

Observability Assigned Expert Services Datasheet

Make us an extension of your business. Obtain an Expert. Reap the rewards.

Observability Challenges

- Reduce risks
- Compliance
- Monitor and detect anomalies
- End-to-end visibility
- Cost, feasibility and scale
- Improve operational performance
- Improve development quality

Observability Program Facets

Splunk can assist you with technical adoption and use of Splunk Observability products for a variety of Ops and Dev business use cases:

Business Use Cases	Benefits
Infrastructure Monitoring	Discrete monitoring of individual & shared infrastructure technologies, such as hosts, containers, Kubernetes clusters and cloud hosted infrastructure
Investigation and Troubleshooting	Investigate efficiently to determine underlying issues and appropriate remediation
Incident Management	Proactive management of incidents from basic alerting through automated response
Application Monitoring	End to end full fidelity visibility of application data providing software development lifecycle feedback
Digital Experience Monitoring	Various aspects of monitoring front end applications, performance, and experience of real users
Capacity / Cost Management	Visualization, monitoring, alerting of application and infrastructure capacity to plan resource utilization and optimize cost savings
Administration	Administration of the associated platforms, users, settings, and Infrastructure as Code configurations

Offering Benefit

- Accelerate Solution Time-to-Value
- Optimize Your Solution for Cost Savings
- Discover New Capabilities
- Utilize Open Telemetry Standards & Features
- Leverage Best Practices to Improve Mean Time to Resolution

Delivery Process

Our delivery framework starts with understanding your business goals, requirements, and environment and aligns a set of planned technical activities and prescriptive product-focused roadmaps with the objective to guide successful outcomes.



Observability Assigned Expert

- Splunk Observability accredited specialist
- Product feature & capability expertise
- Technical advisory; product solutioning

Bringing value to you organization:

- A product specialist with an advisory focus on the capabilities and features of the Splunk Observability Suite.
- Knowledgeable in Splunk features, functions, and operations.
- Skilled technical expert for planning, implementation, and optimization of business and technical use cases.

Technical Ability

An Observability AE is knowledgeable across Splunk Observability product suite specializing in Infrastructure Monitoring (“IM”), Application Performance Monitoring (“APM”), Log Observer, Real User Monitoring (“RUM”), Splunk Synthetics, and On-call. Product knowledge to strengthen observability initiatives spanning multiple business verticals and use cases.

Common Observability Questions

- What observability use cases does my data provide?
- What observability capabilities do I have with Splunk?
- Do I have adequate data coverage to observe?
- Do I have visibility across my operational technologies?

Tailored Technical Guidance

An assigned expert works regularly with your team, learning your environment to provide guidance tailored to address your organizational goals and business objectives. They can assist with tactical issues like troubleshooting and configuration, or focus on more strategic issues like architecture, design, and integration. One of an AE’s primary goals is to verify that you understand not just the outcome and direction, but the why behind it.

Infrastructure Monitoring and APM

Specialist Activities	Best Practices
<ul style="list-style-type: none"> • Architecture and Use Case Value Review and Planning • Best Practice/Standards Documentation Oversight • Finding/Visualizing Metrics • Manual Instrumentation • Open Telemetry Zero Configuration Auto Instrumentation • SLO Definition & Usage • Use Case Development assistance • Usage and Performance Review • Review and Troubleshoot Ongoing Challenges 	<ul style="list-style-type: none"> • Charts • Dashboards • Data Correlation • Detectors & alerts • Histograms • Kubernetes Monitoring • Navigating / Troubleshooting with O11Y APM • O11Y Metrics Metadata • Using Rollups

AE Availability

AEs proactively share technical knowledge through strategic and operational planning sessions, and deliver services aligned to their expertise in accordance with the terms and conditions, as outlined below. Splunk may revise and update these services from time to time without notice.

Direct access to the applicable AE shall be made through regularly scheduled remote sessions, on-site visits, or ad hoc remote requests with best effort response within 48 hours.

AE access is limited to local business hours in the region where the resource is located unless otherwise agreed upon.

Product Focus

Observability AE service spans a broad range of activities to enable the adoption of features and functionality across the Splunk Observability suite with a focus of driving business goals and objectives. Activities commonly include the following items.

Getting data in & Platform

Specialist Activities	
<ul style="list-style-type: none"> • Advanced Searching • Advanced SignalFlow Usage • Automation Using the REST API • Configuration of Detectors • Data Onboarding - Metrics, Traces, and Spans • Managing Data Pipelines 	<ul style="list-style-type: none"> • OTEL Agent & Gateway Configuration • SSO / Unified Identity • Teams • Terraform Provider • Utilize Related Content (Metrics/Traces/Logs)

Log Observer

Specialist Activities	Best Practices
<ul style="list-style-type: none"> • Log Observer Integration Planning • Installation Assistance • Review and Troubleshoot Log Context and Errors 	<ul style="list-style-type: none"> • Log Correlation with Metrics and Traces • Log Observer usage • Search-time Field Extraction

Real User Monitoring (RUM)

Specialist Activities	Best Practices
<ul style="list-style-type: none"> • RUM Integration Planning with APM • Alert Configuration Guidance • Analyze Front-end Performance • Instrument Application • Mobile Configuration Guidance • Use Cases and Navigating Components 	<ul style="list-style-type: none"> • Alerts • URL Normalization • Custom Event

Splunk Synthetics

Specialist Activities
<ul style="list-style-type: none"> • How to Onboard Data and Integrate • Alert / Reporting / KPI Best Practices • Browser Element selection • Javascript actions • Private locations architectures • Monitoring of Synthetics usage and private locations

On-Call

Specialist Activities
<ul style="list-style-type: none"> • Incident Response Best Practices • How to Integrate with Alerts and Applications • Guidance Importing Users/Teams • Rules Engine Configuration Guidance

Resilience, let's build it together

Splunk Customer Success offers end-to-end success capabilities for each step of your resilience journey to accelerate time to value, optimize your solutions and discover new capabilities. We offer professional services, education and training, success management and technical support, surrounding you with the expertise, guidance and self-service success resources needed to drive the right outcomes for your business. For more information contact your Splunk account team or email us at sales@splunk.com.

Terms and Conditions

Assigned Expert Services ("AES") are annual subscriptions unless expressly agreed otherwise, and consumption of such subscription can be used only for items specifically listed in this Datasheet, and not for any other purpose. AES annual subscription is available in two levels of dedication depending on the scale and complexity of the Customer. AES includes Customer shared direct access to AES for up to an average of eight (8) hours per week for "quarter time" or sixteen (16) hours per week for "half time" which is the level of dedication purchased. The annual subscription only entitles Customer to two (2) Onsite services selections.

Splunk's ability to deliver these Services is dependent upon the Customer's full and timely cooperation with Splunk, as well as the accuracy and completeness of any information and data the Customer provides to Splunk. Depending on the complexity of Customer's requirements, additional Splunk implementation services may be necessary at additional cost. Splunk reserves the right to make such determination. There are no refunds or credits for any subscription days not used. SPLUNK MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DATASHEET. All of the AES engagements are governed by the Configuration and Implementation Services Agreement ("C&I Services Agreement") [http://www.splunk.com/en_us/legal/professional-services-agreement.html] except for the payment, refund and credit terms identified above shall control for the AES. In this Datasheet all mentions of "Customer" shall refer to the party in the applicable C&I Services Agreement or services agreement with Splunk. All references to SOWs in the C&I Services Agreement mean this Datasheet. However, the agreement noted above does not apply to the extent there is a separate, mutually signed agreement for or includes Professional Services.

Dedication Level and Availability:

AES annual subscription is available in two levels of dedication depending on the scale and complexity of the Customer. AES includes Customer shared direct access to AES for up to an average of eight (8) hours per week for "quarter time" or sixteen (16) hours per week for "half time" which is the level of dedication purchased. The annual subscription only entitles Customer to two (2) onsite services selections.

AEs proactively shares technical knowledge through strategic and operational planning sessions and deliver services aligned to their expertise, in accordance with the terms and conditions, as outlined above. Splunk may revise and update these services from time to time without notice. AEs assists multiple customers during local business hours. Direct access to the applicable AE shall be made through regularly scheduled remote sessions, on-site visits, or ad hoc remote requests with best effort response within 48 hours. AEs access is limited to local business hours 8:00 am to 5:00 pm Monday through Friday in the region where the AE is located unless otherwise agreed upon. AE access is not available during local holidays, weekends, and planned time off. For any immediate requests while the AE is out of the office during a normal working day, Customer may open an [OnDemand Services](#) request if they are entitled.

Availability of non-English assistance is based on Splunk resource availability and may not be available in all regions.