

# Useful Splunk - SPLK-3002 - Best Splunk IT Service Intelligence Certified Admin Study Material



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Preparing for the SPLK-3002 exam requires a significant amount of time and effort, as it covers a wide range of topics related to ITSI. Candidates must have a deep understanding of ITSI components, advanced analytics, and the use of ITSI for monitoring and troubleshooting IT environments. To prepare for the exam, candidates can take advantage of Splunk's official training courses, study guides, and practice exams, as well as engage in hands-on practice with ITSI.

Splunk SPLK-3002 exam is designed for individuals who want to become certified administrators of Splunk IT Service Intelligence (ITSI). Splunk ITSI is a software solution that provides real-time operational intelligence for IT and business services. SPLK-3002 Exam Tests candidates' knowledge and skills in various areas, including configuring ITSI, creating and managing services, creating and configuring KPIs, configuring service level agreements (SLAs), and troubleshooting ITSI issues.

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Splunk SPLK-3002 exam covers a range of topics related to Splunk ITSI, including data onboarding, data processing, creating and

configuring service models, configuring KPIs, defining notable events, creating and managing glass tables, and using ITSI to troubleshoot IT issues. SPLK-3002 exam is designed to test the knowledge and skills needed to use Splunk ITSI to monitor and analyze IT services, as well as the ability to troubleshoot and resolve IT issues using ITSI. SPLK-3002 Exam also covers best practices for deploying and managing Splunk ITSI in production environments.

## **Splunk IT Service Intelligence Certified Admin Sample Questions (Q24-Q29):**

### **NEW QUESTION # 24**

Which of the following is a characteristic of base searches?

- A. Search expression, entity splitting rules, and thresholds are configured at the base search level.
- B. The base search will execute whether or not a KPI needs it.
- C. The fewer KPIs that share a common base search, the more efficiency a base search provides, and anomaly detection is more efficient.
- D. It is possible to filter to entities assigned to the service for calculating the metrics for the service's KPIs.

**Answer: D**

### **NEW QUESTION # 25**

What are valid considerations when designing an ITSI Service? (Choose all that apply.)

- A. Services, entities, and saved searches are stored in the ITSI app, while events created by KPI execution are stored in the `itsi_summary` index.
- B. Entities, entity meta-data, and entity rules should be planned carefully to support the service design and configuration.
- C. Backfill of a KPI should always be selected so historical data points can be used immediately and alerts based on that data can occur.
- D. Service access control requirements for ITSI Team Access should be considered, and appropriate teams provisioned prior to creating the ITSI Service.

**Answer: A,B,D**

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/ImplementPerms> A, B, and C are correct answers because service access control requirements for ITSI Team Access should be considered before creating the ITSI Service, as different teams may have different permissions and views of the service data. Entities, entity meta-data, and entity rules should also be planned carefully to support the service design and configuration, as they determine how ITSI maps data sources to services and KPIs.

Services, entities, and saved searches are stored in the ITSI app, while events created by KPI execution are stored in the `itsi_summary` index for faster retrieval and analysis. References: ITSI service design best practices, Overview of ITSI indexes

### **NEW QUESTION # 26**

What is an episode?

- A. A notable event.
- B. A notable event group.
- C. A workflow task.
- D. A deep dive.

**Answer: B**

Explanation:

It's a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation. Reference:

An episode is a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation. An episode helps you reduce alert noise and focus on the most important issues affecting your IT services. An episode is created by an aggregation policy, which is a set of rules that determines how to group notable events based on certain criteria, such as severity, source, title, and so on. You can use episode review to view, manage, and resolve episodes in ITSI. The statement that defines an episode is:

C) A notable event group. This is true because an episode is composed of one or more notable events that are related by some

common factor.

The other options are not definitions of an episode because:

- A) A workflow task. This is not true because a workflow task is an action that you can perform on an episode, such as assigning an owner, changing the status, adding comments, and so on.
- B) A deep dive. This is not true because a deep dive is a dashboard that allows you to analyze the historical trends and anomalies of your KPIs and metrics in ITSI.
- C) A notable event. This is not true because a notable event is an alert generated by ITSI based on certain conditions or correlations, not a group of alerts.

## NEW QUESTION # 27

What should be considered when onboarding data into a Splunk index, assuming that ITSI will need to use this data?

- A. Plan to build as many data models as possible for ITSI to leverage
- B. Make sure that all fields conform to CIM, then use the corresponding module to import related services.
- C. Use | stats functions in custom fields to prepare the data for KPI calculations.
- D. **Check if the data could leverage pre-built KPIs from modules, then use the correct TA to onboard the data.**

**Answer: D**

## NEW QUESTION # 28

Which of the following is a recommended best practice for ITSI installation?

- A. Before installing ITSI, make sure the Common Information Model (CIM) is installed.
- B. Install the Machine Learning Toolkit app if anomaly detection must be configured.
- C. Install ITSI on one search head in a search head cluster and migrate the configuration bundle to other search heads.
- D. **ITSI should not be installed on search heads that have Enterprise Security installed.**

**Answer: D**

Explanation:

One of the recommended best practices for Splunk IT Service Intelligence (ITSI) installation is to avoid installing ITSI on search heads that already have Splunk Enterprise Security (ES) installed. This recommendation stems from potential resource conflicts and performance issues that can arise when both resource-intensive applications are deployed on the same instance. Both ITSI and ES are complex applications that require significant system resources to function effectively, and running them concurrently on the same search head can lead to degraded performance, conflicts in resource allocation, and potential stability issues. It's generally advised to segregate these applications onto separate Splunk instances to ensure optimal performance and stability for both platforms.

## NEW QUESTION # 29

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