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QUESTION 1

When changing a service template, which of the following will be added to linked services by default?

- A. Thresholds.
- B. Entity Rules.
- C. New KPIs.
- D. Health score.

Correct Answer: B

Link multiple services to a service template to manage them collectively in IT Service Intelligence (ITSI). A service can only be linked to one service template at a time. When you link a service to a service template, any existing KPIs in the service are preserved and KPIs in the template are added to the service. You can choose to append, replace, or keep entity rules.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/LinkST>

QUESTION 2

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

Correct Answer: C

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>

QUESTION 3

Which capabilities are enabled through "teams"?

- A. Teams allow searches against the itsi_summaryindex.
- B. Teams restrict notable event alert actions.
- C. Teams restrict searches against the itsi_notable_auditindex.
- D. Teams allow restrictions to service content in UI views.



Correct Answer: A

Teams provide presentation-layer security only and not data-level security. It's still possible for a user with access to the Splunk search bar to look up ITSI summary index data.

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/Configure/ServicePerms>

QUESTION 4

Which of the following is a best practice for identifying the most effective services with which to start an iterative ITSI deployment?

- A. Only include KPIs if they will be used in multiple services.
- B. Analyze the business to determine the most critical services.
- C. Focus on low-level services.
- D. Define a large number of key services early.

Correct Answer: A

Reference: <https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/MKA>

QUESTION 5

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

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

Correct Answer: B

Among all the search configurations, automatic lane doesn't need to be written in Splunk Processing language.

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