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## Splunk IT Service Intelligence Certified Admin Sample Questions (Q61-Q66):

### NEW QUESTION # 61

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

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

**Answer: A**

Explanation:

Explanation

Services, entities, and KPIs that are fully or partially impacted by a maintenance window appear in a dark gray color on pages that display health scores, including service analyzers, service and entity details pages, glass tables, multi-KPI alerts, and deep dives.

### NEW QUESTION # 62

What are valid considerations when designing an ITSI Service? (Choose all that apply.)

- A. Entities, entity meta-data, and entity rules should be planned carefully to support the service design and configuration.
- B. Backfill of a KPI should always be selected so historical data points can be used immediately and alerts based on that data can occur.
- C. Service access control requirements for ITSI Team Access should be considered, and appropriate teams provisioned prior to creating the ITSI Service.
- D. Services, entities, and saved searches are stored in the ITSI app, while events created by KPI execution are stored in the itsi\_summary index.

**Answer: A,C,D**

Explanation:

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/ImplementPerms> A, B, and C are correct answers because service access control requirements for ITSI Team Access should be considered before creating the ITSI Service, as different teams may have different permissions and views of the service data. Entities, entity meta-data, and entity rules should also be planned carefully to support the service design and configuration, as they determine how ITSI maps data sources to services and KPIs.

Services, entities, and saved searches are stored in the ITSI app, while events created by KPI execution are stored in the itsi\_summary index for faster retrieval and analysis. References: ITSI service design best practices, Overview of ITSI indexes

### NEW QUESTION # 63

When working with a notable event group in the Notable Events Review dashboard, which of the following can be set at the individual or group level?

- A. Service, status, owner.
- B. Severity, status, service.
- C. Severity, status, owner.
- D. Severity, comments, service.

**Answer: C**

Explanation:

In the Notable Events Review dashboard within Splunk IT Service Intelligence (ITSI), when working with a notable event group, users can set or adjust certain attributes at the individual event level or at the group level. These attributes include:

Severity: The importance or impact level of the notable event or group, which can be adjusted to reflect the current assessment of the situation.

Status: The current state of the notable event or group, such as "New," "In Progress," or "Resolved," indicating the progress in addressing the event or group.

Owner: The user or team responsible for managing and resolving the notable event or group.

These settings allow for effective management and tracking of notable events, ensuring that they are appropriately prioritized, acted

upon, and resolved by the responsible parties.

#### NEW QUESTION # 64

What is the default importance value for dependent services' health scores?

- A. Unassigned
- B. 0
- C. 1
- **D. 2**

**Answer: D**

Explanation:

By default, impacting service health scores have an importance value of 11.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/Dependencies> A service template is a predefined set of KPIs and entity rules that you can apply to a service or a group of services. A service template helps you standardize the configuration and monitoring of similar services across your IT environment. A service template can also include dependent services, which are services that are required for another service to function properly. For example, a web server service might depend on a database service and a network service. The default importance value for dependent services' health scores is:

D). 10. This is true because the importance value indicates how much a dependent service contributes to the health score of the parent service. The default value is 10, which means that the dependent service has the highest impact on the parent service's health score. You can change the importance value of a dependent service in the service template settings.

The other options are not correct because:

A). 11. This is not true because 11 is an invalid value for importance. The valid range is from 1 (lowest) to 10 (highest).

B). 1. This is not true because 1 is the lowest value for importance, not the default value. A value of 1 means that the dependent service has the lowest impact on the parent service's health score.

C). Unassigned. This is not true because every dependent service has an assigned importance value, which defaults to 10.

References: Create and manage service templates in ITSI, Set KPI importance values in ITSI

#### NEW QUESTION # 65

ITSI Saved Search Scheduling is configured to use `realtime_schedule = 0`. Which statement is accurate about this configuration?

- A. If this value is set to 0, the scheduler might skip some execution periods to make sure that the scheduler is executing the searches running over the most recent time range.
- B. If this value is set to 0, the scheduler may skip scheduled execution periods.
- C. If this value is set to 0, the scheduler bases its determination of the next scheduled search execution time on the current time.
- **D. If this value is set to 0, the scheduler bases its determination of the next scheduled search on the last search execution time.**

**Answer: D**

Explanation:

ITSI Saved Search Scheduling is a feature that allows you to schedule searches that run periodically to populate the data for your KPIs. You can configure various settings for your scheduled searches, such as the search frequency, the time range, the cron expression, and so on. One of the settings is `realtime_schedule`, which controls the way the scheduler computes the next execution time of a scheduled search. The statement that is accurate about this configuration is:

\* B. If this value is set to 0, the scheduler bases its determination of the next scheduled search on the last search execution time. This is called continuous scheduling. If set to 0, the scheduler never skips scheduled execution periods. However, the execution of the saved search might fall behind depending on the scheduler's load. Use continuous scheduling whenever you enable the summary index option.

The other statements are not accurate because:

\* A. If this value is set to 0, the scheduler bases its determination of the next scheduled search execution time on the current time. This is not true because this is what happens when the value is set to 1, not 0.

\* C. If this value is set to 0, the scheduler may skip scheduled execution periods. This is not true because this is what happens when the value is set to 1, not 0.

\* D. If this value is set to 0, the scheduler might skip some execution periods to make sure that the scheduler is executing the searches running over the most recent time range. This is not true because this is what happens when the value is set to 1, not 0.

References: Create KPI base searches in ITSI, `Realtime_schedule` in `SavedSearches.conf`

