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QUESTION 1

Which of the following is a valid type of Multi-KPI Alert?

- A. Score over composite.
- B. Value over time.
- C. Status over time.
- D. Rise over run.

Correct Answer: C

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

QUESTION 2

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

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

Correct Answer: AC

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

QUESTION 3

Which of the following items describe ITSI Backup and Restore functionality? (Choose all that apply.)

- A. A pre-configured default ITSI backup job is provided that can be modified, but not deleted.
- B. ITSI backup is inclusive of KV Store, ITSI Configurations, and index dependencies.
- C. kvstore_to_json.py can be used in scripts or command line to backup ITSI for full or partial backups.
- D. ITSI backups are stored as a collection of JSON formatted files.

Correct Answer: CD

ITSI provides a kvstore_to_json.py script that lets you backup/restore ITSI configuration data, perform bulk service KPI

operations, apply time zone offsets for ITSI objects, and regenerate KPI search schedules.

When you run a backup job, ITSI saves your data to a set of JSON files compressed into a single ZIP file.

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

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

QUESTION 4

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 5

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>