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# Rapid Deployment of ITSI Services Using Service Templates

Import Services From CSV or Search  
OBS1312C

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Professional Services Architect | Splunk



splunk> .conf22





## Jason Herring

Professional Services Architect | Splunk

## Jenny Hollfelder

Professional Services Architect | Splunk

# ITSI and Backpacking

Let's go on this journey together!





# Where do you want to go?

Identify critical business and technical services to monitor



# Where do you want to go?

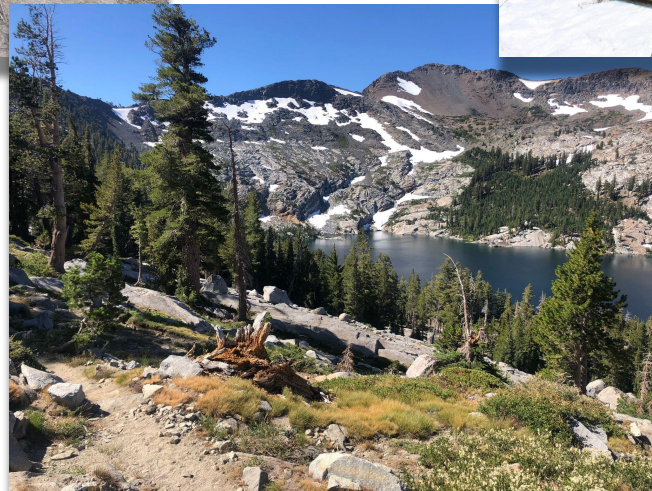
Identify critical business and technical services to monitor





# Where do you want to go?

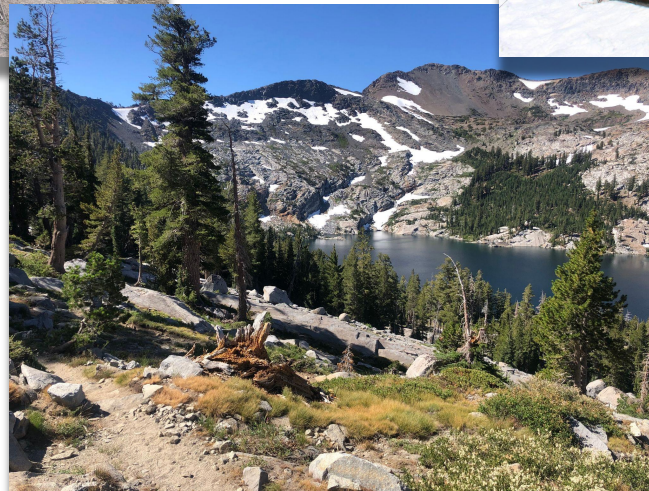
Identify critical business and technical services to monitor





# Where do you want to go?

Identify critical business and technical services to monitor





# How are you going to get there?

Identify required data sources, KPIs, and service dependencies



# How are you going to get there?

Identify required data sources, KPIs, and service dependencies





# How are you going to get there?

Identify required data sources, KPIs, and service dependencies





# How are you going to get there?

Identify required data sources, KPIs, and service dependencies






# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**



# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Data  
Assessment**



# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

**Data  
Assessment**

# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

**Implement  
Service(s)**

- KPIs
- Thresholds
- Dependencies
- Service Templates

**Data  
Assessment**

# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

**Implement  
Service(s)**

- KPIs
- Thresholds
- Dependencies
- Service Templates

**Review, Tune  
and Finalize**

**Data  
Assessment**



# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

**Implement  
Service(s)**

- KPIs
- Thresholds
- Dependencies
- Service Templates

**Review, Tune  
and Finalize**

**Data  
Assessment**

**Train and  
Maintain**

# ITSI Implementation Journey

Let's get going!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

**Implement  
Service(s)**

- KPIs
- Thresholds
- Dependencies
- Service Templates

**Review, Tune  
and Finalize**

**Data  
Assessment**

**Train and  
Maintain**

**The End**





# ITSI Implementation Journey

Time to start planning the next trip!

**Service  
Discovery and  
Decomposition**

**Create/Import  
Entities**

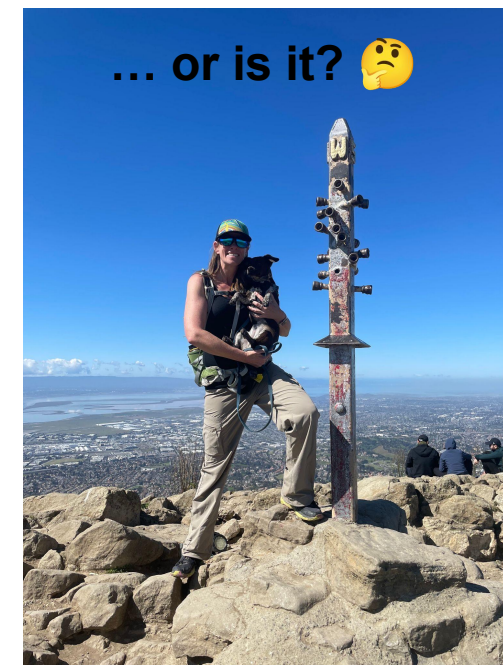
**Implement  
Service(s)**

- KPIs
- Thresholds
- Dependencies
- Service Templates

**Review, Tune  
and Finalize**

**Data  
Assessment**

**Train and  
Maintain**



# A Faster Way to Implement ITSI

Giddy-up Buttercup!

## Step 1 - Identify critical services

- Business
- Application
- Infrastructure



# A Faster Way to Implement ITSI

Giddy-up Buttercup!

## Step 1 - Identify critical services

- Business
- Application
- Infrastructure

## Step 2 - Identify dependencies

- **Service A** depends on **Service B**
- Create visual representation



# A Faster Way to Implement ITSI

Giddy-up Buttercup!

## Step 1 - Identify critical services

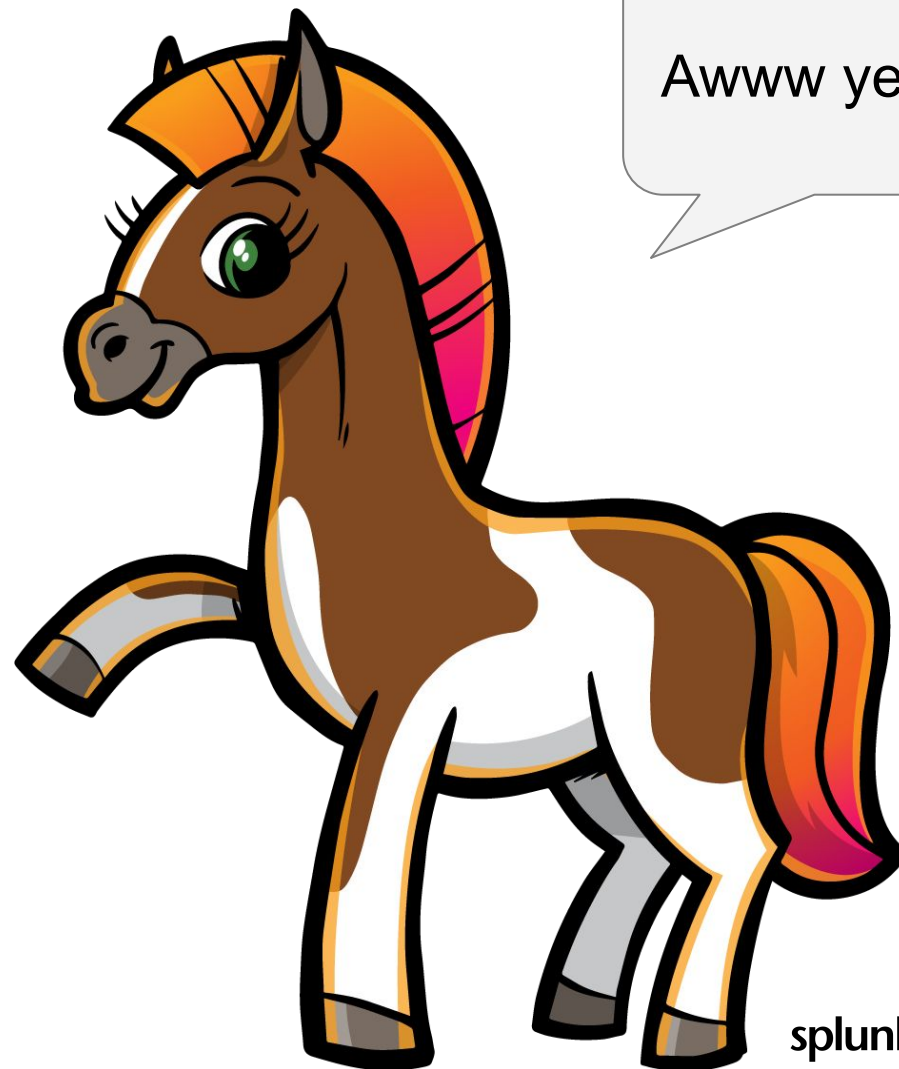
- Business
- Application
- Infrastructure

## Step 2 - Identify dependencies

- **Service A** depends on **Service B**
- Create visual representation

## Step 3 - Create services

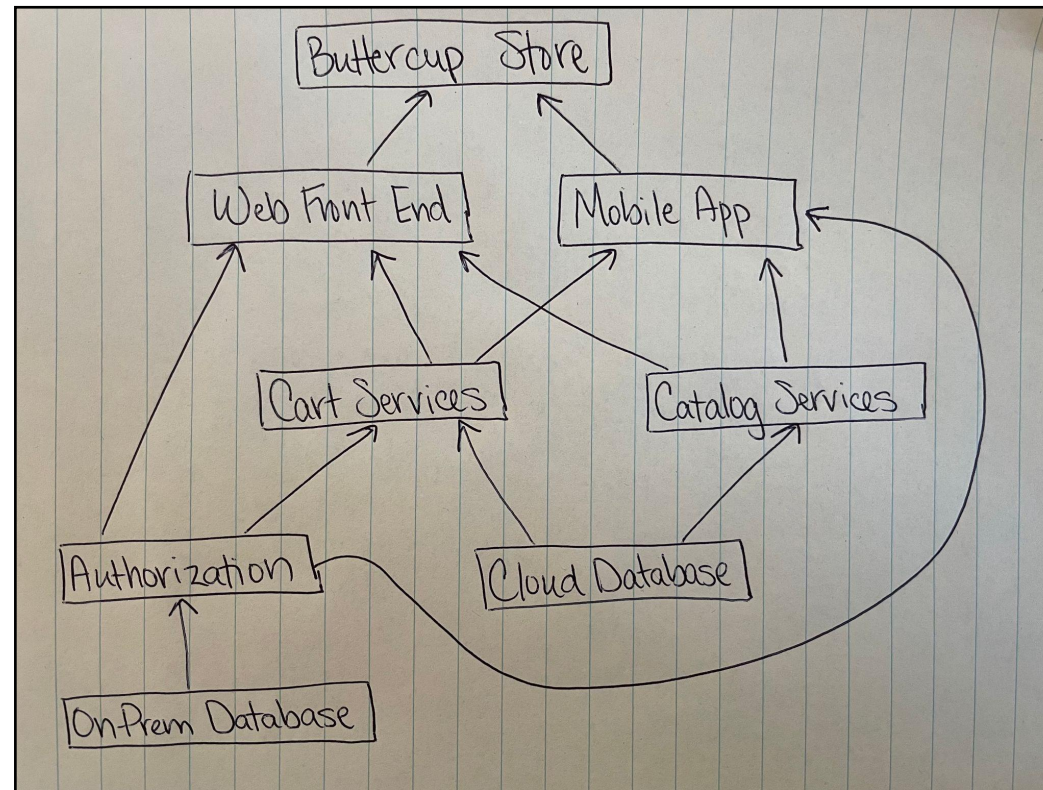
- Leverage service templates
- Build KPIs as you go
- Easily pivot between services





# Service Discovery and Decomposition

Create Service Dependency Diagram



# Create Service Template(s)

Create or identify existing Service to create Service Template from

**Create Service** [X]

Title <sup>\*</sup> Database Server

Description optional

Team <sup>?</sup> Global ▾

☒ Manually add service content

☐ Link service to a service template

☐ Add prebuilt KPIs from modules

Cancel Create

Create an empty service  
(populate KPIs later)

# Create Service Template(s)

Create or identify existing Service to create Service Template from

**Create Service** [X]

Title \*

Description

Team ?

☐ Manually add service content

☐ Link service to a service template

☒ Add prebuilt KPIs from modules

☐ Application Servers

☒ **Databases**

☐ End User Experience Manag...

☐ Load Balancers

☐ OS Hosts Monitoring

☐ Disk Monitoring

Service for Database Instances that provides KPIs for monitoring popular Database technologies.

**7/7 KPIs selected**

- ☒ Database Active Connection
- ☒ Database Connection Pool Used %
- ☒ Database Deadlock Rate
- ☒ Database Query Response Time

Leverage KPIs from ITSI Modules

# Create Service Template(s)

Create or identify existing Service to create Service Template from

The screenshot shows the 'Services' page in Splunk IT Service Intelligence. The page header includes navigation links: Service Analyzer, Infrastructure Overview, Alerts and Episodes, Glass Tables, Deep Dives, Dashboards, Configuration, and Search. The 'Create Service' button is visible in the top right.

The 'Services' section includes a description: 'A service is a collection of KPIs and entities that represent a real-world IT component.' Below this, there is a search bar and a table of services.

	Name	Actions	Status	Service Template	Entity Rules	KPIs	Health	Team
<input type="checkbox"/>	> Database Server	Edit	Disabled	Not linked	1	7	<a href="#">View Health</a>	Global

The 'Edit' dropdown menu for the 'Database Server' service is open, showing the following options:

- Edit
- Edit Team
- Link to Service Template
- Create Service Template
- Put Service in Maintenance Mode
- Clone
- Delete

A pink arrow points from the text box 'Create Service Template from existing Service' to the 'Create Service Template' option in the dropdown menu.



# Modify Service Template

Update Entity Rules for entity filtering

**Database Server** [Service Template description](#)

[New Service From Template](#)

**Entities** KPIs Settings Linked Services

Specify entity rules to dynamically filter KPIs. Entity rules are optional. When defining rules you can specify the field value in the template or in the service.

If you will be creating services in bulk, you can use the **matches a value to be defined in the service** and **does not match a value to be defined in the service** options to aid in service creation. [Learn more](#)

Info  matches

Info  matches a value to be ...

Info  matches a value to be ...

+ Add Rule (AND)

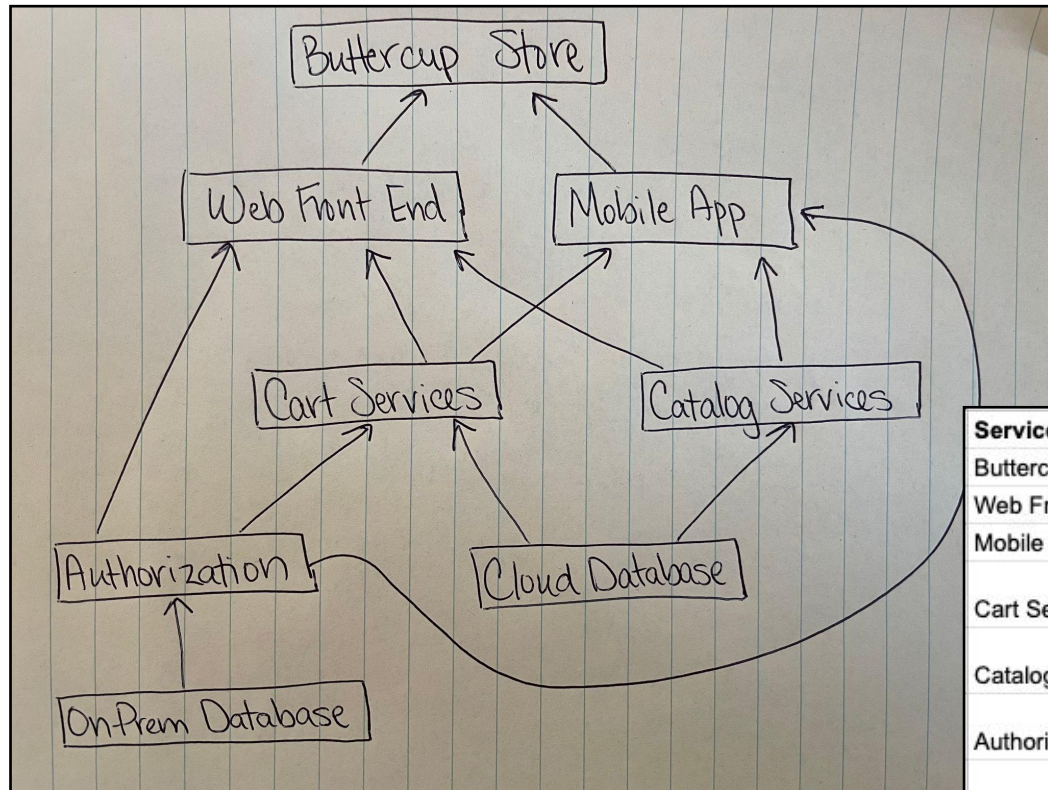
+ Add Set of Rules (OR)

- matches
- does not match
- ☒ matches a value to be defined in the service
- does not match a value to be defined in the service

Use “matches a value to be defined in the service”

# Create CSV

Populate with services, service templates, and service template entity filters

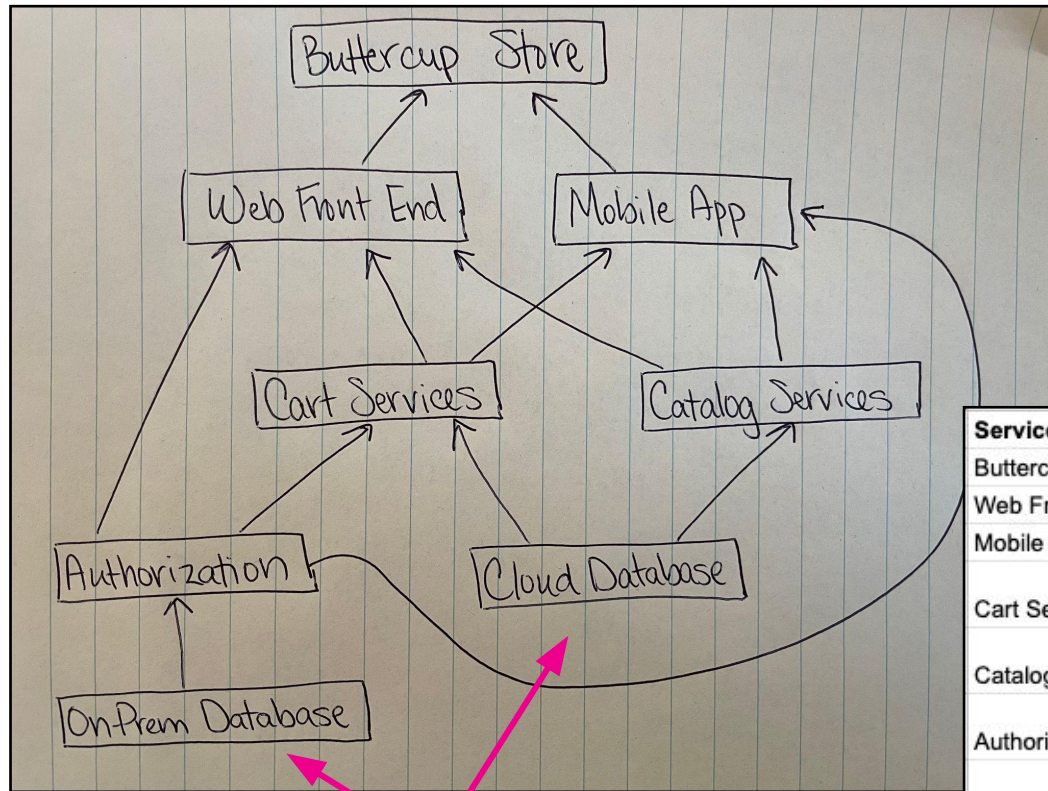


Fill out **Service** and **Service Description** fields

Service	Service Description	Dependent Services	Template Link	app_name	environment
Buttercup Store	Online Store for all things Buttercup				
Web Front End	Web Front End for Buttercup Store				
Mobile App	Mobile App interface for Buttercup Store				
Cart Services	Cart Services responsible for handling purchases				
Catalog Services	Catalog Services provide up to date inventory for things in the store				
Authorization	Authorization provides access to check out as a user				
On-Prem Database	On-Prem Database hosts information for all Buttercup Store users		Database Server	on-prem	prod
Cloud Database	Cloud Database contains information about catalog and cart services		Database Server	cloud	prod

# Create CSV

Populate with services, service templates, and service template entity filters



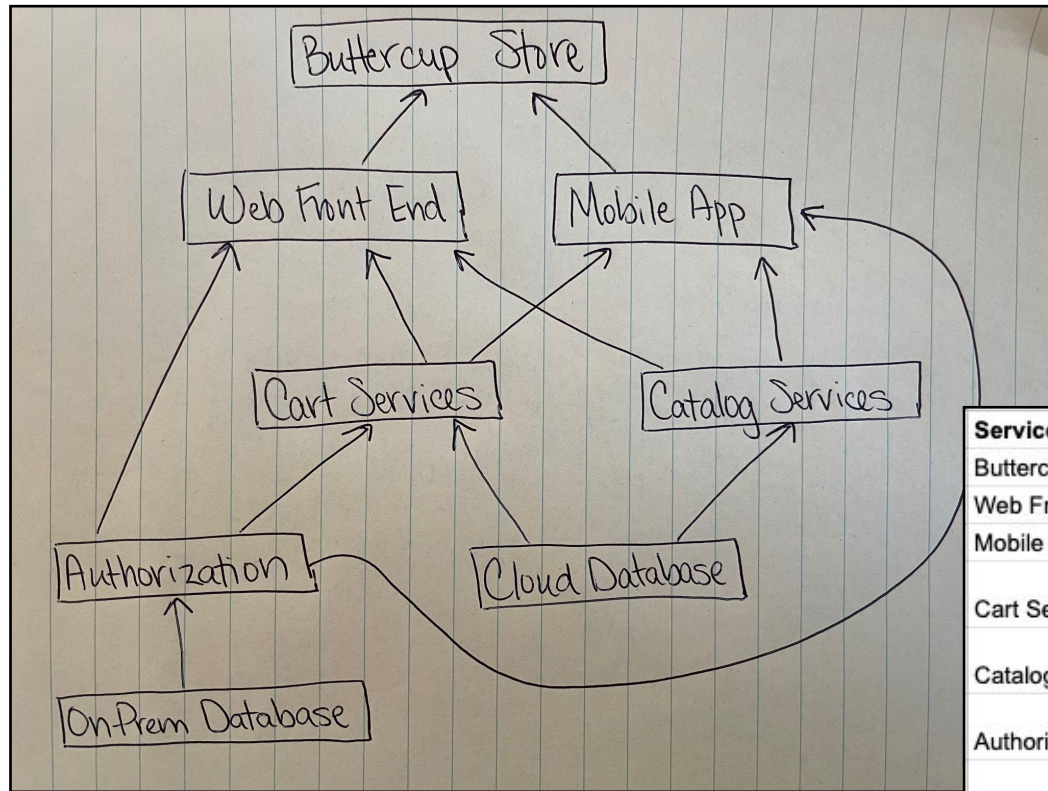
Identify where to use **Service Templates**

Service	Service Description	Dependent Services	Template Link	app_name	environment
Buttercup Store	Online Store for all things Buttercup				
Web Front End	Web Front End for Buttercup Store				
Mobile App	Mobile App interface for Buttercup Store				
Cart Services	Cart Services responsible for handling purchases				
Catalog Services	Catalog Services provide up to date inventory for things in the store				
Authorization	Authorization provides access to check out as a user				
On-Prem Database	On-Prem Database hosts information for all Buttercup Store users		Database Server	on-prem	prod
Cloud Database	Cloud Database contains information about catalog and cart services		Database Server	cloud	prod



# Create CSV

Populate with services, service templates, and service template entity filters



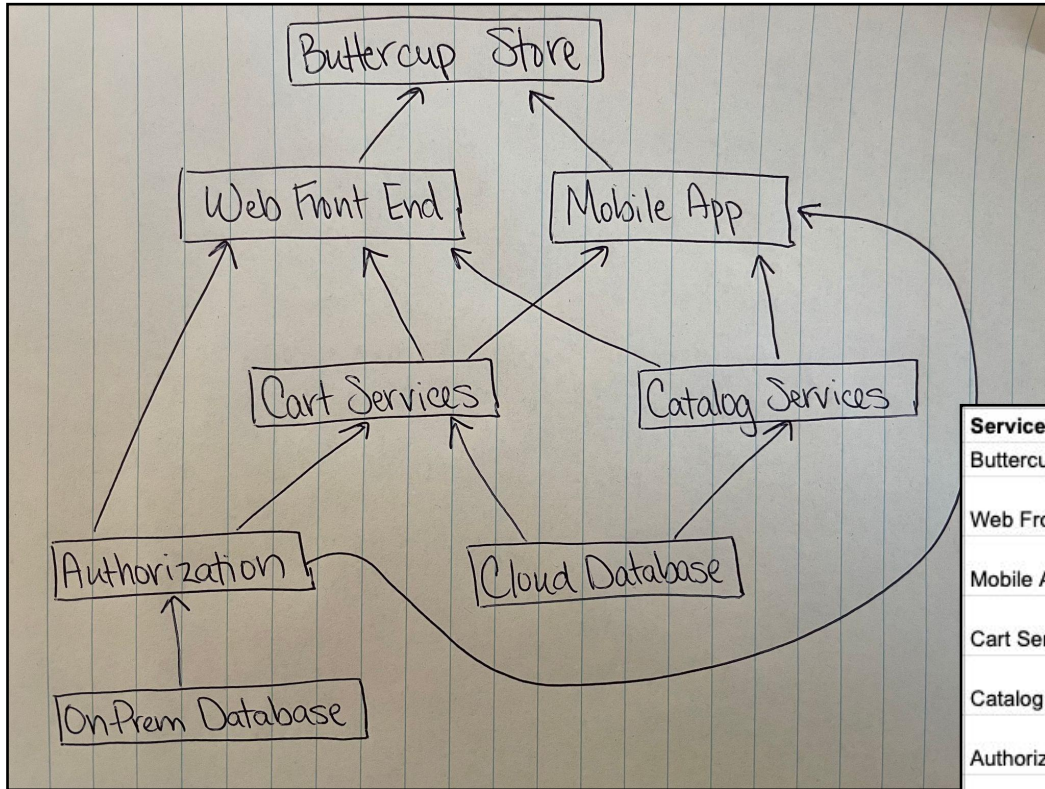
Fill out **Service Template Details**

Service	Service Description	Dependent Services	Template Link	app_name	environment
Buttercup Store	Online Store for all things Buttercup				
Web Front End	Web Front End for Buttercup Store				
Mobile App	Mobile App interface for Buttercup Store				
Cart Services	Cart Services responsible for handling purchases				
Catalog Services	Catalog Services provide up to date inventory for things in the store				
Authorization	Authorization provides access to check out as a user				
On-Prem Database	On-Prem Database hosts information for all Buttercup Store users		Database Server	on-prem	prod
Cloud Database	Cloud Database contains information about catalog and cart services		Database Server	cloud	prod



# Create CSV

Populate with list of dependent service(s)



Create comma separated list of **Dependent Services**

Service	Service Description	Dependent Services	Template Link	app_name	environment
Buttercup Store	Online Store for all things Buttercup	Web Front End, Mobile App			
Web Front End	Web Front End for Buttercup Store	Authorization, Cart Services, Catalog Services			
Mobile App	Mobile App interface for Buttercup Store	Cart Services, Authorization, Catalog Services			
Cart Services	Cart Services responsible for handling purchases	Authorization, Cloud Database			
Catalog Services	Catalog Services provide up to date inventory for things in the store	Cloud Database			
Authorization	Authorization provides access to check out as a user	On-Prem Database			
On-Prem Database	On-Prem Database hosts information for all Buttercup Store users		Database Server	on-prem	prod
Cloud Database	Cloud Database contains information about catalog and cart services		Database Server	cloud	prod

# Upload CSV

## Update Permissions

Destination app:

Upload a lookup file:  services.csv

Select either a plaintext CSV file, a gzipped CSV file, or a KMZ/KML file.  
The maximum file size that can be uploaded through the browser is 500MB.

Destination filename \*:

Enter the name this lookup table file will have on the Splunk server. If you are uploading a gzipped CSV file, enter a filename ending in ".gz". If you are uploading a plaintext CSV file, we recommend a filename ending in ".csv". For a KMZ/KML file, we recommend a filename ending in ".kmz"/".kml".



Object should appear in

☐ Keep private

☐ This app only (itsi)

☒ All apps (system)

Permissions

Roles	Read	Write
<b>Everyone</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
admin	<input type="checkbox"/>	<input type="checkbox"/>
can_delete	<input type="checkbox"/>	<input type="checkbox"/>
itoe_admin	<input type="checkbox"/>	<input type="checkbox"/>
itoe_analyst	<input type="checkbox"/>	<input type="checkbox"/>

# Create Services

Import from Search

Navigate to **Configuration** → **Services**

The screenshot shows the Splunk Enterprise Service Analyzer interface. The top navigation bar includes 'splunk>enterprise', 'Apps', 'Administrator', 'Messages', and 'Settings'. Below this, a secondary navigation bar contains 'Service Analyzer', 'Infrastructure Overview', 'Alerts and Episodes', 'Glass Tables', 'Deep Dives', 'Dashboards', 'Configuration', and 'Search'. The 'Configuration' menu is open, showing a list of options: 'Data Integrations', 'Services' (highlighted with a blue bar), 'Service Templates', 'KPI Base Searches', 'KPI Threshold Templates', 'Entity Management', 'Notable Event Aggregation Policies', 'Correlation Searches', 'Multi-KPI Alerts', 'Hybrid Action Dispatching', 'Teams', 'Maintenance Windows', and 'Backup/Restore'. A pink arrow points from the 'Services' option in the menu to the 'Services' link in the top navigation bar. Another pink arrow points from the 'Services' link in the top navigation bar to the 'Services' option in the menu. The main content area of the Service Analyzer shows filter options for services, KPIs, and tags, and a section titled 'Top 50 Services' with a green bar and a 'Test Service' card displaying a value of 100.

# Create Services

## Import from Search

The screenshot shows the Splunk Enterprise interface. The top navigation bar includes 'splunk>enterprise', 'Apps', and user settings. The main navigation bar lists various tools like 'Service Analyzer', 'Infrastructure Overview', and 'IT Service Intelligence'. The 'Services' section is active, displaying a message 'No services found.' and a search filter. A 'Create Service' button is highlighted with a blue border, and its dropdown menu is open, showing options: 'Create Service', 'Import from CSV', and 'Import from Search' (which is highlighted in blue). A pink arrow points from a text box 'Create Service → Import from Search' to the 'Import from Search' option in the dropdown.

splunk>enterprise Apps Administrator Messages Settings Activity Help Find

Service Analyzer Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards Configuration Search IT Service Intelligence

### Services

A service is a collection of KPIs and entities that represent a real-world IT component.

0 Services Bulk Action filter

No services found.

Explore Content

Create Service

- Create Service
- Import from CSV
- Import from Search

Create Service → Import from Search



# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search IT Service Intelligence

**Entity/Service Import**

Search ● Select Columns ○ Done ○ < Next

Search Type: Modules Saved Search **Ad hoc Search**

Search:   
 Q Last 60 minutes ▾ Q

**Search Results Preview - 8 total rows found.**

#	Dependent Services	Service	Service Description	Template Link	app_name	environment
1	Web Front End Mobile App	Buttercup Store	Online Store for all things Buttercup			
2	Authorization Cart Services Catalog Services	Web Front End	Web Front End for Buttercup Store			
3	Cart Services Authorization Catalog Services	Mobile App	Mobile App interface for Buttercup Store			
4	Authorization Cloud Database	Cart Services	Cart Services responsible for handling purchases			
5	Cloud Database	Catalog Services	Catalog Services provide up to date inventory for things in the store			
6	On-Prem Database	Authorization	Authorization provides access to check out as a user			
7		On-Prem Database	On-Prem Database hosts information for all Buttercup Store users	Database Server	on-prem	prod
8		Cloud Database	Cloud Database contains information about catalog and cart services	Database Server	cloud	prod

Enter the following **Ad hoc Search**

# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search IT Service Intelligence

Entity/Service Import

Search Select Columns Done < Next

Search Type Modules Saved Search Ad hoc Search

Search inputlookup services.csv  
| eval "Dependent Services"=split("Dependent Services",",")

Last 60 minutes

Run the search

Search Results Preview - 8 total rows found.

#	Dependent Services	Service	Service Description	Template Link	app_name	environment
1	Web Front End Mobile App	Buttercup Store	Online Store for all things Buttercup			
2	Authorization Cart Services Catalog Services	Web Front End	Web Front End for Buttercup Store			
3	Cart Services Authorization Catalog Services	Mobile App	Mobile App interface for Buttercup Store			
4	Authorization Cloud Database	Cart Services	Cart Services responsible for handling purchases			
5	Cloud Database	Catalog Services	Catalog Services provide up to date inventory for things in the store			
6	On-Prem Database	Authorization	Authorization provides access to check out as a user			
7		On-Prem Database	On-Prem Database hosts information for all Buttercup Store users	Database Server	on-prem	prod
8		Cloud Database	Cloud Database contains information about catalog and cart services	Database Server	cloud	prod

# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search

IT Service Intelligence

Entity/Service Import

Search Select Columns Done

Next

Click **Next** to proceed

Search Type

Modules Saved Search Ad hoc Search

Search

| inputlookup services.csv  
| eval "Dependent Services"=split("Dependent Services",",")

Last 60 minutes

Search Results Preview - 8 total rows found.

#	Dependent Services	Service	Service Description	Template Link	app_name	environment
1	Web Front End Mobile App	Buttercup Store	Online Store for all things Buttercup			
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3	Cart Services Authorization Catalog Services	Mobile App	Mobile App interface for Buttercup Store			
4	Authorization Cloud Database	Cart Services	Cart Services responsible for handling purchases			
5	Cloud Database	Catalog Services	Catalog Services provide up to date inventory for things in the store			
6	On-Prem Database	Authorization	Authorization provides access to check out as a user			
7		On-Prem Database	On-Prem Database hosts information for all Buttercup Store users	Database Server	on-prem	prod
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# Create Services

## Import from Search

Service Analyzer ▾Infrastructure OverviewAlerts and EpisodesGlass TablesDeep DivesDashboards ▾Configuration ▾Search

IT Service Intelligence

Entity/Service Import

Search

Select Columns

Define Entity Rules

Done

<Next

Specify Columns

Select the columns to import and how they should be converted to ITSI object data type (service or entity). If you are importing entities, you must specify one column as the Entity Title. If you are importing services, you must specify one column as the Service Title.

Column Name	Import Column As	Sample Values From Search
Dependent Services	Dependent Services ▾	Web Front End Mobile App
Service	Service Title ▾	Buttercup Store
Service Description	Service Description ▾	Online Store for all things Buttercup
Template Link	Service Template Link ▾	
app_name	Do Not Import ▾	
environment	Do Not Import ▾	

Settings

Service Team

Global ▾

Import Services As

Disabled ▾

Enable 7 days of backfill for all service KPIs

✓ Disabled

Enabled

Update Import Column As field



# Create Services

## Import from Search

Service Analyzer ▾Infrastructure OverviewAlerts and EpisodesGlass TablesDeep DivesDashboards ▾Configuration ▾Search

IT Service Intelligence

Entity/Service Import

Search

Select Columns

Define Entity Rules

Done

<Next

Specify Columns

Select the columns to import and how they should be converted to ITSI object data type (service or entity). If you are importing entities, you must specify one column as the Entity Title. If you are importing services, you must specify one column as the Service Title.

Column Name	Import Column As	Sample Values From Search
Dependent Services	Dependent Services ▾	Web Front End Mobile App
Service	Service Title ▾	Buttercup Store
Service Description	Service Description ▾	Online Store for all things Buttercup
Template Link	Service Template Link ▾	
app_name	Do Not Import ▾	
environment	Do Not Import ▾	

Settings

Service Team

Global ▾

Import Services As

Disabled ▾

Enable 7 days of backfill for all service KPIs

✓ Disabled

Enabled

Leave Service Template entity filter fields as  
**Do Not Import**

# Create Services

## Import from Search

Service Analyzer ▾Infrastructure OverviewAlerts and EpisodesGlass TablesDeep DivesDashboards ▾Configuration ▾Search

IT Service Intelligence

Entity/Service Import

Search

Select Columns

Define Entity Rules

Done

<Next

### Specify Columns

Select the columns to import and how they should be converted to ITSI object data type (service or entity). If you are importing entities, you must specify one column as the Entity Title. If you are importing services, you must specify one column as the Service Title.

Column Name	Import Column As	Sample Values From Search
Dependent Services	Dependent Services ▾	Web Front End Mobile App
Service	Service Title ▾	Buttercup Store
Service Description	Service Description ▾	Online Store for all things Buttercup
Template Link	Service Template Link ▾	
app_name	Do Not Import ▾	
environment	Do Not Import ▾	

### Settings

Service TeamGlobal ▾

Import Services AsDisabled ▾

Enable 7 days of backfill for all service KPIs☒ Disabled☐ Enabled

Change **Import Services As** drop-down to **Disabled**

# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search

IT Service Intelligence

### Entity/Service Import

Search Select Columns Define Entity Rules Done

Import

#### Define Entity Rules

Select a template to define the entity rules for its linked services.

1 Service Template

Filter Service Template

Service Template Link	Services	Entity Rules Complete
Database Server	2	Incomplete

Services that will be linked to Database Server:

- On-Prem Database
- Cloud Database

#### Complete Entity Rules for Database Server

The KPIs in the service template will be added to the linked services. The entity rules in the linked services will be replaced by the entity rules in the template. For service template entity rules whose values need to be defined in the service, select the column from which to provide the value.

Info  matches

AND

Info  matches

AND

Info  matches

Preview for On-Prem Database

Finish completing the entity rules above in order for the rules for a service. Entities currently being imported are not included in the preview.

Dependent Services

- Service
- Service Description
- Template Link
- app\_name
- environment

# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search

IT Service Intelligence

### Entity/Service Import

Search Select Columns Define Entity Rules Done

Import

#### Define Entity Rules

Select a template to define the entity rules for its linked services.

1 Service Template Filter Service Templ Q

i	Service Template Link	Services	Entity Rules Complete
✓	Database Server	2	Incomplete

Services that will be linked to Database Server:

- On-Prem Database
- Cloud Database

#### Complete Entity Rules for Database Server

The KPIs in the service template will be added to the linked services. The entity rules in the linked services will be replaced by the entity rules in the template. For service template entity rules whose values need to be defined in the service, select the column from which to provide the value.

Info itsi\_role matches database\_instance

AND

Info app\_name matches Select a column

AND

Info environment matches

filter X

Dependent Services

- Service
- Service Description
- Template Link
- app\_name
- environment

Preview for On-Prem Database

⚠ Finish completing the entity rules above in order for the rules for a service. Entities currently being imported are not included in the preview.



# Create Services

## Import from Search

Service Analyzer ▾ Infrastructure Overview Alerts and Episodes Glass Tables Deep Dives Dashboards ▾ Configuration ▾ Search

IT Service Intelligence

Entity/Service Import

Search Select Columns Define Entity Rules Done

Import

Click **Import** to create Services and Dependencies

**Define Entity Rules**

Select a template to define the entity rules for its linked services.

1 Service Template

Filter Service Templ Q

i	Service Template Link	Services	Entity Rules Complete
✓	Database Server	2	Incomplete

Services that will be linked to Database Server:

- On-Prem Database
- Cloud Database

**Complete Entity Rules for Database Server**

The KPIs in the service template will be added to the linked services. The entity rules in the linked services will be replaced by the entity rules in the template. For service template entity rules whose values need to be defined in the service, select the column from which to provide the value.

Info itsi\_role × matches database\_instance ×

AND

Info app\_name × matches Select a column ▾

AND

Info environment × matches

filter ×

**Dependent Services**

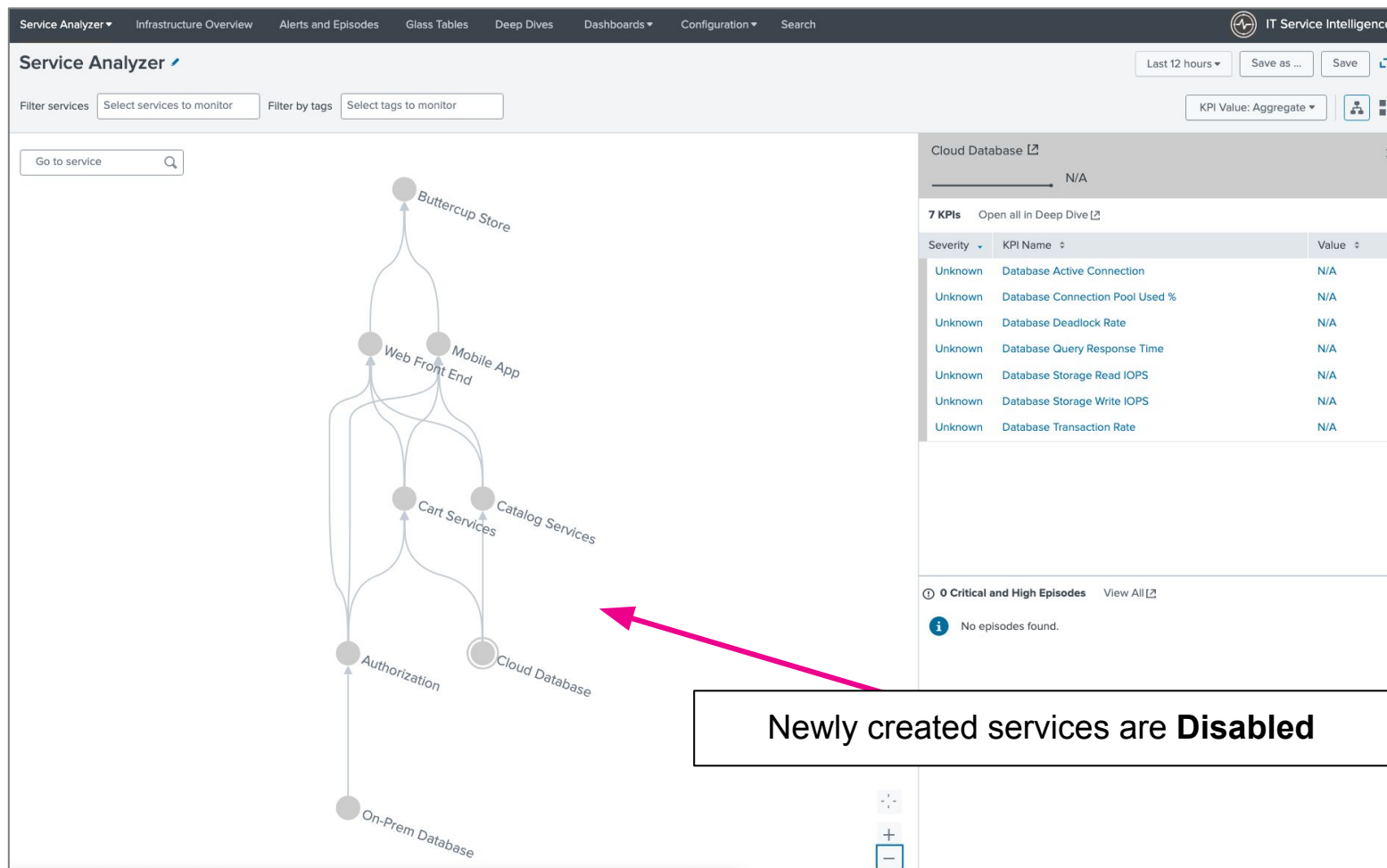
- Service
- Service Description
- Template Link
- app\_name
- environment

Preview for On-Prem Database ▾

⚠ Finish completing the entity rules above in order for the rules for a service. Entities currently being imported are not included in the preview.

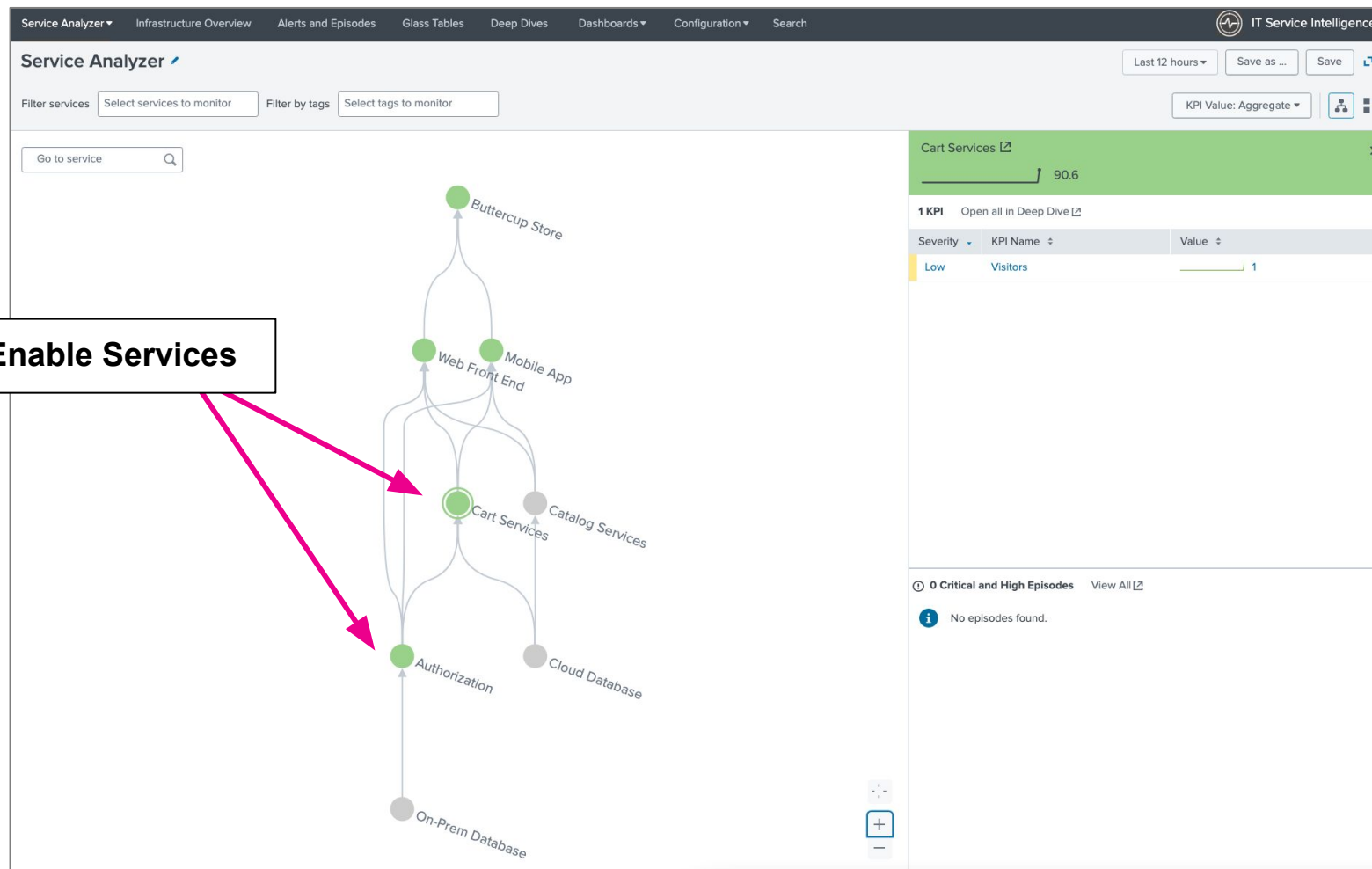
# Completed ITSI Service Tree

Build out KPIs over time as additional info and data becomes available



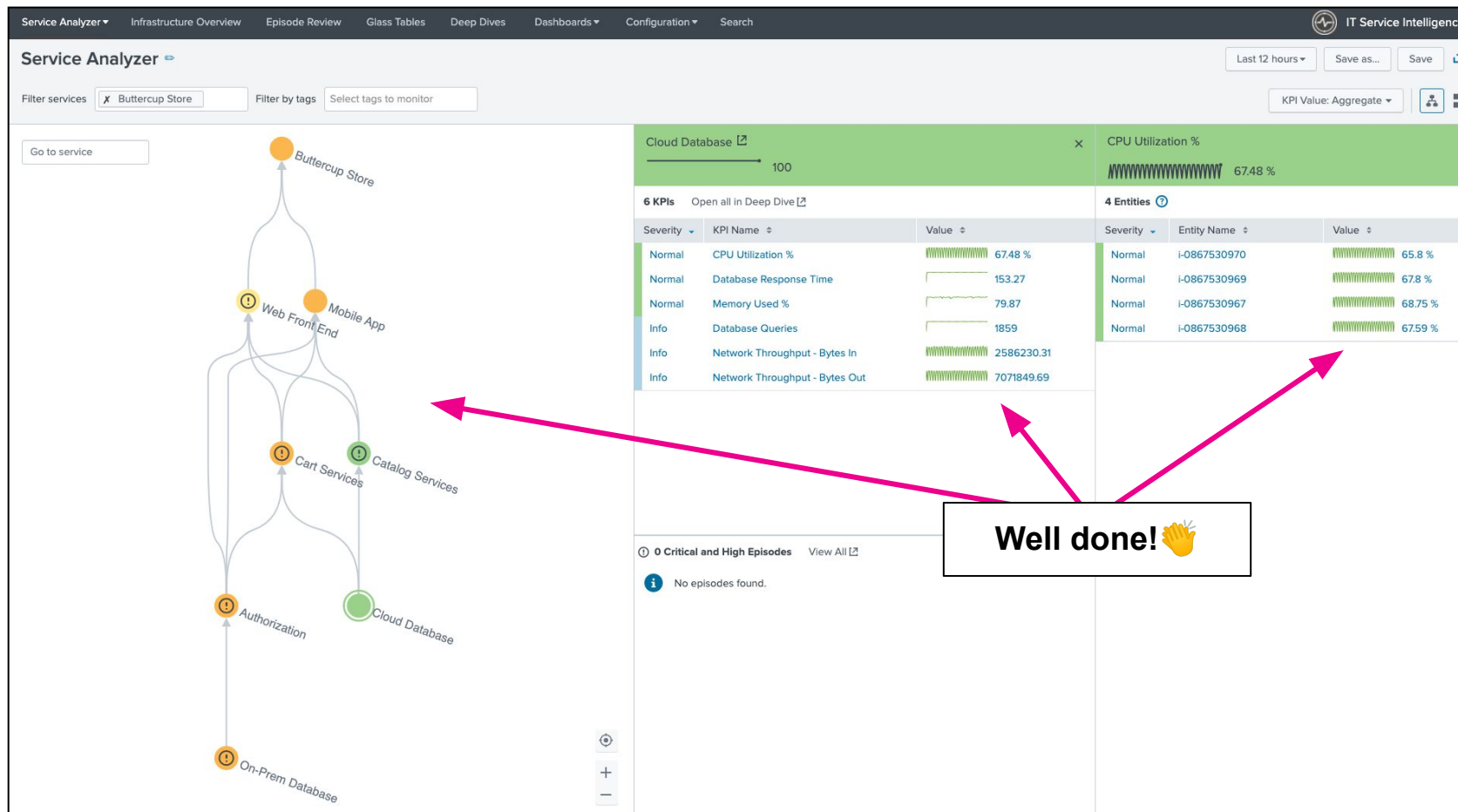
# Completed ITSI Service Tree

Build out KPIs over time as additional info and data becomes available



# Completed ITSI Service Tree

Build out KPIs over time as additional info and data becomes available





# Where do you want to go next?

There's always something else to climb



# The Analog Gap

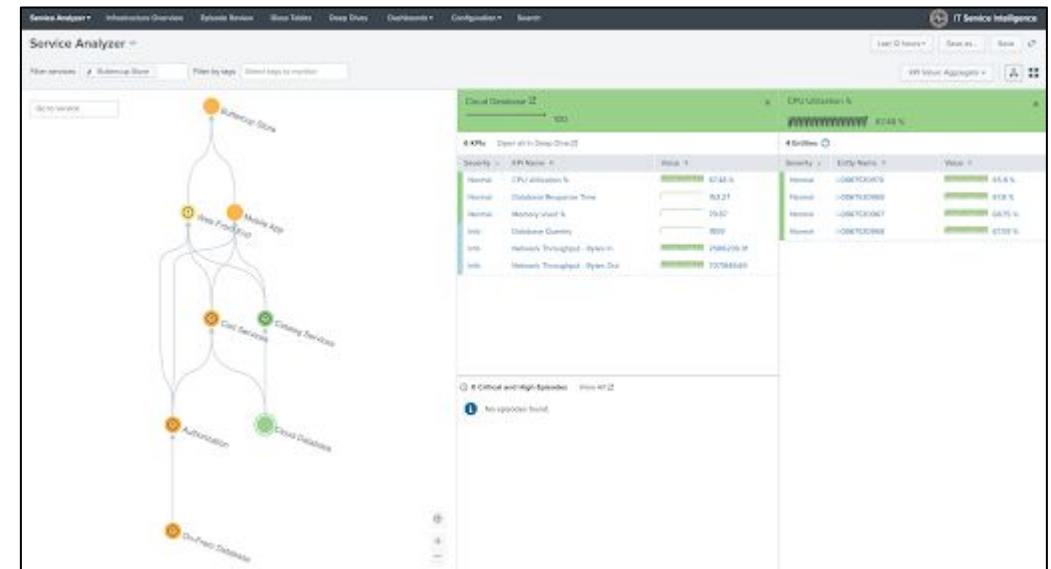
A piece of the puzzle outside the digital



[https://en.wikipedia.org/wiki/Image:Musical\\_brainwave\\_performance\\_at\\_deconism\\_gallery.jpg](https://en.wikipedia.org/wiki/Image:Musical_brainwave_performance_at_deconism_gallery.jpg)

Service Dependency is Institutional Knowledge

- This only comes from one place



# The Analog Gap

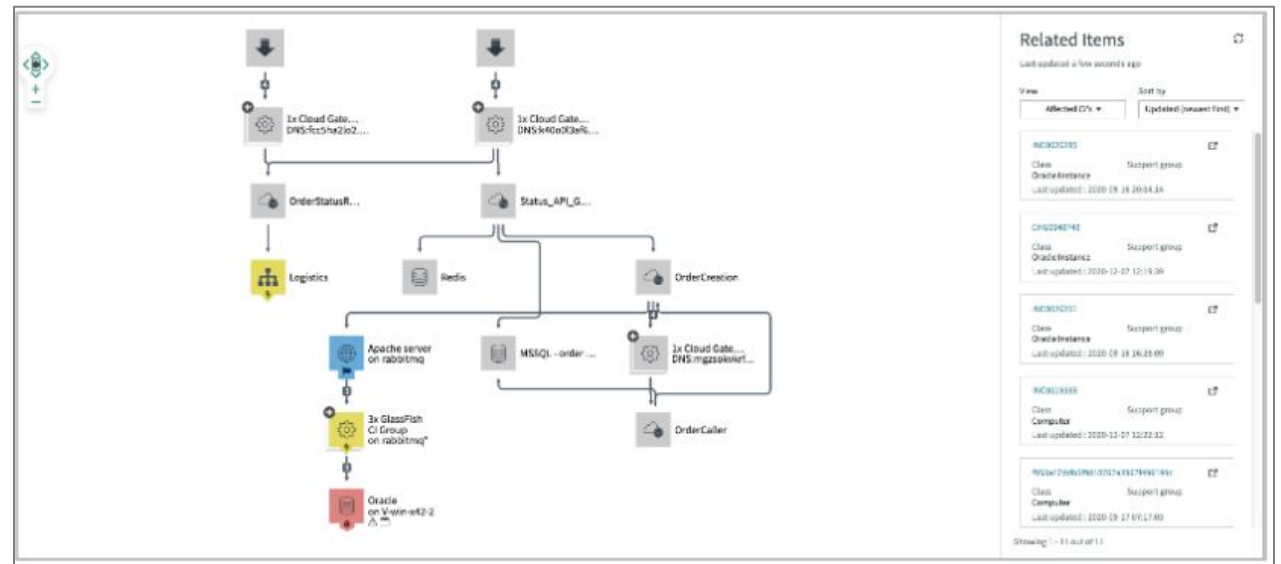
A piece of the puzzle outside the digital

## Human Centric

- Put on the “Troubleshooting Cap”
- Flow Diagrams are very often not Dependency Diagrams
  - But can provide some insight into what services are needed

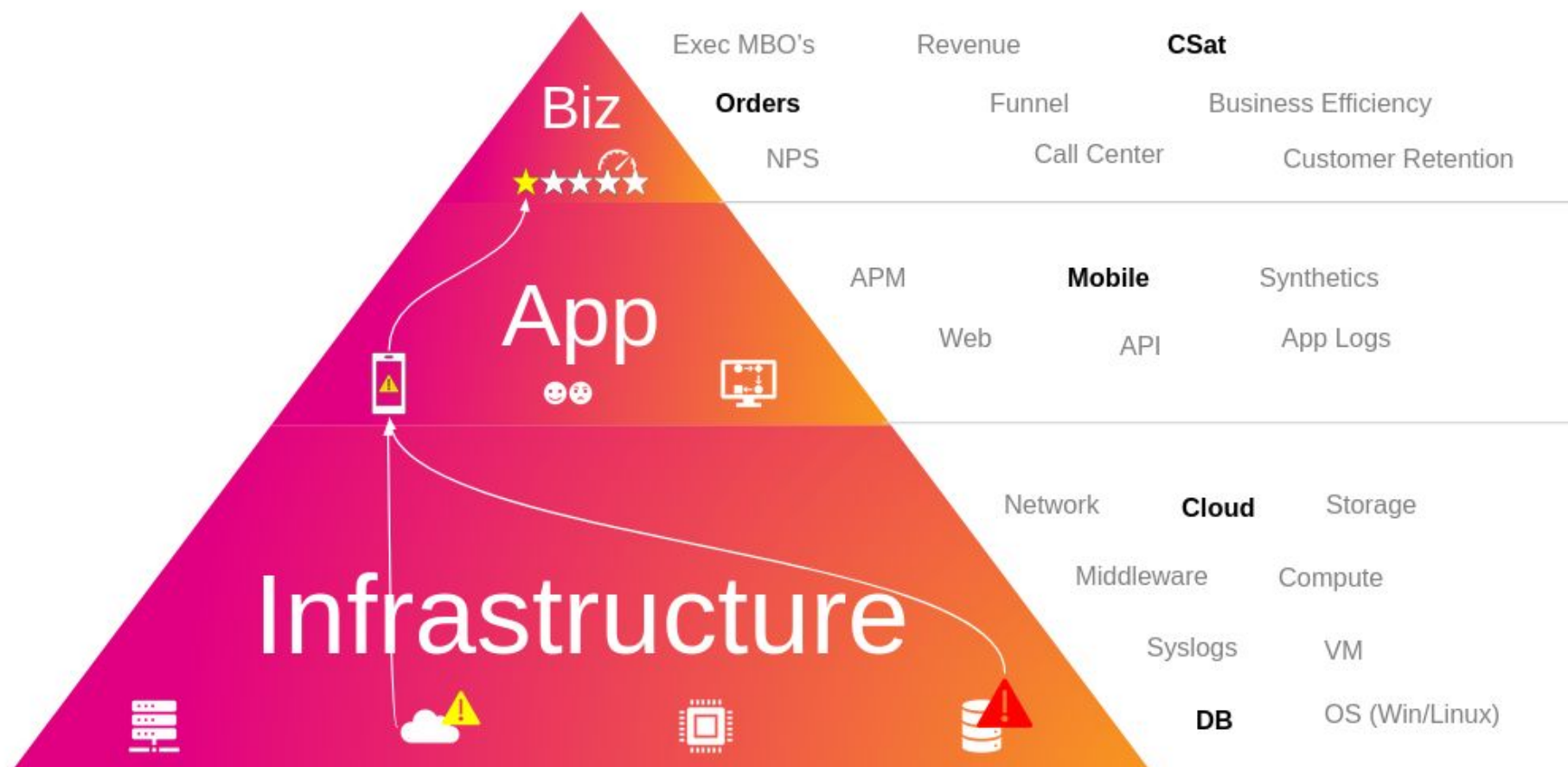
## Is there “Prior Art”?

- Service Maps a la ServiceNow



# Service Decomposition

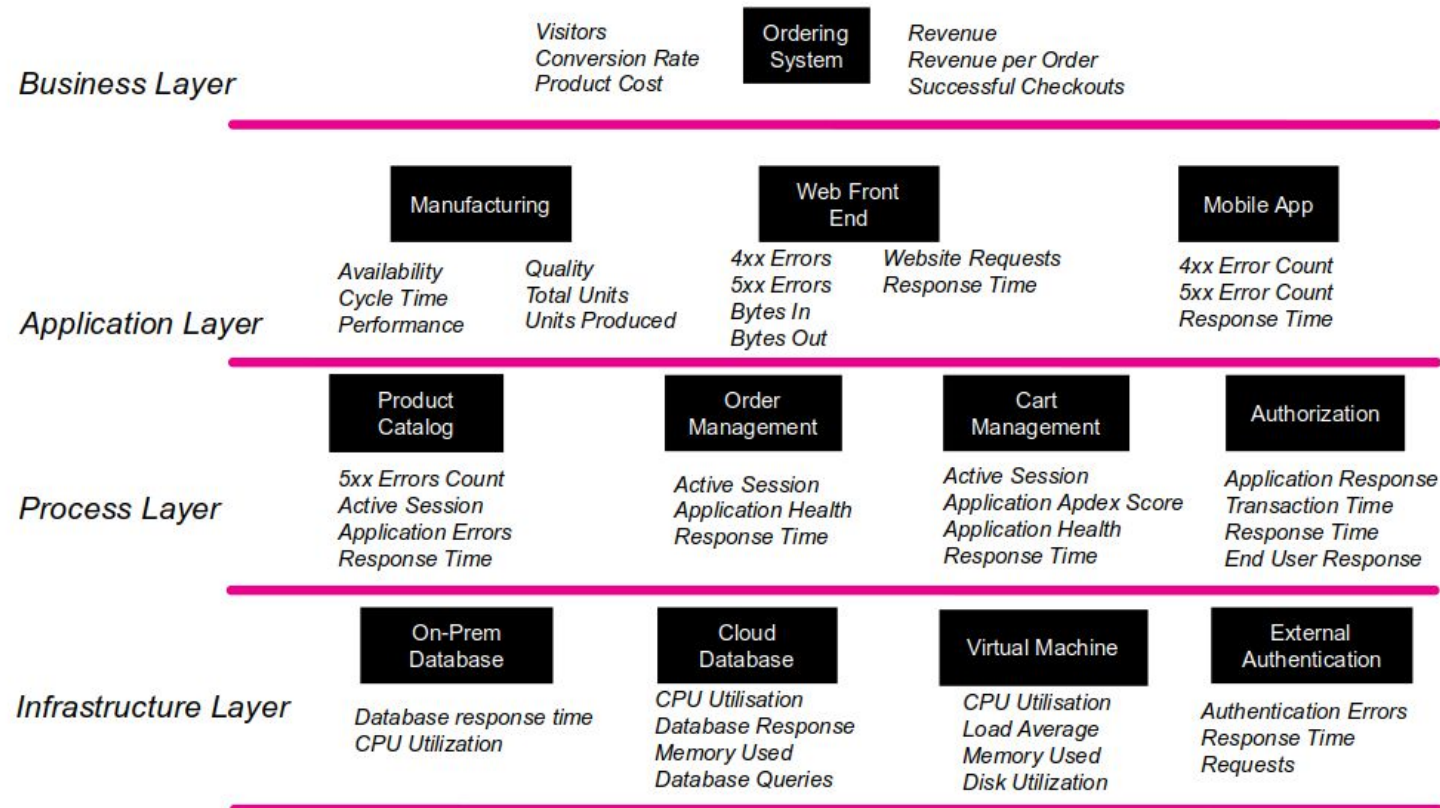
You've followed the rules





# Service Decomposition

You've herded the cats, err, SMEs



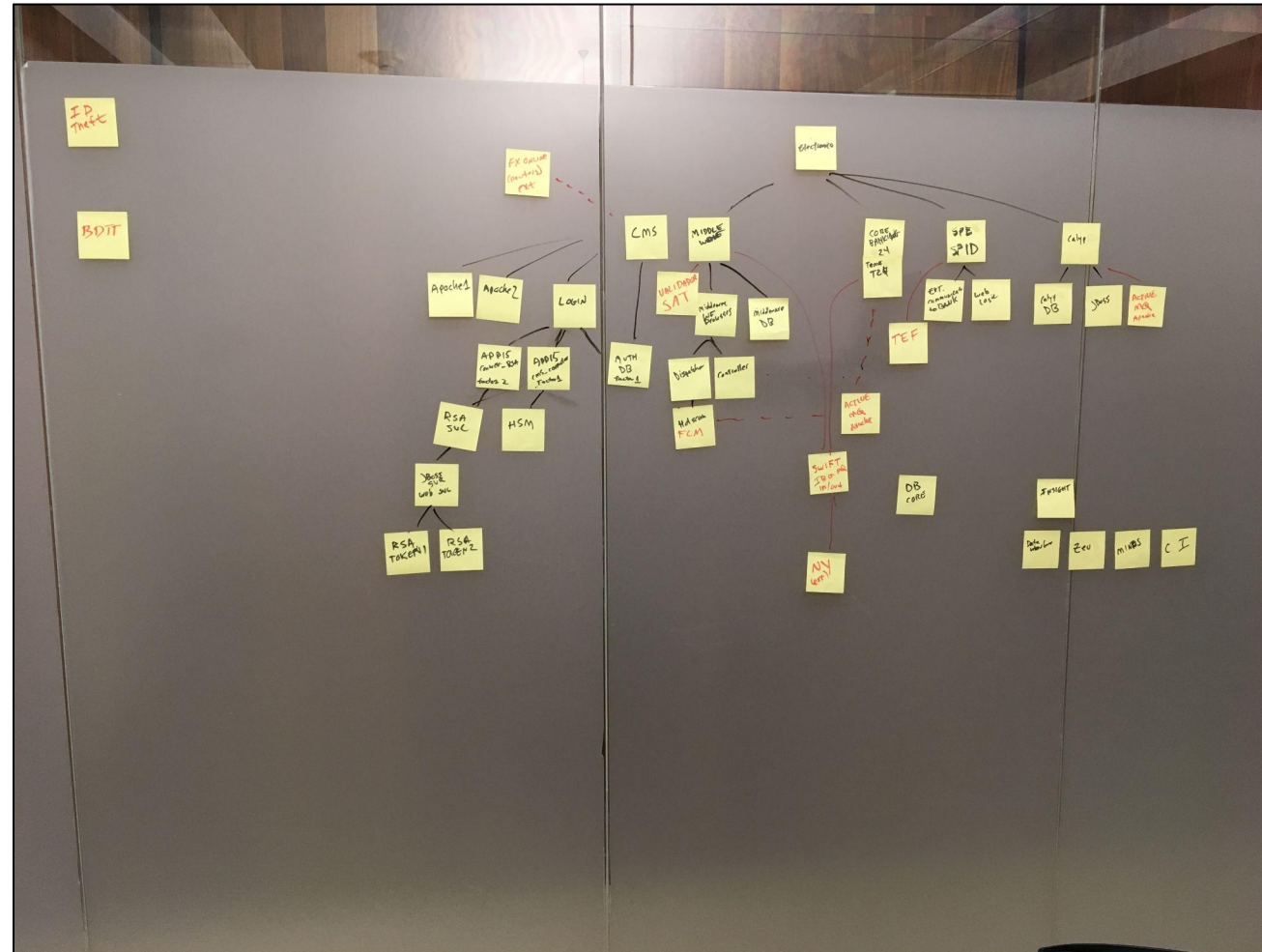
# Service Decomposition

Finally, a Service Tree, you've got this!



# Service Decomposition

Can I type in the services faster than building a CSV?





[illegible]

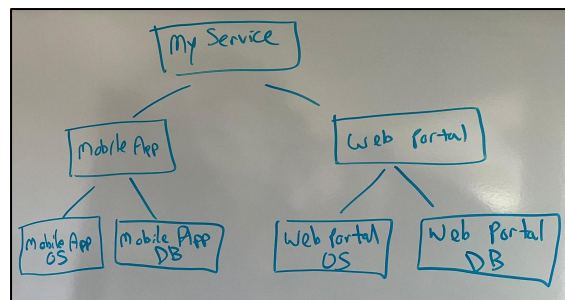


“If Necessity is the Mother of Invention,  
then Laziness is the Father”

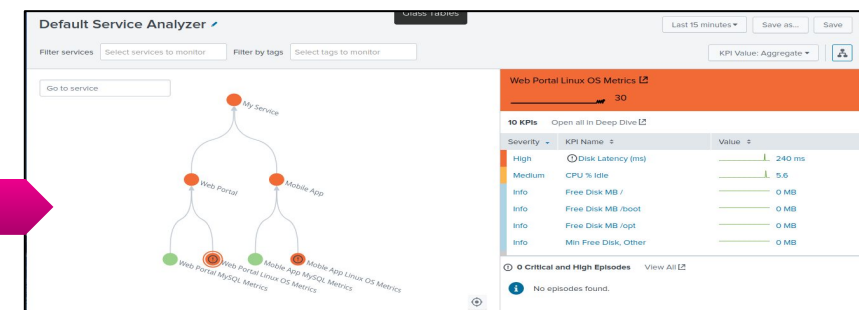
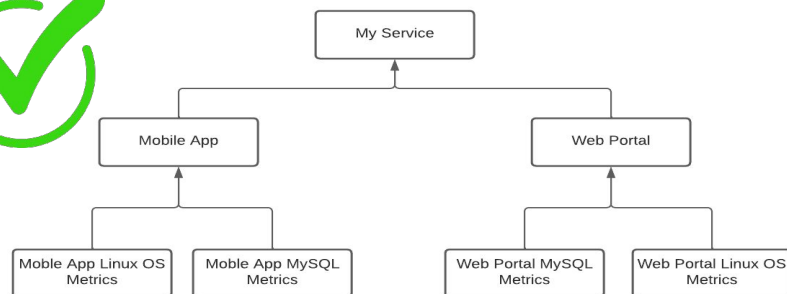
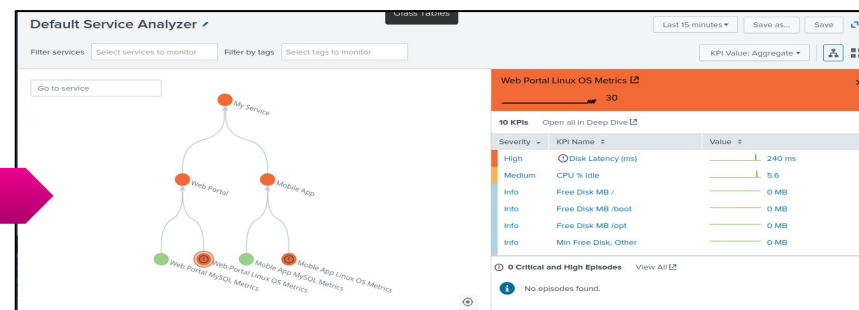
- *author unknown*

# Bridging the Analog Gap

Transcribing is barbaric!



<https://pixy.org/src/92/929092.jpg>

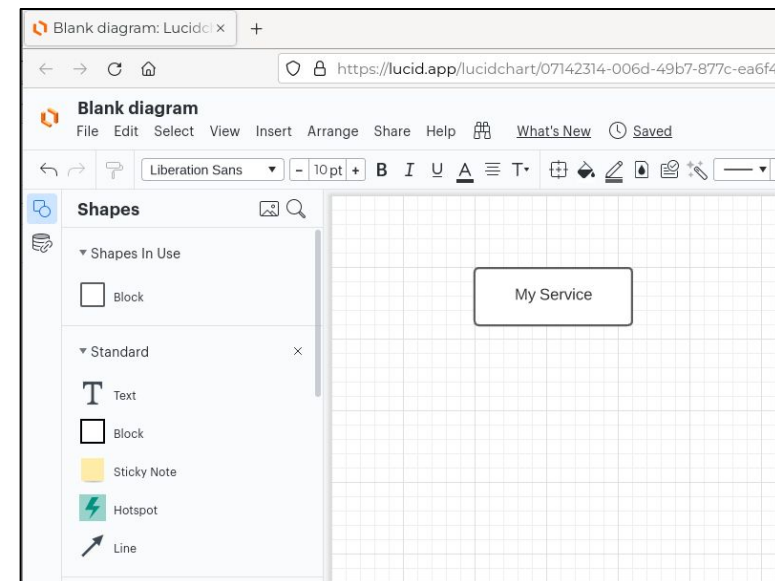


# Bridging the Analog Gap

Using Lucidchart as a Service Modeling tool

Use Lucidchart to build your diagrams

- Export to CSV including object relationships
- Work online with multiple contributors graphically and simultaneously
  - Enables parallel work streams during shared screen sessions

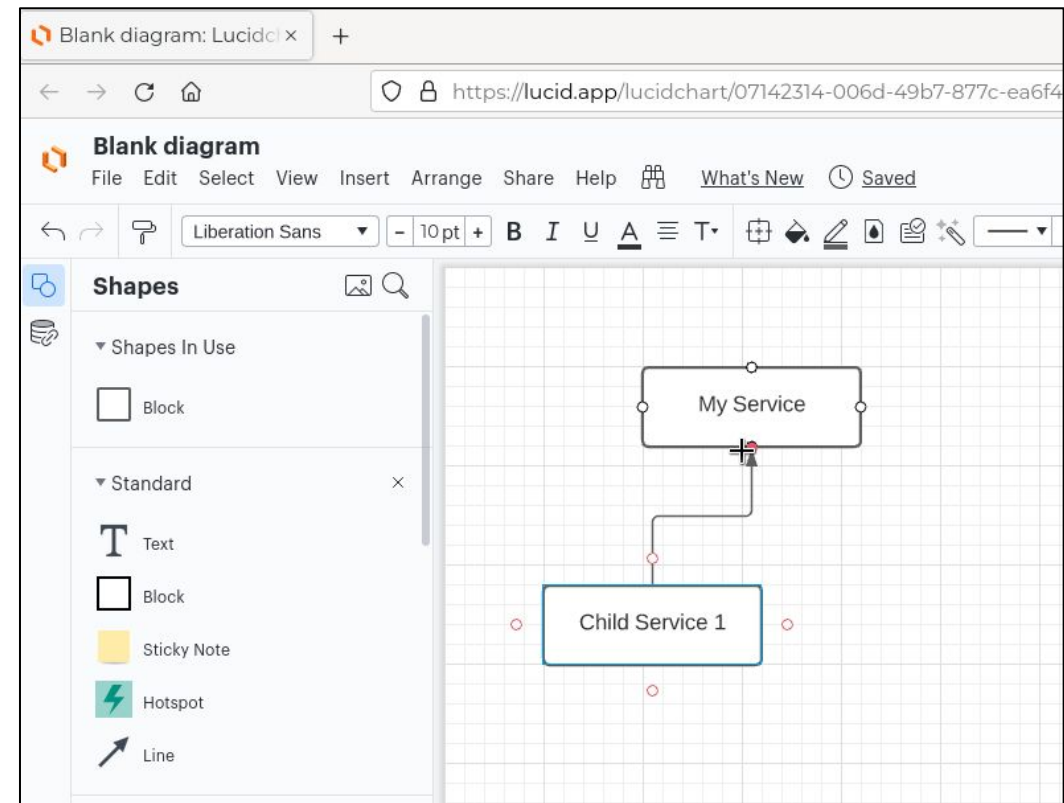


# Bridging the Analog Gap

Use consistent child->parent connections

Build your service tree models as you'd see health scores propagate

- Dependencies flow from the bottom up, just like service health
  - Connect child -> Parent using Lucidchart arrow connectors



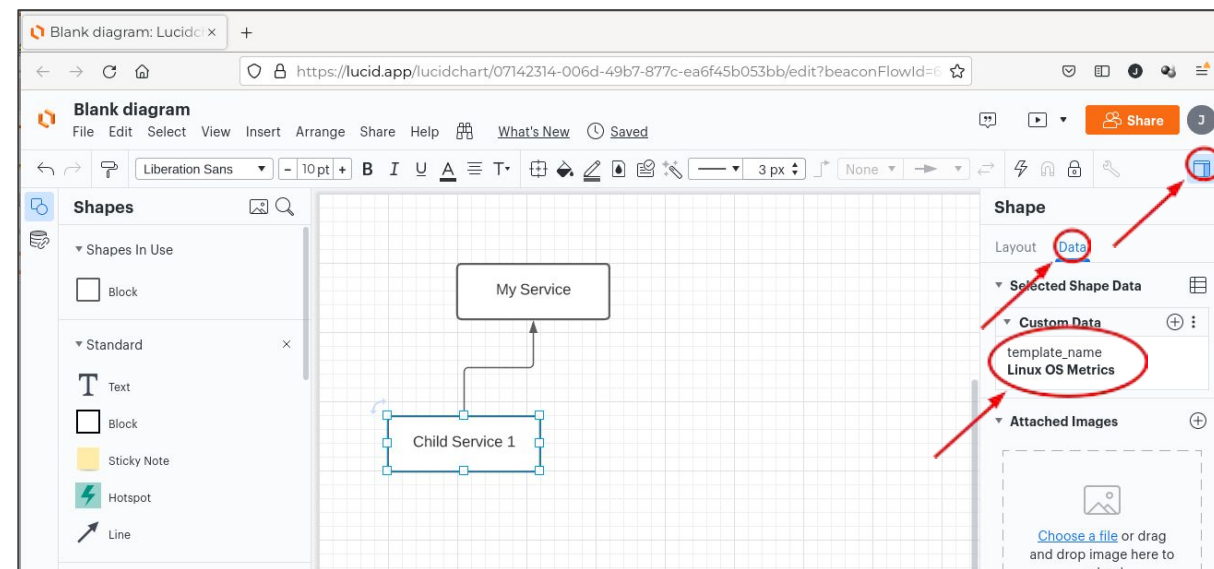


# Bridging the Analog Gap

Add metadata for use during service import

Add metadata for template links, entity rules

- Field names must be consistent
- Entity Rules can have more than one field
  - Create multiple info fields to map entities such as env="prod" or "dev", app="web portal" or "mobile app"
- Pro Tip: create a template in Lucidchart
  - Populate the template with data fields you want
  - Drag-drop or just copy-paste your template service box in your diagram and link to the tree

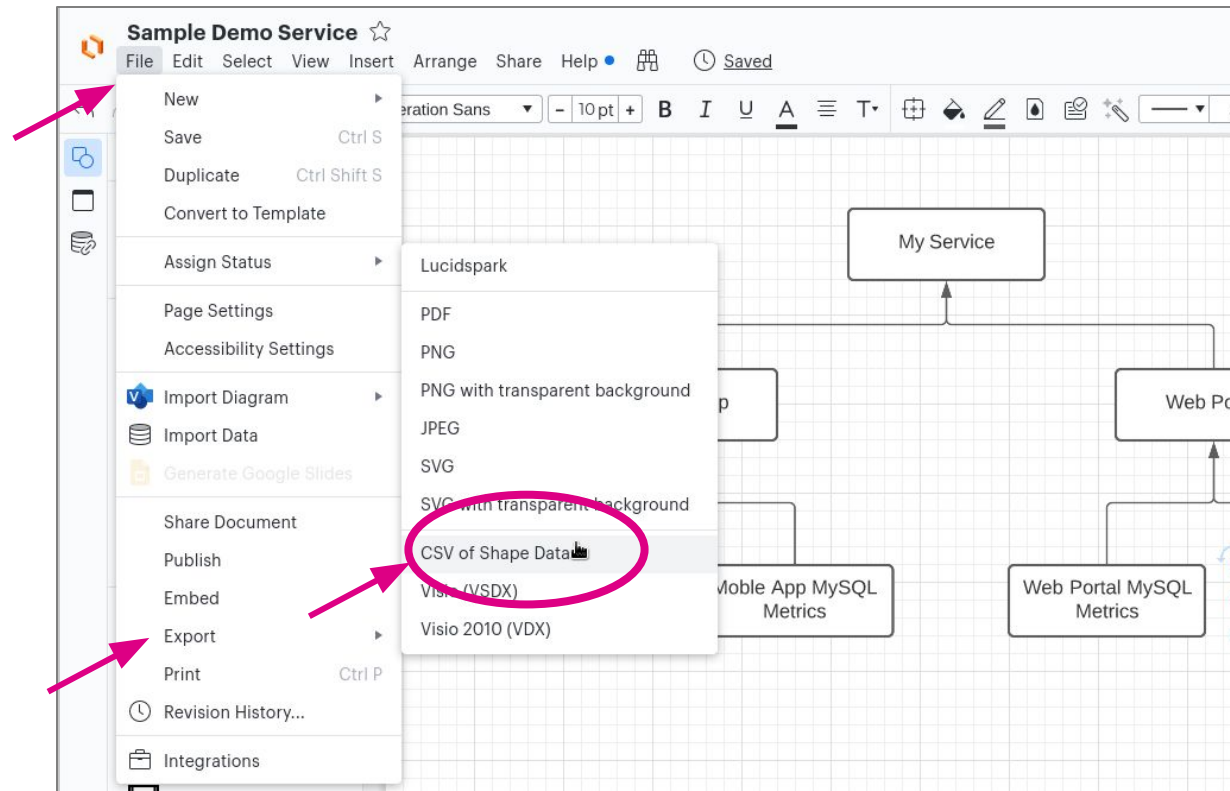


# Bridging the Analog Gap

Let's connect the dots

Export to CSV the 'shape data'

- This will be our import into ITSI



# Bridging the Analog Gap

Post-processing required

The resulting export has all the data we need but requires post-processing

- Let's do this in SPL!

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Id	Name	Shape Library	Page ID	Contained By	Group	Line Source	Line Destination	Source Arrow	Destination Arrow	Status	Text Area 1	host_rule	template_name
2	1	Document										Sample Demo Service		
3	2	Page										Page 1		
4	3	Text	Standard	2								Mobile App		
5	4	Text	Standard	2								Mobile App Linux OS Metrics	www1	Linux OS Metrics
6	5	Text	Standard	2								Web Portal		
7	6	Text	Standard	2								My Service		
8	7	Text	Standard	2								Web Portal Linux OS Metrics	atlantis	Linux OS Metrics
9	8	Text	Standard	2								Mobile App MySQL Metrics		MySQL Metrics
10	9	Text	Standard	2								Web Portal MySQL Metrics		MySQL Metrics
11	10	Line		2			4	3	None	Arrow				
12	11	Line		2			3	6	None	Arrow				
13	12	Line		2			5	6	None	Arrow				
14	13	Line		2			7	5	None	Arrow				
15	14	Line		2			9	5	None	Arrow				
16	15	Line		2			8	3	None	Arrow				

# Bridging the Analog Gap

Import the oneshot CSV

Settings, add data, grab the CSV, dump it into a scratch index

- For this purpose the default settings are fine

The image is a collage of five screenshots from the Splunk Enterprise web interface, illustrating the steps to add data. The screenshots are arranged in a way that shows the progression of the process:

- Top Left:** The 'Add Data' button in the left sidebar is circled in pink.
- Top Right:** The 'Add Data' wizard progress bar is circled in pink.
- Middle Left:** The 'Review' step of the wizard is shown, displaying the following fields:
  - Input Type: Uploaded File
  - File Name: Sample Demo Service.csv
  - Source Type: csv
  - Host: pangea
  - Index: Default
- Middle Right:** The 'Start Searching' button on the success page is circled in pink.
- Bottom Left:** The 'Upload' option under 'Or get data in with the following methods' is circled in pink.



# Bridging the Analog Gap

SPL 'ing our way to an import

There, fixed it for you.

```
index=main source="Sample Demo Service.csv"
| rex mode=sed field=_raw "s/\\X+/\\s/g"
| rex mode=sed field=_raw "s/\\s+/\\s/g"
| rex mode=sed "s/\\W+/ /g"
| fields - splunk_server_group, timestamp, index, eventtype, sourcetype, punct, host, _time, source,
splunk_server, linecount, "Shape Library", "Page ID", _raw
| table "Line Destination", "Line Source"
| rename "Line Destination" as parent_id, "Line Source" as child_id
| append
[ search index=main source="Sample Demo Service.csv" Name="Text"
| table Id, "Text Area 1"
| rename "Text Area 1" as child_service, Id as child_id ]
| stats values(*) as * by child_id
| append
[ search index=main source="Sample Demo Service.csv" Name="Text"
| table Id, "Text Area 1"
| rename "Text Area 1" as parent_service, Id as parent_id ]
| stats values(*) as * by parent_id
| mvexpand child_service
| join type=left parent_service
[ search index=main source="Sample Demo Service.csv" Name="Text" "Text Area 1"=*
| fields "Text Area 1", "template_name", "entity_rule", "host_rule", "team"
| rename "Text Area 1" as parent_service ]
| fields - parent_id, child_id
```

✓ 15 events (4/22/22 12:32:00.000 PM to 4/22/22 12:42:56.000 PM) Job ▾ || ↻ 📄 Smart Mode ▾

No Event Sampling ▾

Events Patterns **Statistics (10)** Visualization

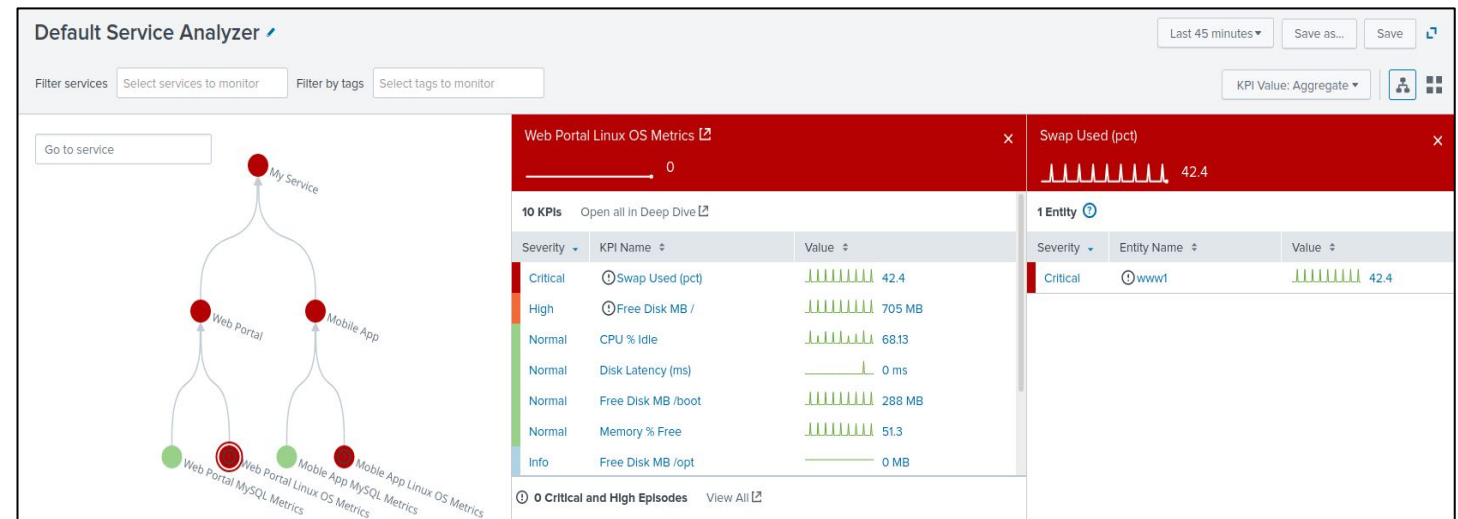
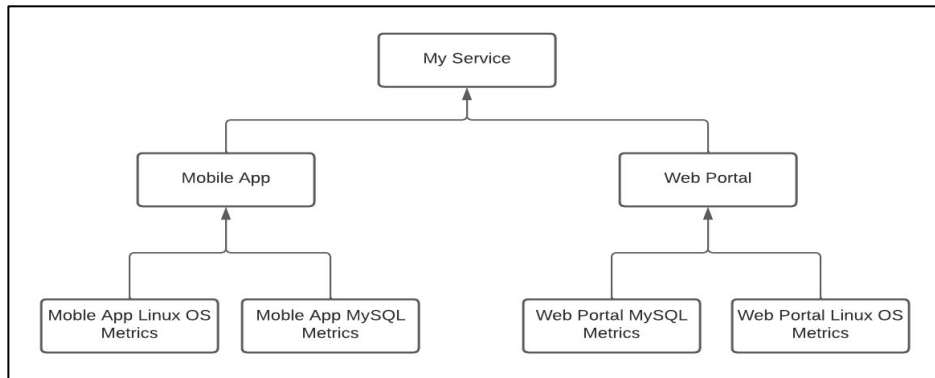
100 Per Page ▾ ✎ Format Preview ▾

child_service ▾ ✎	entity_rule ▾ ✎	host_rule ▾ ✎	parent_service ▾ ✎	team ▾ ✎	template_name ▾ ✎
Mobile App Linux OS Metrics			Mobile App		
Mobile App MySQL Metrics			Mobile App		
	www1		Mobile App Linux OS Metrics		Linux OS Metrics
Web Portal Linux OS Metrics			Web Portal		
Web Portal MySQL Metrics			Web Portal		
Mobile App			My Service		
Web Portal			My Service		
	atlantis		Web Portal Linux OS Metrics		Linux OS Metrics
			Mobile App MySQL Metrics		MySQL Metrics
			Web Portal MySQL Metrics		MySQL Metrics

# Bridging the Analog Gap

Import from Search...

Your Services, with the fewest keystrokes possible



# Bridging the Analog Gap

## More Tips

### Create service templates in advance in ITSI

- Entities can be added later, but templates will require a re-import
- Install Content Packs which contain service templates first
- If you don't know the KPIs make a "Dummy" service template
  - Clone/rename it as many times as you need to match your tree
  - Add your KPIs to the template later

### Use unique service names in your Lucid Chart diagram

- Unless this is by design use unique names. ITSI will think they are the same service otherwise at import

### Re-importing is easy

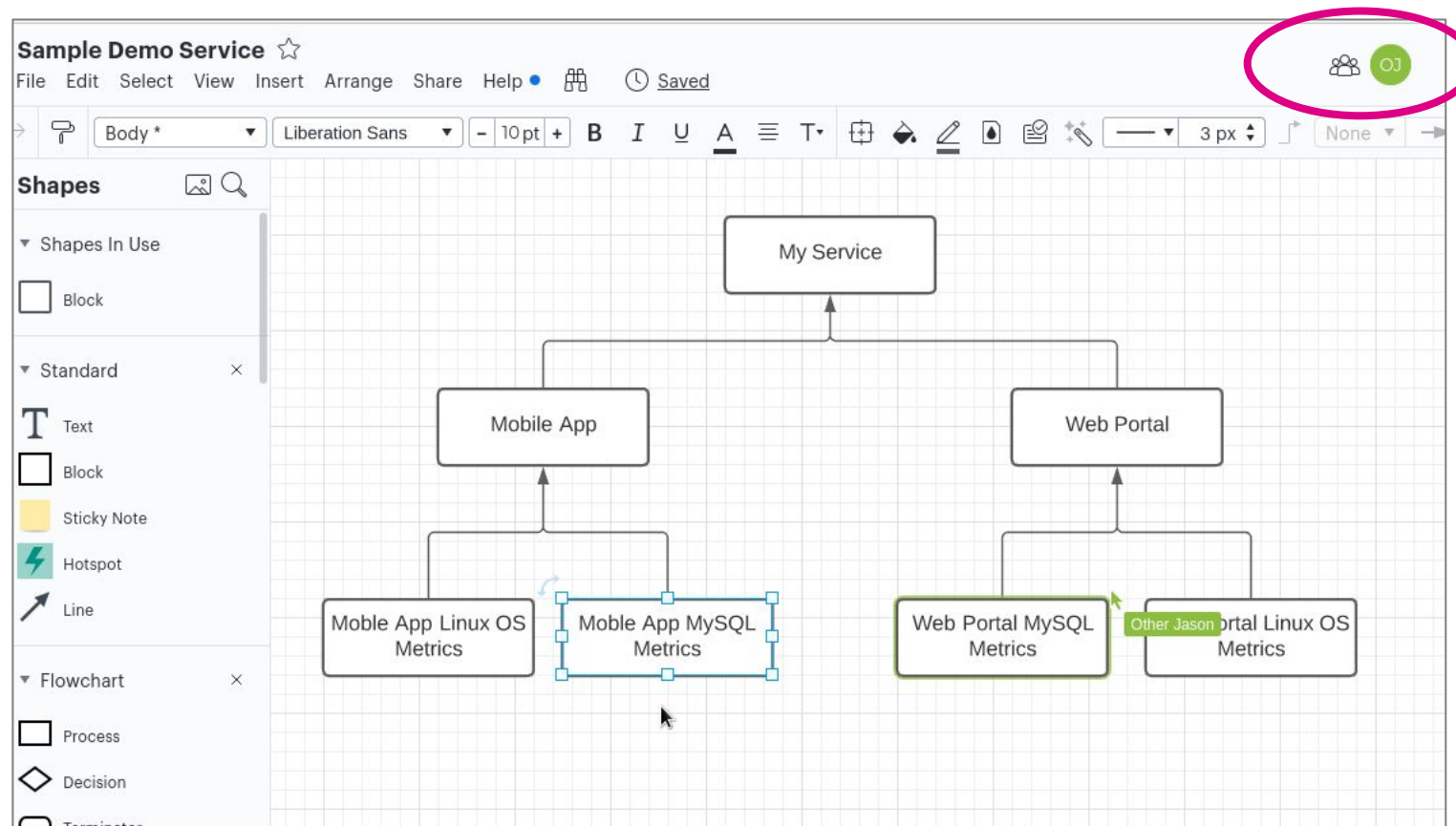
- In a green field deployment you can delete all services and re-import as needed

# Service Decomposition and Lucidchart

Lucidchart is more than a drawing tool - it's a collaboration tool

Take advantage of the multi-user features

- Reviewing static documents in your shared screen session while updating with the team in Lucidchart in a separate window can be powerful

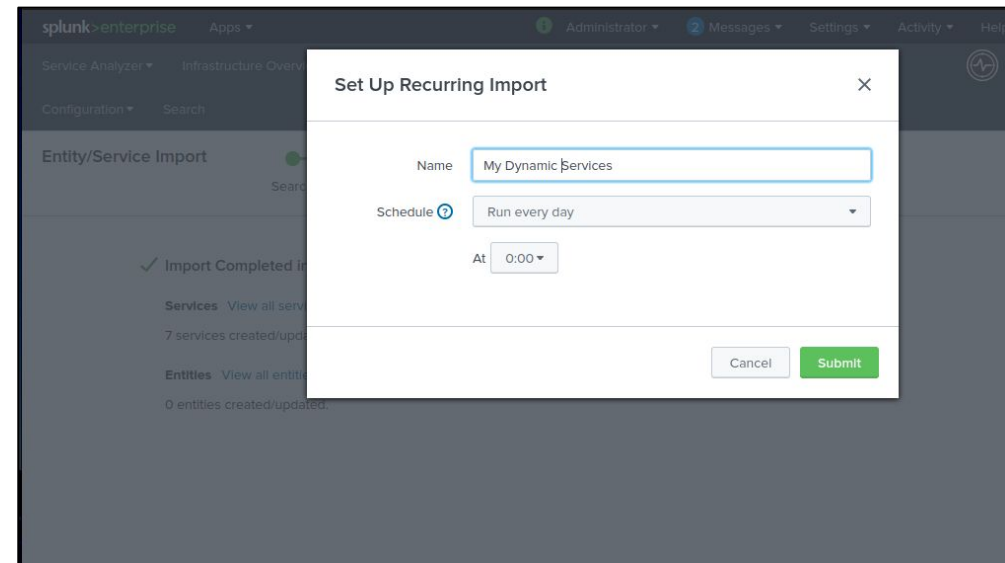
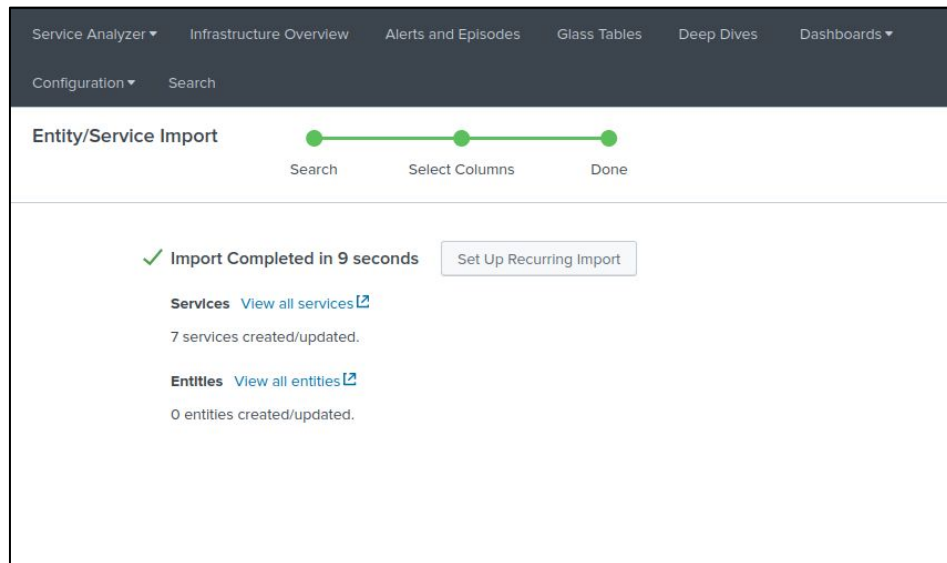


# What Else We Can Do

## ITSI Service Automation

Setup recurring imports of your service model

- Use this with import by CSV or SPL™ Search
- Useful in a dynamic environment where services are created and destroyed





# Useful Links

Documentation: [Import services from search in ITSI](#)

Tech Talk: [Practical guidance for fast and effective Service Modeling in ITSI](#)

Software: [Lucidchart](#)



# Thank You

