KOENIG SOLUTIONS · COURSE OUTLINE

SPLUNK-ITSI

Learn to deploy, configure and manage Splunk IT Service Intelligence to monitor services, detect anomalies and investigate incidents.

15
MODULES

45
TOPICS

COURSE OVERVIEW

This course covers the IT Service Intelligence (ITSI) interface, glass tables and notable event management, followed by investigating issues through deep dives. It then addresses installing and configuring ITSI, designing and implementing services using data audits and base searches, and setting thresholds, time policies, entities and dependencies. Later modules cover correlation and multi-KPI searches, aggregation policies, anomaly detection, access control, and troubleshooting ITSI including backup, restore and maintenance mode.

WHO THIS COURSE IS FOR

- **ITSI Administrators**
- **Service Designers**
- **IT Operations Engineers**
- **Splunk Administrators**
- **Monitoring Engineers**

LEARNING OBJECTIVES

- Identify what ITSI does and why organisations use it
- Design and configure glass tables for service visualisation
- Describe the notable events workflow and multi-KPI alerts
- Investigate issues using default and custom deep dives
- Describe ITSI deployment options, components and installation procedure
- Plan an ITSI implementation from customer requirements
- Create KPIs with static, adaptive thresholds and time policies
- Configure aggregation policies, anomaly detection and access control

COURSE SYLLABUS

15 Modules, 45 Topics

01

Introducing ITSI

TOPICS

Identify what ITSI does · Describe reasons for using ITSI · Examine the ITSI user interface

02

Glass Tables

TOPICS

Describe glass tables · Use glass tables · Design glass tables · Configure glass tables

03

Managing Notable Events

TOPICS

- Define key notable events terms and their relationships
- Describe examples of multi-KPI alerts
- Describe the notable events workflow
- Work with notable events

04

Investigating Issues with Deep Dives

TOPICS

- Describe deep dive concepts and their relationships
- Use default deep dives
- Create and customize new custom deep dives
- Add and configure swim lanes
- Custom views
- Describe effective workflows for troubleshooting

05

Installing and Configuring ITSI

TOPICS

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

06

Designing Services

TOPICS

- Given customer requirements, plan an ITSI implementation
- Identify site entities

07

Data Audit and Base Searches

TOPICS

- Use a data audit to identify service key performance indicators
- Design base searches

08

Implementing Services

TOPICS

- Use a service design to implement services in ITSI

09

Thresholds and Time Policies

TOPICS

- Create KPIs with static and adaptive thresholds
- Use time policies to define flexible thresholds

10

Entities and Dependencies

TOPICS

Using entities in KPI searches · Defining dependencies

11

Correlation and Multi KPI Searches

TOPICS

Define new correlation searches · Define multi KPI alerts · Manage notable event storage

12

Aggregation Policies

TOPICS

Create new aggregation policies · Use smart mode

13

Anomaly Detection

TOPICS

Enable anomaly detection · Work with generated anomaly events

14

Access Control

TOPICS

Configure user access control · Create service level teams

15

Troubleshooting ITSI

TOPICS

Backup and restore · Maintenance mode · Creating modules · Troubleshooting

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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