Splunk® Security for SAP® solutions Support Information

Working with Support

Summary

We are providing information to our customers on the Splunk® Security for SAP® solutions support. The solution has Splunk and SAP components and this document provides guidance on the support level for each component.

"Splunk Security for SAP solutions" includes following components
- Splunk Security App for SAP solutions
- Splunk Security Add-on SAP solutions, which includes the following SAP components ("SAP Components"):
  - SAP Enterprise Threat Detection (ETD) - OEM, and
  - SAP HANA, Runtime edition for Applications & SAP BW - New/Subsequent partial

Splunk components "Splunk Security App for SAP solutions" and "Splunk Security Add-on SAP solution" (except the SAP Components) will be provided technical support following support level of "Splunk Standard Support Program" – full details along with the definitions on case priority and response times can be found on the [Support Programs](#) page on our website.

Please note that the information provided on the Splunk Support Programs page does not apply to SAP Components. This document provides details on the support level for the SAP Components as outlined below.

Technical Support for SAP Components

Support Service Level Definitions

1. **"Support Request 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 based on the information provided by the Customer in the request.
2. **"Initial Reaction Times (IRT)"** means the time in which Splunk shall confirm receipt of a support request and provide an initial qualified response. Splunk will make commercially reasonable efforts to comply with the Initial Reaction Times (IRT) during Regular Working Hours.
3. **"Target Fix/ Workaround Times"** means the time in which Splunk shall provide a solution, action plan or workaround for a specific case. Action plan includes: status of the resolution process; planned next steps, date and time for next status update. 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):** A case should be categorized with the priority "P1" if the production installation of purchased software is completely inaccessible or the majority of its functionality is unusable, normal business processes or IT processes related to core business processes are severely impacted.
   b. **Priority 2 (P2):** A case should be categorized with the priority "P2" if one or more important features of purchased software has become unusable, normal business processes are seriously affected.
   c. **Priority 3 (P3):** A case should be categorized with the priority "P3" if a feature of purchased software is not operating as documented, normal business processes are affected.

d. **Priority 4 (P4):** A case should be categorized with the priority "P4" for any general questions, the problem has little or no effect on normal business processes.

Support Service Level

Priority	Availability	Initial Reaction Time (IRT)	Target Fix/Workaround
P1	24/7 x 365	2 Hrs	1 Bus. Week
P2	8–5 Bus. Day	1 Bus. Day	N/A
P3	8–5 Bus. Day	1 Week	N/A
P4	8–5 Bus. Day	None	N/A

Contact Information

Open a support ticket in Splunk Support Portal

Business day (Excluding Splunk observed holidays) is defined as Monday – Friday (8 AM – 5 PM)