Implementing Splunk IT Service Intelligence

Category: Infrastructure & IT Operations | **Vendor:** Splunk

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

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.

About This Course

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Who Should Attend

Administrators

Prerequisites & Entry Requirements

General 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

Frequently Asked Questions

Q: What delivery options are available for Implementing 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 3-day Implementing Splunk IT Service Intelligence course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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

Yes, we provide corporate training, dedicated training, and closed classes for Implementing 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: Implementing Splunk IT Service Intelligence, IT Administrator (IT Service Intelligence) On-Prem, ISITSI

Q: Why choose Nexus Human for Implementing 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 Implementing 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

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)

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