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Splunk SPLK-3002 Certification Exam is a valuable credential for IT professionals who want to demonstrate their expertise in using Splunk ITSI to monitor, analyze, and troubleshoot complex IT environments. By passing SPLK-3002 exam, candidates can enhance their career opportunities and increase their earning potential.

The Splunk SPLK-3002 exam focuses on evaluating the candidates' knowledge and skills in configuring and managing ITSI core components, including Service Analyzers, Glass Tables, Notable Events, and KPI-based alerts. Candidates will also be required to demonstrate their capacity to customize ITSI with advanced configurations, such as machine learning techniques, anomaly detection, and correlating events. By earning the Splunk IT Service Intelligence Certified Admin certification, IT professionals can establish themselves as experts in Splunk ITSI administration and contribute to their organizations' IT service management success.

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Splunk IT Service Intelligence Certified Admin Sample Questions (Q28-Q33):

NEW QUESTION # 28

How do you automatically restrict a KPI to only the entities in its service, and generate KPI values for each entity?

- A. Select "No" for both "Split by Entity" and "Filter to Entities in Service".
- B. Select "No" for "Split by Entity" and "Yes" for "Filter to Entities in Service".
- C. Select "Yes" for "Split by Entity" and "No" for "Filter to Entities in Service".
- D. Select "Yes" for both "Split by Entity" and "Filter to Entities in Service".

Answer: D

NEW QUESTION # 29

Helga has a web service that depends on the database service to provide her website. She configures the database's "Heartbeat" KPI to be a dependency in the web service. When viewing the services in the Service Analyzer tree#view she sees a dotted line between the database service and the web service.

What is the meaning of the dotted line and how can Helga fix it?

- A. There is a cyclic dependency between the two services. Helga needs to add additional dependencies to change the dotted line to a solid line.
- B. The "Heartbeat" KPI is not currently affecting the web service health score. Helga needs to make sure the Heartbeat KPI importance value is set to 0.
- **C. There is a cyclic dependency between the two services. Helga needs to make sure that database service doesn't have any erroneous dependencies.**
- D. The "Heartbeat" KPI is not currently affecting the web service health score. Helga needs to make sure the web service KPIs' importance are all set to 11.

Answer: C

Explanation:

In Splunk IT Service Intelligence (ITSI), the Service Analyzer visually represents service dependencies. A solidline between services indicates a normal one#way dependency where one service's health contributes to another's service health score. However, adottedline signifies acyclic dependency, meaning that two services are defined as depending on each other in a loop. This typically happens when a service is configured to depend on another service that, directly or indirectly, also depends back on the first service. In Helga's scenario, because the web service is set to depend on the database using the Heartbeat KPI, and the configuration somehow established a reverse dependency (even inadvertently), the Service Analyzer shows the relationship as cyclic with a dotted line. To resolve this, Helga needs to check the service dependency configuration for the database service and ensure it doesnotmistakenly include the web service (or any chain of dependencies that leads back to it). Removing or correcting that erroneous dependency breaks the cycle, which will then change the representation to a solid line and properly reflect the dependency without circular references. It's not related to KPI importance values in this context - importance affects health score calculation but does not cause a cyclic dependency indicator.

NEW QUESTION # 30

Which of the following services often has KPIs but no entities?

- A. Security Service.
- **B. Business Service.**
- C. Network Service.
- D. Technical Service.

Answer: B

Explanation:

In the context of Splunk IT Service Intelligence (ITSI), a Business Service often has Key Performance Indicators (KPIs) but might not have directly associated entities. Business Services represent high-level aggregations of organizational functions or processes and are typically measured by KPIs that reflect the performance of underlying technical services or components rather than direct infrastructure entities. For example, a Business Service might monitor overall transaction completion times or customer satisfaction scores, which are abstracted from the specific technical entities that underlie these metrics. This abstraction allows Business Services to provide a business-centric view of IT health and performance, focusing on outcomes rather than specific technical components.

NEW QUESTION # 31

What is the minimum number of entities a KPI must be split by in order to use Entity Cohesion anomaly detection?

- A. 0
- **B. 1**
- C. 2
- D. 3

Answer: B

Explanation:

For Entity Cohesion anomaly detection in Splunk IT Service Intelligence (ITSI), the minimum number of entities a KPI must be split by is 2. Entity Cohesion as a method of anomaly detection focuses on identifying anomalies based on the deviation of an entity's behavior in comparison to other entities within the same group or cohort. By requiring a minimum of only two entities, ITSI allows for the comparison of entities to detect significant deviations in one entity's performance or behavior, which could indicate potential issues. This method leverages the idea that entities performing similar functions or within the same service should exhibit similar patterns of behavior, and significant deviations could be indicative of anomalies. The low minimum requirement of two entities ensures that this powerful anomaly detection feature can be utilized even in smaller environments.

NEW QUESTION # 32

When changing a service template, which of the following will be added to linked services by default?

- A. New KPIs.
- B. Health score.
- C. Thresholds.
- D. Entity Rules.

Answer: A

Explanation:

* C. New KPIs. This is true because when you add new KPIs to a service template, they will be automatically added to all the services that are linked to that template. This helps you keep your services consistent and up-to-date with the latest KPI definitions. The other options will not be added to linked services by default because:

* A. Thresholds. This is not true because when you change thresholds in a service template, they will not affect the existing thresholds in the linked services. You need to manually apply the threshold changes to each linked service if you want them to inherit the new thresholds from the template.

* B. Entity rules. This is not true because when you change entity rules in a service template, they will not affect the existing entity rules in the linked services. You need to manually apply the entity rule changes to each linked service if you want them to inherit the new entity rules from the template.

* D. Health score. This is not true because when you change health score settings in a service template, they will not affect the existing health score settings in the linked services. You need to manually apply the health score changes to each linked service if you want them to inherit the new health score settings from the template.

References: Create and manage service templates in ITSI, [Apply service template changes to linked services in ITSI]

NEW QUESTION # 33

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