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Splunk SPLK-3002: Splunk IT Service Intelligence Certified Admin exam is a certification exam that aims to test the skills and knowledge of IT professionals in using Splunk IT Service Intelligence (ITSI) to manage and monitor their IT services. SPLK-3002 exam is designed to test the candidate's ability to configure and deploy ITSI, create service models, set up KPIs, and build dashboards to monitor the performance of IT services.

Splunk SPLK-3002 exam is intended for IT professionals who are responsible for monitoring and managing the performance of IT services in their organization. Candidates who Pass SPLK-3002 Exam will be able to leverage the capabilities of ITSI to identify and resolve issues related to IT service performance, availability, and reliability. They will also be able to create customized dashboards and reports that provide insights into the health of their IT services.

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Splunk IT Service Intelligence Certified Admin Sample Questions (Q51-Q56):

NEW QUESTION # 51

In Episode Review, what is the result of clicking an episode's Acknowledge button?

- A. Change status from New to In Progress and assign the current user as owner.
- B. Change status from New to Acknowledged.
- C. Change status from New to Acknowledged and assign the current user as owner.
- D. Assign the current user as owner.

Answer: C

Explanation:

When an episode warrants investigation, the analyst acknowledges the episode, which moves the status from New to In Progress.

Reference:

An episode represents a disruption of service operation causing impact to business operations. It is a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation. In Episode Review, you can manage the episodes and their statuses using various actions. One of the actions is Acknowledge, which changes the status of an episode from New to Acknowledged and assigns the current user as the owner. This action indicates that someone is working on resolving the episode and prevents duplicate efforts from other users. Reference: Overview of Episode Review in ITSI, [Episode actions in Episode Review]

NEW QUESTION # 52

Which of the following is a best practice for identifying the most effective services with which to start an iterative ITSI deployment?

- A. Analyze the business to determine the most critical services.
- B. Only include KPIs if they will be used in multiple services.
- C. Define a large number of key services early.
- D. Focus on low-level services.

Answer: A

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/MKA>

A best practice for identifying the most effective services with which to start an iterative ITSI deployment is to analyze the business to determine the most critical services that have the most impact on revenue, customer satisfaction, or other key performance indicators. You can use the Service Analyzer to prioritize and monitor these services. References: Service Analyzer

NEW QUESTION # 53

Which of the following applies when configuring time policies for KPI thresholds?

- A. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00
- B. A person can only configure 24 policies, one for each hour of the day.
- C. It is possible for multiple time policies to overlap.
- D. If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it.

Answer: A

Explanation:

Time policies are user-defined threshold values to be used at different times of the day or week to account for changing KPI workloads. Time policies accommodate normal variations in usage across your services and improve the accuracy of KPI and service health scores. For example, if your organization's peak activity is during the standard work week, you might create a KPI threshold time policy that accounts for higher levels of usage during work hours, and lower levels of usage during off-hours and weekends. The statement that applies when configuring time policies for KPI thresholds is:

* B. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00.

This is true because time policies allow you to define different threshold values for different time blocks, such as AM/PM, work hours/off hours, weekdays/weekends, and so on. This way, you can account for the expected variations in your KPI data based on

the time of day or week.

The other statements do not apply because:

* A. A person can only configure 24 policies, one for each hour of the day. This is not true because you can configure more than 24 policies using different time block combinations, such as 3 hour block, 2 hour block, 1 hour block, and so on.

* C. If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it. This is not true because time policies are designed to handle KPIs that change significantly through a cycle on a daily basis, such as web traffic volume or CPU load percent.

* D. It is possible for multiple time policies to overlap. This is not true because you can only have one active time policy at any given time. When you create a new time policy, the previous time policy is overwritten and cannot be recovered.

References: Create time-based static KPI thresholds in ITSI

NEW QUESTION # 54

Which glass table feature can be used to toggle displaying KPI values from more than one service on a single widget?

- A. Service templates.
- **B. Service swapping.**
- C. Ad-hoc search.
- D. Service dependencies.

Answer: B

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/Visualizations#collapseDesktop8> A glass table is a visualization tool that allows you to monitor the interrelationships and dependencies across your IT and business services. You can add metrics like KPIs, ad hoc searches, and service health scores that update in real time against a background that you design. One of the features of glass tables is service swapping, which enables you to toggle displaying KPI values from more than one service on a single widget.

You can use service swapping to compare metrics across different services without creating multiple glass tables or widgets.

References: Overview of the glass table editor in ITSI, [Configure service swapping on glass tables]

NEW QUESTION # 55

Which of the following are the default ports that must be configured on Splunk to use ITSI?

- A. SplunkWeb (8088), SplunkD (8089), and HTTP Collector (8000)
- **B. SplunkWeb (8000), SplunkD (8089), and HTTP Collector (8088)**
- C. SplunkWeb (8089), SplunkD (8088), and HTTP Collector (8000)
- D. SplunkWeb (8405), SplunkD (8519), and HTTP Collector (8628)

Answer: B

Explanation:

Reference:

C is the correct answer because ITSI uses the default ports of Splunk Enterprise for its communication and data collection.

SplunkWeb uses port 8000, SplunkD uses port 8089, and HTTP Event Collector uses port 8088. These ports can be changed if needed, but they must match the configuration of Splunk Enterprise. Reference: Ports used by ITSI

NEW QUESTION # 56

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