

Splunk OnDemand Services Portal

Introduction

The OnDemand Services program is a credit-based subscription service that allows direct access to Splunk Technical Consultants. These consultants provide a variety of remote technical services to assist with the overall success of the Splunk deployment. OnDemand allows the customer to choose from a predefined service catalog with task offerings for Core, Security or ITOA use cases and includes planning, implementation guidance, usage and optimization services.

Access to OnDemand services is governed by a number of quarterly credits. Credits are decremented from your account based on the credit cost of the specific task. An exhaustive list of tasks available to request can be found in the [Service Catalog](#).

This guide will help you through the process of accessing and submitting OnDemand Cases through our Service Portal.

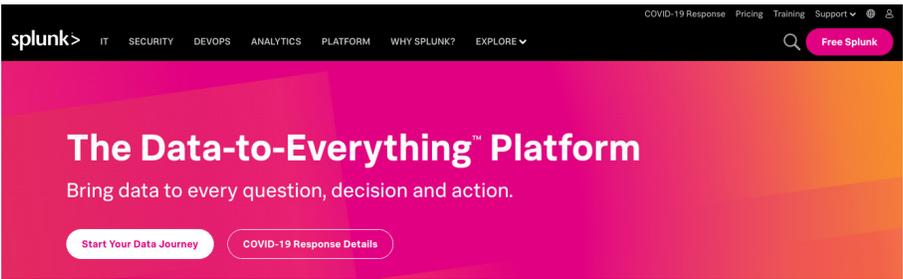
Splunk OnDemand Portal

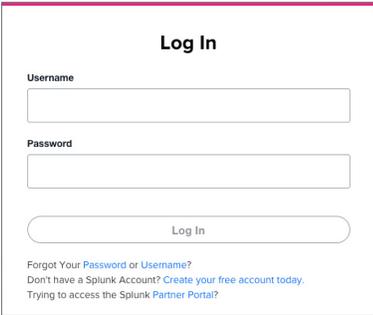
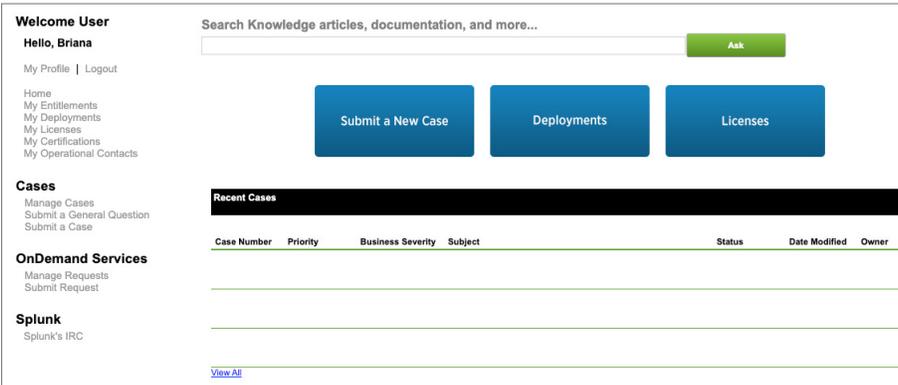
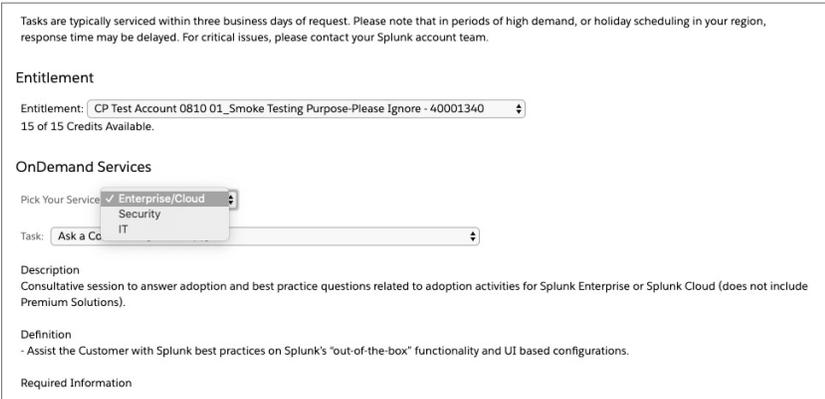
Accessing the OnDemand Entitlement

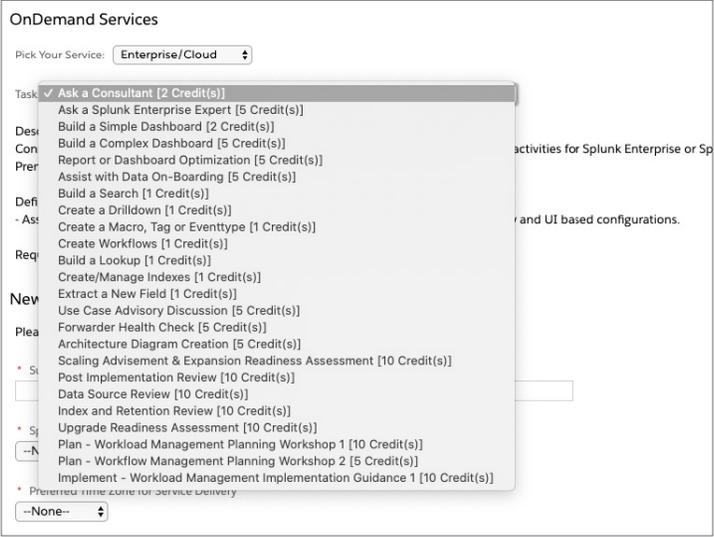
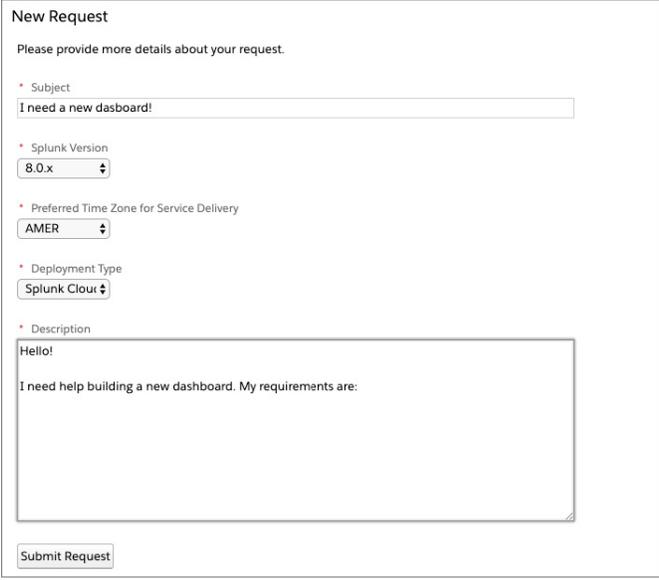
To access the OnDemand portal and submit requests, you will first need to be added to the OnDemand entitlement assigned to your account. To do that follow these steps:

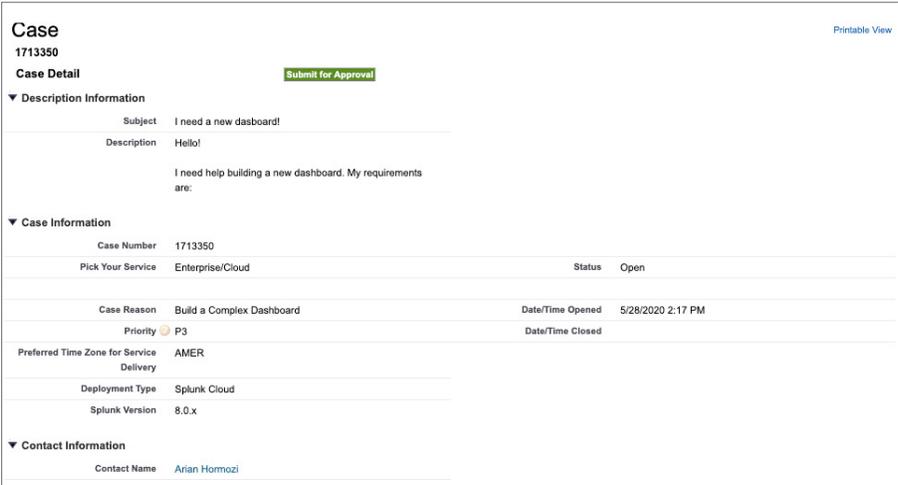
- Create an account on Splunk.com with your proper contact information. If you already have an active Splunk.com account, you don't need to repeat this.
- Have your Portal Admin, or your Splunk Account Team add you to the OnDemand entitlement. If you are having issues contacting your admin or the Splunk team, please email ondemand@splunk.com and we will be happy to assist.
- Once you are added to the entitlement, you are clear to proceed with the below.

How to Submit an OnDemand Ticket (End User)

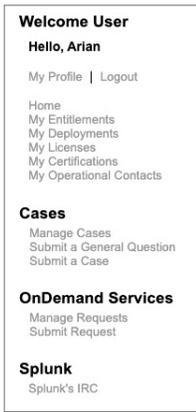
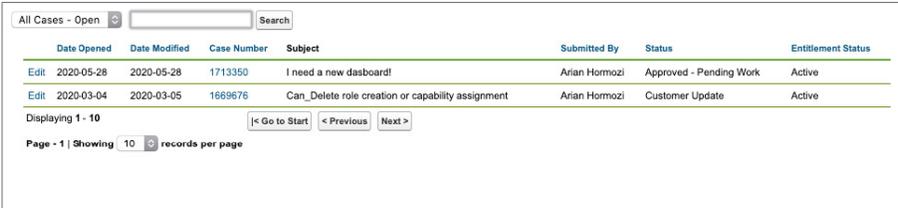
#	Instructions	Sample Picture
1	From the www.splunk.com homepage, click on the Support link in the top-right corner.	 <p>The screenshot shows the Splunk homepage with a dark navigation bar. The 'Support' link is highlighted in the top right corner, next to 'COVID-19 Response', 'Pricing', and 'Training'. Below the navigation bar is a large pink and orange banner with the text 'The Data-to-Everything™ Platform' and 'Bring data to every question, decision and action.' There are two buttons: 'Start Your Data Journey' and 'COVID-19 Response Details'.</p>
2	Select Support Portal .	 <p>The screenshot shows the same Splunk homepage as above, but with the 'Support' dropdown menu open. The menu items are: 'Support Portal', 'Support Programs', 'Contact Support', 'Splunk Answers', 'Documentation', 'Product Security Updates', 'Getting Started with Splunk Software', 'Community Support', and 'Splunk Services'. 'Support Portal' is the first item in the list.</p>

<p>3</p>	<p>Log in using your Splunk Support credentials.</p>	
<p>4</p>	<p>In the left-hand navigation bar, select Submit Request under OnDemand Services.</p>	
<p>5</p>	<p>Select an Entitlement. You may have multiple entitlements listed. When you select your entitlement, you will see available credits. Make sure to select an entitlement with available credits remaining. Credits expire on a quarterly basis.</p> <p>When you select an entitlement, you'll see available credits.</p>	
<p>6</p>	<p>Select which Splunk product family you need assistance with.</p> <p>The options are Enterprise/ Cloud, Security or IT. If you aren't sure which to choose, ask your Splunk account team for clarification or select one option to see the services available under each category.</p>	

<p>7</p>	<p>Next, select the Task that you need assistance with.</p>	 <p>The screenshot shows the 'OnDemand Services' interface. At the top, there is a dropdown menu for 'Pick Your Service:' set to 'Enterprise/Cloud'. Below this is a list of tasks with their respective credit values. The 'Ask a Consultant' task is selected and highlighted. Other tasks include 'Ask a Splunk Enterprise Expert', 'Build a Simple Dashboard', 'Build a Complex Dashboard', 'Report or Dashboard Optimization', 'Assist with Data On-Boarding', 'Build a Search', 'Create a Drilldown', 'Create a Macro, Tag or Eventtype', 'Create Workflows', 'Build a Lookup', 'Create/Manage Indexes', 'Extract a New Field', 'Use Case Advisory Discussion', 'Forwarder Health Check', 'Architecture Diagram Creation', 'Scaling Advisement & Expansion Readiness Assessment', 'Post Implementation Review', 'Data Source Review', 'Index and Retention Review', 'Upgrade Readiness Assessment', 'Plan - Workflow Management Planning Workshop 1', 'Plan - Workflow Management Planning Workshop 2', and 'Implement - Workflow Management Implementation Guidance 1'. At the bottom, there is a dropdown menu for 'Preferred Time Zone for Service Delivery' set to '--None--'.</p>
<p>8</p>	<p>Following this, you'll be asked to select the version of Splunk you are running (if known), the time zone you prefer for delivery, and the type of Splunk installation you have.</p> <p>Next, please include a detailed description of your request, paying mind to the required information presented for each task type. The more details you can provide upfront, the quicker we can assist you!</p> <p>Once sufficient information has been provided, click Submit Request.</p>	 <p>The screenshot shows the 'New Request' form. It includes a title 'New Request' and a sub-header 'Please provide more details about your request.' The form has several fields: 'Subject' with the value 'I need a new dashboard!', 'Splunk Version' with a dropdown set to '8.0.x', 'Preferred Time Zone for Service Delivery' with a dropdown set to 'AMER', and 'Deployment Type' with a dropdown set to 'Splunk Cloud'. There is also a 'Description' field with the text 'Hello!' and 'I need help building a new dashboard. My requirements are:'. At the bottom of the form is a 'Submit Request' button.</p>

<p>9</p>	<p>Review your case details. Optionally, you can attach a file at this time, to provide additional information so that our consultants can be prepared prior to calling you.</p>	
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How to Manage OnDemand Cases (End User)

#	Instructions	Sample Picture
<p>1</p>	<p>In the left-hand navigation, select Manage Requests.</p>	
<p>2</p>	<p>Click on the case number and review your case details. If you have an open case you wish to be closed, you can update with a comment and your consultant will proceed with closure.</p>	

Escalating Your OnDemand Case:

Can't get a hold of your consultant? Would you like to discuss your case with an escalation manager? Contact ondemand@splunk.com for any additional questions or items you may have.

Thank you and happy Splunking!