Splunk Enterprise Support Services

Service Scope

The Trustwave Technical Assistance Centre (TAC) provides the service management activities associated with the ongoing maintenance and support of customer's security solutions. Trustwave's TAC team provides telephone and either web based or email support to the Client as a frontline desk (Tier 1 and 2, 24x5 with 24x7 premium on-call support for priority 1 critical issues) that can troubleshoot and resolve Client problems and escalate issues to Splunk (Tier 3) when necessary.

24X5 is defined as 1800 Sunday – 1800 Friday MDT (UTC-6) unless otherwise specified.

Premium Support Services

Trustwave will provide Splunk premium support services that include:

- Maintain and support the list of releases, defined as the currently-supported releases of the Splunk Platform (Splunk Enterprise).
- Make available all supported Maintenance Releases, Minor Releases and Major Releases as defined https://www.splunk.com/en_us/legal/splunk-software-support-policy.html
- Verify defects in the software identified and submitted by Client.
- Correct material defects in the software for the currently-supported Maintenance Releases.
- Provide access to Splunk online support through the support website including, but not limited to, knowledge base/FAQ, case management and software downloads.
- Provide technical telephone support 24X7.

Tier 1 and Tier 2 Support Services

Frontline support services provided by the TAC include the following:

- Receive and log End User calls
- Verify support contract coverage
- Verify software release level and provide or assist in identifying location of updates
- Initial problem determination
- Basic installation support
- Support for post-installation reconfiguration
- Distribute product update information and release notes to users, on request
- Apply escalation guidelines
- Troubleshoot problems using diagnostic utilities
- Back up support for installation activities (configuration problems, installation problems, post installation re-configuration)
- Substantive problem determination (h/w, s/w, driver, configuration)

- Gather and analyze trace info, communicate and document next technical action required
- Decode error messages and provide corrective action
- Knowledge of product interdependencies and relationships
- Provide patch release verification and distribution
- Identify solutions and articles in knowledge base and distribute

Tier 3 – Splunk

- Defect validation and submission to Splunk Product QA and Development
- Complex troubleshooting and undocumented technical support assistance for Splunk products and services

Support Exclusions

- Products that are not on a current supported release, after EOL or EOS. TAC will attempt to assist in resolving issues with unsupported versions, time permitting. However, cases relating to supported versions have priority; https://www.splunk.com/en_us/legal/splunk-software-support-policy.html
- Software products: Operating System Support
- Software products: Third party application support for software that was not licensed from Trustwave
- Hardware
- Support cases for which no support contract is in effect, including expired support contracts and/or subscriptions
- Replacement of hardware for which no support contract is in effect, including expired support contracts and/or subscriptions
- Damage caused to the product(s) or any part thereof by accident, the elements, failure in electrical power, computer viruses, acts of God, the use of unauthorized parts or software, or negligence of Client or any of its employees or representatives. Work performed by Trustwave on the product(s) for any such cause shall be billed to the Client separately from this policy at Trustwave's prevailing rate for parts, labor, and travel expenses
- Product training (optional service via Trustwave's Professional Services)
- End to end installation and upgrade services (optional service via Trustwave's Professional Services)
- Onsite services (optional service via Trustwave's Professional Services)

Service Response Times

Classification	Priority	Definition	Preferred Contact Method	Response
Critical	P1	Product issue causing complete loss of service. Priority 1 issues are reserved for issues Client is facing while in production. A testing or laboratory failure does not share the same priority level. No possible workaround is available	Phone*	1 Hours
Important	P2	Represents one of the following: • A product issue causing significant impact to the Client's mission; • Important sub-component of product not functioning, or intermittently functioning; or • Serious degradation in performance of system. Priority 2 applies to Client in production or issues delaying the deployment of the system to production. No acceptable workaround is available.	Phone*	2 Hours
Normal	P3	Represented by: • One or more secondary functions of system not functioning; • Minor performance degradation; • Functionality loss not critical to business; or • Important question from Client needing resolution. Workaround is available.	Customer Portal, Email	4 Hours
Low	P4	Low Business Impact: Represents issues or questions not critical to the overall mission of the client. Workaround is available.	Customer Portal, Email	8 Hours

For P1 and P2 issues, Client must follow up with a phone call

Contacting TAC

Clients can contact Trustwave's TAC using the following methods:

- Customer Support Portal
- Email
- Phone

Customer Support Portal

Trustwave's Customer Support Portal is the primary method for submitting and viewing support requests and access to the TAC knowledge bases.

After a request is submitted through the Customer Support Portal, a Technical Support Engineer reviews the request to determine if it can be resolved immediately, needs further investigation, or requires escalation. A support request number will be provided to Client through the Client Support Portal for reference. If the Technical Support Engineers require further information, they will contact you directly through the portal, via phone, or email.

Email

Clients may also send an email to Trustwave for support requests.

When submitting a support request via email, please include the following information to aid in proper tracking and to ensure expedited resolution to your request:

- Support case number, if already submitted via the Customer Support Portal
- Company Name
- Partner Name (if applicable)
- Product and Version
- Detailed description of request

Caution: This method is not encrypted. Support requests containing sensitive data should not be submitted through e-mail.

Phone

Clients are required to call Trustwave TAC to submit a support request at the highest priority levels (P1 and P2). This method should be reserved for times when Client experiences a high or critical business impact or has a time sensitive issue that needs immediate resolution.

Escalation Process

Trustwave will escalate critical issues to Splunk Tier 3 support for backline support or issues that cannot be resolved within the TAC. For each escalation:
- TAC will first escalate an issue internally and designate a technical support specialist to investigate the issue.
- If not resolved internally, the support specialist will gather all necessary and required information from the Client environment and submit an escalation with Splunk.
- Splunk will work on the case with TAC to completion.

4

Return Material Authorization (RMA) Process

Trustwave is not responsible for troubleshooting hardware issues reported by Client.