

NET+ Splunk Service Advisory Board Charter

Date: 1/29/2019

Purpose/Responsibilities

The objective is to provide Internet2 membership oversight and direction for the NET+ Splunk service.

Charter Objectives

- Help drive the use of Splunk in the academic and research community
- Provide input/recommendations to the Splunk Product Roadmap process based on broad institutional needs and experiences
- Promote the development of new Splunk applications across the higher ed community
- Develop a pipeline of students with Splunk knowledge and experience
- Help build and expand a Splunk Higher Ed Community that effectively shares solutions and use cases
- Continue to manage the contractual relationship between Splunk and Internet2 NET+

Strategic Goals

- Provide insight to Splunk on higher education technology direction, requirements, and market developments.
- Advise Splunk how to align products, strategies, support models, and other business processes with campus objectives.
- Help Splunk understand its value to higher education and align this value with appropriate pricing models.
- Assist Splunk in developing and providing resources for higher education on how to have an effective campus events and log data ecosystem, with emphasis on data sources and integrations, on managing and lowering total cost of ownership, and on orchestration and automation.
- Help universities gather log and event data from all on-premise and cloud-based systems and applications to develop a holistic understanding of their environment.
- Improve Splunk's engagement with higher education and work to differentiate this model from Splunk's engagement model with commercial customers.
- Engage the higher education community so that Splunk incorporates the highest priority features and functionality required by the community into its offerings.

Membership

Advisory Board membership limited to higher education institutions/systems and subject to approval of the board. Founding campuses include:

- Baylor University
- California Institute of Technology
- Cornell University
- Duke University
- Harvard University
- University of Nebraska
- University of Washington
- Splunk
- Internet2
- Carahsoft

Board Membership and Responsibilities

- Members of the advisory board will think and collaborate on a strategic level for their school and in the best interest of the higher education community.
- The Board will communicate discussions and share NET+ Splunk program resources with the higher education community and assist in developing and presenting user/institutional case studies highlighting best practices.
- Each institution/system will appoint a primary representative and an alternate to attend meetings. The representative should be in a decision-making position regarding their institution's usage of Splunk.
- The Board will appoint a Chair to serve for a one-year term. The Chair will work with the NET+ Splunk Facilitator and Splunk Facilitator to assemble the agenda for meetings. The Chair assignment will rotate among Board members through an informal process.
- Splunk or any member of the Board may nominate new member institutions/systems for inclusion. Additional institutions/systems can be added to the Board by a majority acceptance vote of current board members and with Splunk's approval.
- The Board is limited to no more than 10 representative institutions/systems.
- Members of the advisory board will lose their seat on the Board for consistent failure to attending meetings.
- Members of the advisory board may serve a maximum of 3 years.
- Any member of the Board may invite non-voting consultants to serve as needed. Consultants must be approved by a majority of the Board members.
- Members of the advisory board may convene working groups charged by the Board.
- The Board will develop recommendations for specific tactical and /or operational questions or issues. The Board will discuss and approve (or reject) each recommendation.

Splunk Responsibilities

- Provide relevant product/company updates as needed in accordance with the Charter Objectives
- Co-set the Advisory Board meeting agendas with the Board's Chair, Splunk Facilitator, and NET+ Splunk Facilitator.

- Provide background materials for agenda items (upon request of Chair) a minimum of 5 business days before meetings.
- Ensure appropriate senior leadership is in attendance at meetings according to the agenda.
- Escalate any mutually agreed upon issues and concerns to Splunk leadership.
- Respond to action items from previous meetings prior to the next meeting, unless agreed otherwise.
- Provide administrative support to plan and schedule meetings and distribute meeting minutes for on-site and monthly calls as appropriate.

Internet2 NET+ Responsibilities

- Provide monthly/quarterly NET+ program status reports.
- Provide background materials for agenda items (upon request of Chair) a minimum of 5 business days before meetings.
- Ensure appropriate senior leadership is in attendance at meetings according to the agenda.
- Respond to action items from previous meetings prior to the next meeting, unless agreed otherwise.
- Co-set the Advisory Board meeting agendas with the Board's Chair, Splunk Facilitator, and NET+ Splunk Facilitator.
- Provide administrative support to plan and schedule meetings and distribute meeting minutes for on-site and monthly calls as appropriate.
- The NET+ Splunk Facilitator will connect the Board with other relevant cloud developments, facilitate communications, and in other ways support interactions with other Service providers and Internet2.

Logistics

The advisory board will meet virtually once per month. Every effort will be made to schedule a minimum of one face-to-face meeting annually at a Splunk office. The Board Chair is required to run the meetings.

Changes to the charter must be made through Board member consensus agreement.

Annual Activities

- The Board will annually review feedback from the community and prioritize updates to the NET+ Splunk program and supporting materials including any campus agreements or supporting documentation. When Splunk Cloud is added to the program, additional annual activities will be added around oversight of the cloud service.
- This charter will be reviewed annually.