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Prerequisites for the Splunk SPLK-3002 Exam

Splunk IT Service Intelligence Certified Admin (ITI-CA) is the entry level certification for the Splunk IT Service Intelligence learning path. This certification validates a candidate's basic skills to use Splunk software to analyze data, monitor networks, and troubleshoot problems.

The ITI-CA certification is focused on real world skills and knowledge including:

- Splunk Enterprise architecture, installation, configuration, and maintenance
- Data indexing and search in Splunk software Gathering and analyzing network data with Splunk software
- Using Splunk software to monitor the availability of network devices

Splunk SPLK-3002, also known as the Splunk IT Service Intelligence Certified Admin certification exam, is designed to test the knowledge and skills of IT professionals who work with Splunk IT Service Intelligence (ITSI). SPLK-3002 Exam is aimed at individuals who are interested in demonstrating their expertise in ITSI and wish to acquire a recognized certification in this field.

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

NEW QUESTION # 24
Which of the following describes entities? (Choose all that apply.)

- A. To automatically restrict the KPI to only the entities in a particular service, select "Filter to Entities in Service".
- B. Entities must be IT devices, such as routers and switches, and must be identified by either IP value, host name, or mac address.
- C. An abstract (pseudo/logical) entity can be used to split by for a KPI, although no entity rules or filtering can be used to limit data to a specific service.
- D. Multiple entities can share the same alias value, but must have different role values.

Answer: A,C

Explanation:
Reference:
Entities are IT components that require management to deliver an IT service. Each entity has specific attributes and relationships to other IT processes that uniquely identify it. Entities contain alias fields and informational fields that ITSI associates with indexed events. Some statements that describe entities are:
B) An abstract (pseudo/logical) entity can be used to split by for a KPI, although no entity rules or filtering can be used to limit data to a specific service. An abstract entity is an entity that does not represent a physical host or device, but rather a logical grouping of data sources. For example, you can create an abstract entity for each business unit in your organization and use it to split by for a KPI that measures revenue or customer satisfaction. However, you cannot use entity rules or filtering to limit data to a specific service based on abstract entities, because they do not have alias fields that match indexed events.
D). To automatically restrict the KPI to only the entities in a particular service, select "Filter to Entities in Service". This option allows you to filter the data sources for a KPI by the entities that are assigned to the service. For example, if you have a service for web servers and you want to monitor the CPU load percent for each web server entity, you can select this option to ensure that only the events from those entities are used for the KPI calculation.

NEW QUESTION # 25
How should entities be handled during the data audit phase of requirements gathering?

- A. Entities identified should be included in the entity filtering requirements, such as 'by processId' or 'by host'.
- B. Entities should be noted based upon Service KPI requirements such as 'by host' or 'by product line'.
- C. Entities must be identified for every Service KPI defined and recorded in requirements.
- D. Entity meta-data for info and aliases should be identified and recorded as requirements.

Answer: D

Explanation:
During the data audit phase of requirements gathering for Splunk IT Service Intelligence (ITSI), it's crucial to identify and record the meta-data for entities, focusing on information (info) and aliases. This step involves understanding and documenting the key attributes and identifiers that describe each entity, such as host names, IP addresses, device types, or other relevant characteristics. These attributes are used to categorize and uniquely identify entities within ITSI, enabling more effective mapping of data to services and KPIs. By meticulously recording this meta-data, organizations ensure that their ITSI implementation is aligned with their specific monitoring needs and infrastructure, facilitating accurate service modeling and event management. This practice is foundational for setting up ITSI to reflect the actual IT environment, enhancing the relevance and effectiveness of the monitoring and analysis capabilities.

NEW QUESTION # 26
Which of the following best describes a default deep dive?

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

Answer: A

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 # 27
What are valid ITSI Glass Table editor capabilities? (Choose all that apply.)

- A. Service swapping configuration.
- B. Correlation search creation.
- C. Creating glass tables.
- D. Adding KPI metric lanes to glass tables.

Answer: A,C,D

Explanation:
Create a glass table to visualize and monitor the interrelationships and dependencies across your IT and business services.
The service swapping settings are saved and apply the next time you open the glass table.
You can add metrics like KPIs, ad hoc searches, and service health scores that update in real time against a background that you design. Glass tables show real-time data generated by KPIs and services.
Reference:
The glass table editor is a tool that allows you to create and edit glass tables in ITSI. Some of the capabilities of the glass table editor are:
Creating glass tables from scratch or from existing templates.
Configuring service swapping on widgets to toggle displaying metrics from different services.
Adding KPI metric lanes to glass tables to show historical trends of KPI values.
The glass table editor does not support correlation search creation, which is a separate feature in ITSI that allows you to create searches that look for relationships between data points and generate notable events. Reference: Overview of the glass table editor in ITSI, [Configure service swapping on glass tables], [Add KPI metric lanes to glass tables], [Overview of correlation searches in ITSI]

NEW QUESTION # 28
Which of the following is a best practice when configuring maintenance windows?

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

Answer: D

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:
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.
Reference: Overview of maintenance windows in ITSI

NEW QUESTION # 29
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