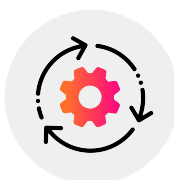# OnDemand Services Catalog – Observability Cloud, Infrastructure Monitoring, Application Performance Monitoring, Log Observer

Services. What you need. When you need it.

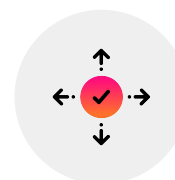## Services Available at Every Stage of Your Splunk Journey

Plan	Implement	Use/Adopt	Optimize/Scale

Tasks: Observability Cloud, Infrastructure Monitoring (IM), APM, Log Observer (LO)

All Products: *(Page 2)* ● Use Case Advisory Discussion ● Architecture Diagram Creation Assistance ● Blockchain: Advisory Session **APM/IM/Cloud:** *(Page 3)* ● Cloud Migration Assessment	**APM/IM/Cloud:** *(Page 3)* ● Post Implementation Review ● OTel Collector Configuration Guidance **Log Observer:** *(Pages 3-4)* ● FluentD Configuration ● Log Processing Rule Configuration ● Metricization Rule Configuration ● Infinite Logging Configuration	**PM/IM/Cloud:** *(Pages 4-5)* ● Simple Detector Creation Assistance ● Advanced Detector Creation Assistance ● Assist with Building a Simple Dashboard or Charts ● Assist with Building an Advanced Dashboard or Charts **Cloud:** *(Page 5)* ● Getting Started with Splunk Observability Cloud **IM:** *(Pages 5-6)* ● Getting Started with Splunk Infrastructure Monitoring ● Assist with Exporting Data ● Assist with a Supported Cloud Integration ● Assist with a Supported Library Configuration ● Assist with the Configuration of prometheus-exporter **APM:** *(Pages 6-7)* ● Custom Span Tags Creation Assistance ● Assist with Auto-instrumentation	**APM/IM/Cloud:** *(Page 7)* ● Usage Assessment ● Dashboard Administration Assistance ● Chart or Dashboard Optimization ● Detector Optimization

Services above do not address your specific need or question?

Leverage Ask an DevOps Expert (General Consultative Service)

Additional OnDemand Splunk Product Catalogs:

- Splunk Core - Enterprise, Splunk Cloud
- Enterprise Security (ES), User Behavior Analytics (UBA)
- SOAR, Mission Control
- Splunk Intelligence Management
- Splunk IT Service Intelligence (ITSI)
- Splunk Synthetics
- On-Call

General Consultation & Planning Tasks

Product(s)	Task Name	Task Descriptions	Credits
All Products	Ask a DevOps Expert	Consultative session to answer adoption and Splunk best practices questions related to Splunk Observability Cloud, Infrastructure Monitoring, APM, or Log Observer • Assist Customer with Splunk best practices approach to adoption	5
All Products	Use Case Advisory Discussion	Review of an Observability use case roadmap executed with the Splunk Customer Success Manager ("CSM")" or Sales team to determine key technical requirements, identify current progress, and outline next steps. This may include: • Reviewing a previously executed Prescriptive Value Path (PVP) session and discussing technical next steps, such as requirements and architectures, identifying integrations, discussing Customer specific use case content, and recommended tuning This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, APM, or Log Observer.	5
All Products	Architecture Diagram Creation Assistance	Assist in creating an Architecture Diagram illustrating Customer's Splunk Infrastructure Monitoring and/or Splunk APM implementation • This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, APM, or Log Observer	5
APM / IM / Cloud	Blockchain: Advisory Session	Consultative session to answer questions related to blockchain / Distributed Ledger Technology (DLT) monitoring and analytics using Splunk Observability Cloud. This service may include: • Identifying new blockchain related use case(s) and discussing requirements, data sources, and underlying architecture changes required • Review of completed implementations to determine key technical requirements, identify current progress, and/or outline next steps • Review agent configurations for receiving data from the blockchain cluster	5

Product(s)	Task Name	Task Descriptions	Credits
APM / IM / Cloud	Cloud Migration Assessment	Assessment of Customer's current environment to identify requirements to facilitate a migration to Splunk Infrastructure Monitoring from Splunk Enterprise metrics. This service may include: • Review and assess Traces and Metrics pipeline to Splunk Splunk Infrastructure Monitoring • Determine required infrastructure changes • Establish estimated timelines for migration effort • Advise on Cloud Transformation Splunk best practices Out of Scope: • Detailed inspection of custom Metrics pipeline • Detailed user inspection, including custom user configuration vetting • Migration of content or historical data Assumptions: • Customer has access to current Splunk Enterprise environment including provision access to cloud provider • Customer has knowledge of networking and firewall related infrastructure Customer Required Information: • Current Splunk architecture diagram • Current Splunk specs	10

Implementation Tasks

Product(s)	Task Name	Task Descriptions	Credits
APM / IM / Cloud	Post Implementation Review	Review of an existing, previously implemented Splunk environment and provide performance feedback and recommendations. This service may include: • Review and provide best practice recommendations • Provide recommendations for use case required Integrations, Smart Agent and OTel configurations created by Customer This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM.	10
APM / IM / Cloud	Otel Collector Configuration Guidance	Provides Customer guidance through the configuration of OTel Collector. Customer may elect receipt of guidance on one (1) of the following topics: • Configuration for receiving data from Smart Agents • Docker Container or binary installation • Configuration for receiving APM data directly • Configuration of OTel Collector Internal Prometheus Metrics • Configuration for sending data to Splunk Enterprise Cloud This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM. Out of Scope: • Splunk does not implement the use case on behalf of the Customer	5
Log Observer	Fluentd Configuration	Assist Customer with configuration of one (1) new log source with Fluentd to feed the Splunk OpenTelemtry Collector Fluentd Configuration may include: • Line Breaking • Time Stamping • Tagging	5

Implementation Tasks continue on following page

Product(s)	Task Name	Task Descriptions	Credits
Log Observer	Log Processing Rule Configuration	Assist Customer with configuration of the following items: • Field Redaction - Mask data including personally identifiable information • Field Extraction - JSON, regex, and event time extraction • Field Copy/Data Association - Defining new relationships between fields to power related content suggestions • Field Categorization - Add context to range of values The number of items that can be configured will depend on the complexity of each item and the time available	2
Log Observer	Metricization Rule Configuration	Configure one (1) metric time series from logs ingested to Log Observer. Additional field extraction may be required. Assumption: • Required log data should be configured for ingestion to Log Observer	2
Log Observer	Infinite Logging Configuration	Configure archival of Log Observer data to an AWS S3 Bucket Assumption: • A suitable AWS account and credentials should be available to configure S3 data archival	5

Use/Adopt Tasks

Product(s)	Task Name	Task Descriptions	Credits
APM / IM / Cloud	Simple Detector Creation Assistance	Assist with creation of a single ("1") Detector per Customer use case. This service may include: • Configuration of alert notifications per customer requirements for Detectors with alerting conditions limited to Static Thresholding only This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM. Out of scope: • Use cases that require build using Builder Mode or require the use of Advanced SignalFlow Assumptions: • Customer has access to current environment including provision access to cloud provider • This task requires metrics and traces for new detectors must already be ingested	2
APM / IM / Cloud	Advanced Detector Creation Assistance	Assist with creation of a single ("1") alert to notify Customer when a threshold has been met or exceeded. This service may include: • Configuration of alert notifications per Customer requirements for Detectors This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM. Assumptions: • Analysis of required Metrics and Traces for new Detectors must already be ingested	5

Product(s)	Task Name	Task Descriptions	Credits
APM / IM / Cloud	Assist with Building a Simple Dashboard or Charts	Assist with creation of a single Chart to provide Customer a visual representation of the data. This service may include: • Using Chart Builder and Metrics Finder • Configuring advanced display settings • Creation of a single (1") Dashboard or up to three (3) Charts This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM. Out of Scope: • Multiple Dimensions • Use cases that require build using Builder Mode or require the use of Advanced SignalFlow Assumptions: • Analysis of required Metrics and Traces for new Dashboards or Charts must already be ingested	5
APM / IM / Cloud	Assist with Building an Advanced Dashboard or Charts	Assist Customer in building dashboards. This service may include guidance for creating up a single ("1") Dashboard or creation of up to three (3) Charts including complex use cases that cannot be built using builder mode and require using Advanced SignalFlow. This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM. Out of Scope: • Use cases that require build using Builder Mode or require the use of SignalFlow Assumption: • Analysis of required Metrics and Traces for new Dashboards or Charts must already be ingested Customer Required Information • Detailed description of chart and dashboard requirements	10
Cloud	Getting Started with Splunk Observability Cloud	Conduct a consultative session to work with Customer to get up and running with the Splunk Observability Suite. The session may include the following topics: • Splunk OTel Collector installation and configuration • Metric data source review • Application instrumentation review • Log data source review • Example customer specific dashboard configuration • Example customer specific detector and alert configuration • Assist Customer with Splunk best practices approach to adoption	10

IM	Getting Started with Splunk Infrastructure Monitoring	Conduct a consultative session to work with Customer to get up and running with Splunk Infrastructure Monitoring. This may include:
		• Implementation & configuration of one (1) of the following data sources:
		  - Implementation and configuration of Smart Agent / OTel Collector to enable auto-discovery and dynamic configuration of host metrics
		  - Supported Cloud Provider Account configuration for metrics ingestion
		  - Metrics ingest from a 3rd party metrics platform to Splunk IM - i.e. Prometheus
		• Metrics Dashboard walkthrough for ingested data
			10

Use/Adopt Tasks continue on following page

Product(s)	Task Name	Task Descriptions	Credits
IM	Assist with Exporting Data	Assist with use cases where the customer needs to extract data from Splunk Infrastructure Monitoring to generate reports or send a subset of data to another mutually agreed upon tool/product. This service may include: • Writing a script using supported Client Libraries to either extract or stream data from Splunk Infrastructure Monitoring using SignalFlow • SignalFlow Streaming analytics service REST integrations • Splunk Infrastructure Monitoring Add-on configuration This task covers Observability solutions, limited to Splunk Infrastructure Monitoring	5
IM	Assist with a Supported Cloud Integration	Assist with customizing the configuration of Metrics using one (1) of Splunk Infrastructure Monitoring supported Cloud Integrations, which may include: • AWS • Google Cloud Platform • Microsoft Azure • Jira Assumptions: • Customer provides system resources to configure the Cloud Integration. • Customer provides access to configure web services in order to share data with Splunk.	5
IM	Assist with a Supported Library Configuration	Assist with customizing the configuration of Metrics using one (1) of Splunk Infrastructure Monitoring supported libraries, which may include one (1) of the following: • Python • Nodejs • Java • Ruby	10
IM	Assist with the Configuration of prometheusexporter	Assist Customer with the configuration of the Smart Agent prometheus-exporter monitor to scrape metrics from an existing prometheus-exporter already configured by the Customer. This task covers Observability solutions, limited to Splunk Infrastructure Monitoring Assumptions: • An existing prometheus-exporter is already configured by the Customer	5
APM	Custom Span Tags Creation Assistance	Assist with the creation of up to five (5) Custom Span Tags to address one (1) of the following: • Query and filter Traces or • Provide additional information for each operation when inspecting the Spans of a Trace during troubleshooting This task covers Observability solutions, limited to Splunk APM Assumptions: • Customer has access to current environment including provision access to cloud provider • Customer has knowledge of networking and firewall related infrastructure	5

Use/Adopt Tasks continue on following page

Product(s)	Task Name	Task Descriptions	Credits
APM	Assist with Automatic Instrumentation	Assist with auto-instrumentation of an application using one (1) of the Splunk APM supported libraries, which may include one (1) of the following: • Java, using the JVM Agent for Tracing • Python, using the Tracing Library for Python and optional execution wrapper • Ruby, using the Tracing Library for Ruby • Node.js, using the Tracing Library for JavaScript • Golang (auto-instrumentation currently in beta), using the Go tracing library • PHP (auto-instrumentation currently in beta), using the Tracing Library for PHP • .NET Core and .NET Framework, using the Tracing Library for .NET	10

Optimize/Scale Tasks

Product(s)	Task Name	Task Descriptions	Credits
APM / IM / Cloud	Dashboard Administration Assistance	Assist Customer with the administration of existing dashboards, which may include: • Mirroring a Dashboard • Saving, sharing, and managing permissions • Assist with creation of up to five (5) dashboards This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM.	2
APM / IM / Cloud	Usage Assessment	Advise on the usage of the platform, including throttling and limits. This service may include: • Comparing usage from one period to another period • Understanding high and low usage patterns This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM.	2
APM / IM / Cloud	Chart or Dashboard Optimization	Advise on dashboard best practices and troubleshoot one (1) existing dashboard. This service may include: • Advise on Splunk best practices for dashboard filters and layouts • Assist with troubleshooting and tuning existing charts or dashboards This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM.	5
APM / IM / Cloud	Detector Optimization	Advise on Detector Splunk best practices and troubleshoot existing Detectors. This service may include: • Review up to five (5) Defectors post incident • Assist with optimization based on insights gained This task covers Observability solutions, limited to Splunk Observability Cloud, Infrastructure Monitoring, or APM.	5

Splunk-Led Tasks

The tasks outlined in the section below are not accessible for customers to initiate directly. They can only be opened by a Splunk employee. If you would like to learn more about these tasks, please reach out to your Splunk account team.

Category	Task Name	Task Descriptions	Credits
Use / Adopt	Technical Use Case Actions	Guidance with technical use case implementation. OnDemand, Splunk employee, and Customer will agree to the technical use case implementation scope based on the credits allocated in the request and may include consultative planning sessions or assistance with use case development topics, such as onboarding priority data sources, forwarder, technical add-on, and product feature configurations, integrations, building searches and dashboards. This task is not available to open in the OnDemand portal and can only be opened by a Splunk employee. During the working session, Splunk OnDemand Consultant may gain access to your environment to execute specific work to accelerate the completion of a task. Customer will provide verbal consent and access to Splunk, constituting agreement between Splunk and Customer for such access.	10, 20, or 30
Use / Adopt	Admin Assistance	Guidance with admin technical onboarding & readiness. OnDemand, Splunk employee, and Customer will agree to the technical onboarding & readiness scope based on the credits allocated in the request and may include consultative planning sessions or assistance with topics, such as data onboarding, data management, search best practices, user management, forwarder management, managing apps, Monitoring Console/Cloud Monitoring console, clustering, security and encryption. This task is not available to open in the OnDemand portal and can only be opened by a Splunk employee. During the working session, Splunk OnDemand Consultant may gain access to your environment to execute specific work to accelerate the completion of a task. Customer will provide verbal consent and access to Splunk, constituting agreement between Splunk and Customer for such access.	10, 20, or 30

Terms and Conditions

All OnDemand Services are annual subscriptions unless agreed otherwise. OnDemand Service Credits ("Credits") can only be used for items specifically listed in this Service Catalog and not for any other purpose. The number of Credits corresponding to the service items you request will be deducted from your total Credits purchased. Credits are made available on a quarterly basis and are only available for use during the corresponding quarter (Credits expire at the end of the quarter and any unused quarterly Credits do not carry forward, and there are no refunds for Credits not used). Quarters are based on calendar quarters (starting January 1, April 1, July 1, October 1 respectively). When an annual subscription starts during a calendar quarter, Credits available during the first and last partial quarters will be prorated accordingly.

The number of Credits listed for a service item establishes the number of hours of service we will perform for such service item, as follows: Two (2) Credits provides service for up to (2) hours; Five (5) Credits provides service for up to (4) hours; Ten (10) Credits provides service for up to (8) hours; Twenty (20) Credits provides service for up to (16) hours; and Thirty (30) Credits provides service for up to (24) hours. However, if the work required for an item takes longer than the aforementioned designations, Splunk reserves the right to require the use of additional Credits, and Splunk reserves the right to make such determination.

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