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## Splunk IT Service Intelligence Certified Admin Sample Questions (Q26-Q31):

### NEW QUESTION # 26

Which of the following best describes an ITSI Glass Table?

- A. A dashboard which displays a system topology.
- **B. A view which displays a system topology overlaid with KPI metrics.**
- C. A view which describes a topology.
- D. A view showing KPI values in a variety of visual styles.

**Answer: B**

Explanation:

An ITSI Glass Table provides a customizable, high-level view that can display a system's topology overlaid with real-time Key Performance Indicator (KPI) metrics and service health scores. This visualization tool allows users to create a visual representation of their IT infrastructure, applications, and services, integrating live data to monitor the health and performance of each component in context. The ability to overlay KPI metrics on the system topology enables IT and business stakeholders to quickly understand the operational status and health of various elements within their environment, facilitating more informed decision-making and rapid response to issues.

#### NEW QUESTION # 27

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

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

Answer: A,B

#### NEW QUESTION # 28

What is an episode?

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

Answer: D

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: <https://docs.splunk.com/Documentation/ITSI/4.10.2/EA/EpisodeOverview> 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.

References: [Overview of Episode Review in ITSI], [Overview of aggregation policies in ITSI]

#### NEW QUESTION # 29

Which of the following items describe ITSI teams? (select all that apply)

- A. Teams should have `itoadmin` roles added with read-only permissions for services and entities.
- B. A new team admin role should be created for each team. The new role should inherit the `'itoadmin'` role.
- C. By default, all services are owned by the built-in `'global'` team and administered by the `'itoadmin'` role.
- D. Services should be assigned to the `'global'` team if all users need access to it.

**Answer: B,C,D**

Explanation:

In Splunk IT Service Intelligence (ITSI), teams are used to organize services, KPIs, and other objects within ITSI to facilitate access control and management:

B).Services should be assigned to the 'global' team if all users need access to it:The 'global' team in ITSI is a built-in concept that denotes universal accessibility. Assigning services to the 'global' team makes them accessible to all ITSI users, irrespective of their specific team memberships. This is useful for services that are relevant across the entire organization.

C).By default, all services are owned by the built-in 'global' team and administered by the 'itosa\_admin' role:This default setting ensures that upon creation, services are accessible to administrators and can be further re-assigned or refined for access by specific teams as needed.

D).A new team admin role should be created for each team. The new role should inherit the 'itosa\_team\_admin' role:This best practice allows for granular access control and management within teams.

Each team can have its own administrators with the appropriate level of access and permissions tailored to the needs of that team, derived from the capabilities of the 'itosa\_team\_admin' role.

The concept of adding 'itosa admin roles' with read-only permissions contradicts the typical use case for administrative roles, which usually require more than read-only access to manage services and entities effectively.

### NEW QUESTION # 30

Which of the following applies when configuring time policies for KPI thresholds?

- A. It is possible for multiple time policies to overlap.
- B. If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it.
- C. A person can only configure 24 policies, one for each hour of the day.
- **D. They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00**

**Answer: D**

Explanation:

Time policies are user-defined threshold values to be used at different times of the day or week to account for changing KPI workloads. Time policies accommodate normal variations in usage across your services and improve the accuracy of KPI and service health scores. For example, if your organization's peak activity is during the standard work week, you might create a KPI threshold time policy that accounts for higher levels of usage during work hours, and lower levels of usage during off-hours and weekends. The statement that applies when configuring time policies for KPI thresholds is:

B) They are great if you expect normal behavior at 1:00 to be different than normal behavior at 5:00. This is true because time policies allow you to define different threshold values for different time blocks, such as AM/PM, work hours/off hours, weekdays/weekends, and so on. This way, you can account for the expected variations in your KPI data based on the time of day or week.

The other statements do not apply because:

A) A person can only configure 24 policies, one for each hour of the day. This is not true because you can configure more than 24 policies using different time block combinations, such as 3 hour block, 2 hour block, 1 hour block, and so on.

C) If a person expects a KPI to change significantly through a cycle on a daily basis, don't use it. This is not true because time policies are designed to handle KPIs that change significantly through a cycle on a daily basis, such as web traffic volume or CPU load percent.

D) It is possible for multiple time policies to overlap. This is not true because you can only have one active time policy at any given time. When you create a new time policy, the previous time policy is overwritten and cannot be recovered.

### NEW QUESTION # 31

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