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QUESTION 1

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 2

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

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

Correct Answer: A

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

QUESTION 3

What is the main purpose of the service analyzer?

- A. Display a list of All Services and Entities.
- B. Trigger external alerts based on threshold violations.
- C. Allow Analysts to add comments to Alerts.
- D. Monitor overall Service and KPI status.

Correct Answer: C



Alerts and Sharing Reference: <https://docs.splunk.com/Documentation/MSExchange/4.0.3/Reference/ServiceAnalyzer>

QUESTION 4

Which of the following is a characteristic of base searches?

- A. Search expression, entity splitting rules, and thresholds are configured at the base search level.
- B. It is possible to filter to entities assigned to the service for calculating the metrics for the service's KPIs.
- C. The fewer KPIs that share a common base search, the more efficiency a base search provides, and anomaly detection is more efficient.
- D. The base search will execute whether or not a KPI needs it.

Correct Answer: B

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

QUESTION 5

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

- A. 11
- B. 1
- C. Unassigned
- D. 10

Correct Answer: A

By default, impacting service health scores have an importance value of 11. Reference:
<https://docs.splunk.com/Documentation/ITSI/4.10.2/SI/Dependencies>

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