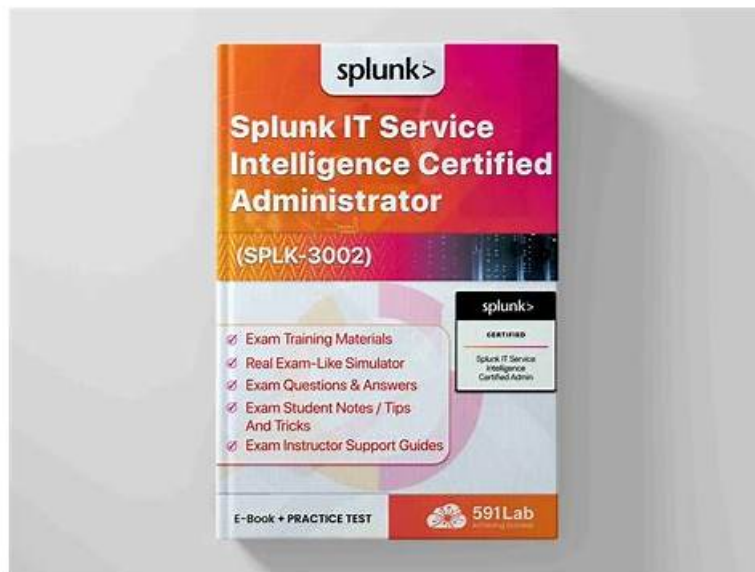


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Splunk IT Service Intelligence Certified Admin Sample Questions (Q40-Q45):

NEW QUESTION # 40

Which of the following are deployment recommendations for ITSI? (Choose all that apply.)

- A. Deployments should use fastest possible disk arrays for indexers.
- B. Deployments require a dedicated ITSI search head.
- C. Deployments often require an increase of hardware resources above base Splunk requirements.
- D. Deployments may increase the number of required indexers based on the number of KPI searches.

Answer: B,C,D

Explanation:

You might need to increase the hardware specifications of your own Enterprise Security deployment above the minimum hardware requirements depending on your environment.

Install Splunk Enterprise Security on a dedicated search head or search head cluster.

The Splunk platform uses indexers to scale horizontally. The number of indexers required in an Enterprise Security deployment varies based on the data volume, data type, retention requirements, search type, and search concurrency.

Reference: <https://docs.splunk.com/Documentation/ES/latest/Install/DeploymentPlanning> A, B, and C are correct answers because ITSI deployments often require more hardware resources than base Splunk requirements due to the high volume of data ingestion and processing. ITSI deployments also require a dedicated search head that runs the ITSI app and handles all ITSI-related searches and dashboards. ITSI deployments may also increase the number of required indexers based on the number and frequency of KPI searches, which can generate a large amount of summary data. References: ITSI deployment overview, ITSI deployment planning

NEW QUESTION # 41

In maintenance mode, which features of KPIs still function?

- A. KPI searches still run during maintenance mode, but results go to `itsi_maintenance_summary` index.
- B. KPI searches will execute but will be buffered until the maintenance window is over.
- C. KPI calculations and threshold settings can be modified.
- D. New KPIs can be created, but existing KPIs are locked.

Answer: B

Explanation:

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. This gives the system an opportunity to catch up with the maintenance state and reduces the chances of ITSI generating false positives during maintenance operations.

Reference:

A is the correct answer because KPI searches still run during maintenance mode, but the results are buffered until the maintenance window is over. This means that no alerts are triggered during maintenance mode, but once it ends, the buffered results are processed and alerts are generated if necessary. You cannot create new KPIs or modify existing KPIs during maintenance mode.

Reference: [Overview of maintenance windows in ITSI]

NEW QUESTION # 42

Which of the following is part of setting up a new aggregation policy?

- A. Filtering criteria
- B. Module rules
- C. Review order
- D. Policy version

Answer: A

Explanation:

When setting up a new aggregation policy in Splunk IT Service Intelligence (ITSI), one of the crucial components is defining the filtering criteria. This aspect of the aggregation policy determines which events should be included in the aggregation based on specific conditions or attributes. The filtering criteria can be based on various event fields such as severity, source, event type, and other custom fields relevant to the organization's monitoring strategy. By specifying the filtering criteria, ITSI administrators can

ensure that the aggregation policy is applied only to the pertinent events, thus facilitating more targeted and effective event management and reducing noise in the operational environment. This helps in organizing and prioritizing events more efficiently, enhancing the overall incident management process within ITSI.

NEW QUESTION # 43

Which of the following applies when configuring time policies for KPI thresholds?

- A. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00
- B. A person can only configure 24 policies, one for each hour of the day.
- 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.

Answer: A

Explanation:

Time policies are user-defined threshold values to be used at different times of the day or week to account for changing KPI workloads. Time policies accommodate normal variations in usage across your services and improve the accuracy of KPI and service health scores. For example, if your organization's peak activity is during the standard work week, you might create a KPI threshold time policy that accounts for higher levels of usage during work hours, and lower levels of usage during off-hours and weekends. The statement that applies when configuring time policies for KPI thresholds is:

* B. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00.

This is true because time policies allow you to define different threshold values for different time blocks, such as AM/PM, work hours/off hours, weekdays/weekends, and so on. This way, you can account for the expected variations in your KPI data based on the time of day or week.

The other statements do not apply because:

* A. A person can only configure 24 policies, one for each hour of the day. This is not true because you can configure more than 24 policies using different time block combinations, such as 3 hour block, 2 hour block, 1 hour block, and so on.

* C. If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it. This is not true because time policies are designed to handle KPIs that change significantly through a cycle on a daily basis, such as web traffic volume or CPU load percent.

* D. It is possible for multiple time policies to overlap. This is not true because you can only have one active time policy at any given time. When you create a new time policy, the previous time policy is overwritten and cannot be recovered.

References: Create time-based static KPI thresholds in ITSI

NEW QUESTION # 44

Which of the following describes a realistic troubleshooting workflow in ITSI?

- A. Correlation search -> KPI -> Aggregation Policy
- B. Service Analyzer -> Notable Event Review -> Deep Dive
- C. Service Analyzer -> Aggregation Policy -> Deep Dive
- D. Correlation Search -> Deep Dive -> Notable Event

Answer: B

Explanation:

A realistic troubleshooting workflow in ITSI is:

* B. Service Analyzer -> Notable Event Review -> Deep Dive

This workflow involves using the Service Analyzer dashboard to monitor the health and performance of your services and KPIs, using the Notable Event Review dashboard to investigate and manage the notable events generated by ITSI, and using the Deep Dive dashboard to analyze the historical trends and anomalies of your KPIs and metrics.

The other workflows are not realistic because they involve components that are not part of the troubleshooting process, such as correlation search, aggregation policy, and KPI. These components are used to create and configure the alerts and episodes that ITSI generates, not to investigate and resolve them. References:

[Service Analyzer dashboard in ITSI], [Overview of Episode Review in ITSI], [Overview of deep dives in ITSI]

NEW QUESTION # 45

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