Using Splunk IT Service Intelligence

Category: AI, Data & Analytics | **Vendor:** Splunk

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This 6-hour 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 on behalf of analysts, or will implement Splunk IT Service Intelligence Cloud, please enroll in Implementing Splunk IT Service Intelligence instead.

About This Course

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Who Should Attend

Users/Analysts.

Prerequisites & Entry Requirements

General Prerequisites:

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

- Intro to Splunk

Optionally:

- Using Fields (SUF)
- Visualizations
- Working with Time (WWT)
- Introduction to Dashboards (ITD)

Detailed Course Outline

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 – Monitoring Entities with Infrastructure Overview

- Describe what entities are
- Monitor entity info overviews with Dashboards
- Monitor entities metrics with the Analytics pane
- Discover what events the entity is generating

Module 3 – Visualizing Services with Glass Tables

- Describe glass tables
- Use glass tables
- Design glass tables
- Top bar controls
- Configuration bar
- Visualization types
- Source
- Configure glass tables

Module 4 – Investigating Issues with Deep Dives

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

Module 5 – Managing Episodes

- Define key episode terms and their relationships
- Describe the episodes workflow
- Work with episodes
- Impact tab
- Timeline tab
- Similar Episodes tab
- Common fields
- Bi-directional ticketing
- Reference links

Frequently Asked Questions

Q: What delivery options are available for Using Splunk IT Service Intelligence?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Using Splunk IT Service Intelligence course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Using Splunk IT Service Intelligence training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Using Splunk IT Service Intelligence?

Yes, we provide corporate training, dedicated training, and closed classes for Using Splunk IT Service Intelligence. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Using Splunk IT Service Intelligence, IT Analyst (IT Service Intelligence), USISI

Q: Why choose Nexus Human for Using Splunk IT Service Intelligence?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Using Splunk IT Service Intelligence training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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