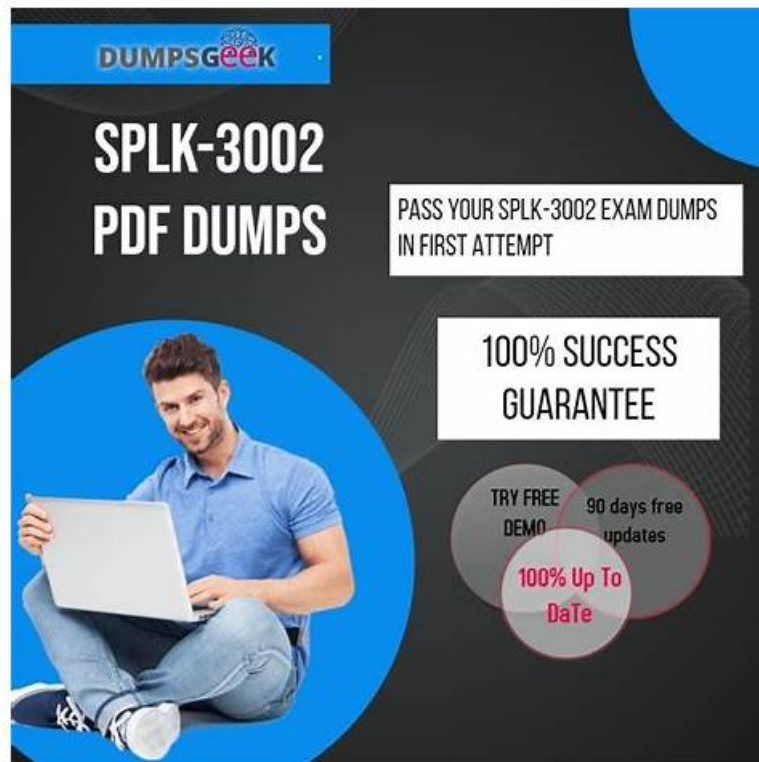


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The SPLK-3002 Exam is designed for IT professionals who are responsible for managing, configuring, and troubleshooting Splunk ITSI. It covers a range of topics, including ITSI architecture, data inputs, data models, service templates, KPIs, alerts, and dashboards. SPLK-3002 exam also tests candidates' knowledge of ITSI deployment, administration, and maintenance best practices. Successful candidates will demonstrate their ability to use Splunk ITSI to monitor and analyze IT services, detect anomalies and issues, and proactively take action to prevent service disruptions.

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Achieving the SPLK-3002 certification can lead to many career opportunities for IT professionals. Certified Splunk ITSI admins are in high demand in industries such as healthcare, finance, and government, where complex IT environments require advanced monitoring and analytics capabilities. Furthermore, the certification can help professionals stand out in a crowded job market and increase their earning potential.

Splunk SPLK-3002 exam is designed to test the knowledge and skills of IT professionals in managing IT services using Splunk IT

Service Intelligence (ITSI). Splunk ITSI is a powerful tool that provides real-time insights into IT operations, allowing organizations to proactively monitor, troubleshoot, and optimize their IT infrastructure. SPLK-3002 Exam is intended for IT professionals who are responsible for managing IT services using Splunk ITSI, including administrators, IT managers, and IT operations personnel.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q67-Q72):

### NEW QUESTION # 67

Besides creating notable events, what are the default alert actions a correlation search can execute? (Choose all that apply.)

- A. Run a script.
- B. Send email.
- C. Include in RSS feed.
- D. Ping a host.

**Answer: A,B,C**

Explanation:

Explanation

Throttling applies to any correlation search alert type, including notable events and actions (RSS feed, email, run script, and ticketing).

### NEW QUESTION # 68

When deploying ITSI on a distributed Splunk installation, which component must be installed on the search head(s)?

- A. SA-ITOA
- B. SA-ITSI-Licensechecker
- C. ITSI app
- D. All ITSI components

**Answer: C**

Explanation:

Install SA-ITSI-Licensechecker and SA-UserAccess on any license master in a distributed or search head cluster environment. If a search head in your environment is also a license master, the license master components are installed when you install ITSI on the search heads.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Install/InstallDD> When deploying ITSI on a distributed Splunk installation, the component that must be installed on the search head(s) is the ITSI app. The ITSI app contains the main features and functionality of ITSI, such as service creation and management, KPI configuration, glass table creation and editing, episode review, deep dives, and so on. The ITSI app also contains some add-ons that provide additional functionality, such as SA-ITOA (IT Operations Analytics), SA-UserAccess (User Access Management), and SA-Utils (Utility Functions). The ITSI app must be installed on the search head(s) because it handles the search management and presentation functions for ITSI. References: Install IT Service Intelligence in a distributed environment

### NEW QUESTION # 69

Which of the following statements is accurate when using multiple policies?

- A. Policy processing is applied in a defined order.
- B. New policies are applied after the default policy.
- C. New policies are applied before the default policy.
- D. An event can be processed by only a single policy.

**Answer: A**

Explanation:

In Splunk IT Service Intelligence (ITSI), when using multiple event management policies, it is important to understand that policy processing is applied in a defined order. This order is crucial because it determines how events are processed and aggregated, and which rules are applied to events first. The order of policies can be customized, allowing administrators to prioritize certain policies over others based on the specific needs and operational logic of their IT environment. This feature provides flexibility in event management, enabling more precise control over event processing and ensuring that the most critical events are handled according to

the desired precedence. This structured approach to policy processing helps in maintaining the efficiency and effectiveness of event management within ITSI.

#### NEW QUESTION # 70

Which of the following is a recommended best practice for service and glass table design?

- A. Plan and implement services first, then build detailed glass tables.
- B. Start with base searches, then services, and then glass tables.
- C. Always use the standard icons for glass table widgets to improve portability.
- **D. Design glass tables first to discover which KPIs are important.**

**Answer: D**

#### NEW QUESTION # 71

Which of the following is a best practice when configuring maintenance windows?

- A. Disable any glass tables that reference a KPI that is part of an open maintenance window.
- B. Develop a strategy for configuring a service's notable event generation when the service's maintenance window is open.
- **C. Give the maintenance window a buffer, for example, 15 minutes before and after actual maintenance work.**
- D. Change the color of services and entities that are part of an open maintenance window in the service analyzer.

**Answer: C**

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.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/AboutMW> A maintenance window is a period of time when a service or entity is undergoing maintenance operations or does not require active monitoring. It is 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. For example, if a server will be shut down for maintenance at 1:00PM and restarted at 5:00PM, the ideal maintenance window is 12:30PM to 5:30PM. The 15- to 30-minute time buffer is a rough estimate based on 15 minutes being the time period over which most KPIs are configured to search data and identify alert triggers. References: Overview of maintenance windows in ITSI

#### NEW QUESTION # 72

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