



Networkology

**Splunk ITSI Managed
Administration Services**

Price List

Service Pricing Options

Splunk IT Service Intelligence (ITSI) Managed Administration Services are delivered as a fixed monthly managed service, with service tiers aligned to the number of service models, KPIs, data sources and operational complexity.

Pricing includes business-as-usual administration and assurance activities as described in the service scope.

Service Size	Typical Scope	Price Maximum (excl VAT)
Tier 1 - Core Administration	Business-as-usual ITSI platform administration Maintenance of existing service models and KPIs Basic KPI threshold and health score management Monitoring of ITSI platform health Support for minor configuration updates Incident investigation at platform level (business hours) Documentation updates	£5,250
Tier 2 - Enhanced Administration & Assurance	All Core ITSI Administration services, plus: Proactive KPI tuning and optimisation Episode review and correlation tuning Dependency and service model assurance Integration health oversight Change coordination and platform updates Regular service reviews and assurance reporting	£8,900
Tier 3 – Advanced Administration & Optimisation	All Enhanced Administration & Assurance services, plus: Advanced service model optimisation Health score and analytics validation Advisory input on service intelligence evolution Alignment with observability and AIOps use cases Priority access to specialist ITSI engineers	£13,350

The applicable pricing band is agreed at order stage based on the customer's environment size and complexity.

Service Benefits

Stable and well-managed Splunk Core Platform and ITSI Premium Application
KPI driven end-to-end service monitoring
Improved service performance, availability and proactive monitoring
Reduced operational risk and unplanned disruption
Consistent monitoring and response model across organisational digital services
Ongoing access to specialist Splunk expertise within defined service boundaries

Service Exclusions

The Splunk ITSI Administration Managed Service excludes:

Initial ITSI implementation
Large-scale service model design programmes
New data onboarding projects
24x7 NOC or incident response services