TruSTAR Intelligence Management Support Information

Working with Support

Interim Statement

We are providing this guidance for our TruSTAR Intelligence Management support offering as we work through fully integrating our Support environments. Our goal is to provide our customers the best possible experience as we work through this period. This information is subject to change as we further integrate with our broader systems. Please note that the information provided on the Splunk Support Programs **page** does not currently apply to our TruSTAR Intelligence Management products. Should any TruSTAR Intelligence Management support cases be opened during this interim period in the Splunk Support portal, we will redirect them to the appropriate team.

Technical Support for TruSTAR Intelligence Management

Support Service Level Definitions.

(1) "Support Request Priority" specifies the priority of the support ticket based on the severity of the issue. The severity of each request will be determined by the Splunk support analyst based on the information provided by the Customer in the request.
(2) "Targeted Response Times" means the time in which Splunk targets to provide a response from a Splunk support analyst. The time to resolve any specific ticket will depend on the issue, and estimates will be provided on a case by case basis.
(3) "Example of Support Issues" is meant to provide examples of scenarios in which a ticket would be classified according to the stated Support Request Priority.

Support Request Priority	Targeted Response Time	Example of Support Issues
P1 Critical/Blocker	Splunk will respond to P1 tickets within 4 hrs	System is down/not able to function
P2 Serious/Limiting	Splunk will respond to P2 tickets within 24 hrs	Specific feeds or integrations are failing
P3 Minor Bug Frustration	Splunk will respond to P3 tickets within 48 hrs	Formatting issues and visual glitched with UI

Contact Information

Open a Support Ticket in the **Splunk Intelligence Management Help Center**

Support is offered during business hours from Monday-Friday 9:00-5:00 pm CST,
excluding Public and Splunk holidays