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Splunk IT Service Intelligence Certified Admin Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which index will contain useful error messages when troubleshooting ITSI issues?

- A. internal
- B. introspection
- C. itsi_summary
- D. itsi_notable_audit

Answer: A

Explanation:

Reference:

The index that will contain useful error messages when troubleshooting ITSI issues is:

B) internal. This is true because the internal index contains logs and metrics generated by Splunk processes, such as splunkd and metrics.log. These logs can help you diagnose problems with your Splunk environment, including ITSI components and features.

The other indexes will not contain useful error messages because:

A) `_introspection`. This is not true because the `_introspection` index contains data about Splunk resource usage, such as CPU, memory, disk space, and so on. These data can help you monitor the performance and health of your Splunk environment, but not the error messages.

C) `itsi_summary`. This is not true because the `itsi_summary` index contains summarized data for your KPIs and services, such as health scores, severity levels, threshold values, and so on. These data can help you analyze the trends and anomalies of your IT services, but not the error messages.

D) `itsi_notable_audit`. This is not true because the `itsi_notable_audit` index contains audit data for your notable events and episodes, such as creation time, owner

NEW QUESTION # 11

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

- A. Change the color of services and entities that are part of an open maintenance window in the service analyzer.
- B. Develop a strategy for configuring a service's notable event generation when the service's maintenance window is open.
- C. Disable any glass tables that reference a KPI that is part of an open maintenance window.
- 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 # 12

When creating a custom deep dive, what color are services/KPIs in maintenance mode within the topology view?

- A. Blue
- B. Purple
- C. Gear Icon
- D. **Gray**

Answer: D

Explanation:

When creating a custom deep dive, services or KPIs that are in maintenance mode are shown in gray color in the topology view. This indicates that they are not actively monitored and do not generate alerts or notable events. Reference: Deep Dives

NEW QUESTION # 13

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

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

Answer: A

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 # 14

When in maintenance mode, which of the following is accurate?

- A. Once the window is over, KPIs and notable events will begin to be generated again.
- B. KPIs are shown in blue while in maintenance mode.
- C. Service health scores and KPI events are deleted until the window is over.
- D. Maintenance mode slots are scheduled on a per hour basis.

Answer: A

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/EA/REBestPractice> A is the correct answer because when in maintenance mode, KPIs and notable events will begin to be generated again once the window is over. Maintenance mode is a feature of ITSI that allows you to temporarily suspend alerts and health score calculations for a service or an entity during planned maintenance or downtime. During maintenance mode, KPI searches still run, but the results are buffered until the window is over. Once the window is over, the buffered results are processed and alerts and health scores are generated if necessary. References: [Overview of maintenance windows in ITSI]

NEW QUESTION # 15

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