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QUESTION & ANSWER



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**Exam : SPLK-3002**

**Title : Splunk IT Service  
Intelligence Certified Admin  
Exam**

**Version : DEMO**

1.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.

**Answer:** A

**Explanation:**

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

2.When in maintenance mode, which of the following is accurate?

- A. Once the window is over, KPIs and notable events will begin to be generated again.
- B. KPIs are shown in blue while in maintenance mode.
- C. Maintenance mode slots are scheduled on a per hour basis.
- D. Service health scores and KPI events are deleted until the window is over.

**Answer:** A

**Explanation:**

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

3.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. The service will go critical.
- D. It is a minimum health indicator KPI.

**Answer:** D

**Explanation:**

Reference:

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

4.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.

**Answer:** A

**Explanation:**

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>

5.What are valid ITSI Glass Table editor capabilities? (Choose all that apply.)

- A. Creating glass tables.
- B. Correlation search creation.
- C. Service swapping configuration.

D. Adding KPI metric lanes to glass tables.

**Answer:** A,C,D

**Explanation:**

Create a glass table to visualize and monitor the interrelationships and dependencies across your IT and business services.

The service swapping settings are saved and apply the next time you open the glass table. You can add metrics like KPIs, ad hoc searches, and service health scores that update in real time against a background that you design. Glass tables show real-time data generated by KPIs and services.

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