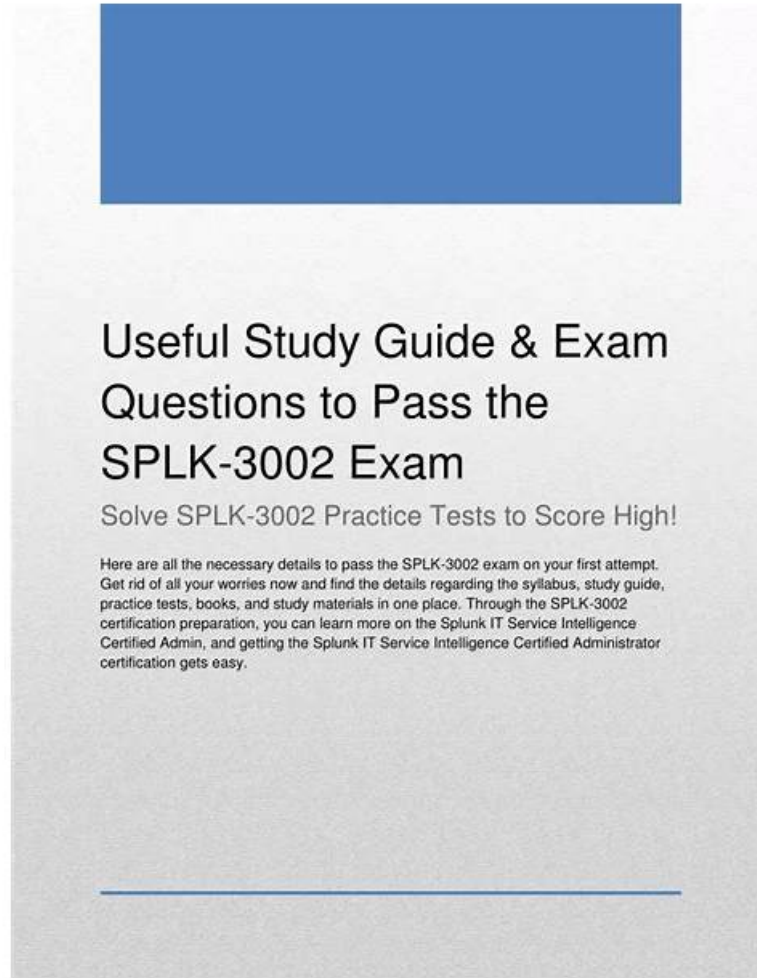


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Splunk IT Service Intelligence Certified Admin Sample Questions (Q21-Q26):

NEW QUESTION # 21

Which ITSI functions generate notable events? (Choose all that apply.)

- A. KPI anomaly detection.
- B. KPI threshold breaches.
- C. Multi-KPI alert.
- D. Correlation search.

Answer: A,B,D

Explanation:

After you configure KPI thresholds, you can set up alerts to notify you when aggregate KPI severities change. ITSI generates notable events in Episode Review based on the alerting rules you configure.

Anomaly detection generates notable events when a KPI IT Service Intelligence (ITSI) deviates from an expected pattern.

Notable events are typically generated by a correlation search.

Reference:

<https://docs.splunk.com/Documentation/ITSI/4.10.1/SI/AboutSI>

A, B, and D are correct answers because ITSI can generate notable events when a KPI breaches a threshold, when a KPI detects an anomaly, or when a correlation search matches a defined pattern. These are the main ways that ITSI can alert you to potential issues or incidents in your IT environment. Reference: Configure KPI thresholds in ITSI, Apply anomaly detection to a KPI in ITSI, Generate events with correlation searches in ITSI

NEW QUESTION # 22

What should be considered when onboarding data into a Splunk index, assuming that ITSI will need to use this data?

- A. Make sure that all fields conform to CIM, then use the corresponding module to import related services.
- B. Plan to build as many data models as possible for ITSI to leverage
- C. Check if the data could leverage pre-built KPIs from modules, then use the correct TA to onboard the data.
- D. Use | stats functions in custom fields to prepare the data for KPI calculations.

Answer: C

Explanation:

Reference: <https://newoutlook.it/download/book/splunk/advanced-splunk.pdf> When onboarding data into a Splunk index, assuming that ITSI will need to use this data, you should consider the following:

B). Check if the data could leverage pre-built KPIs from modules, then use the correct TA to onboard the data.

This is true because modules are pre-packaged sets of services, KPIs, and dashboards that are designed for specific types of data sources, such as operating systems, databases, web servers, and so on. Modules help you quickly set up and monitor your IT services using best practices and industry standards. To use modules, you need to install and configure the correct technical add-ons (TAs) that extract and normalize the data fields required by the modules.

The other options are not things you should consider because:

A). Use | stats functions in custom fields to prepare the data for KPI calculations. This is not true because using | stats functions in custom fields can cause performance issues and inaccurate results when calculating KPIs.

You should use | stats functions only in base searches or ad hoc searches, not in custom fields.

C). Make sure that all fields conform to CIM, then use the corresponding module to import related services.

This is not true because not all modules require CIM-compliant data sources. Some modules have their own data models and field extractions that are specific to their data sources. You should check the documentation of each module to see what data requirements and dependencies they have.

D). Plan to build as many data models as possible for ITSI to leverage. This is not true because building too many data models can cause performance issues and resource consumption in your Splunk environment. You should only build data models that are necessary and relevant for your ITSI use cases.

References: Overview of modules in ITSI, [Install technical add-ons for ITSI modules]

NEW QUESTION # 23

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

- A. Two more entities with the same entity key value in any info field.
- B. Two more entities with the same entity ID.
- **C. Two more entities with the same value in a single alias field.**
- D. Two more entities with the same service 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 # 24

Which of the following is a best practice when configuring maintenance windows?

- A. Disable any glass tables that reference a KPI that is part of an open maintenance window.
- B. Change the color of services and entities that are part of an open maintenance window in the service analyzer.
- C. Develop a strategy for configuring a service's notable event generation when the service's maintenance window is open.
- **D. Give the maintenance window a buffer, for example, 15 minutes before and after actual maintenance work.**

Answer: D

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.

Reference:

A maintenance window is a period of time when a service or entity is undergoing maintenance operations or does not require active monitoring. It is 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. For example, if a server will be shut down for maintenance at 1:00PM and restarted at 5:00PM, the ideal maintenance window is 12:30PM to 5:30PM. The 15- to 30-minute time buffer is a rough estimate based on 15 minutes being the time period over which most KPIs are configured to search data and identify alert triggers.

Reference: Overview of maintenance windows in ITSI

NEW QUESTION # 25

Which glass table feature can be used to toggle displaying KPI values from more than one service on a single widget?

- A. Service templates.
- B. Ad-hoc search.
- C. Service dependencies.
- **D. Service swapping.**

Answer: D

Explanation:

Reference:

A glass table is a visualization tool that allows you to monitor the interrelationships and dependencies across your IT and business services. You can add metrics like KPIs, ad hoc searches, and service health scores that update in real time against a background that you design. One of the features of glass tables is service swapping, which enables you to toggle displaying KPI values from more than one service on a single widget. You can use service swapping to compare metrics across different services without creating multiple glass tables or widgets. Reference: Overview of the glass table editor in ITSI, [Configure service swapping on glass tables]

NEW QUESTION # 26

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