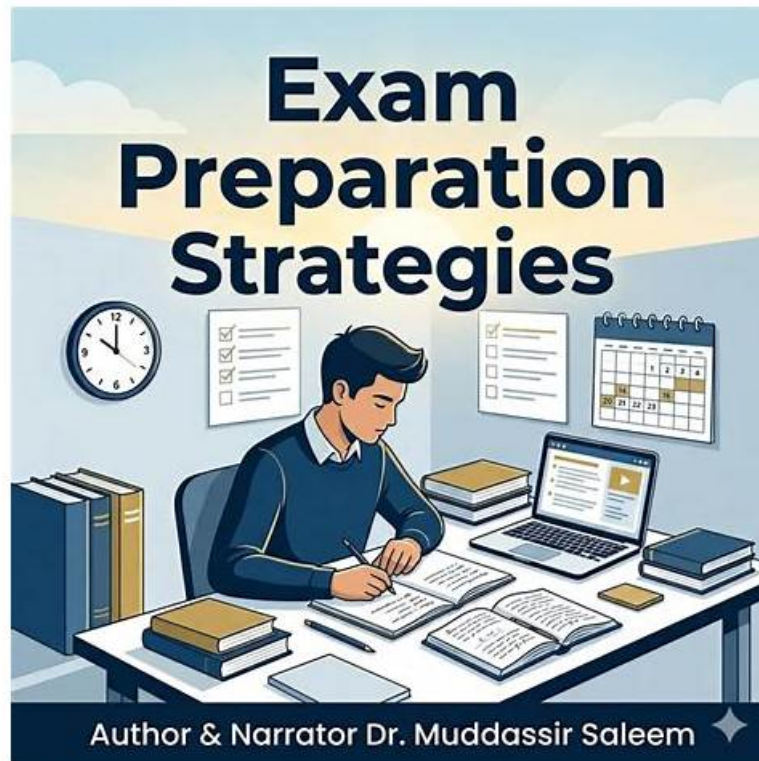


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Splunk IT Service Intelligence Certified Admin Sample Questions (Q38-Q43):

NEW QUESTION # 38

What is an episode?

- A. A workflow task.
- B. A deep dive.
- **C. A notable event group.**
- D. A notable event.

Answer: C

Explanation:

It's a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation.

Reference:

An episode is a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation. An episode helps you reduce alert noise and focus on the most important issues affecting your IT services. An episode is created by an aggregation policy, which is a set of rules that determines how to group notable events based on certain criteria, such as severity, source, title, and so on. You can use episode review to view, manage, and resolve episodes in ITSI. The statement that defines an episode is:

C) A notable event group. This is true because an episode is composed of one or more notable events that are related by some common factor.

The other options are not definitions of an episode because:

A) A workflow task. This is not true because a workflow task is an action that you can perform on an episode, such as assigning an owner, changing the status, adding comments, and so on.

B) A deep dive. This is not true because a deep dive is a dashboard that allows you to analyze the historical trends and anomalies of your KPIs and metrics in ITSI.

D) A notable event. This is not true because a notable event is an alert generated by ITSI based on certain conditions or correlations, not a group of alerts.

NEW QUESTION # 39

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

- A. Service templates contain domain specific dashboards and deep dives.
- B. Service templates can be modified after services are instantiated from it.
- **C. Service templates can contain specific or generic entity rules.**
- **D. Service templates contain KPIs and KPI thresholds.**

Answer: C,D

Explanation:

Service templates in Splunk IT Service Intelligence (ITSI) are designed to streamline the creation of services by providing pre-defined configurations:

B) Service templates contain KPIs and KPI thresholds: This allows for the standardized deployment of services with predefined performance indicators and their associated thresholds, ensuring consistency across similar services.

C) Service templates can contain specific or generic entity rules: These rules define how entities are associated with services created from the template, allowing for both broad and targeted applicability.

While service templates contain configurations for KPIs, thresholds, and entity rules, the ability to modify templates after services have been instantiated from them is limited. Changes to a template do not retroactively affect services already created from that template. Moreover, service templates do not inherently contain domain-specific dashboards or deep dives; these are created separately within ITSI.

NEW QUESTION # 40

Which of the following is an advantage of using adaptive time thresholds?

- **A. Automatically update thresholds daily to manage dynamic changes to KPI values.**
- B. Automatically adjust aggregation policy grouping to manage escalating severity.
- C. Automatically adjust correlation search thresholds to adjust sensitivity over time.
- D. Automatically adjust KPI calculation to manage dynamic event data.

Answer: A

NEW QUESTION # 41

Which of the following describes entities? (Choose all that apply.)

- A. Entities must be IT devices, such as routers and switches, and must be identified by either IP value, host name, or mac address.
- B. An abstract (pseudo/logical) entity can be used to split by for a KPI, although no entity rules or filtering can be used to limit data to a specific service.
- C. Multiple entities can share the same alias value, but must have different role values.
- D. To automatically restrict the KPI to only the entities in a particular service, select "Filter to Entities in Service".

Answer: B,D

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/KPIfilter> Entities are IT components that require management to deliver an IT service. Each entity has specific attributes and relationships to other IT processes that uniquely identify it. Entities contain alias fields and informational fields that ITSI associates with indexed events. Some statements that describe entities are:

B). An abstract (pseudo/logical) entity can be used to split by for a KPI, although no entity rules or filtering can be used to limit data to a specific service. An abstract entity is an entity that does not represent a physical host or device, but rather a logical grouping of data sources. For example, you can create an abstract entity for each business unit in your organization and use it to split by for a KPI that measures revenue or customer satisfaction. However, you cannot use entity rules or filtering to limit data to a specific service based on abstract entities, because they do not have alias fields that match indexed events.

D). To automatically restrict the KPI to only the entities in a particular service, select "Filter to Entities in Service". This option allows you to filter the data sources for a KPI by the entities that are assigned to the service. For example, if you have a service for web servers and you want to monitor the CPU load percent for each web server entity, you can select this option to ensure that only the events from those entities are used for the KPI calculation.

References: Overview of entity integrations in ITSI, [Create KPI base searches in ITSI]

NEW QUESTION # 42

Which of the following is a problem requiring correction in ITSI?

- A. Two more entities with the same service ID.
- B. Two more entities with the same entity key value in any info field.
- C. Two more entities with the same value in a single alias field.
- D. Two more entities with the same entity ID.

Answer: C

Explanation:

In Splunk IT Service Intelligence (ITSI), entities represent infrastructure components, applications, or other elements that are monitored. Each entity is uniquely identified by its entity ID, and entities can be associated with one or more services through the concept of aliases. A problem arises when two or more entities have the same value in a single alias field because aliases are used to match events to entities in ITSI. If multiple entities share the same alias value, ITSI might incorrectly associate data with the wrong entity, leading to inaccurate monitoring and analytics. This scenario requires correction to ensure that each alias uniquely identifies a single entity, thereby maintaining the integrity of the monitoring and analysis process within ITSI.

The uniqueness of service IDs, entity IDs, and entity key values in info fields is also important but does not typically present the same level of issue as duplicate values in an alias field.

NEW QUESTION # 43

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