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Splunk SPLK-3002 Exam is an essential certification for IT professionals who want to demonstrate their expertise in managing Splunk ITSI deployments. Splunk IT Service Intelligence Certified Admin certification validates the candidate's ability to deploy, configure, and administer ITSI to monitor and analyze IT data for efficient service delivery. Splunk IT Service Intelligence Certified Admin certification is globally recognized and enhances the candidate's credibility, opening up new career opportunities in IT operations, service management, and security.

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Splunk SPLK-3002 certification is highly valued by IT professionals and employers alike. It demonstrates that the certified individual has the skills and knowledge required to manage and administer Splunk ITSI solutions effectively. Splunk IT Service Intelligence Certified Admin certification also provides access to a global community of Splunk ITSI experts who can share knowledge, best practices, and solutions to common IT service management challenges. Overall, the SPLK-3002 Certification is a valuable asset for IT professionals who want to advance their career in IT service management.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q69-Q74):

### NEW QUESTION # 69

Which of the following items apply to anomaly detection? (Choose all that apply.)

- A. Anomaly detection automatically generates notable events when KPI data diverges from the pattern.
- B. Use AD on KPIs that have an unestablished baseline of data points. This allows the ML pattern to perform it's magic.
- C. There are 3 types of anomaly detection supported in ITSI: adhoc, trending, and cohesive.
- D. A minimum of 24 hours of data is needed for anomaly detection, and a minimum of 4 entities for cohesive analysis.

**Answer: A,D**

Explanation:

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

Anomaly detection is a feature of ITSI that uses machine learning to detect when KPI data deviates from a normal pattern. The following items apply to anomaly detection:

B). A minimum of 24 hours of data is needed for anomaly detection, and a minimum of 4 entities for cohesive analysis. This ensures that there is enough data to establish a baseline pattern and compare different entities within a service.

C). Anomaly detection automatically generates notable events when KPI data diverges from the pattern. You can configure the sensitivity and severity of the anomaly detection alerts and assign them to episodes or teams. References: [Anomaly Detection]

### NEW QUESTION # 70

Which of the following is a characteristic of base searches?

- A. The base search will execute whether or not a KPI needs it.
- B. Search expression, entity splitting rules, and thresholds are configured at the base search level.
- 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**

Explanation:

Reference:

A base search is a search definition that can be shared across multiple KPIs that use the same data source. Base searches can improve search performance and reduce search load by consolidating multiple similar KPIs. One of the characteristics of base searches is that it is possible to filter to entities assigned to the service for calculating the metrics for the service's KPIs. This means that you can use entity filtering rules to specify which entities are relevant for each KPI based on the base search results. Reference: Create KPI base searches in ITSI, [Filter entities for KPIs based on base searches]

### NEW QUESTION # 71

Which of the following items describe ITSI Backup and Restore functionality? (Choose all that apply.)

- A. ITSI backups are stored as a collection of JSON formatted files.
- B. ITSI backup is inclusive of KV Store, ITSI Configurations, and index dependencies.
- C. A pre-configured default ITSI backup job is provided that can be modified, but not deleted.
- D. `kvstore_to_json.py` can be used in scripts or command line to backup ITSI for full or partial backups.

**Answer: A,D**

Explanation:

ITSI provides a `kvstore_to_json.py` script that lets you backup/restore ITSI configuration data, perform bulk service KPI operations, apply time zone offsets for ITSI objects, and regenerate KPI search schedules.

When you run a backup job, ITSI saves your data to a set of JSON files compressed into a single ZIP file.

Reference:

<https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/kvstorejson>

<https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/BackupandRestoreITSIconfig> C and D are correct answers because ITSI backup and restore functionality uses `kvstore_to_json.py` as a command line script or as part of custom scripts to backup ITSI data for full or partial backups. ITSI backups are also stored as a collection of JSON formatted files that contain KV store objects such as services, KPIs, glass tables, etc. A is not a correct answer because there is no pre-configured default ITSI backup job provided. You can create your own backup jobs or use the command line script or custom scripts to backup ITSI data. B is not a correct answer because ITSI backup is not inclusive of index dependencies. ITSI backup only includes KV store objects and optionally some `.conf` files. You need to use other methods to backup index data. References: [Overview of backing up and restoring ITSI KV store data], [Create a full backup of ITSI], [Create a partial backup of ITSI]

### NEW QUESTION # 72

Which anomaly detection algorithm fulfills the paired monitoring requirement?

- A. Detection algorithm: Entity cohesion anomaly detection  
Monitoring requirement: Produce an alert when multiple KPIs in the service deviate from their historical behaviors.
- B. Detection algorithm: Trending anomaly detection  
Monitoring requirement: Produce an alert when one entity in the KPI is not behaving similar to other entities in the KPI.
- C. Detection algorithm: Trending anomaly detection  
Monitoring requirement: Produce an alert when an entity deviates from its historical behavior.
- **D. Detection algorithm: Entity cohesion anomaly detection**  
**Monitoring requirement: Produce an alert when one entity in the KPI is not behaving similar to other entities in the KPI.**

**Answer: D**

Explanation:

Splunk ITSI offers two built-in anomaly detection algorithms: Trending and Entity Cohesion. The Trending algorithm works on the aggregate KPI series, comparing recent KPI behavior with its historical pattern to detect unusual trending patterns over time. It does not evaluate behavior across separate entities within the KPI split - it simply looks at deviations from historical trends in the combined KPI values. On the other hand, the Entity Cohesion algorithm is specifically designed to detect when entities that are expected to behave similarly begin to diverge in behavior. When a KPI is split by entity (for example, multiple servers, locations, or service tiers), Entity Cohesion normalizes each entity's time series and compares them against each other.

If one entity's pattern differs significantly from the group's patterns, it is flagged as an anomaly. This matches the "paired monitoring requirement" of producing an alert when one entity in the KPI is not behaving similarly to the other entities. The option describing entity cohesion paired with that requirement reflects the correct use case for this algorithm in ITSI. Neither trending anomaly detection nor entity cohesion anomaly detection is intended to detect multiple KPIs deviating at the service level - such cross-KPI alerts are handled by other alerting constructs like multi-KPI alerts or correlation searches, not these specific anomaly algorithms.

### NEW QUESTION # 73

Which of the following is a recommended best practice for service and glass table design?

- A. Design glass tables first to discover which KPIs are important.
- B. Always use the standard icons for glass table widgets to improve portability.
- C. Start with base searches, then services, and then glass tables.
- **D. Plan and implement services first, then build detailed glass tables.**

**Answer: D**

Explanation:

Reference:

A is the correct answer because it is recommended to plan and implement services first, then build detailed glass tables that reflect the service hierarchy and dependencies. This way, you can ensure that your glass tables provide accurate and meaningful service-level insights. Building glass tables first might lead to unnecessary or irrelevant KPIs that do not align with your service goals.

Reference: Splunk IT Service Intelligence Service Design Best Practices

### NEW QUESTION # 74

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