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# Question 1

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## Question Type: MultipleChoice

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Which of the following are characteristics of ITSI service dependencies? (select all that apply)

### Options:

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- A- If a primary service has a dependent service KPI and the KPI's importance level is changed, the dependency is broken.
- B- It is best practice to use the dependent service's built-in 'ServiceHealthScore' KPI to reflect impact to the primary service.
- C- Setting the dependent service KPI importance level will be treated as any other KPI in the primary service's health score.
- D- Impactful dependent services should only be configured to one primary service to avoid false negatives in Multi KPI Alerts.

### Answer:

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B, C

### Explanation:

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In the context of Splunk IT Service Intelligence (ITSI), service dependencies allow for the modeling of relationships between services, where the health of one service (dependent) can affect the health of another (primary).

B) It is best practice to use the dependent service's built-in 'ServiceHealthScore' KPI to reflect impact to the primary service: Utilizing the 'ServiceHealthScore' KPI of a dependent service as part of the primary service's health calculation is a recommended practice. This approach ensures that changes in the health of the dependent service directly influence the primary service's overall health score, providing a more holistic view of service health within the IT environment.

C) Setting the dependent service KPI importance level will be treated as any other KPI in the primary service's health score: When a dependent service's KPI is incorporated into a primary service, the importance level assigned to this KPI is factored into the primary service's overall health score calculation just like any other KPI. This means that the impact of the dependent service on the primary service can be weighted according to the business significance of the relationship between the services.

The other options are not accurate representations of ITSI service dependencies. Changes in KPI importance levels do not break dependencies, and there is no restriction on configuring impactful dependent services to only one primary service, as dependencies can be complex and multi-layered across various services.

## Question 2

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**Question Type:** MultipleChoice

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What is the range for a normal Service Health score category?

**Options:**

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**A-** 20-40

**B-** 40-60

**C-** 60-80

**D-** 80-100

**Answer:**

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D

**Explanation:**

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In Splunk IT Service Intelligence (ITSI), the Service Health Score is a metric that provides a quantifiable measure of the overall health and performance of a service. The score ranges from 0 to 100, with higher scores indicating better health. The range for a normal Service Health score category is typically from 80 to 100. Scores within this range suggest that the service is performing well, with no significant issues affecting its health. This categorization helps IT and business stakeholders quickly assess the operational status of their services, enabling them to focus on services that may require attention or intervention due to lower health scores.

## Question 3

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**Question Type:** MultipleChoice

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After ITSI is initially deployed for the operations department at a large company, another department would like to use ITSI but wants to keep their information private from the operations group. How can this be achieved?

### Options:

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- A- Create service templates for each group and create the services from the templates.
- B- Create teams for each department and assign KPIs to each team.
- C- Create services for each group and set the permissions of the services to restrict them to each group.
- D- Create teams for each department and assign services to the teams.

### Answer:

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D

### Explanation:

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In Splunk IT Service Intelligence (ITSI), creating teams for each department and assigning services to those teams is an effective way to segregate data and ensure that information remains private between different groups within an organization. Teams in ITSI provide a mechanism for role-based access control, allowing administrators to define which users or groups have access to specific services, KPIs, and dashboards. By setting up teams corresponding to each department and then assigning services to these teams, ITSI can accommodate multi-departmental use within the same instance while maintaining strict access controls. This ensures that each department can only view and interact with the data and services relevant to their operations, preserving confidentiality and data integrity.

across the organization.

## Question 4

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**Question Type:** MultipleChoice

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What happens when an anomaly is detected?

### Options:

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- A- A separate correlation search needs to be created in order to see it.
- B- A SNMP trap will be sent.
- C- An anomaly alert will appear in core splunk, in index=main.
- D- An anomaly alert will appear as a notable event in Episode Review.

### Answer:

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D

## **Explanation:**

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When an anomaly is detected in Splunk IT Service Intelligence (ITSI), it typically generates a notable event that can be reviewed and managed in the Episode Review dashboard. The Episode Review is part of ITSI's Event Analytics framework and serves as a centralized location for reviewing, annotating, and managing notable events, including those generated by anomaly detection. This process enables IT operators and analysts to efficiently identify, prioritize, and respond to potential issues highlighted by the anomaly alerts. The integration of anomaly alerts into the Episode Review dashboard streamlines the workflow for managing and investigating these alerts within the broader context of IT service management and operational intelligence.

## **Question 5**

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**Question Type:** MultipleChoice

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Which step is required to install ITSI on a single Search Head?

### **Options:**

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- A-** Untar the ITSI package in <splunk home>/etc/apps
- B-** Run splunk\_apply shcluster-bundle

**C-** Use the Splunk -> Manage Apps Dashboard to download and install.

**D-** All of the above.

**Answer:**

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C

**Explanation:**

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To install Splunk IT Service Intelligence (ITSI) on a single Search Head, one of the straightforward methods is to use the Splunk Web interface, specifically the 'Manage Apps' dashboard, to download and install ITSI. This method is user-friendly and does not require manual file handling or command-line operations. By navigating to 'Manage Apps' in the Splunk Web interface, users can find ITSI in the app repository or upload the ITSI installation package if it has been downloaded previously. From there, the installation process is initiated through the Splunk Web interface, simplifying the setup process. This approach ensures that the installation follows Splunk's standard app installation procedures, helping to avoid common installation errors and ensuring that ITSI is correctly integrated into the Splunk environment.

## Question 6

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**Question Type:** MultipleChoice

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Which of the following statements is accurate when using multiple policies?

**Options:**

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- A- New policies are applied after the default policy.
- B- Policy processing is applied in a defined order.
- C- An event can be processed by only a single policy.
- D- New policies are applied before the default policy.

**Answer:**

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B

**Explanation:**

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In Splunk IT Service Intelligence (ITSI), when using multiple event management policies, it is important to understand that policy processing is applied in a defined order. This order is crucial because it determines how events are processed and aggregated, and which rules are applied to events first. The order of policies can be customized, allowing administrators to prioritize certain policies over others based on the specific needs and operational logic of their IT environment. This feature provides flexibility in event management, enabling more precise control over event processing and ensuring that the most critical events are handled according to the desired precedence. This structured approach to policy processing helps in maintaining the efficiency and effectiveness of event management within ITSI.



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