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Introduction

What is the Splunk Community?

The Splunk Community is comprised of two things—people and programs.

Splunk Community people

The Splunk Community is a group of customers, partners, and Splunk employees (Splunkers) who share their knowledge and experience with other users. These people volunteer their time to help others successfully implement and use Splunk products.

The Splunk Community volunteers have hands-on experience with Splunk products and services. They are real people who openly share how they have applied their experience to real-world use cases. Think of the Splunk Community as a strong, user-based support system.

Splunk Community programs

Splunk sponsors several Splunk Community programs:

- Splunk Answers
- Chat groups
- User groups
- SplunkTrust

How Splunk supports the Splunk Community

Because Splunk recognizes how important the Splunk Community is, Splunk has employees that are specifically assigned to assist and grow the Splunk Community.

Guidelines for community members

The Splunk Community programs—Answers, Trust, User Groups, and Chat—are intended to provide connections that promote Splunk community and content that leads to better experiences with Splunk products.

The goal in providing these programs and bringing people together is to let the community govern itself as much as possible. The few rules we enforce are designed to balance the needs of the Splunk Community with the needs of the Splunk company.

We have expectations of our members

Effective communities create their own norms, rather than abide by imposed rules. These programs are intended for and should be led by members of the Splunk Community. Whenever possible, these programs should be led by customers and partners rather than Splunk employees.

None of these programs are intended as sales channels for products or professional services. Members can build reputations that can pay off indirectly, but directly selling services is forbidden.
Our members should have expectations of us

Splunk provides tools that help connect people. If the tools are broken, Splunk should fix them.

Which of course would never ever happen, because this is software.

If we can help connect people, we should do so, while maintaining proprietary information and member privacy.

Basic decency and respect for privacy is required

Splunk values open dialog, respectful communication, and irreverent humor. We seek an atmosphere of inclusion and participation.

We do not tolerate harassment on the basis of race, color, creed, religion, ancestry, national origin, age, disability, sex, arrest or conviction record, political viewpoint, marital status, sexual orientation, gender identity, or gender presentation.

How members conduct themselves and what they contribute are far more important characteristics than any physical, cultural, natural, or chosen personal traits. If you don't get that by now, perhaps you haven't been paying attention.

Our expectation is that information shared within the Splunk Community is to remain confidential. Neither Splunk nor community members will share member lists to anyone outside of a user group, chat channel, or other forum without the express approval of the members. All participants agree to avoid any discussions or sharing of information which could in any way lead to the violation of intellectual property, privacy, competition, and anti-trust laws.

Don't share sensitive information unless you have permission to do so!

You are responsible for your words, your ideas, and your conduct

Splunk retains editorial control but uses it sparingly.

Splunk is not responsible for the accuracy or integrity of the information posted by the members of the community. Splunk does edit posts on Splunk Answers and Splunk Blogs for grammar, formatting and readability, and consistency of terminology. These edits are to make the content more usable and searchable.

Splunk reserves the right to remove any content that does not adhere to the Splunk Community guidelines.

Splunk likes to share its brand

The Splunk intellectual property, trademarks, and funny t-shirt slogans belong to Splunk, and we care about maintaining our brand. If you ask first, we are very likely to approve of personal use as long as you are not seeking to profit financially.

Please be creative, irreverent, and decent.

We are benevolent overlords

Splunk reserves the right to remove or hide any message from the sites we administer and to block or terminate any user account for any reason.

Nobody likes a power-hungry corporate shill. It goes against the interests of Splunk to exercise control over the community for no reason, and we'll always try to use our powers for good. Just play nicely.

Splunk also reserves the right to demote leaders of user groups, moderators of private chat channels, or other members of the Community, if they are not upholding these guidelines.
Thanks for Splunking!

**Splunk Answers**

Splunk Answers is a question and answer forum for users. You can use Splunk Answers to find solutions for issues with deploying, managing, and using Splunk products.

Users often find solutions on Splunk Answers, avoiding the need to file a Support case. Using the forum can save you time!

Any user can ask or answer a question. Most of the people who answer questions posted on the forum are experienced customers, partners, and Splunkers. Some of the most active users on Splunk Answers are our SplunkTrust MVPs. Approximately 75-85% of the answers are provided by people who are not Splunk employees.

Use the information in Splunk Answers to find how people are applying Splunk knowledge to real world use cases.

**Asking and answering questions**

You can search for existing answers and post your own questions on Splunk Answers. To respond to a question, you will need to login using your free Splunk account.

See Ask and answer questions in the *Splunk Answers User Manual* to learn more about tips for asking and answering questions on Splunk Answers.

**Karma points**

On Splunk Answers, you earn karma points by contributing thoughtful answers and comments to people’s questions. Karma points provide a rough measurement of your reputation in the Splunk Community and how much the community trusts you.

The Karma system provides a method for you to gauge if people are a reliable source of Splunk knowledge. Users can be upvoted for posting helpful questions, comments, or answers.

**How Splunk employees use Splunk Answers**

Splunk support engineers post questions and answers to share solutions with the community for common issues. These are issues that the support engineers encounter with support cases that are submitted by customers.

Splunk engineers and developers follow topics that mention products or features that they work on. Following topics gives the engineers and developers visibility on issues that might need improvement.

**Use Twitter to monitor Answers**

The Splunk Answers Twitter account (@splunkanswers) features Splunk product solutions contributed by active members in the Splunk community. Answered questions from the forum are curated and scheduled to be tweeted everyday to highlight the best content contributed by Splunk experts.
Join our 5000+ followers to stay up to date on helpful tips & tricks, best practices, interesting use cases, and more.

Help using Splunk Answers

If you are new to Splunk Answers, see the Splunk Answers User Manual.

Chat groups

Slack is a common way to communicate with other Splunk users outside of user groups, the annual conference (.conf), or other Splunk and industry events. This form of chat enables anyone to communicate with the greater Splunk Community—customers, partners, and Splunkers—worldwide.

Use Slack to ask for help with issues, learn from other users in real time, and to network outside of in-person events. Experience Splunk Community culture and discover what makes us unique!

Join us on Slack

Anyone can submit a request to join the team called splunk-usergroups on Slack. Go to splk.it/slack. There are over 100 channels in the splunk-usergroups that you can participate in. There are channels for specific Splunk products and apps, specific industries or issues, specific cities or regions, and a few channels just for fun.

For a list of helpful channels, you can enter !channels or !channels-advanced in slack for a current list.

For example:

firebus [11:22 AM]
!channels

slackbot [11:22 AM]

You can also ask for direction in #_where_do_i_ask

The Splunk Community team approves requests to join the Slack team for Splunk. This helps us to block recruiters and sales people so that they don't disrupt the community vibe. We want to ensure that you are connecting with other Splunk users to learn and share experiences.

You can use the Slack website or download the free Slack client from http://slack.com.

Submit a request to join Slack

All Users

1. Submit a request through splk.it/slack. Specify your Splunk ID in the last field on the form to speed up the review process.
2. The request is reviewed for approval by someone on the Splunk Community team. You will receive an email inviting you to join the Splunk team on Slack. Please allow one business day to process your request.
**User groups**

Splunk User Groups are comprised of Splunk users located within a common geographical location that want to learn and network with like-minded people who are passionate about what they do.

**Goals of a User Group**

The goal of a Splunk User Group is to create an authentic, open forum for users to share technical details of their use cases, stories, difficulties, successes, and generally enjoy like-minded company.

User groups are not channels for sales, marketing, or recruitment for Splunk or anyone else participating in the group. They should be focused on content that appeals to the community.

**Starting a User Group**

From the user group website, search for a Splunk user group in your area. If one does not exist, the website displays two options:

- You can request to start a user group in your area. The Splunk Community team will get in touch with you to confirm your interest and answer any questions you have before completing the process of setting up your new user group and installing you as the leader. Typically, Splunk tries to ensure that there's a critical mass of users in a given geographical area before starting a user group.
- If you don't want to lead a new group, you can request to be notified when a user group starts in your area.

There are five main components of starting and hosting a successful Splunk User Group:

- Members
- Leaders
- Venue
- Content
- Cadence

**Members**

User group members are a mix of Splunk users, power users, admins, architects, developers, and people who have never used Splunk at all that are interested in learning from one another's experience.

Attendees come from various industries ranging from IT, security, IoT, healthcare, finance, and beyond, bringing different perspectives that help foster discussion, growth, and exploration amongst the group.

**Finding and Connecting with Members**

- Network with other users who are already big fans of Splunk to help you start the group. If you don't yet have that, or you don't yet know your local Splunk users well enough to know who you can partner with effectively to make
this successful, it's fine to wait until you think it has a good chance of getting off the ground. You can also check with your local and regional account managers for ideas. Contact a member of the Community team (usergroups@splunk.com) if you need an introduction to an account manager.

• Many Splunk user groups have their own channels on the Splunk Community Chat on Slack (splunk-usergroups) to stay connected with users in their local area. If you are not part of the splunk-usergroups Slack team yet, send a request through https://splk.it/slack.

• There is also a private channel for user group leaders. After you are on Slack, a Splunk Community team member can add you to the channel to connect and learn from the ideas and best practices of user group leaders around the world.

Leaders

User group leaders are the face of the local Splunk community. Since user groups are for the user, by the user, it is a best practice to have a customer in a primary leadership position.

Leader Best Practices

Ideally, a user group has 2-3 leaders comprised of customers, Splunk Partners, and Splunk Sales Engineers.

1-3 Splunk Customers

Customers are the key to the Splunk community and work with the SE to plan meetings, secure venues, weigh in on content, and engage the community. They are the voice of the local Splunk User Community and the liaison to their local Splunk team.

When there are multiple customers on a leadership team, it works best if at least two are from different companies, as they provide different perspectives and are not busy with the same projects at the same time.

Splunk Partner

A partner essentially plays the same role as a customer, but ideally they should be on the leadership team in addition to a customer.

Splunk Sales Engineer (SE) or other Splunkers

A Splunk SE can be highly involved as a resource to the rest of the user group leadership. They provide Splunk support and technical product information and are welcome to co-plan/lead with the customer and partner leaders. Splunk employees are not required to start up a user group, but often they are happy to provide guidance and support.

Venue

Venues are spaces in which to hold User Group meetups.

Venue Best Practices

Things to consider when selecting a venue

• Pick a location that is central or easily accessible to most of your members.
• If there is a mix of users both in the city and in the suburbs, consider alternating between suburban and city locations for each meetup.
• If a large city or geographical region is divided; for example- if people who work and live on the north generally
don't travel to the south side of the city and vice-versa, or cross a certain highway for events, try alternating to
different parts of the city to make the User Group accessible to all members. (Note: This is only if there are
actually members/ customers in these different parts of the city or region. If one area of the city is only retail
stores, for example, then this is not necessary.)
• Get the details on parking, public transit, etc.
• Make sure the venue is accessible to people of all abilities.

Suggestions for venue locations

Office Conference Room
Reserve a conference room where you work. This is typically the most affordable and consistent venue option for
a User Group.

If you have multiple customer and partner leaders in your user group, you can take turns hosting the meetup to
keep things interesting and for the convenience of members who are traveling from different areas of your city.

If nearly every user group meetup is in an office conference room, change it up a couple times per year to make it
a little more exciting for the users. Host a User Group holiday party at a restaurant or pub, get the group together
for a quick presentation at an event room at a movie theater then have seats reserved to watch the latest action
movie afterward, or host a volunteer night at a nonprofit and either do a quick presentation then volunteer
together at the organization, or skip content this time and host a SplunkForGood (volunteering) bonding
experience.

Restaurant or Pub meeting room
Many restaurants and bars/pubs have private event spaces. Some things to ask the venue before booking:
* Do they have A/V capabilities? TVs or projector? Sound? WiFi? Get the full details.
* Is there a food and beverage minimum or fee to hold the space? If there is, your local SE may be able to
help you out. If you can avoid a space that requires a credit card deposit or minimum, even better.

Content

User Group content should always be focused on current Splunk users. Technical topics and/or professional development
are key.

Content Best Practices

• Use a visual aid.
  ♦ PowerPoint presentations work well to show examples and visually explain use cases, solutions, and
    issues. It's also the best way to show dashboards and visualizations.
  ♦ Screenshots and images in PowerPoint are always a safer bet than relying on venue Wifi. Also bring your
    presentation on a USB drive and email it to yourself as backup.
  ♦ White boards, etc are also helpful. Just make sure the venue has what you need available before your
    meetup.
• Presentation material should last no longer than 30 minutes each. It's best practice to plan about 20-30 minutes of
  content and 10-20 minutes of interaction/ Q&A. Get the audience involved!
• Plan no more than 3 content items per meetup. It's good practice to include a Spunk update from a local SE in the
  beginning, followed by a user presentation/ use case, round table discussion, or something else focused on the
  user and not presented by Splunk.
• Some user group leaders record meetings or stream them on YouTube for those who were unable to attend.
Content and Activities? Suggestions and Ideas

Activities
- SPL-ing Bee
- BOTS
- Splunk Jeopardy
- Q&A panel with local Splunk tech services (PS/SE/etc) people mixed in with the experienced customers

Get in touch with other User Group leaders or the Community team for advice on how

Workshops
Let the group help resolve the "worst search" or an "inefficient architecture" scenario or other performance issues with real or obfuscated data. Workshops are especially great to do when a relevant expert is in town.

Sharing
Stream your meetings on YouTube so remote people can still attend.

Presentation Topics

<table>
<thead>
<tr>
<th>Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Survey the users. Ask them what they want to hear or talk about.</td>
</tr>
<tr>
<td>• Onboarding users</td>
</tr>
<tr>
<td>• Onboarding data</td>
</tr>
<tr>
<td>• Splunking Minecraft</td>
</tr>
<tr>
<td>• Creating an internal User Group or Center of Excellence within your organization.conf presentations</td>
</tr>
<tr>
<td>• Crafting an excellent .conf presentation</td>
</tr>
<tr>
<td>• What are all these .conf files?</td>
</tr>
<tr>
<td>• What's the weirdest thing you've ever Splunked?</td>
</tr>
<tr>
<td>• How do I keep my license volume down?</td>
</tr>
<tr>
<td>• Hunting with PCAP data</td>
</tr>
<tr>
<td>• Building an App</td>
</tr>
<tr>
<td>• Splunk and Security Orchestration</td>
</tr>
<tr>
<td>• Cloud (AWS) Security with Splunk</td>
</tr>
<tr>
<td>• Splunk Deployment Best Practices</td>
</tr>
<tr>
<td>• Splunk Security Best Practices</td>
</tr>
<tr>
<td>• Favorite Use Cases &amp; Special Searches</td>
</tr>
<tr>
<td>• Creating Awesome Dashboards</td>
</tr>
<tr>
<td>• Universal vs. Heavy Forwarders</td>
</tr>
<tr>
<td>• Splunk Education &amp; Development Paths</td>
</tr>
<tr>
<td>• Splunk User Behavior Analytics (UBA)</td>
</tr>
<tr>
<td>• Supporting Splunk at Scale</td>
</tr>
<tr>
<td>• Splunking at Home (Visualizing Gmail Data)</td>
</tr>
<tr>
<td>• RaspberryPi Arcade Demo (Splunk Enterprise + Splunk Metrics data collection)</td>
</tr>
<tr>
<td>• Introduction to Enterprise Security</td>
</tr>
</tbody>
</table>

Swag and Expenses

You can expense food, drink, and swag for meetings. We ask that you try to spend no more than $15 per person per meeting. Please contact the Splunk Community Manager if you want to do something special or unusually expensive.

If you are a Splunk employee or contractor, use the expense reporting category called Splunk User Group Reimbursement.
If you are a partner or a customer, contact the Splunk Community Manager for the expense form. Please keep your itemized receipt! Expenses are reimbursed by check within the US and by wire transfer outside the U.S.

If you are a customer who works closely with your SE on User Groups, you may be able to work with your SE to have them purchase food and beverage on their expense account while you use the $15/user for swag, or vice-versa.

Cadence

The cadence is the steady frequency at which a user group meets.

Cadence Best Practices

The minimum that any User Group should meet is quarterly, and many successful groups meet monthly or every other month. These monthly or bi-monthly meetups keep the User Group as top of mind for members, and if they have to miss one, they don’t have to wait an entire quarter for the next one.

Having a consistent cadence is key. For example, the San Francisco group meets the first Wednesday of the month. This way, the members know what to expect, and can block time off on their calendars for future meetings.

Even if just a few members show up from time to time, don’t cancel?it’s a club, and people should be able to rely on the meeting happening.

Many User Groups hold a .conf-themed meetup after Splunk’s annual .conf event. This way, the local SE or Splunker can share any new announcements or interesting technical presentations from .conf, which not every customer has a chance to attend. Even if this does not fall within the typical cadence, “extra” meetups such as these are valuable.

Tips for growing your group

Wait until the time is right. What happens with a lot of user groups (not necessarily Splunk) is that they get started without enough local support, and they have one or two meetings, and then “crickets”.

Attend other technical meetups and industry events and make connections. Share all User Group meetups on your professional social networks- LinkedIn, Twitter, etc. Post photos after the event- show your network what they’ve missed so they’ll join next time.

Look for quality over quantity. If you have 5-10 people meeting regularly and truly sharing their Splunk triumphs and problems with each other, the group is a success.

SplunkTrust

SplunkTrust is a most valuable person (MVP) program that is run by Splunk to recognize the Splunk Community leaders. SplunkTrust members are extremely knowledgeable about Splunk products and are incredibly helpful to other users in the community.
SplunkTrust members have the SplunkTrust icon in their Splunk Answers profiles.

**How to become a SplunkTrust member**

SplunkTrust membership is awarded based on user contributions to the Splunk community through Splunk Answers, chat, user groups, or speaking at Splunk and industry events. Leaders are also identified through their efforts outside of Splunk’s community programs such as building internal communities within their respective organizations, writing blogs, or maintaining resource sites to help enable other users.

SplunkTrust membership is open to Splunk customers and partners only. Membership is awarded each year at the Splunk users conference, .conf. The application and nomination period is open during summer every year.

**What SplunkTrust members get from the program**

There are a variety of benefits that come with being in the SplunkTrust. Members receive the following perks:

- A Splunk fez and pin
- A free pass to .conf the year after they are inducted
- Splunk Education credits
- Quarterly meetings with Splunk product management
- The right to display the SplunkTrust icon on public profiles

**Splunk Ideas**

In the Splunk Ideas portal, you can search for, vote on, and request new enhancements (called an idea) for any of the Splunk solutions. Splunk Ideas replaces the need to log a P4 enhancement request ticket with Splunk Support.

Splunk Ideas provides better visibility into requests across our community. You can see the status of any idea within the system and communicate directly with our Product Management team.

**Accessing the Splunk Ideas portal**

1. Access the portal at: https://ideas.splunk.com
2. Use your Splunk.com username and password to log in

You must have a Splunk.com account to access the Splunk Ideas portal. Click here to sign up for an account.

**Browsing Ideas**

Click on any idea in the list to view additional details and comments. You can also sort the ideas list by clicking on Recent, Trending, or Popular at the top of the list.

<table>
<thead>
<tr>
<th>Recent</th>
<th>Sorts the ideas list from newest to oldest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trending</td>
<td>Displays ideas that have received votes recently at the top</td>
</tr>
<tr>
<td>Popular</td>
<td>Sorts the ideas list from most votes to fewest votes</td>
</tr>
</tbody>
</table>

**Filtering Ideas**

You can filter the ideas list by any of the filters on the menu on the left. They are separated into three sections.

<table>
<thead>
<tr>
<th>Type of Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter on Ideas related to you</td>
<td>There are three filters:</td>
</tr>
<tr>
<td></td>
<td>• <strong>My ideas.</strong> Ideas that you have created.</td>
</tr>
<tr>
<td></td>
<td>• <strong>My votes.</strong> Ideas that you have up-voted.</td>
</tr>
<tr>
<td></td>
<td>• <strong>My subscriptions.</strong> Ideas that you have subscribed to.</td>
</tr>
<tr>
<td>Filter by Status</td>
<td>You can filter by Idea status, such as <strong>Under Consideration</strong>, or <strong>In Development</strong>. For more information, see How ideas are reviewed and prioritized.</td>
</tr>
<tr>
<td>Filter by Category</td>
<td>You can filter by category to see only the ideas for specific products.</td>
</tr>
</tbody>
</table>

**Searching Ideas**

You can search existing ideas by using the *Search ideas* box in the top-right side of the Splunk Ideas page. You can further refine search results by applying filters. Any filters you have previously applied are cleared when you run a search.

**Voting for an Idea**

Votes are an important component of the Splunk Ideas prioritization process. You can increase the chances that a specific idea will be considered by up-voting the idea.

You up-vote an idea by clicking on the vote badge next to any idea. You can allocate between 1 and 10 votes to any idea from your total votes.

**Voting Limits**

◊ Every community member is allocated 50 total votes. After an idea has been marked as **Done** or **Shipped**, your votes are automatically returned to you and can be used to vote for other ideas. You can see your remaining votes at the bottom of the vote badge for every idea or by clicking the **My votes** menu item on the left.

◊ If you would like to vote on additional ideas, but have already allocated all of your available votes, you can withdraw votes that you have already cast for an idea to reallocate the votes to another idea.

◊ Any ideas that you create after you've allocated all of your available votes are created with zero votes. Other community members can up-vote your idea, or you withdraw your votes from another idea and reallocate votes to your new idea.

**Withdrawing a Vote**

◊ You can withdraw any number of votes that you've allocated to an idea by clicking on the vote badge next to the idea. Select the number of votes you'd like to withdraw up to the total number of votes you originally allocated.

**Posting a New Idea**

If you can't find the idea that you want to be considered, post a new idea!

1. Click **Add a new idea**.
2. Select the Splunk product that your idea relates to.

   If your idea relates to multiple products, select the product that it most relates to.

3. Type a short summary of your idea in the 'Your idea' field. Use keywords that are commonly used when describing this idea. The keywords in the summary will help others find your idea.

4. Ideas with similar terms will automatically be displayed below the text box. Consider voting for and commenting on one of these existing ideas if they are related to your idea.

5. Provide a detailed description of your idea in the Please add more details text box.
   - Focus on describing the problem you are trying to solve before prescribing a solution. We might be able to develop your idea with a variety of solutions, so having a clear understanding of the problem is very important.
   - Ideas should describe a single, specific problem. If you have multiple problems or a multi-part idea, please file separate ideas so that we can determine the specific scope of work needed to develop the idea.
   - Avoid posting ideas that are too broad or generalized in order to rapidly move your idea through the triage process. Ideas that are too general trigger a redefining process that can delay a response to your idea. Be as specific as you can.

<table>
<thead>
<tr>
<th>Ideas that are too general</th>
<th>More specific Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search performance is too slow</td>
<td>Grouping by more than 10M values using the stats command takes longer than 5min</td>
</tr>
<tr>
<td>Better monitoring console</td>
<td>Provide more specific reasons for skipped searches and guidance on how to resolve the problem</td>
</tr>
<tr>
<td>Improve KVstore</td>
<td>Allow for KVstore collections larger than 1B records</td>
</tr>
<tr>
<td>Backward compatibility</td>
<td>Support compatibility between 7.3 indexers and 6.6 forwarders</td>
</tr>
</tbody>
</table>

6. Depending on the Splunk product you selected, there may be additional fields for you to fill out.

7. Click Share idea to post the idea.

How Ideas are reviewed and prioritized

Due to our large and active community of Splunkers, the number of enhancement requests we receive can be voluminous. Splunk Ideas allows us to see which ideas are being requested most across different types of customers and end-user personas.

When we determine which ideas to triage we look at total vote count across a variety of cohorts, which include by are not limited to:

- Number of total votes (this is the number displayed in the "Vote" box for an idea)
- Number of unique customers requesting an idea ("customers" refers to organizations, not employees)
- Number of votes by customer size or industry. For example: large, small, financial services, government, and so forth.
- Number of votes by customer geography. For example: Americas, Europe, Asia, and so forth.
- Number of votes by end-user persona. For example: admin, SOC analyst, business analyst, and so forth.
- Number of votes from special audiences. For example: Splunk Trust, Design Partners, and so forth.

Splunk evaluates all of the ideas on a monthly basis to determine which ideas have received enough votes to be triaged. An idea must receive enough cohort votes to place it within the top percentile of ideas within its idea category in order to qualify for triage. The number, or quota, of ideas that a category will accept for triage each month is not published, and in some cases, multiple related categories may share a single idea triage quota. Since "total votes" is only one cohort, ideas with lower "total vote" counts can qualify for triage before other ideas with higher "total vote" counts.
For example, take 3 Ideas: A, B, C, all submitted to the same product & category: "Community Portals: Splunk Ideas”. In this example, Splunk Ideas has a quota of one idea per cohort.

- Idea A, with 50 total votes, has been voted on by 20 customers, is the top-ranked idea for the cohort "unique customers" (it has more unique customers voting on it than any other idea).
- Idea B, with 100 votes, has been voted on by 10 customers, is lower on the ranking for the cohort "unique customers". It is the 2nd highest-ranked idea for the "total votes" cohort.
- Idea C, with 150 votes, has been voted on by 5 different customers, making it the lowest-ranked idea for the cohort "unique customers.". It is the highest-ranked idea for the "total votes" cohort.
- Result: Ideas A & C will get chosen for triage this month, and Idea B will have to wait until the next month to have an opportunity to be chosen for triage.

Qualifying for triage does not guarantee the idea will be developed, it just guarantees a response from Splunk for the idea. Additionally, an idea may get triaged or promoted to subsequent statuses independently of the review process if it is aligned with current or planned development efforts. After an idea qualifies for triage, the idea moves through the review process defined below.

Any information about our roadmap outlines our general product direction and is subject to change at any time without notice. It is for informational purposes only, and shall not be incorporated into any contract or other commitment. Splunk undertakes no obligation either to develop the features or functionalities described or to include any such feature or functionality in a future release.

**Review process and statuses**

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Point Threshold</td>
<td>Idea has not yet received enough votes within any of the cohorts defined above to qualify for triage.</td>
</tr>
<tr>
<td>Triaging</td>
<td>Splunk is currently reviewing the idea for specificity and completeness. Splunk also gathers additional data points and might ask additional questions to ensure the product manager has enough information to make a final determination.</td>
</tr>
<tr>
<td>Under Consideration</td>
<td>Idea is currently being evaluated by the Product Management to determine if it can be included on the product roadmap.</td>
</tr>
<tr>
<td>In Development</td>
<td>Idea is currently being developed</td>
</tr>
<tr>
<td>Planned</td>
<td>Idea is on the product roadmap for future development</td>
</tr>
<tr>
<td>Future Prospect</td>
<td>Idea is not on the immediate roadmap, but is being considered. Ideas in this queue are reconsidered on a regular basis and will not remain in this status indefinitely.</td>
</tr>
<tr>
<td>Done</td>
<td>Development work for the idea has been completed but may not be generally available yet</td>
</tr>
<tr>
<td>Shipped</td>
<td>Idea has shipped in a product and is generally available</td>
</tr>
<tr>
<td>Already Exists</td>
<td>Idea is requesting functionality that already exists. Ideas with this status are considered closed.</td>
</tr>
<tr>
<td>Declined</td>
<td>Product Management has declined to develop the idea at this time.</td>
</tr>
</tbody>
</table>

**Enhancement requests filed with Splunk customer support**

If you previously filed an enhancement request with Splunk customer support as a P4 case, that request cannot automatically be moved over to Splunk Ideas because it might include sensitive customer details.

Splunk is currently reviewing existing P4 cases to determine if we can migrate any of the enhancement requests to Splunk Ideas.
For faster consideration, you can close your P4 case and create an Idea for your enhancement request on the Splunk Ideas portal.

**Notifications**

The Splunk Ideas portal provides a robust notification system. You can receive e-mail notifications for all of your ideas and ideas that you are interested in.

**Receiving notifications for an idea**

You are automatically subscribed to notifications for an idea when you:

- Post a new idea
- Up-vote an idea
- Comment on an idea

**Subscribe to notifications for an idea**

If you have not been automatically subscribed to notifications for an idea, you can follow these steps to manually subscribe:

1. Click on the Idea to open the idea.
2. Click **Subscribe**.

**Notification events**

For ideas that you are subscribed to, you will receive email notifications when the following events occur:

- You create an idea
- An admin response is posted by Splunk
- Another community member comments on the idea
- The idea status changes

**Stop receiving notifications for an idea**

You can stop receiving notifications for ideas that you are subscribed to by following one of these procedures:

**Unsubscribe using the Ideas portal**

1. Browse to the idea and click on it.
2. Click **Unsubscribe**.

**Unsubscribe using email**

1. Open the email notification that you received.
2. Scroll to the bottom of the email.
3. Choose to unsubscribe from notifications for this **specific idea** or for **all ideas**.
View all ideas you are subscribed to

You can view all of the ideas that you are subscribed to receive notifications for by following these steps:

1. Access the Splunk Ideas portal.
2. Click My subscriptions from the menu.

Feedback on the Splunk Ideas portal

You can post feedback on the Splunk Ideas portal by creating a new idea and selecting Splunk Ideas as the product.

Adhere to Community Guidelines

Because this is a public facing portal, ensure that you abide by the Splunk Community Guidelines.

Conferences and events

Splunk holds two types of user events each year—the annual Splunk conference called .conf and SplunkLive! events.

.conf

At the annual Splunk conference you learn how to improve IT performance, gain real-time business insights, understand user behavior, and reach new levels of security in your organization. Catch up on the latest Operational Intelligence trends in cloud computing, business analytics, the Internet of Things, and machine learning.

This 3-day conference includes more than 200 technical sessions, classes to achieve Splunk certification, and opportunities to connect with other users, technical partners, and Splunkers.

Recordings and slide decks for sessions from previous years’ .conf events are available for anyone to access. Check out the session catalogs from the past couple years to see the value and learning you can expect from attending:

https://conf.splunk.com/watch/conf-online.html

SplunkLive!

Each SplunkLive! event features a keynote presentation and several technical sessions where Splunk employees, customers and partners showcase the latest versions of Splunk software, apps and use cases. You will find new ways to improve service levels, reduce operational costs, mitigate security risks, enhance DevOps collaboration, obtain valuable insights into customer behavior, and so much more.

These 1-day events are held in cities all over the world. At SplunkLive! events, you gain insights and test drive the latest Splunk products, solutions, and apps. Discover best practices and use cases, and share real business results with other customers. SplunkLive! events are great for networking with Splunk technical experts, partners, and fellow Splunk ninjas in your area.
Community resources

In addition to Splunk Answers, chat, and user groups, there are other resources that you can take advantage of.

Splunk Community portal

The Splunk Community portal contains all the information you will need to connect with the Splunk Community.

Splunk Education

From the Splunk education site you can access Getting Started Videos, courses that are focused on specific types of Splunk users, and information about Splunk certification tracks.

Splunk Documentation

The Splunk Community plays an integral role in the quality of the Splunk documentation. The documentation team receives more than 250 feedback emails from Splunk users every month. This feedback consists of questions, requests for clarifications or corrections, suggestions, and examples.

Because the Splunk Community takes the time to send the documentation team feedback, the documentation team is committed to responding to the feedback as quickly as possible. The feedback provided by the Splunk Community leads to improvements in the documentation. These improvements benefit both the person who initiated the feedback as well as every other user of the documentation.

The documentation team has also produced these quick reference guides:

- Search Quick Reference Guide
- Dashboards Quick Reference Guide

Splunk RSS feeds

To keep up with the latest changes, follow these RSS feeds.

- New Splunk Answers questions: https://answers.splunk.com/feed/questions.rss

Splunk Terminology

Use the Splexicon to learn about unique Splunk terminology. Each Splexicon entry includes a description of the term and links to related information in the documentation.

Splunk Apps and Add-ons

Extend the power of Splunk with Apps and Add-ons. The Splunkbase library contains of more than 1000 apps and add-ons from Splunk, our partners, and our community.
splunk-dev

The splunk-dev site contains resources for any developers who are interested in building Splunk apps and add-ons.

Splunk Shop

The Splunk Shop is your one-stop shop to purchase all your Splunk branded and approved memorabilia, giveaways, and of course, the infamous Splunk t-shirts!

Splunk Blogs

You can subscribe to posts on Splunk Blogs either by subscribing to specific categories of blog posts or by subscribing to all of the categories.

Sites run by Splunk Community members

These sites are not developed or maintained by Splunk, but are run by passionate members of the Splunk community.

- GoSplunk is a repository of searches contributed by members of the community for anyone to adapt to their Splunk environments.
- The Splunk Gallery is a community supported collection of Splunk artifacts, media, and stories throughout the years.
- The Splunk Reactions Tumblr is a lighthearted look at the world of Splunk and the community that never takes itself too seriously while having a laugh, or maybe a cry? accompanied, of course, by GIFs.