



Splunk® IT Service Intelligence Install and Upgrade Manual 4.16.0 Cloud only

About Splunk IT Service Intelligence

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Splunk IT Service Intelligence (ITSI) uses the Splunk platform's searching and reporting capabilities to provide IT operations analysts with an overall view of their organization's service health. ITSI is built on the Splunk operational intelligence platform and uses the search and correlation capabilities of the platform to enable you to collect, monitor, and report on data from IT devices, systems, and applications. As issues are identified, analysts can quickly investigate and resolve them. ITSI provides visibility into your services, actionable insight into the performance of your IT operations, and features for tracking alerts. You can capture, monitor, and report on data from devices, systems, and applications across your environment. As issues are identified, analysts can quickly investigate and resolve them.

Use IT Service Intelligence to do the following:

- Monitor the health of your services with the Service Analyzer
- Triage and investigate issues using Episode Review
- Troubleshoot issues using deep dives

This manual is written for a user capable of installing, configuring, and administering Splunk software. If you need training on the Splunk platform and IT Service Intelligence, see Splunk Training and Certification.

Other manuals for Splunk IT Service Intelligence include the following:

- *Release Notes*
- *Administration Manual*
- *Entity Integrations Manual*
- *Service Insights Manual*
- *Event Analytics Manual*
- *Modules*
- *REST API Reference*