Splunk IT Service Intelligence (ITSI) Managed Services

Ongoing operation, optimisation and assurance of service intelligence and analytics

Splunk ITSI Managed Service provides ongoing operational management, tuning, and assurance for Splunk IT Service Intelligence (ITSI) environments. The service ensures service models, health scores, and alerting remain accurate, reliable, and aligned to operational objectives, enabling organisations to proactively manage service health rather than react to individual events.

Service Overview

Delivered by Splunk-certified specialists, this managed service provides business-as-usual operation and continuous improvement of Splunk ITSI. The service focuses on maintaining service visibility, improving signal quality, and ensuring ITSI continues to deliver meaningful insight into service performance and availability.

Service Scope

- Ongoing administration and operation of Splunk ITSI
- Maintenance and tuning of service models and dependencies
- Health score and KPI management
- Threshold tuning and alert quality optimisation
- Event aggregation, suppression, and noise reduction
- Correlation search and episode management support
- Integration oversight with underlying data sources
- Platform-level incident investigation related to ITSI behaviour
- Operational documentation and knowledge transfer

What the Service Delivers

- Stable and well-governed Splunk ITSI environments
- Accurate service health visibility aligned to business services
- Reduced alert noise and improved signal quality
- Improved confidence in service impact and prioritisation
- Sustained operational value from ITSI over time

How the Service Is Used

This service is typically used by organisations operating Splunk ITSI that require ongoing operational ownership and assurance but do not wish to retain specialist ITSI expertise in-house. It may also be used to supplement internal teams during service expansion, onboarding of new services, or periods of increased operational demand.

Delivery & Commercial Model

- Delivered as an ongoing managed service
- Scalable based on number of services, KPIs, and integrations
- Delivered by SFIA v8-aligned Splunk specialists
- Clear operational boundaries and responsibilities
- Suitable for G-Cloud Lot 3 (Cloud Support) procurements