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1.Which of the following is the best use case for configuring a Multi-KPI Alert?

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Splunk SPLK-3002 certification exam is designed for IT professionals who want to demonstrate their expertise in managing and using Splunk's IT Service Intelligence (ITSI) platform. SPLK-3002 exam covers a range of topics, including ITSI architecture and deployment, data ingestion and normalization, event management, and service analytics. Passing SPLK-3002 exam will validate your skills and knowledge in using Splunk ITSI to improve IT service delivery, increase operational efficiency, and drive business outcomes.

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Splunk IT Service Intelligence Certified Admin Sample Questions (Q29-Q34):

NEW QUESTION # 29

Which of the following is a problem requiring correction in ITSI?

- A. Two or more entities with the same value in a single alias field.
- B. Two or more entities with the same entity key value in any info field.
- C. Two or more entities with the same service ID.
- D. Two or more entities with the same entity ID.

Answer: A

Explanation:

In Splunk IT Service Intelligence (ITSI), entities represent infrastructure components, applications, or other elements that are monitored. Each entity is uniquely identified by its entity ID, and entities can be associated with one or more services through the concept of aliases. A problem arises when two or more entities have the same value in a single alias field because aliases are used to match events to entities in ITSI. If multiple entities share the same alias value, ITSI might incorrectly associate data with the wrong entity, leading to inaccurate monitoring and analytics. This scenario requires correction to ensure that each alias uniquely identifies a single entity, thereby maintaining the integrity of the monitoring and analysis process within ITSI.

The uniqueness of service IDs, entity IDs, and entity key values in info fields is also important but does not typically present the same level of issue as duplicate values in an alias field.

NEW QUESTION # 30

Which of the following describes a way to delete multiple duplicate entities in ITSI?

- A. Via a search using the | deleteentity command.
- B. All of the above.
- C. Via the entity lister page.
- D. Via a CSV upload.

Answer: B

Explanation:

D is the correct answer because ITSI provides multiple ways to delete multiple duplicate entities. You can use a CSV upload to overwrite existing entities with new or updated information, or delete them by setting the action field to delete. You can also use the entity lister page to select multiple entities and delete them in bulk. Alternatively, you can use a search command called | deleteentity to delete entities that match certain criteria. Reference: Create and update entities using a CSV file in ITSI, Delete entities in bulk in ITSI, Delete entities using the | deleteentity command in ITSI

NEW QUESTION # 31

Buttercup Retail sells t#shirts both online and in stores. The IT Operations team is effectively monitoring the digital infrastructure. However, the executive leadership has expressed frustration in understanding what the related business impacts are of IT incidents. Which of the following entities would give Buttercup Retail executives the most impactful visibility?

- A. host, network interface, datacenter
- B. store, season, customer age
- C. host, browser type, software version
- D. store, product, payment type

Answer: D

Explanation:

Splunk IT Service Intelligence (ITSI) is designed to align IT monitoring with the business outcomes that matter to stakeholders - especially executives who are focused on service performance and its impact on revenue, customer experience, and operational goals. In ITSI, entities represent the individual components that make up services and contribute to Key Performance Indicators (KPIs). Selecting the right entities for service modeling is critical: technical entities (like hosts or network interfaces) are useful for IT operations troubleshooting, but they don't inherently represent business outcomes. Executive leadership cares about how incidents affect business capabilities and outcomes - such as sales performance, customer transactions, and channel health. Therefore, entities that reflect business context (for example, store locations, product categories, or payment types) map IT issues directly to business performance indicators. When executives can see service health and incidents broken down by these business#centric entities, they gain impactful visibility into how issues affect revenue, customer interactions, and overall business operations. In contrast, purely technical entities such as hosts or network interfaces do not provide that business impact perspective, and demographic slices like season or customer age - while potentially valuable for marketing - don't directly connect IT service health to business service performance in ITSI modeling.

NEW QUESTION # 32

Which index contains ITSI Episodes?

- A. itsi_notable_archive
- B. itsi_tracked_alerts
- C. itsi_grouped_alerts
- D. itsi_summary

Answer: C

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/IndexOverview> B is the correct answer because ITSI episodes are stored in the itsi_grouped_alerts index. This index contains notable events that have been grouped together based on predefined aggregation policies. Episodes help you reduce alert noise and focus on resolving incidents faster. References: [Overview of episodes in ITSI]

NEW QUESTION # 33

What effects does the KPI importance weight of 11 have on the overall health score of a service?

- A. At least 10% of the KPIs will go critical.
- B. Importance weight is unused for health scoring.
- C. It is a minimum health indicator KPI.
- D. The service will go critical.

Answer: B

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/KPIImportance#:~:text=ITSI%20considers%20KPIs%20that%20have,other%20KPIs%20in%20the%20service>

The KPI importance weight is a value that indicates how much a KPI contributes to the overall health score of a service. The importance weight can range from 1 (lowest) to 10 (highest). The statement that applies when configuring a KPI importance weight of 11 is:

B). Importance weight is unused for health scoring. This is true because an importance weight of 11 is invalid and cannot be used for health scoring. The maximum value for importance weight is 10.

The other statements do not apply because:

A). At least 10% of the KPIs will go critical. This is not true because an importance weight of 11 does not affect the severity level of any KPIs.

C). The service will go critical. This is not true because an importance weight of 11 does not affect the health score or status of any service.

D). It is a minimum health indicator KPI. This is not true because an importance weight of 11 does not indicate anything about the minimum health level of a KPI.

References: Set KPI importance values in ITSI

NEW QUESTION # 34

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