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Splunk IT Service Intelligence Certified Admin exam is designed for IT professionals who are responsible for deploying, configuring, and managing ITSI. SPLK-3002 exam tests candidates on their knowledge and skills in areas such as ITSI architecture, data ingestion, service modeling, KPIs and thresholds, alerting and remediation, and dashboard creation. Passing SPLK-3002 exam demonstrates that an individual has the expertise to effectively use and administer ITSI.

Splunk SPLK-3002 Certification Exam is a challenging and comprehensive exam that is designed to test the knowledge and skills of

IT professionals in using Splunk IT Service Intelligence (ITSI) to manage and monitor their IT environments. Splunk ITSI is a powerful platform that provides real-time visibility and insights into IT operations, allowing organizations to quickly identify and resolve issues before they impact business operations.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q13-Q18):

### NEW QUESTION # 13

Which of the following describes a realistic troubleshooting workflow in ITSI?

- A. Service Analyzer -> Aggregation Policy -> Deep Dive
- B. Correlation Search -> Deep Dive -> Notable Event
- C. Correlation search -> KPI -> Aggregation Policy
- D. Service Analyzer -> Notable Event Review -> Deep Dive

**Answer: D**

Explanation:

A realistic troubleshooting workflow in ITSI is:

\* B. Service Analyzer -> Notable Event Review -> Deep Dive

This workflow involves using the Service Analyzer dashboard to monitor the health and performance of your services and KPIs, using the Notable Event Review dashboard to investigate and manage the notable events generated by ITSI, and using the Deep Dive dashboard to analyze the historical trends and anomalies of your KPIs and metrics.

The other workflows are not realistic because they involve components that are not part of the troubleshooting process, such as correlation search, aggregation policy, and KPI. These components are used to create and configure the alerts and episodes that ITSI generates, not to investigate and resolve them. References:

[Service Analyzer dashboard in ITSI], [Overview of Episode Review in ITSI], [Overview of deep dives in ITSI]

### NEW QUESTION # 14

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

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

**Answer: A,C,D**

Explanation:

Reference:

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. Reference: ITSI service design best practices, Overview of ITSI indexes

### NEW QUESTION # 15

When installing ITSI to support a Distributed Search Architecture, which of the following items apply? (Choose all that apply.)

- A. Copy SA-IndexCreation to all indexers.
- B. Extract ITSI app package into `etc/apps` directory of search head.
- C. Copy SA-IndexCreation to the `etc/apps` directory on the index cluster master node.
- D. Extract installer package into `etc/apps` directory of the cluster deployer node.

**Answer: A**

Explanation:

Explanation

Copy SA-IndexCreation to \$SPLUNK\_HOME/etc/apps/ on all individual indexers in your environment.

### NEW QUESTION # 16

Which of the following is a good use case for a Multi-KPI alert?

- A. Alerting when two or more KPIs are deviating from their typical pattern.
- **B. Alerting when comparing the values of two or more KPIs indicates an unusual condition is occurring.**
- C. Alerting when the values of two or more KPIs go into maintenance mode.
- D. Alerting when the trend of two or more KPIs indicates service failure is imminent.

**Answer: B**

Explanation:

A Multi-KPI alert in Splunk IT Service Intelligence (ITSI) is designed to trigger based on the conditions of multiple Key Performance Indicators (KPIs). This type of alert is particularly useful when a single KPI's state is not sufficient to indicate an issue, but the correlation between multiple KPIs can provide a clearer picture of an emerging problem. The best use case for a Multi-KPI alert is therefore when comparing the values of two or more KPIs indicates an unusual condition is occurring. This allows for more nuanced and context-rich alerting mechanisms that can identify complex issues not detectable by monitoring individual KPIs. This approach is beneficial in complex environments where the interplay between different performance metrics needs to be considered to accurately detect and diagnose issues.

### NEW QUESTION # 17

Which of the following best describes a default deep dive?

- A. It initially shows the highest importance KPIs.
- **B. It initially shows all of the KPIs for a selected service.**
- C. It initially shows all the entity swim lanes.
- D. It initially shows the health scores for all services.

**Answer: B**

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/DeepDives> C is the correct answer because a default deep dive initially shows all of the KPIs for a selected service. You can create a default deep dive by drilling down from another dashboard or by selecting a service from the deep dive lister page. A default deep dive does not show health scores, importance scores, or entity swim lanes by default. References: [Create default deep dives for services in ITSI]

### NEW QUESTION # 18

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