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Splunk IT Service Intelligence Certified Admin Sample Questions (Q23-Q28):

NEW QUESTION # 23

What is the range for a normal Service Health score category?

- A. 80-100
- B. 40-60
- C. 60-80
- D. 20-40

Answer: A

Explanation:

In Splunk IT Service Intelligence (ITSI), the Service Health Score is a metric that provides a quantifiable measure of the overall health and performance of a service. The score ranges from 0 to 100, with higher scores indicating better health. The range for a normal Service Health score category is typically from 80 to 100. Scores within this range suggest that the service is performing well, with no significant issues affecting its health. This categorization helps IT and business stakeholders quickly assess the operational status of their services, enabling them to focus on services that may require attention or intervention due to lower health scores.

NEW QUESTION # 24

Which deep dive swim lane type does not require writing SPL?

- A. Event lane.
- B. **KPI lane.**
- C. Metric lane.
- D. Automatic lane.

Answer: B

Explanation:

A KPI lane is a type of deep dive swim lane that does not require writing SPL. You can simply select a service and a KPI from a drop-down list and ITSI will automatically populate the lane with the corresponding data. You can also adjust the threshold settings and time range for the KPI lane. Reference: [KPI Lanes]

NEW QUESTION # 25

In Episode Review, what is the result of clicking an episode's Acknowledge button?

- A. Assign the current user as owner.
- B. Change status from New to In Progress and assign the current user as owner.
- C. **Change status from New to Acknowledged and assign the current user as owner.**
- D. Change status from New to Acknowledged.

Answer: C

Explanation:

When an episode warrants investigation, the analyst acknowledges the episode, which moves the status from New to In Progress. Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/EA/EpisodeOverview> An episode represents a disruption of service operation causing impact to business operations. It is a deduplicated group of notable events occurring as part of a larger sequence, or an incident or period considered in isolation. In Episode Review, you can manage the episodes and their statuses using various actions. One of the actions is Acknowledge, which changes the status of an episode from New to Acknowledged and assigns the current user as the owner. This action indicates that someone is working on resolving the episode and prevents duplicate efforts from other users. References: Overview of Episode Review in ITSI, [Episode actions in Episode Review]

NEW QUESTION # 26

Where are KPI search results stored?

- A. The default index.
- B. KV Store.
- C. Output to a CSV lookup.
- D. The `itsi_summary` index.

Answer: D

Explanation:

Search results are processed, created, and written to the `itsi_summary` index via an alert action.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/BaseSearch> D is the correct answer because KPI search results are stored in the `itsi_summary` index in ITSI. This index is an events index that stores the results of scheduled KPI searches.

Summary indexing lets you run fast searches over large data sets by spreading out the cost of a computationally expensive report over time.

References: Overview of ITSI indexes

NEW QUESTION # 27

Which of the following accurately describes base searches used for KPIs in a service?

- A. All the metrics in a base search are used by one service.
- B. All the KPIs in a service use the same base search.
- C. Base searches can be used for multiple services.
- D. A base search can only be used by its service and all dependent services.

Answer: C

Explanation:

KPI base searches let you share a search definition across multiple KPIs in IT Service Intelligence (ITSI). Create base searches to consolidate multiple similar KPIs, reduce search load, and improve search performance.

Reference:

A base search is a search definition that can be shared across multiple KPIs that use the same data source. Base searches can improve search performance and reduce search load by consolidating multiple similar KPIs. The statement that accurately describes base searches used for KPIs in a service is:

A) Base searches can be used for multiple services. This means that you can create a base search for a service and use it for other services that have similar data sources and KPIs. For example, if you have multiple services that monitor web server performance, you can create a base search that queries the web server logs and use it for all the services that need to calculate KPIs based on those logs.

NEW QUESTION # 28

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