

# SPLK-3002<sup>Q&As</sup>

Splunk IT Service Intelligence Certified Admin

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**QUESTION 1**

Which capabilities are enabled through “teams”?

- A. Teams allow searches against the itsi\_summaryindex.
- B. Teams restrict notable event alert actions.
- C. Teams restrict searches against the itsi\_notable\_auditindex.
- D. Teams allow restrictions to service content in UI views.

Correct Answer: A

Teams provide presentation-layer security only and not data-level security. It's still possible for a user with access to the Splunk search bar to look up ITSI summary index data.

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

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**QUESTION 2**

Which scenario would benefit most by implementing ITSI?

- A. Monitoring of business services functionality.
- B. Monitoring of system hardware.
- C. Monitoring of system process statuses.
- D. Monitoring of retail sales metrics.

Correct Answer: A

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

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**QUESTION 3**

Which index will contain useful error messages when troubleshooting ITSI issues?

- A. \_introspection
- B. \_internal
- C. itsi\_summary
- D. itsi\_notable\_audit

Correct Answer: B

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/EA/TroubleshootRE>

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#### QUESTION 4

Which of the following items describe ITSI Deep Dive capabilities? (Choose all that apply.)

- A. Comparing a service's notable events over a time period.
- B. Visualizing one or more Service KPIs values by time.
- C. Examining and comparing alert levels for KPIs in a service over time.
- D. Comparing swim lane values for a slice of time.

Correct Answer: BCD

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

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#### QUESTION 5

When creating a custom deep dive, what color are services/KPIs in maintenance mode within the topology view?

- A. Gray
- B. Purple
- C. Gear Icon
- D. Blue

Correct Answer: A

Services, entities, and KPIs that are fully or partially impacted by a maintenance window appear in a dark gray color on pages that display health scores, including service analyzers, service and entity details pages, glass tables, multi-KPI alerts, and deep dives.

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

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#### QUESTION 6

Which of the following is a good use case regarding defining entities for a service?

- A. Automatically associate entities to services using multiple entity aliases.
- B. All of the entities have the same identifying field name.
- C. Being able to split a CPU usage KPI by host name.
- D. KPI total values are aggregated from multiple different category values in the source events.

Correct Answer: A

Define entities before creating services. When you configure a service, you can specify entity matching rules based on

entity aliases that automatically add the entities to your service.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Entity/About>

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### QUESTION 7

Which of the following is a best practice when configuring maintenance windows?

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

Correct Answer: C

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

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### QUESTION 8

When installing ITSI to support a Distributed Search Architecture, which of the following items apply? (Choose all that apply.)

- A. Copy SA-IndexCreation to all indexers.
- B. Copy SA-IndexCreation to the etc/apps directory on the index cluster master node.
- C. Extract installer package into etc/apps directory of the cluster deployer node.
- D. Extract ITSI app package into etc/apps directory of search head.

Correct Answer: A

Copy SA-IndexCreation to \$SPLUNK\_HOME/etc/apps/ on all individual indexers in your environment. Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Install/InstallSHC>

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### QUESTION 9

Which of the following is a characteristic of base searches?

- A. Search expression, entity splitting rules, and thresholds are configured at the base search level.
- B. It is possible to filter to entities assigned to the service for calculating the metrics for the service's KPIs.
- C. The fewer KPIs that share a common base search, the more efficiency a base search provides, and anomaly

detection is more efficient.

D. The base search will execute whether or not a KPI needs it.

Correct Answer: B

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

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#### QUESTION 10

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. If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it.

D. It is possible for multiple time policies to overlap.

Correct Answer: D

If you're creating multiple time policies that require the same threshold values, you can save time by copying the threshold levels and their corresponding values from one policy to another

Reference: <https://docs.splunk.com/Documentation/ITSI/4.9.1/SI/TimePolicies>

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