

Splunk Attack Analyzer Support Information

Working with Support

Summary

We are providing this guidance for our Splunk Attack Analyzer support offering as we work through fully integrating our Support Services. Our goal is to provide our customers the best possible experience as we work through this period. This information is subject to change as we further integrate with our broader systems. Please note that the information provided on the Splunk Support Programs [page](#) does not currently apply to our Splunk Attack Analyzer Hosted Service.

Technical Support for Splunk Attack Analyzer

Splunk Attack Analyzer support is offered during business hours from Monday to Friday from 9:00 am Pacific until 5:00 pm Pacific, excluding public and Splunk holidays.

Support Service Level Definitions

1. **Support Service Level Definitions.**
2. **(1) "Priority"** specifies the priority of the support ticket based on the severity of the issue. The severity of each request will be determined by the Splunk support analyst based on the information provided by the Customer in the request.
3. **(2) "Targeted Response Times"** means the time in which Splunk targets to provide a response from a Splunk support analyst. The time to resolve any specific ticket will depend on the issue, and estimates will be provided on a case by case basis.
4. Definition of support request priority levels
 - a. **Priority 1 (P1):** The Splunk Attack Analyzer Services are deemed failing and/or unusable by Customer, including if at least one component of mission-critical functionality does not perform, and/or is inaccessible or unusable by Customer, resulting in a significant business or technical impact on Customer.
 - b. **Priority 2 (P2):** Customer is able to use the Splunk Attack Analyzer Services, but Customer's operations are severely restricted, the overall performance of the Services is degraded or at least one component of material (but not mission-critical) functionality does not perform.
 - c. **Priority 3 (P3):** Any Error that affects performance of the Splunk Attack Analyzer Services but does not degrade any material or mission critical functionality. Includes all problems reported which are not a Severity 1 or Severity 2 Error.

Support Service Level

Priority	Targeted Response Time
----------	------------------------

P1	Splunk will respond within 4 hours of an error being reported during Business Hours and within 4 hours of the start of the next business day if reported outside of Business Hours.
P2	Splunk will respond within 8 hours of an error being reported during Business Hours and within 8 hours of the start of the next business day if reported outside of Business Hours.
P3	Splunk will respond within 2 business days of an error being reported during Business Hours.

Contact Information

Open a support ticket in [Splunk Support Portal](#)

Business hours (excluding Splunk observed holidays) is defined as Monday – Friday (9 AM – 5 PM Pacific)