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choice, true/false, and matching questions. SPLK-3002 Exam can be taken at a Pearson VUE testing center or online through the Pearson VUE platform.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q16-Q21):

### NEW QUESTION # 16

In maintenance mode, which features of KPIs still function?

- A. KPI calculations and threshold settings can be modified.
- B. KPI searches will execute but will be buffered until the maintenance window is over.
- C. New KPIs can be created, but existing KPIs are locked.
- D. KPI searches still run during maintenance mode, but results go to itsi\_maintenance\_summary index.

**Answer: B**

Explanation:

It's a best practice to schedule maintenance windows with a 15- to 30-minute time buffer before and after you start and stop your maintenance work. This gives the system an opportunity to catch up with the maintenance state and reduces the chances of ITSI generating false positives during maintenance operations.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/AboutMW> A is the correct answer because KPI searches still run during maintenance mode, but the results are buffered until the maintenance window is over. This means that no alerts are triggered during maintenance mode, but once it ends, the buffered results are processed and alerts are generated if necessary. You cannot create new KPIs or modify existing KPIs during maintenance mode. References: [Overview of maintenance windows in ITSI]

### NEW QUESTION # 17

Which of the following is a good use case regarding defining entities for a service?

- A. All of the entities have the same identifying field name.
- B. Automatically associate entities to services using multiple entity aliases.
- C. Being able to split a CPU usage KPI by host name.
- D. KPI total values are aggregated from multiple different category values in the source events.

**Answer: B**

Explanation:

Define entities before creating services. When you configure a service, you can specify entity matching rules based on entity aliases that automatically add the entities to your service.

Reference:

A is the correct answer because defining entities for a service allows you to automatically associate entities to services using multiple entity aliases. Entity aliases are alternative names or identifiers for an entity, such as host name, IP address, MAC address, or DNS name. ITSI matches entity aliases to fields in your data sources and assigns entities to services accordingly. This way, you can avoid manually adding entities to each service and ensure that your services reflect the latest changes in your environment. Reference: Define entities for a service in ITSI

### NEW QUESTION # 18

Which of the following items describe ITSI Backup and Restore functionality? (Choose all that apply.)

- A. ITSI backups are stored as a collection of JSON formatted files.
- B. A pre-configured default ITSI backup job is provided that can be modified, but not deleted.
- C. kvstore\_to\_json.py can be used in scripts or command line to backup ITSI for full or partial backups.
- D. ITSI backup is inclusive of KV Store, ITSI Configurations, and index dependencies.

**Answer: A,C**

Explanation:

ITSI provides a kvstore\_to\_json.py script that lets you backup/restore ITSI configuration data, perform bulk service KPI operations, apply time zone offsets for ITSI objects, and regenerate KPI search schedules.

When you run a backup job, ITSI saves your data to a set of JSON files compressed into a single ZIP file.

Reference:

<https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/kvstorejson>

<https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/BackupandRestoreITSIconfig> C and D are correct answers because ITSI backup and restore functionality uses `kvstore_to_json.py` as a command line script or as part of custom scripts to backup ITSI data for full or partial backups. ITSI backups are also stored as a collection of JSON formatted files that contain KV store objects such as services, KPIs, glass tables, etc. A is not a correct answer because there is no pre-configured default ITSI backup job provided. You can create your own backup jobs or use the command line script or custom scripts to backup ITSI data. B is not a correct answer because ITSI backup is not inclusive of index dependencies. ITSI backup only includes KV store objects and optionally some .conf files. You need to use other methods to backup index data. References: [Overview of backing up and restoring ITSI KV store data], [Create a full backup of ITSI], [Create a partial backup of ITSI]

## NEW QUESTION # 19

Which ITSI functions generate notable events? (Choose all that apply.)

- A. KPI anomaly detection.
- B. Multi-KPI alert.
- C. Correlation search.
- D. KPI threshold breaches.

**Answer: A,C,D**

Explanation:

Explanation

After you configure KPI thresholds, you can set up alerts to notify you when aggregate KPI severities change.

ITSI generates notable events in Episode Review based on the alerting rules you configure.

Anomaly detection generates notable events when a KPI IT Service Intelligence (ITSI) deviates from an expected pattern. Notable events are typically generated by a correlation search.

## NEW QUESTION # 20

What effects does the KPI importance weight of 11 have on the overall health score of a service?

- A. Importance weight is unused for health scoring
- B. At least 10% of the KPIs will go critical.
- C. The service will go critical.
- D. It is a minimum health indicator KPI.

**Answer: A**

Explanation:

Reference:

The KPI importance weight is a value that indicates how much a KPI contributes to the overall health score of a service. The importance weight can range from 1 (lowest) to 10 (highest). The statement that applies when configuring a KPI importance weight of 11 is:

B) Importance weight is unused for health scoring. This is true because an importance weight of 11 is invalid and cannot be used for health scoring. The maximum value for importance weight is 10.

The other statements do not apply because:

A) At least 10% of the KPIs will go critical. This is not true because an importance weight of 11 does not affect the severity level of any KPIs.

C) The service will go critical. This is not true because an importance weight of 11 does not affect the health score or status of any service.

D) It is a minimum health indicator KPI. This is not true because an importance weight of 11 does not indicate anything about the minimum health level of a KPI.

## NEW QUESTION # 21

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