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Splunk IT Service Intelligence Certified Admin

Exam Description: The Splunk IT Service Intelligence (ITSI) Certified Admin exam is the final step towards completion of the Splunk ITSI Certified Admin certification. This app-specific certification exam is a 57-minute, 53-question assessment which evaluates a candidate's knowledge and skills of the installation and configuration of Splunk's app for IT Service Intelligence (ITSI). Candidates can expect an additional 3 minutes to review the exam agreement, for a total seat time of 60 minutes. It is recommended that candidates for this certification complete the lecture, hands-on labs, and quizzes that are part of the Splunk Enterprise System Administration and Splunk Enterprise Data Administration courses *or* the Splunk Cloud Administration course, as well as the Implementing IT Service Intelligence course, in order to be prepared for the certification exam.

The Implementing ITSI course focuses on the use of ITSI to monitor mission-critical services. Major topics include ITSI architecture, deployment planning, installation, service design and implementation, configuring entities, notable events, and developing glass tables and deep dives.

The following content areas are general guidelines for the content to be included on the exam:

- ITSI architecture and deployment
- Installing ITSI
- Designing Services - discovery and best practices
- Implementing services and entities
- Configuring correlation searches and multi KPI alerts
- Managing aggregation policies and anomaly detection
- Troubleshooting and maintenance

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