Splunk IT Service Intelligence Certified Admin

The Splunk IT Service Intelligence (ITSI) Certified Admin exam is the final step towards completion of the Splunk ITSI Certified Admin certification.

| 53 Questions | Professional-Level | 60* Minutes |

Total exam time **includes 3 minutes to review the **exam agreement.***

Exam Content

The following topics are general guidelines for the content likely to be included on the exam; however, other related topics may also appear on any specific delivery of the exam. In order to better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

1.0 Introducing ITSI   5%

1.1   Identify what ITSI does
1.2   Describe reasons for using ITSI
1.3   Examine the ITSI user interface

2.0 Glass Tables   5%

2.1   Describe glass tables
2.2   Use glass tables
2.3   Design glass tables
2.4   Configure glass tables

3.0 Managing Notable Events   10%

3.1   Define key notable events terms and their relationships
3.2   Describe examples of multi-KPI alerts
3.3   Describe the notable events workflow

3.4   Work with notable events

3.5   Custom views

4.0 Investigating Issues with Deep Dives   10%

4.1   Describe deep dive concepts and their relationships

4.2   Use default deep dives

4.3   Create and customize new custom deep dives

4.4   Add and configure swim lanes

4.5   Describe effective workflows for troubleshooting

5.0 Installing and Configuring ITSI   10%

5.1   List ITSI hardware recommendations

5.2   Describe ITSI deployment options

5.3   Identify ITSI components

5.4   Describe the installation procedure

5.5   Identify data input options for ITSI

5.6   Add custom data to an ITSI deployment

6.0 Designing Services   5%

6.1   Given customer requirements, plan an ITSI implementation

6.2   Identify site entities

7.0 Data Audit and Base Searches   5%

7.1   Use a data audit to identify service key performance indicators

7.2   Design base searches

8.0 Implementing Services   5%

8.1   Use a service design to implement services in ITSI

9.0 Thresholds and Time Policies   5%

9.1   Create KPIs with static and adaptive thresholds
9.2   Use time policies to define flexible thresholds

10.0 Entities and Modules   5%

10.1   Importing entities
10.2   Using entities in KPI searches
10.3   Using modules

11.0 Templates and Dependencies   5%

11.1   Use templates to manage services
11.2   Define dependencies between services

12.0 Anomaly Detection   5%

12.1   Enable anomaly detection
12.2   Work with generated anomaly events

13.0 Correlation and Multi KPI Searches   5%

13.1   Define new correlation searches
13.2   Define multi KPI alerts
13.3   Manage notable event storage

14.0 Aggregation Policies   5%

14.1   Create new aggregation policies
14.2   Use smart mode

15.0 Access Control   5%

15.1   Configure user access control
15.2   Create service level teams

16.0 Troubleshooting ITSI	10%

- 16.1   Backup and restore
- 16.2   Maintenance mode
- 16.3   Creating modules
- 16.4   Troubleshooting

Exam Preparation

Candidates may reference the **Splunk How-To YouTube Channel**, **Splunk Docs**, and draw from their own Splunk experience.

The following is a *suggested and non-exhaustive* list of training from the **IT Service Intelligence Certified Admin Learning Path** that may cover topics listed in the above blueprint:

- ❏ Splunk Enterprise System Administration

- ❏ Splunk Enterprise Data Administration

- ❏ Splunk Cloud Administration

- ❏ Implementing IT Service Intelligence

There are no prerequisite exams for this certification.

Schedule this exam >