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## Splunk SPLK-3002 Practice Questions

### Splunk IT Service Intelligence Certified Admin Exam

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1. Which of the following is the best use case for configuring a Multi-KPI Alert?

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Splunk SPLK-3002 Certification Exam is designed to test the skills and knowledge of IT professionals in the field of Splunk IT Service Intelligence (ITSI). Splunk IT Service Intelligence Certified Admin certification exam is intended for experienced IT professionals who want to demonstrate their proficiency in configuring, managing, and deploying Splunk ITSI in complex IT environments.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q66-Q71):

### NEW QUESTION # 66

Which index is used to store KPI values?

- A. itsi\_summary
- B. itsi\_metrics
- C. itsi\_service\_health
- **D. itsi\_summary\_metrics**

**Answer: D**

Explanation:

The IT Service Intelligence (ITSI) metrics summary index, itsi\_summary\_metrics, is a metrics-based summary index that stores KPI data.

Reference:

A is the correct answer because the itsi\_summary\_metrics index is used to store KPI values in ITSI. This index improves the performance of the searches dispatched by ITSI, particularly for very large environments. Every KPI is summarized in both the itsi\_summary\_events index and the itsi\_summary\_metrics metrics index. Reference: Overview of ITSI indexes

### NEW QUESTION # 67

There are two Smart Mode configuration settings that control how fields affect grouping. Which of these is correct?

- A. Text deviation and category deviation.
- B. Text deviation and category similarity.
- C. Text similarity and category deviation.
- **D. Text similarity and category similarity.**

**Answer: D**

Explanation:

In the context of Smart Mode configuration within Splunk IT Service Intelligence (ITSI), the two settings that control how fields affect grouping are "Text similarity" and "Category similarity." Smart Mode is a feature used in event grouping that leverages machine learning to automatically group related events. "Text similarity" refers to how closely the textual content of event fields must match for those events to be grouped together, taking into account commonalities in strings or narratives within the event data. "Category similarity," on the other hand, relates to the similarity in the categorical attributes of events, such as event types or source types, which helps in clustering events that are similar in nature or origin. Both of these settings are crucial in determining how events are grouped in ITSI, influencing the granularity and relevance of the event groupings based on textual and categorical similarities.

### NEW QUESTION # 68

In a distributed deployment, the ITSI SA-IndexCreation should get installed on which of the following Splunk instance types?

- A. Search heads, indexers, and heavy forwarders
- **B. Indexers and search heads**
- C. Indexers and forwarders
- D. Search heads, indexers, and universal forwarders

**Answer: B**

Explanation:

In a distributed Splunk Enterprise deployment running Splunk IT Service Intelligence (ITSI), the SA#IndexCreation app is responsible for creating the necessary custom indexes (such as itsi\_summary, itsi\_notable, etc.) that ITSI uses to store metrics and notable events. These indexes must exist on the indexer layer because indexers are the only Splunk instance type that can actually host and write indexed data.

Therefore, SA#IndexCreation is installed on all indexers in the deployment to ensure that the index definitions are present wherever indexed data is stored. Meanwhile, the main ITSI app (which contains the UI, KPI scheduling, service modeling, analytics, and anomaly detection) is installed on search heads since search heads orchestrate searches across the distributed environment and provide ITSI's interactive features.

Universal forwarders and heavy forwarders are not appropriate targets for SA#IndexCreation because forwarders do not host writable index locations for ITSI summary and notable event indexes. Thus, the correct installation pattern for SA#IndexCreation in a distributed environment is on both the indexers and search heads, enabling proper index definition and search functionality across the deployment.

### NEW QUESTION # 69

Fritz is looking at a Deep Dive with a lane showing the average percent of CPU usage across the four web servers in the web farm. Seeing a spike, he wants to add the graphs of each server on the swim lane, and selects the Lane Overlay Options to do so. No entity overlays are available for the KPI.

What is wrong with his KPI configuration?

- A. He did not split the KPI by entity.
- B. He configured the KPI to split by pseudo#entity.
- C. He configured the service with only three entities.
- D. He did not enable entity filtering.

**Answer: A**

Explanation:

In Splunk ITSI, swim lane overlays depend on a KPI being split by entity so that each entity's individual time series can be displayed separately in the Deep Dive view. When a KPI is aggregated without an entity split, it produces a single time series value at each timestamp representing the entire group (in this case, the average CPU across all web servers). Because that KPI does not contain per#entity values, ITSI has nothing to overlay

- therefore no entity overlays appear in the Lane Overlay Options. This configuration mistake often happens when a KPI is defined to average values across sources without specifying an entity dimension on which to split results. Entity filtering is a separate feature that enables restricting which entities are considered in display or analytics and does not control availability of swim lane overlays; pseudo#entities are artificial names that do not reflect actual system identities and are not relevant to this error; and having only three entities versus four would not prevent overlays from appearing if the KPI were correctly split by entity. The correct fix is to edit the KPI definition and configure it to split the metric results by the server entity field, such that each server has its own time series. This then enables Fritz to overlay the individual server CPU graphs on the swim lane as intended.

### NEW QUESTION # 70

In distributed search, which components need to be installed on instances other than the search head?

- A. SA-IndexCreation and SA-ITSI-Licensechecker on indexers.
- B. SA-ITSI-Licensechecker on indexers.
- C. SA-IndexCreation and SA-ITOA on indexers; SA-ITSI-Licensechecker and SA-UserAccess on the license master.
- D. SA-IndexCreation on indexers; SA-ITSI-Licensechecker and SA-UserAccess on the license master.

**Answer: A**

Explanation:

SA-IndexCreation is required on all indexers. For non-clustered, distributed environments, copy SA-IndexCreation to \$SPLUNK\_HOME/etc/apps/ on individual indexers.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Install/InstallDD> In distributed search, the components that need to be installed on instances other than the search head are SA-IndexCreation and SA-ITSI-Licensechecker on indexers. SA-IndexCreation is an add-on that creates the indexes required by ITSI, such as itsi\_summary and itsi\_tracked\_alerts. SA-ITSI-Licensechecker is an add-on that monitors the license usage of ITSI and generates alerts when the license limit is exceeded or about to expire. These components need to be installed on indexers because they handle the data ingestion and storage functions for ITSI. The other components, such as ITSI app and SA-ITOA, need to be installed on the search head(s) because they handle the search

