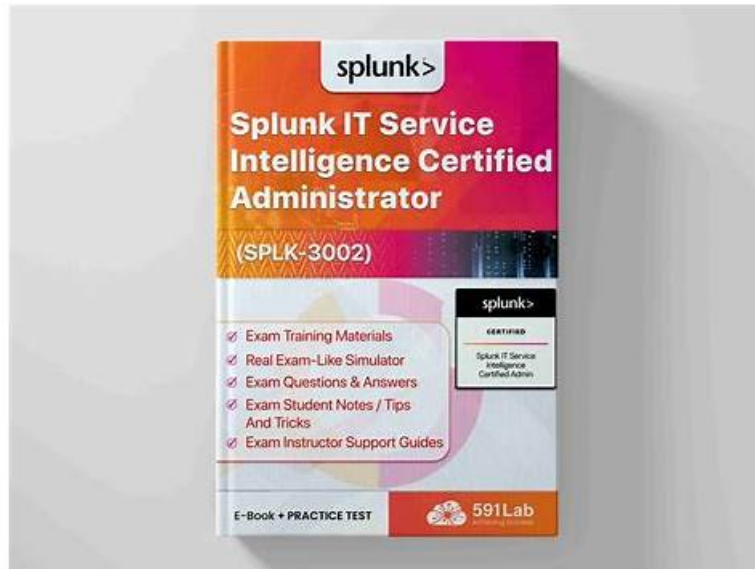


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Splunk SPLK-3002 Certification Exam is designed for individuals who want to demonstrate their knowledge and skills in using Splunk IT Service Intelligence (ITSI) to monitor and analyze IT services. SPLK-3002 exam evaluates the candidate's ability to configure and manage ITSI, create service templates, and perform advanced analytics using ITSI. Splunk is a popular platform for collecting, indexing, and analyzing machine-generated data. ITSI is a module of Splunk that enables organizations to monitor and manage their IT infrastructure and services.

## Splunk IT Service Intelligence Certified Admin Sample Questions (Q38-Q43):

### NEW QUESTION # 38

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

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

**Answer: D**

#### NEW QUESTION # 39

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

- A. A person can only configure 24 policies, one for each hour of the day.
- B. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00
- 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: B**

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.

#### NEW QUESTION # 40

What should be considered when onboarding data into a Splunk index, assuming that ITSI will need to use this data?

- A. Make sure that all fields conform to CIM, then use the corresponding module to import related services.
- B. Use | stats functions in custom fields to prepare the data for KPI calculations.
- C. Plan to build as many data models as possible for ITSI to leverage
- D. Check if the data could leverage pre-built KPIs from modules, then use the correct TA to onboard the data.

**Answer: D**

#### NEW QUESTION # 41

In maintenance mode, which features of KPIs still function?

- A. KPI searches will execute but will be buffered until the maintenance window is over.
- B. KPI calculations and threshold settings can be modified.
- C. New KPIs can be created, but existing KPIs are locked.
- D. KPI searches still run during maintenance mode, but results go to itsi\_maintenance\_summary index.

**Answer: A**

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. 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.

Reference:

A is the correct answer because KPI searches still run during maintenance mode, but the results are buffered until the maintenance window is over. This means that no alerts are triggered during maintenance mode, but once it ends, the buffered results are processed and alerts are generated if necessary. You cannot create new KPIs or modify existing KPIs during maintenance mode.

Reference: [Overview of maintenance windows in ITSI]

## NEW QUESTION # 42

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

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

**Answer: B**

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 # 43

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