searches
  - Define Multi-KPI alerts
  - Manage notable event storage
- **Module 12 - Aggregation Policies**
  - Define aggregation policy capabilities
  - Modify the default aggregation policy
  - Understand Smart Mode
  - Create new aggregation policies
  - Use aggregation policies to automate notable event response