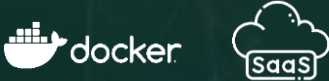
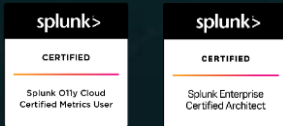
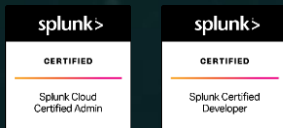


# Cisco Splunk ITSI - Maturity Assessment

## Core Competencies



## Certifications

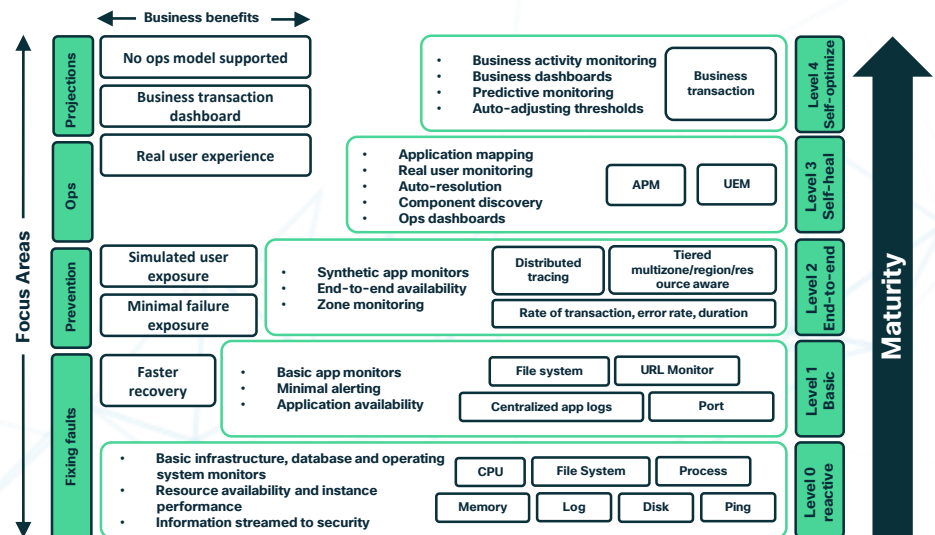


In increasingly complex environments, IT teams need to support even more business-critical services. Traditional ITOps tools aren't equipped to manage hybrid environments and can prevent teams from effectively supporting business demands. Splunk IT Service Intelligence (ITSI) equips organizations with the agility, tools and visibility required to protect today's business-critical services and their hybrid environments. Splunk ITSI is an AIOps, analytics and IT management solution that helps teams predict incidents before they impact customers. Using AI and machine learning (ML), ITSI correlates data collected from monitoring sources and delivers a single live view of relevant IT and business services, reducing alert noise and proactively preventing outages. Built on Splunk Enterprise or Splunk Cloud, Splunk ITSI quickly identifies problems and delivers guided troubleshooting and actionable next steps. Predictive performance dashboards monitor service health, and integrations with IT service management (ITSM) and orchestration tools, like Splunk® On-Call and Splunk® SOAR, teams can monitor, detect, respond and resolve incidents all from one place.

At OnStak, we specialize in Splunk ITSI implementation and integration services to expedite adoption of AIOps/IT management. The Maturity Assessment service provides customers with an expert level view of their existing Splunk investment and details how the components are performing to support their business requirements and most critical use cases.

## What do you get?

We run a workshop in which you'll receive expert guidance on completing a performance observability maturity assessment of your IT estate. Utilizing an advisory approach and practical framework, the main objective of the assessment is to develop a realistic plan to move your organization up the maturity model, as shown below.



The assessment comprises an analysis of your current state, desired future state, a gap and overlap analysis of the organization, including processes and technology, and expert recommendations. Topics covered are listed below.

- Applicability of AI/ML for overall service management practice
- Technology transformation, competitive advantage, initiatives, risks, KPIs and other measurements
- Operational workflow, organizational structure, roles and process maturity and execution
- Tools discovery and SLO definition
- Alert analysis and threshold definition