Getting help with InfraMon

Training

Splunk offers a number of EDU training courses to help you get up to speed on how to make the most of your deployment. Completion of these courses to some effect is an essential building block to success. If you'd like to explore education options here, please get in touch with us via this contact form or get in touch with your account manager.

<table>
<thead>
<tr>
<th>Course</th>
<th>Persona</th>
<th>Price</th>
<th>Description</th>
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<tbody>
<tr>
<td>Introduction to Splunk Observability</td>
<td>SREs and DevOps Developers</td>
<td>Free</td>
<td>This module distinguishes between monitoring and observability and the requirements for an observable system. Learn about the components in Splunk Observability Cloud.</td>
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<tr>
<td>Introduction to Splunk Infrastructure Monitoring</td>
<td>SREs and DevOps Developers</td>
<td>Free</td>
<td>This course will give you an overview of the following topics: Getting Data into Infrastructure Monitoring, Data Model, Built-in Content, Dashboards and Dashboard Groups, Charts, and Detectors.</td>
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<tr>
<td>Splunk Infrastructure Monitoring Fundamentals</td>
<td>SREs and DevOps Developers</td>
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<td>This course serves as the foundation for all other Splunk Infrastructure Monitoring courses. It is targeted towards DevOps/SRE/Observability teams, Senior On-call Engineers, Onboarding and Monitoring Strategists and Developers. This 1-virtual day course provides a fundamental understanding of Splunk Infrastructure Monitoring concepts such as the Splunk IM data model and</td>
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<tr>
<td>Visualizing and Alerting in Splunk Infrastructure Monitoring</td>
<td>SREs and DevOps</td>
<td>• Individual: 1 credit&lt;br&gt; • Dedicated Virtual Class: 6 credits&lt;br&gt; • Dedicated Onsite Class: 8 credits</td>
<td>This course assumes that you have completed the course Splunk Infrastructure Monitoring Fundamentals. It is targeted towards DevOps/SRE/Observability teams, Senior On-call Engineers, Onboarding and Monitoring Strategists and Developers. This 4.5-hour virtual course describes ways to enhance your dashboards and alerts to help with troubleshooting, find insights using analytics in charts and detectors, and create detectors for common use cases. All concepts are taught using lectures and scenario-based hands-on activities.</td>
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<tr>
<td>Automation Using the REST and SignalFlow API</td>
<td>SREs and DevOps</td>
<td>• Individual: 2 credits&lt;br&gt; • Dedicated Virtual Class: 12 credits&lt;br&gt; • Dedicated Onsite Class: 16 credits</td>
<td>This 2-day virtual course provides the foundation for you to use the API to automate bulk actions such as the creation of charts, dashboards, and alerts. See how to programmatically perform computations that can be used in charts and</td>
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Using the Splunk IM Terraform Provider

Using the Splunk IM Terraform Provider

SREs and DevOps

Individual: 2 credits
Dedicated Virtual Class: 12 credits
Dedicated Onsite Class: 16 credits

This virtual 2-day course targeted towards DevOps, Observability and SRE teams is a follow-up to the course "Automation Using the REST and SignalFlow APIs". Learn to use the Splunk Terraform provider to manage Splunk IM resources for visualization, alerting and teams. Create and manage detectors and muting rules. Learn to create and modify teams including team notification policies.

Technical help - OnDemand Services

Engage our experts directly to help clarify our documentation or enablement, get answers to technical questions, or to get started quickly. Most customers have OnDemand Services included as a part of their license purchase. Getting help is easy! Follow these instructions from the OnDemand Services Portal End User Guide:

1. Open a request under the product Observability Cloud, Infrastructure Monitoring, APM, Log Observer.
2. Select the task Ask a DevOps Expert.
3. Wait for the consultant to reach out to you directly to help.

If you cannot open a case, reach out to OnDemand@splunk.com and they can look into the issue for you.

Plan

All Products:
• Use Case Advisory Discussion
• Architecture Diagram Creation
• Blockchain: Advisory

Implement

APM/IM/Cloud:
• Post Implementation Review
• Smart Agent for Single Integration Configuration

Use/Adopt

APM/IM/Cloud:
• Create a Simple Detector
• Assist with Building a Simple Dashboard or Charts

Scale/Optimize

APM/IM/Cloud:
• Usage Assessment
• Dashboard Administration Assistance
• Chart or Dashboard Optimization
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<td>APM/IM/Cloud:</td>
<td>Cloud:</td>
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<td>• Cloud Migration Assessment</td>
<td>• Getting Started with Splunk Observability Cloud</td>
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<td>Log Observer:</td>
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<td>• FluentD Configuration</td>
<td>• Getting Started with Splunk Infrastructure Monitoring</td>
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<td>• Log Processing Rule Configuration</td>
<td>• Assist with Exporting Data</td>
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<td>• Metricization Rule Configuration</td>
<td>• Assist with a Supported Cloud Integration</td>
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<td>• Infinite Logging Configuration</td>
<td>• Assist with a Supported Library Configuration</td>
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<td>• Assist with the Configuration of prometheus-exporter</td>
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<td>• Detector Optimization</td>
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<td>• Create Custom Span Tags</td>
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<td>• Assist with Auto-instrumentation</td>
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**Project-based services**

Project-Based Services are much more involved, typically larger-scale services engagements compared to ODS. With these, you will work with a Splunk Engagement Manager to determine and finalize the scope of the project. Once everything is signed off, we will work with you in lockstep to deliver on the agreed-upon project. If you’d like to explore options here, please get in touch with us via this [contact form](#) or get in touch with your account manager.

The information provided in Splunk Lantern is intended for informational and educational purposes only. All information is provided in good faith, however, Splunk disclaims any and all representations and warranties, express and implied, regarding the information provided, including without limitation any warranties and representations regarding the completeness, adequacy or accuracy of the information. You agree to take full responsibility for the results arising from the use of the information provided.
Support

Even the most savvy customer will need a little help. Whether it’s error messages, unexplained or unexpected behaviors, or incidents and outages, Technical Support is the first line of defense for all of your post-sales issues. Splunk Support Engineers will partner with you to ensure your environment is optimized to drive your journey with a focus on long-term technical health, so you can realize your ROI as soon as possible.

To review what is included with the Standard and Premium support programs, click here.

The Support Portal can be accessed from the Splunk.com home page for logged in users, or from the Splunk product application user interface. Bring up the navigation menu, scroll to the bottom of the side-bar, select Help & Support, and then select Support and Community. From there you will be able to open a support case.

In-App chat is also available for customers with Premium Support entitlement. It is accessed through the drawer or icon in the bottom right corner of the application. Engage there to be connected with a Support Engineer.