Pager Duty University Foundational Exam questions

V 2.1

By Alibaba certification group

Your score: 48 of 50 Correct (96%)

Question 1: Correct Response
Which of the following is a Team role? (Select all that apply.)

~~Global Admin~~
Manager
Responder
Observer
~~Stakeholder~~
~~Limited Stakeholder~~
~~Restricted Access~~

Question 2: Correct Response
When you reassign an incident to another team: (Select all that apply.)

The on-call person for that team will get notified
~~The incident duration is reset~~
The incident goes back into a triggered state
~~The incident remains in an acknowledged state~~
~~The incident gets resolved for your team, but a new incident gets created for the other team~~

Question 3: Correct Response
Alerts can be suppressed by:

Creating an event rule on a service
~~Clicking the 'suppress' custom incident action on an incident~~
~~Adding an extension to a service~~
~~Changing the urgency setting on your service~~

Question 4: Correct Response
What is an event rule?

~~It defines the relationships between different business and technical services~~
It defines automated actions to take on events or alerts based on certain conditions being met
~~It defines what event data a monitoring tool should send into PagerDuty~~

~~It defines how event data is normalized into an alert inside PagerDuty~~
~~None of the above~~

Question 5: Correct Response
A maximum of two users per schedule can be on-call at the same time.

~~True~~
False
Question 6: Correct Response
Which of these is NOT a purpose for acknowledging an incident?

~~To communicate that an issue is being worked on~~
~~To halt the escalation process~~
To escalate a notification to another member of your team
~~To stop notifications from being sent~~
Question 7: Correct Response
You can perform bulk actions to your incidents in the mobile app such as acknowledging or resolving all open incidents.

True
~~False~~
Question 8: InCorrect Response
In your mobile app "Settings" menu, the high and low-urgency notification settings are for:

~~Phone call notifications~~
~~SMS notifications~~
~~Email notifications~~
Push notifications
~~All of the above~~
Question 9: Correct Response
Which of the following is a label used to classify the impact of an incident and the level of response required?

~~Severity~~
Priority
~~Urgency~~
~~Alert~~
~~Impact metrics~~
Question 10: Correct Response
Which of the following statements is/are true about the service dependencies? (Select all that apply)

They allow responders to quickly assess the scope and impact of an incident.

An example of a service dependency is when your service uses another service.

~~Service dependencies refer to services that are owned by the same team.~~

~~Service dependencies refer to services that use the same escalation policy.~~

An example of a service dependency is when your service is being used by another service.

Question 11: Correct Response

An "open incident" on the incident dashboard refers to any incident that is in a triggered, acknowledged, or resolved state.

~~True~~

False

Question 12: Correct Response

A/An _____ is used to make a temporary, one-time change to an on-call schedule for things like vacation, sick days, shift swaps, etc. (Note: Type in ONE word)

override

Question 13: Correct Response

When typing in a search query in the Service Directory, the search terms will be matched against:

~~The team associated with the service~~

~~The service's last incident~~

The service name and description

~~The service's current on-call user~~

~~All of the above~~

Question 14: Correct Response

A/An _____ allows you to suppress an alert or adjust the severity of an alert.

~~Custom incident action~~

~~Response play~~

Event rule

~~Add-on~~

Question 15: Correct Response

Polly has an Observer base role in the account, and a Manager team role on the Security team. She also has a Responder object role for escalation policies on the Security team. Which of the following is/are true about Polly's user permissions? (Select all that apply.)

~~Polly has Manager-level access to all objects and incidents on the Security team because a team role takes precedence over an object role.~~

~~Polly has Observer-level access to all objects and incidents across the entire account because a base role takes precedence over team and object roles.~~

Polly has Responder-level access to escalation policies on the Security team because an object role takes precedence over a team role.

Polly has Observer-level access to all objects and incidents across the account, except for those associated with the Security team.

~~None of the above~~

Question 16: Correct Response

There can only be one schedule or user on-call in any level of an escalation policy.

~~True~~

False

Question 17: Correct Response

When you're inside an incident in the mobile app, which tab should you check to see if any notes have been added by responders?

~~Details~~

Timeline

~~Status Updates~~

~~All of the above~~

~~This feature is not available in the mobile app~~

Question 18: Correct Response

When a schedule is used on a level of an escalation policy, you will not be able to tell who is currently on-call for that level because you will only see the schedule name and not an individual user.

~~True~~

False

Question 19: Correct Response

An escalation policy specifies that the first level will be notified of an incident:

~~Within 5-30 minutes~~

~~Based on the escalation timeout value~~

~~In one minute~~

Immediately after an incident is triggered

Question 20: InCorrect Response

You are on-call this weekend for the Shopping Cart escalation policy. Your teammate Penny is on Level 1, you're on Level 2, and your manager is on Level 3 of the escalation policy. The escalation rules state that the incident will escalate from one level to the next after 30 minutes. On Saturday, an incident is triggered, and Penny acknowledges the incident after 5 minutes. Which of the following statements is/are true? (Select all that apply.)

Penny has halted the escalation process by acknowledging the incident

~~You will be notified of the incident if Penny does not resolve it in 25 minutes~~

~~The incident will keep escalating to the next level until the incident is resolved~~

You will not be notified of the incident unless Penny manually escalates it to you

~~None of the above~~

Question 21: Correct Response

Which of the following terms matches this description: "A connection with a tool that sends event data into PagerDuty."

Integration

~~Event rule~~

~~Add-on~~

~~Response play~~

~~Alert grouping~~

Question 22: Correct Response

You cannot use an escalation policy on more than one service.

~~True~~

False

Question 23: Correct Response

Your company wants to make sure that any time someone goes on call, there is always back-up coverage in case the primary on-call responder is unable to respond. How can this be accomplished?

Create two levels in an escalation policy

~~Create two layers in a schedule~~

~~Create two schedules and use them on the same level of an escalation policy~~

~~None of the above~~

Question 24: Correct Response

When you change the Priority level on an open incident:

The change gets recorded in the incident Timeline

~~It resolves the existing incident and creates a new one~~

~~Responders will be notified using the new priority level~~

~~You cannot change the Priority level on an open incident~~

Question 25: Correct Response

An incident can have 4 states - created, triggered, acknowledged, resolved.

~~True~~

False

Question 26: Correct Response

Sylvester has a Responder base role but has the ability to edit other users' team role on the Security team. What team role does Sylvester have on the Security team?

~~Observer~~

~~Responder~~

Manager

~~Global Admin~~

~~Stakeholder~~

Question 27: Correct Response

With Advanced Permissions, users have access to which of the following role types? (Select all that apply.)

~~Incident role~~

Object role

Team role

~~Visibility role~~

Base role

Question 28: Correct Response

Custom incident actions allow you to:

~~Execute actions (e.g., acknowledgements) on a specified list of PagerDuty incidents~~

Execute custom logic housed outside of PagerDuty

~~Execute redactions of PagerDuty incident details~~

~~Execute reassignments of incidents to different on-call schedules~~

Question 29: Correct Response

Service _____ refer to the relationships between different services in PagerDuty that affect whether or not a service is operational. For example, an incident on service X could indicate that there is an issue on service Y. (Note: Type in ONE word)

Dependency

Question 30: Correct Response

An incident can contain more than one alert.

True

~~False~~

Question 31: Correct Response

You can use a schedule in more than one escalation policy.

True

~~False~~

Question 32: Correct Response

Which of the following represents the typical order in which data flows through PagerDuty?

~~Alert, Event, Incident, Notification~~

~~Alert, Event, Notification, Incident~~

~~Event, Alert, Notification, Incident~~

Event, Alert, Incident, Notification

Question 33: Correct Response



When you see this on the incident page, it could mean: (Select all that apply)

The incident has been snoozed for an hour.

~~The incident will be automatically escalated in an hour.~~

~~The escalation policy is set to repeat if no one acknowledges the incident.~~

An Acknowledgement Timeout of an hour has been set on the service.

Question 34: Correct Response

A/An _____ allows you to embed web apps directly within your incidents or on a dedicated dashboard.

~~Integration~~

~~Event rule~~

~~Response play~~

~~Custom Incident Action~~

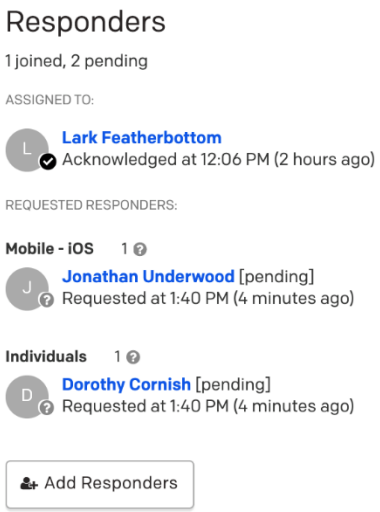
Add-on

Question 35: Correct Response

_____ urgency incidents do not require immediate attention and will not escalate. (Note: Type in ONE word)

Low

Question 36: Correct Response



Which of these statements is/are true about the following image? (Select all that apply)

Additional responders have been added to the incident but have not joined.

~~Additional responders have joined the incident.~~

Lark has joined the incident but Jonathan and Dorothy have not.

~~No responders have joined the incident yet.~~

Question 38: Correct Response

Event data that's been normalized to PagerDuty standards is called a/an:

Alert
~~Incident~~
~~Event rule~~
~~Notification~~
Question 39: Correct Response
You can change the Priority assigned to an incident throughout the incident lifecycle.

True
~~False~~
Question 40: Correct Response
You can set up notification rules for: (Select all that apply)

~~When someone requests you as a responder~~
High and low urgency incidents that are assigned to you
When a high-urgency incident assigned to you changes
~~When a low-urgency incident assigned to you changes~~
Going on and off call
Question 41: Correct Response
What is the best way to notify other people about an incident that you need help with?

~~Publish a status update on an incident~~
~~Reassign an incident to somebody else~~
Add responders to an incident
~~Resolve the incident and create a new one.~~
Question 42: Correct Response
Once you merge an incident into another one, you cannot unmerge them to create a new incident.

~~True~~
False
Question 43: Correct Response
A service must have:

~~An event rule~~
~~An extension~~
An escalation policy
~~A response play~~
~~An acknowledgement timeout~~
~~All of the above~~
Question 44: Correct Response

Your organization has an escalation policy that contains two targets on the first level. One is an individual user named Mona and the other is an on-call schedule. What will happen when an incident gets triggered?

~~No one will get notified because you cannot have more than one target on any level of an escalation policy~~

Both Mona and the on-call user for the schedule will be notified at the same time

~~The incident will automatically escalate to the second level because there is no clear owner on the first level~~

~~Mona will be notified first because an individual user takes precedence over a schedule~~

~~None of the above~~

Question 45: Correct Response

Which of the following statements is correct?

~~PagerDuty incidents are assigned to whoever is on-call based on the schedule that is associated with an incident's service.~~

~~PagerDuty incidents are assigned to whoever is on-call based on the service that is associated with a schedule~~

~~PagerDuty incidents are assigned to whoever is on-call based on the escalation policy that is associated with a user.~~

PagerDuty incidents are assigned to whoever is on-call based on the escalation policy that is associated with an incident's service.

Question 46: Correct Response

Your manager Raj wants to create a single on-call schedule for the Security team that has one on-call rotation for weekdays, another rotation for weeknights, and a final rotation for weekends. How can he accomplish this?

~~He can create 3 levels in one escalation policy~~

He can create 3 layers in one schedule

~~He cannot accomplish this with a single schedule; he must create 3 separate schedules~~

~~None of the above~~

Question 47: Correct Response

You notice while working on an incident that 30 minutes after you acknowledged it, the incident has returned to a triggered state. What could be a reason for this?

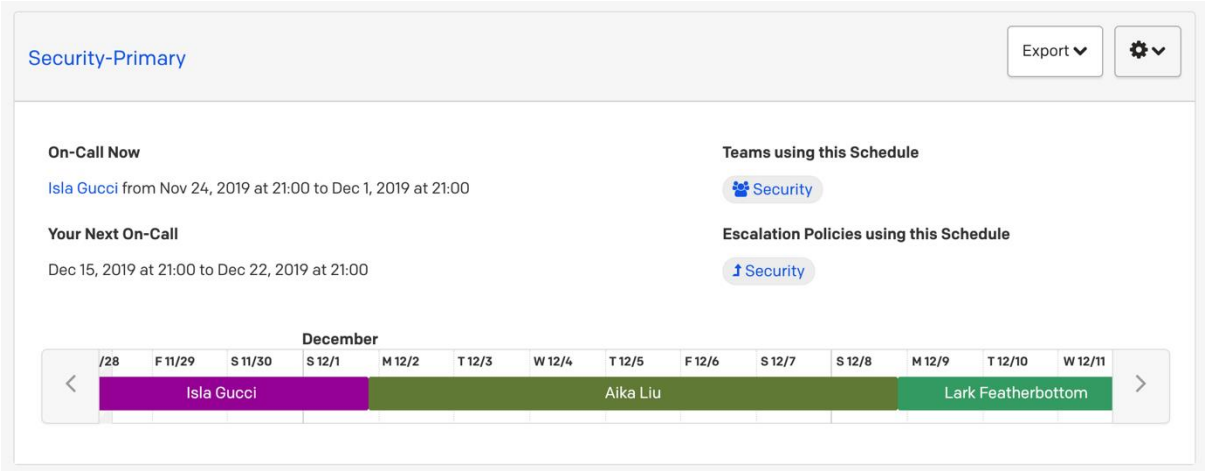
~~The incident was set to escalate after 30 minutes in the escalation policy~~

An incident acknowledgment timeout of 30 minutes has been set on the service

~~The incident was set to auto-resolve after 30 minutes~~

~~Your notification rules were set to notify you again in 30 minutes~~

Question 48: Correct Response



You would like to schedule an override for Aika Liu. How might you do that right from this screen? (Select all that apply)

Click the cog at the upper-right corner and select "Schedule an override."
Click on Aika's name in the schedule and select "Schedule an override."
~~Click on the Security team link and select "Schedule an override."~~
~~Click on Export and select "Schedule an override."~~
~~You cannot schedule an override from this screen.~~

Question 49: Correct Response

An escalation policy has 3 levels, and each of those levels uses an on-call schedule that does not have any weekend coverage. What will happen during the weekend? (Select all that apply.)

Any trigger events sent into the associated service will not trigger an incident
~~Any trigger events sent into the associated service will trigger an incident but remain unassigned~~
You will not be able to manually create a new incident
~~You can manually create a new incident but won't be able to assign it to anyone~~
~~None of the above~~

Question 50: Correct Response

Which of the following is a flexible base role? (Select all that apply.)

~~Global Admin~~
Manager
Responder
Observer
~~Stakeholder~~
~~Limited Stakeholder~~
Restricted Access

Question 1:Correct Response

For one of the services that you go on-call for, you notice that not all alerts create a new incident. The first incoming alert creates a new incident but all subsequent alerts for the next five minutes get added to that open incident. What could be the reason for this?

~~A Custom Incident Action has been created for incidents on that service A~~

~~Response Play has been created for alerts on that service~~

The Alert Grouping feature is being used on that service

~~The "Alert Severity to Incident Urgency Notification" mapping is Low~~

Question 6: Correct Response

Which of the following statements is FALSE?

~~A schedule can have multiple layers.~~

~~A service can have multiple event rules.~~

~~An escalation policy can have multiple schedules.~~

A service can have multiple escalation policies.

~~A service can have multiple integrations and extensions.~~

~~A user can have multiple contact methods and notification rules.~~

Question 7: Correct Response

Where can you check if a service is in maintenance mode?

~~The Maintenance Windows tab in the Service Directory~~

~~The Services tab in the Service Directory~~

~~That service's Service Details page~~

All of the above

Question 11: Correct Response

This setting determines how PagerDuty will notify a user of an incident. The setting can be either High or Low.

~~Severity~~

~~Priority~~

Urgency

~~Alert~~

~~Event~~

Question 14: InCorrect Response

Which of these statements is/are true about Adding Responders? (Select all that apply)

You can add responders to an existing incident or when manually triggering an incident.

~~The requested responders will be notified using their low-urgency notification rules.~~

~~You can only add responders to an existing incident if the impacted service already has a conference bridge.~~

Adding Responders is useful for critical incidents that require cross-team collaboration.

The requested responders will have the option to accept or decline the request.

Question 16: Correct Response

What kinds of notifications does PagerDuty send?

~~Phone call~~

~~SMS text~~

~~Emails~~

~~Push notifications~~

All of the above

~~Only the first 3 options~~

Question 18: Correct Response

Once you resolve an incident in the mobile app, you will not be able to access it again.

~~True~~

False

Question 25: Correct Response

Which of the following is an action you CANNOT perform in the mobile app?

/

~~Run a custom incident action~~

~~Reassign~~

~~Add responders~~

Add schedules

~~Manually trigger a new incident~~

~~Schedule an override~~

~~Run a play~~

~~Add a status update~~

Question 27: Correct Response

By default, a PagerDuty postmortem report stays in _____ status until it’s manually changed.

~~Reviewed~~

Draft

~~In Review~~

~~Closed~~

~~None of the above~~

Question 29: Correct Response

This incident status indicates that an incident is being worked on but is not yet resolved.

~~Triggered~~

Acknowledged

~~Notified~~

~~Urgency~~

~~Severity~~

Question 32: Correct Response

Once you acknowledge an incident: (Select all that apply)

The incident status will change from Triggered to Acknowledged

~~The incident duration will be reset~~

The Acknowledge button will be replaced by a Snooze button

~~You will not be able to assign an incident Priority~~

/

The escalation process is halted

Question 33: Correct Response

A service Extension allows you to:

~~Define service dependencies~~

~~between technical and business~~

~~services Suppress alerts or~~

~~adjust the severity of alerts on a~~

~~service~~

~~Route alerts to the right service based on certain conditions being met~~

Connect to a tool and have it sync bi-directionally with PagerDuty

Question 37: Correct Response

When you manually trigger an incident and assign it to yourself, the incident will be in an Acknowledged state and you will not be notified.

True

~~False~~

Question 40: Correct Response

In PagerDuty terminology, a service is:

~~used to temporarily disable a maintenance window for a set period of time~~

a component, microservice or piece of infrastructure a team operates, manages, and monitors

~~an API used to integrate with any monitoring tool~~

~~an event that sets off a notification to the on-call user~~

Question 47: Correct Response

A _____ service is used to model how technical services support your business infrastructure and to communicate incident status to non-

technical stakeholders. (Note: Type in ONE word)

Business

Question 48: Correct Response

The incident dashboard (i.e., PagerDuty landing page) allows you to:

~~Filter for incidents of any status~~

~~Filte~~

~~r for~~

~~incid~~

~~ents~~

~~that~~

~~are~~

~~assi~~

~~gne~~

~~d to~~

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~~Tak~~

~~e~~

~~actio~~

~~n on~~

~~an~~

~~incid~~

~~ent~~

See when you're on call next See who's on call now

All of the above

~~None of the above~~

Question 49: Correct Response

One of the services that you go on-call for is configured to notify responders using low-urgency notifications. Which of the following statements is/are true? (Select all that apply.)

You will always be notified of incidents on the service with your low-urgency notification rules

~~You will be notified of incidents on the service with your low-urgency notification rules, unless the incident is high priority~~

Incidents triggered on the service will not escalate, even if they are not acknowledged

~~Incidents triggered on the service will escalate according to the rules set up in the associated escalation policy~~

/

Question 46: Correct Response

_____urgency incidents do not require immediate attention and will not escalate. (Note: Type in ONE word)

low

Question 45: Correct Response

When you see that a service has the following incident status, it means that:

There are one or more open incidents with an Acknowledged status on that service.

There are one or more escalated incidents on that service.

There are one or more open incidents with a Triggered status on that service --- **Answer**

Responders have been notified and are working on resolving the issue

None of the above

Question 47: Incorrect Response

Question 1: Correct Response

How are incidents automatically triggered in PagerDuty?

By an external tool sending an event to a PagerDuty escalation policy

By an external tool sending an event to a PagerDuty schedule

By an external tool sending an event to a PagerDuty service

By an external tool sending an event to a PagerDuty user

Question 2: Correct Response

A/An_____is used to make a temporary, one-time change to an on-call schedule for things like vacation, sick days, shift swaps, etc. (Note: Type in ONE word)

override

Question 5: Correct Response

If you have multiple event rules on a service, all of them will be processed as long as the conditions in the rules are met.

 True

 False

Question 7: Correct Response
When you change your email in your Contact Information, it will automatically update the email in your User Settings.

 True

 False

Question 8: Correct Response
Which of the following is an option when reassigning a PagerDuty incident?

 Reassigning to another level in the existing escalation policy

 Reassigning to another user in the account

 Reassigning to another escalation policy

 All of the above

 Only the first two options

Question 9: Incorrect Response
Which of these statements is true when talking about escalating an incident?

 It changes the ownership of the incident from one team to another.
 You can choose to escalate an incident to any escalation policy or level.

 Escalating is useful for situations where different teams own different parts of an incident.

 Escalating is useful when you're assigned to an incident but don’t have time to work it.

 When an incident has been assigned to the wrong team, you can escalate it to the right team.

 All of the above

Question 16: Correct Response
In order to run a Custom Incident Action, it first needs to be set up on:

 An escalation policy

 An incident

 A service

 None of the above

Question 19: Correct Response
When you’re working on an incident that will take longer to resolve than the Acknowledgement Timeout on the service allows, you can use what feature to keep the incident in an Acknowledged state? (Note: Type in ONE word)

 snooze

Question 26: Correct Response
Which of the following terms matches this description: "A value that is given to some alerts based on preset rules. The value can be critical, error, warning, info or unknown."

- **Severity**
- ~~Priority~~
- ~~Urgency~~
- ~~Alert~~
- ~~Event rule~~

Question 27: Correct Response
Which of the following terms matches this description: “Provides additional functionality to PagerDuty services by connecting to the tools you use in your incident response workflow.”

- ~~Response play~~
- ~~Alert grouping~~
- **Extension**
- ~~Event rule~~
- ~~Business service~~

Question 33: Correct Response
A_____service is used to model how technical services support your business infrastructure and to communicate incident status to non-technical stakeholders. (Note: Type in ONE word)

- **business**

Question 36: Correct Response
You have just Acknowledged an incident, and after reading the incident details, you determine that this is a critical issue that impacts a large number of customers. What feature can you use to communicate the severity of the issue to others in the organization and the type of response that’s required?

- ~~Incident Urgency~~
- ~~Add Responders~~
- ~~Escalate~~
- ~~Alert severity~~
- **Incident Priority**
- ~~All of the above~~

Question 39: Correct Response
Data that is sent from a tool into PagerDuty indicating that something has occurred in the system is called a/an:

- Alert
- Incident
- **Event**
- Notification
- Metric

Question 40: Correct Response
Alerts can be suppressed by:

- **Creating an event rule on a service**
- Clicking the 'suppress' custom incident action on an incident
- Adding an extension to a service
- Changing the urgency setting on your service

Question 42: Correct Response
A/An_____allows you to embed web apps directly within your incidents or on a dedicated dashboard.

- Integration
- Event rule
- Response play
- Custom Incident Action
- **Add-on**

Question 43: Incorrect Response
You can acknowledge a PagerDuty incident by responding to a PagerDuty email notification.

- True
- **False**

Question 44: Incorrect Response
Norah notices that her team is missing critical incidents on the Checkout service because they are being notified with their low-urgency notifications. She would like to update this setting so that responders are notified in a manner that is more appropriate to critical incidents. Which setting needs to be adjusted?

- Escalation policy
- Incident
- Schedule
- **Service**
- User profile

Question 1: ✔ Correct Response
You can use a schedule in more than one escalation policy.

- [x] **True**
- [ ] ~~False~~

Question 2: ✔ Correct Response
A/An _____ allows you to embed web apps directly within your incidents or on a dedicated dashboard.

- [ ] ~~Integration~~
- [ ] ~~Event rule~~
- [ ] ~~Response play~~
- [ ] ~~Custom Incident Action~~
- [x] **Add-on**

Question 3: ✔ Correct Response
You can set up notification rules for: (Select all that apply)

- [ ] ~~When someone requests you as a responder~~
- [x] **High and low urgency incidents that are assigned to you**
- [x] **When a high-urgency incident assigned to you changes**
- [ ] ~~When a low-urgency incident assigned to you changes~~
- [x] **Going on and off call**

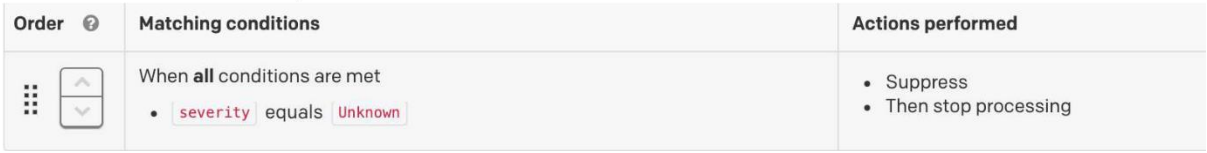
Question 4: ✔ Correct Response
A maximum of two users per schedule can be on-call at the same time.

- [ ] ~~True~~
- [x] **False**

Question 5: ✔ Correct Response
An escalation policy specifies that the first level will be notified of an incident:

- [ ] ~~Within 5-30 minutes~~
- [ ] ~~Based on the escalation timeout value~~
- [ ] ~~In one minute~~
- [x] **Immediately after an incident is triggered**

Question 6: ✔ Correct Response



This image shows:

- [ ] ~~A Custom Incident Action~~
- [ ] ~~A Response Play~~
- [x] **An Event Rule**
- [ ] ~~A service-level Extension~~
- [ ] ~~An "Alert Severity to Notification Urgency" mapping~~

Question 7: ✔ Correct Response
You notice while working on an incident that 30 minutes after you acknowledged it, the incident has returned to a triggered state. What could be a reason for this?

- [ ] ~~The incident was set to escalate after 30 minutes in the escalation policy~~
- [x] **An incident acknowledgment timeout of 30 minutes has been set on the service**
- [ ] ~~The incident was set to auto-resolve after 30 minutes~~
- [ ] ~~Your notification rules were set to notify you again in 30 minutes~~

Question 8: ✔ Correct Response
You can perform bulk actions to your incidents in the mobile app such as acknowledging or resolving all open incidents.

- [x] **True**
- [ ] ~~False~~

Question 9: ✖ Incorrect Response

Your manager has created a new schedule on PagerDuty and added you to the on-call rotation. In order for you to actually go on call and start receiving incident notifications, what needs to happen with the schedule?

- [ ] **The on-call schedule must be added to an escalation policy that is tied to a service**
- [x] ~~The on-call schedule must be added to a service~~
- [ ] ~~Once you're assigned to an on-call schedule, you will immediately start receiving notifications of incidents~~
- [ ] ~~The on-call schedule must be manually turned on first~~
- [ ] ~~None of the above~~

Question 10: ✔ Correct Response
Alerts can be suppressed by:

- [x] **Creating an event rule on a service**
- [ ] ~~Clicking the 'suppress' custom incident action on an incident~~
- [ ] ~~Adding an extension to a service~~
- [ ] ~~Changing the urgency setting on your service~~

Question 11: ✔ Correct Response
A _____ service is used to model how technical services support your business infrastructure and to communicate incident status to non-technical stakeholders. (Note: Type in ONE word)

- [x] **business**

Question 12: ✖ Incorrect Response
A _____ team means that the team and its users, incidents, and objects are only visible to users who are assigned to that team. (Note: Type in ONE word)

- [x] ~~owner~~

Question 13: ✔ Correct Response
Which of the following statements is FALSE?

- [ ] ~~A schedule can have multiple layers.~~
- [ ] ~~A service can have multiple event rules.~~
- [ ] ~~An escalation policy can have multiple schedules.~~
- [x] **A service can have multiple escalation policies.**
- [ ] ~~A service can have multiple integrations and extensions.~~
- [ ] ~~A user can have multiple contact methods and notification rules.~~

Question 14: ✔ Correct Response
Once you acknowledge an incident: (Select all that apply)

- [x] **The incident status will change from Triggered to Acknowledged**
- [ ] ~~The incident duration will be reset~~
- [x] **The Acknowledge button will be replaced by a Snooze button**

- [ ] ~~You will not be able to assign an incident Priority~~
- [x] **The escalation process is halted**

Question 15: ✔ Correct Response
Only users with a flexible base role can be granted more or less permissions via a team role or an object role.

- [x] **True**
- [ ] ~~False~~

Question 16: ✔ Correct Response
A service must have:

- [ ] ~~An event rule~~
- [ ] ~~An extension~~
- [x] **An escalation policy**
- [ ] ~~A response play~~
- [ ] ~~An acknowledgement timeout~~
- [ ] ~~All of the above~~

Question 17: ✔ Correct Response
You have just Acknowledged an incident, and after reading the incident details, you determine that this is a critical issue that impacts a large number of customers. What feature can you use to communicate the severity of the issue to others in the organization and the type of response that's required?

- [ ] ~~Incident Urgency~~
- [ ] ~~Add Responders~~
- [ ] ~~Escalate~~
- [ ] ~~Alert severity~~
- [x] **Incident Priority**
- [ ] ~~All of the above~~

Question 18: ✔ Correct Response
An incident can contain more than one alert.

- [x] **True**
- [ ] ~~False~~

Question 19: ✖ Incorrect Response
When you change the Priority level on an open incident:

- [ ] **The change gets recorded in the incident Timeline**
- [ ] ~~It resolves the existing incident and creates a new one~~
- [x] ~~Responders will be notified using the new priority level~~
- [ ] ~~You cannot change the Priority level on an open incident~~

Question 20: ✔ Correct Response



When you see this on the incident page, it could mean: (Select all that apply)

- [x] **The incident has been snoozed for an hour.**
- [ ] ~~The incident will be automatically escalated in an hour.~~
- [ ] ~~The escalation policy is set to repeat if no one acknowledges the incident.~~
- [x] **An Acknowledgement Timeout of an hour has been set on the service.**

Question 21: ✔ Correct Response

PagerDuty notifications are sent to users based on how they have configured their notification rules in their user profile.

- [x] **True**
- [ ] ~~False~~

Question 22: ✔ Correct Response

Once you resolve an incident in the mobile app, you will not be able to access it again.

- [ ] ~~True~~
- [x] **False**

Question 23: ✖ Incorrect Response

Which of the following represents the typical order in which data flows through PagerDuty?

- [ ] ~~Alert, Event, Incident, Notification~~
- [ ] ~~Alert, Event, Notification, Incident~~
- [x] ~~Event, Alert, Notification, Incident~~
- [ ] **Event, Alert, Incident, Notification**

Question 24: ✔ Correct Response

Which of the following is a flexible base role? (Select all that apply.)

- [ ] ~~Global Admin~~
- [x] **Manager**
- [x] **Responder**
- [x] **Observer**
- [ ] ~~Stakeholder~~
- [ ] ~~Limited Stakeholder~~
- [x] **Restricted Access**

Question 25: ✔ Correct Response
An incident can have 4 states - created, triggered, acknowledged, resolved.

- [ ] ~~True~~
- [x] **False**

Question 26: ✖ Incorrect Response
Custom incident actions allow you to:

- [x] ~~Execute actions (e.g., acknowledgements) on a specified list of PagerDuty incidents~~
- [ ] **Execute custom logic housed outside of PagerDuty**
- [ ] ~~Execute redactions of PagerDuty incident details~~
- [ ] ~~Execute reassignments of incidents to different on-call schedules~~

Question 27: ✔ Correct Response
Where can you check if a service is in maintenance mode?

- [ ] ~~The Maintenance Windows tab in the Service Directory~~
- [ ] ~~The Services tab in the Service Directory~~
- [ ] ~~That service's Service Details page~~
- [x] **All of the above**

Question 28: ✔ Correct Response
Which of the following is an action you CANNOT perform in the mobile app?

- [ ] ~~Run a custom incident action~~
- [ ] ~~Reassign~~
- [ ] ~~Add responders~~
- [x] **Add schedules**
- [ ] ~~Manually trigger a new incident~~
- [ ] ~~Schedule an override~~
- [ ] ~~Run a play~~
- [ ] ~~Add a status update~~

Question 29: ✔ Correct Response
Your company wants to make sure that any time someone goes on call, there is always back-up coverage in case the primary on-call responder is unable to respond. How can this be accomplished?

- [x] **Create two levels in an escalation policy**
- [ ] ~~Create two layers in a schedule~~
- [ ] ~~Create two schedules and use them on the same level of an escalation policy~~
- [ ] ~~None of the above~~

Question 30: ✔ Correct Response

The purpose of integrating Chat tools, such as Slack, with postmortems is to:

- [ ] ~~Push PagerDuty postmortems into Slack~~
- [ ] ~~Create PagerDuty postmortems from Slack~~
- [ ] ~~View postmortem details from Slack~~
- [x] **Build a timeline of events with captured discussions from Slack**

Question 31: ✔ Correct Response
Data that is sent from a tool into PagerDuty indicating that something has occurred in the system is called a/an:

- [ ] ~~Alert~~
- [ ] ~~Incident~~
- [x] **Event**
- [ ] ~~Notification~~
- [ ] ~~Metric~~

Question 32: ✔ Correct Response
Norah notices that her team is missing critical incidents on the Checkout service because they are being notified with their low-urgency notifications. She would like to update this setting so that responders are notified in a manner that is more appropriate to critical incidents. Which setting needs to be adjusted?

- [ ] ~~Escalation policy~~
- [ ] ~~Incident~~
- [x] **Service**
- [ ] ~~Schedule~~
- [ ] ~~User profile~~

Question 33: ✔ Correct Response
In PagerDuty terminology, a service is:

- [ ] ~~used to temporarily disable a maintenance window for a set period of time~~
- [x] **a component, microservice or piece of infrastructure a team operates, manages, and monitors**
- [ ] ~~an API used to integrate with any monitoring tool~~
- [ ] ~~an event that sets off a notification to the on-call user~~

Question 34: ✔ Correct Response
Which of the following statements is/are true about the service dependencies? (Select all that apply)

- [x] **They allow responders to quickly assess the scope and impact of an incident.**
- [x] **An example of a service dependency is when your service uses another service.**
- [ ] ~~Service dependencies refer to services that are owned by the same team.~~
- [ ] ~~Service dependencies refer to services that use the same escalation policy.~~
- [x] **An example of a service dependency is when your service is being used by another service.**

Question 35: ✔ Correct Response
A/An _____ allows you to suppress an alert or adjust the severity of an alert.

- [ ] ~~Custom incident action~~
- [ ] ~~Response play~~
- [x] **Event rule**
- [ ] ~~Add-on~~

Question 36: ✔ Correct Response
Your organization has an escalation policy that contains two targets on the first level. One is an individual user named Mona and the other is an on-call schedule. What will happen when an incident gets triggered?

- [ ] ~~No one will get notified because you cannot have more than one target on any level of an escalation policy~~
- [x] **Both Mona and the on-call user for the schedule will be notified at the same time**
- [ ] ~~The incident will automatically escalate to the second level because there is no clear owner on the first level~~
- [ ] ~~Mona will be notified first because an individual user takes precedence over a schedule~~
- [ ] ~~None of the above~~

Question 37: ✔ Correct Response
How are incidents automatically triggered in PagerDuty?

- [ ] ~~By an external tool sending an event to a PagerDuty escalation policy~~
- [ ] ~~By an external tool sending an event to a PagerDuty schedule~~
- [x] **By an external tool sending an event to a PagerDuty service**
- [ ] ~~By an external tool sending an event to a PagerDuty user~~

Question 38: ✔ Correct Response
Which of the following statements is/are true about a service that's in maintenance mode?

- [ ] ~~No new incidents will trigger on that service~~
- [ ] ~~On-call users will continue to receive notifications about any existing incidents that were triggered prior to the maintenance window~~
- [ ] ~~Users can take action on existing incidents (e.g., acknowledge, resolve) during maintenance mode~~
- [x] **All of the above**

Question 39: ✔ Correct Response
What kinds of notifications does PagerDuty send?

- [ ] ~~Phone call~~
- [ ] ~~SMS text~~
- [ ] ~~Emails~~
- [ ] ~~Push notifications~~
- [x] **All of the above**

- [ ] ~~Only the first 3 options~~

Question 40: ✖ Incorrect Response
Once you merge an incident into another one, you cannot unmerge them to create a new incident.

- [x] ~~True~~
- [ ] **False**

Question 41: ✖ Incorrect Response
Service _____ refer to the relationships between different services in PagerDuty that affect whether or not a service is operational. For example, an incident on service X could indicate that there is an issue on service Y. (Note: Type in ONE word)

- [x] ~~profile~~

Question 42: ✔ Correct Response
Which of the following is an option when reassigning a PagerDuty incident?

- [ ] ~~Reassigning to another level in the existing escalation policy~~
- [ ] ~~Reassigning to another user in the account~~
- [ ] ~~Reassigning to another escalation policy~~
- [x] **All of the above**
- [ ] ~~Only the first two options~~

Question 43: ✔ Correct Response
The incident dashboard (i.e., PagerDuty landing page) allows you to:

- [ ] ~~Filter for incidents of any status~~
- [ ] ~~Filter for incidents that are assigned to you~~
- [ ] ~~Take action on an incident~~
- [ ] ~~See when you're on call next~~
- [ ] ~~See who's on call now~~
- [x] **All of the above**
- [ ] ~~None of the above~~

Question 44: ✔ Correct Response
You can acknowledge a PagerDuty incident by responding to a PagerDuty email notification.

- [ ] ~~True~~
- [x] **False**

Question 45: ✔ Correct Response
When you're working on an incident that will take longer to resolve than the Acknowledgement Timeout on the service allows, you can use what feature to keep the incident in an Acknowledged state? (Note: Type in ONE word)

☑ **snooze**

Question 46: ✖ Incorrect Response
What is an event rule?

- ☐ ~~It defines the relationships between different business and technical services~~
- ☐ **It defines automated actions to take on events or alerts based on certain conditions being met**
- ☐ ~~It defines what event data a monitoring tool should send into PagerDuty~~
- ☑ ~~It defines how event data is normalized into an alert inside PagerDuty~~
- ☐ ~~None of the above~~

Question 47: ✖ Incorrect Response
Alert grouping
Event data that's been normalized to PagerDuty standards is called a/an:

- ☐ **Alert**
- ☑ ~~Incident~~
- ☐ ~~Event rule~~
- ☐ ~~Notification~~

Question 48: ✔ Correct Response
An escalation policy has 3 levels, and each of those levels uses an on-call schedule that does not have any weekend coverage. What will happen during the weekend? (Select all that apply.)

- ☑ **Any trigger events sent into the associated service will not trigger an incident**
- ☐ ~~Any trigger events sent into the associated service will trigger an incident but remain unassigned~~
- ☑ **You will not be able to manually create a new incident**
- ☐ ~~You can manually create a new incident but won't be able to assign it to anyone~~
- ☐ ~~None of the above~~

Question 49: Correct Response
PagerDuty notifications are sent to users based on how they have configured their notification rules in their user profile.

True

False

Question 50: ✔ Correct Response
An incident has been manually created and assigned to your team. After reading the incident details, you determine that the issue should actually be handled by another team in your organization. What's the most appropriate way for you to alert the other team about the incident?

- ☑ **Reassign the incident to the other team**
- ☐ ~~Escalate the incident to the other team~~
- ☐ ~~Use the Add Responders feature~~
- ☐ ~~Use the Add Notes feature~~

Which of the following statements is/are true about the service dependencies? (Select all that apply)

They allow responders to quickly assess the scope and impact of an incident. An example of a service dependency is when your service uses another service. Service dependencies refer to services that are owned by the same team.

Service dependencies refer to services that use the same escalation policy.

An example of a service dependency is when your service is being used by another service.

A/An _____allows you to suppress an alert or adjust the severity of an alert.

Custom incident action Response play

Event rule Add-on

PagerDuty notifications are sent to users based on how they have configured their notification rules in their user profile.

True

Fals e

In PagerDuty terminology, a service is:

used to temporarily disable a maintenance window for a set period of time

a component, microservice or piece of infrastructure a team operates, manages, and monitors

an API used to integrate with any monitoring tool

an event that sets off a notification to the on-call user

When you’re inside an incident in the mobile app, which tab should you check to see if any notes have been added by responders?

Details

Timeline

Status

Updates

All of the above

This feature is not available in the mobile app

This incident status indicates that an incident is being worked on but is not yet resolved.

Triggered

Acknowledge

d Notified

Urgency

Severity

An incident can have 4 states - created, triggered, acknowledged, resolved.

True

Fals

e

Which of the following is an action you CANNOT perform in the mobile app?

Run a custom incident

action Reassign

Add

responders

Add schedules

Manually trigger a new incident

Schedule an override

Run a play

Add a status update

An incident can contain more than one alert.

True

Fals

e

What kinds of notifications does PagerDuty send?

Phone

call SMS

text

Emails

Push

notifications All

of the above

Only the first 3 options

Which of these statements is/are true about Adding Responders? (Select all that apply)

You can add responders to an existing incident or when manually triggering an incident. The requested responders will be notified using their low-urgency notification rules.

You can only add responders to an existing incident if the impacted service already has a conference bridge.

Adding Responders is useful for critical incidents that require cross-team collaboration.

The requested responders will have the option to accept or decline the request.

Custom incident actions allow you to:

Execute actions (e.g., acknowledgements) on a specified list of PagerDuty incidents

Execute custom logic housed outside of PagerDuty

Execute redactions of PagerDuty incident details

Execute reassignments of incidents to different on-call schedules

Which of the following represents the typical order in which data flows through PagerDuty?

Alert, Event, Incident, Notification

Alert, Event, Notification, Incident

Event, Alert, Incident, Notification

Alert, Notification, Incident

Event, Alert, Incident, Notification

Once you acknowledge an incident: (Select all that apply)

The incident status will change from Triggered to Acknowledged

The incident duration will be reset

The Acknowledge button will be replaced by a Snooze

button You will not be able to assign an incident Priority

The escalation process is halted

(All Select False) AE BCD BD

A service must have:

An event

rule An

extension

An escalation

policy A response

play

An acknowledgement

timeout All of the above

A_____service is used to model how technical services support your business infrastructure and to communicate incident status to non-technical stakeholders. (Note: Type in ONE word)

Business

You can perform bulk actions to your incidents in the mobile app such as acknowledging or resolving all open incidents.

True

Fals

e

You can use a schedule in more than one escalation

policy. True

False

There can only be one schedule or user on-call in any level of an escalation

policy. True

False

Which of the following statements is/are true about a service that’s in maintenance mode?

No new incidents will trigger on that service

On-call users will continue to receive notifications about any existing incidents that were triggered prior to the maintenance window

Users can take action on existing incidents (e.g., acknowledge, resolve) during maintenance

mode All of the above

Which of the following terms matches this description: "A value that is given to some alerts based on preset rules. The value can be critical, error, warning, info or unknown."

Severit

y

Priority

Urgenc

y Alert

Event rule

When you’re working on an incident that will take longer to resolve than the Acknowledgement Timeout on the service allows, you can use what feature to keep the incident in an Acknowledged state? (Note: Type in ONE word)

Snooze

What is an event rule?

It defines the relationships between different business and technical services

It defines automated actions to take on events or alerts based on certain conditions being

met It defines what event data a monitoring tool should send into PagerDuty

It defines how event data is normalized into an alert inside

PagerDuty None of the above

Once you merge an incident into another one, you cannot unmerge them to create a new incident.

True

Fals

e

In your mobile app “Settings” menu, the high and low-urgency notification settings are for:

Phone call

notifications SMS

notifications Email

notifications

Push

notifications All

of the above

Once you resolve an incident in the mobile app, you will not be able to access it again.

True

Fals

e

When typing in a search query in the Service Directory, the search terms will be matched against:

The team associated with the

service The service’s last incident

The service name and

description The service’s current

on-call user All of the above

Integrations and extensions are configured on a/an:

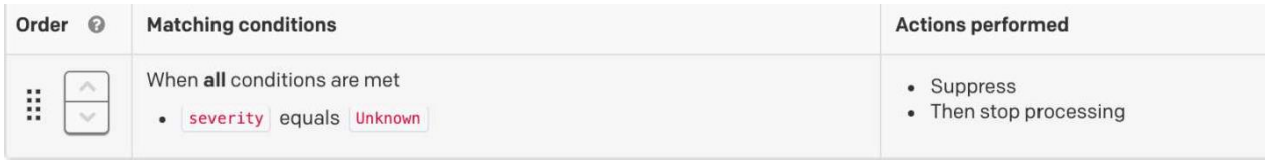
Schedule

Escalation

policy

Response play

Service



This image shows:

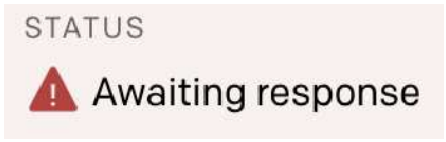
A Custom Incident

Action A Response Play

An Event Rule ---- this is the answer

A service-level Extension

An “Alert Severity to Notification Urgency” mapping



When you see that a service has the following incident status, it means that:

There are one or more open incidents with an Acknowledged status on that service.

There are one or more escalated incidents on that service.

There are one or more open incidents with a Triggered status on that service

Responders have been notified and are working on resolving the issue

None of the above

A service Extension allows you to:

Define service dependencies between technical and business services Suppress alerts or adjust the severity of alerts on a service Route alerts to the right service based on certain conditions being met Connect to a tool and have it sync bi-directionally with PagerDuty

Which of the following is a Team role? (Select all that apply.)

Global Admin

Manager

Responder

Observer

Stakeholder

Limited Stakeholder

Restricted Access

How are incidents automatically triggered in PagerDuty?

By an external tool sending an event to a PagerDuty escalation policy By an external tool sending an event to a PagerDuty schedule By an external tool sending an event to a PagerDuty service By an external tool sending an event to a PagerDuty user

You can run a Custom Incident Action by accessing it through:

The incident dashboard

"Add-ons" in the top

menu

The "More Actions" button on the incident

page The Add Responders feature

Service event

rules Response

plays

You can set up notification rules for: (Select all that apply)

When someone requests you as a responder

High and low urgency incidents that are assigned to you

When a high-urgency incident assigned to you changes

When a low-urgency incident assigned to you changes

Going on and off call

Where can you check if a service is in maintenance mode?

The Maintenance Windows tab in the Service Directory

The Services tab in the Service Directory

That service’s Service Details

page All of the above

Norah notices that her team is missing critical incidents on the Checkout service because they are being notified with their low-urgency notifications. She would like to update this setting so that responders

are notified in a manner that is more appropriate to critical incidents. Which setting needs to be adjusted?

Escalation

policy Incident

Service

Schedule

User

profile

You can acknowledge a PagerDuty incident by responding to a PagerDuty email notification.

True

Fals

e

What is an event rule?

It defines the relationships between different business and technical services

It defines automated actions to take on events or alerts based on certain conditions being

met It defines what event data a monitoring tool should send into PagerDuty

It defines how event data is normalized into an alert inside

PagerDuty None of the above

Your company wants to make sure that any time someone goes on call, there is always back-up coverage in case the primary on-call responder is unable to respond. How can this be accomplished?

Create two levels in an escalation

policy Create two layers in a schedule

Create two schedules and use them on the same level of an escalation

policy None of the above

When you change the Priority level on an open incident:

The change gets recorded in the incident Timeline

It resolves the existing incident and creates a new one

Responders will be notified using the new priority level

You cannot change the Priority level on an open

incident

Your organization has an escalation policy that contains two targets on the first level. One is an individual user named Mona and the other is an on-call schedule. What will happen when an incident gets triggered?

No one will get notified because you cannot have more than one target on any level of an escalation policy

Both Mona and the on-call user for the schedule will be notified at the same time

The incident will automatically escalate to the second level because there is no clear owner on the first level

Mona will be notified first because an individual user takes precedence over a

schedule None of the above

_____urgency incidents do not require immediate attention and will not escalate. (Note: Type in ONE word)

Low

One of the services that you go on-call for is configured to notify responders using low-urgency notifications. Which of the following statements is/are true? (Select all that apply.)

You will always be notified of incidents on the service with your low-urgency notification rules

You will be notified of incidents on the service with your low-urgency notification rules, unless the incident is high priority

Incidents triggered on the service will not escalate, even if they are not acknowledged

Incidents triggered on the service will escalate according to the rules set up in the associated escalation policy

An escalation policy specifies that the first level will be notified of an incident:

Within 5-30 minutes

Based on the escalation timeout

value In one minute

Immediately after an incident is triggered

You can use a schedule in more than one escalation policy.

True

Fals

e

A_____service is used to model how technical services support your business infrastructure and to communicate incident status to non-technical stakeholders. (Note: Type in ONE word)

Business

Which of the following terms matches this description: “A connection with a tool that sends event data into PagerDuty."

Integration

Event rule

Add-on

Response

play Alert

grouping

Which of the following is a label used to classify the impact of an incident and the level of response required?

Severit

y

Priority

Urgenc

y Alert

Impact metrics

Service_____refer to the relationships between different services in PagerDuty that affect whether or not a service is operational. For example, an incident on service X could indicate that there is an issue on service Y. (Note: Type in ONE word)

Alert

Intuitive

Profile

Integration

Which of the following is an option when reassigning a PagerDuty incident?

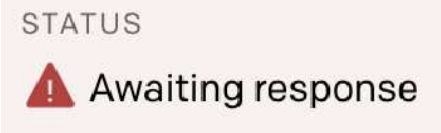
Reassigning to another level in the existing escalation policy

Reassigning to another user in the account

Reassigning to another escalation policy

All of the above

Only the first two options



When you see that a service has the following incident status, it means that:

There are one or more open incidents with an Acknowledged status on that service.

There are one or more escalated incidents on that service.

There are one or more open incidents with a Triggered status on that service

Responders have been notified and are working on resolving the issue

None of the above

Which of the following statements is FALSE?

A schedule can have multiple layers.

A service can have multiple event rules.

An escalation policy can have multiple schedules.

A service can have multiple escalation policies.

A service can have multiple integrations and extensions.

A user can have multiple contact methods and notification rules.

Data that is sent from a tool into PagerDuty indicating that something has occurred in the system is called a/an:

Alert

Incident

Event

Notification

Metric

Where can you check if a service is in maintenance mode?

The Maintenance Windows tab in the Service Directory

The Services tab in the Service Directory

That service’s Service Details

page All of the above

A_____team means that the team and its users, incidents, and objects are only visible to users who are assigned to that team. (Note: Type in ONE word)

Private

If you have multiple event rules on a service, all of them will be processed as long as the conditions in the rules are met.

True

Fals

e

You would like to schedule an override for Aika Liu. How might you do that right from this screen? (Select all that apply)

Click the cog at the upper-right corner and select "Schedule an

override." Click on Aika's name in the schedule and select "Schedule an

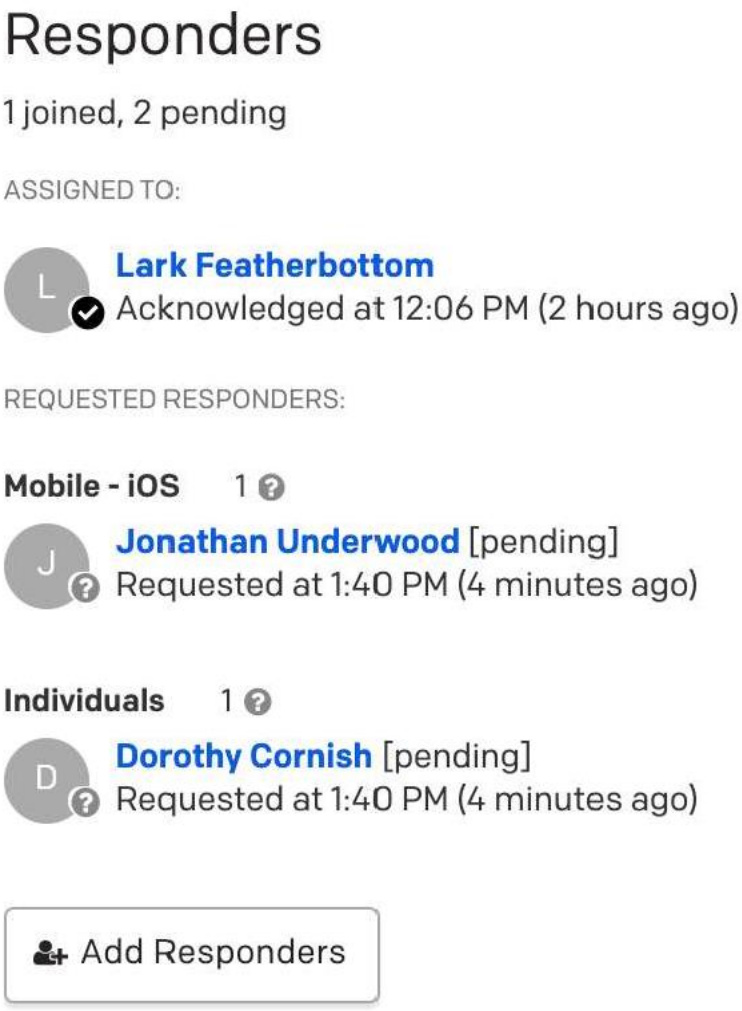
override." Click on the Security team link and select "Schedule an

override."

Click on Export and select "Schedule an

override." You cannot schedule an override from

this screen.



Which of these statements is/are true about the following image? (Select all that apply)

Additional responders have been added to the incident but have not joined.

Additional responders have joined the incident.

Lark has joined the incident but Jonathan and Dorothy have not.

No responders have joined the incident yet.

AB CD

Only users with a flexible base role can be granted more or less permissions via a team role or an object role.

True

Fals

e

When you reassign an incident to another team: (Select all that apply.)

The on-call person for that team will get notified

The incident duration is reset

The incident goes back into a triggered state

The incident remains in an acknowledged

state

The incident gets resolved for your team, but a new incident gets created for the other team

AB, CDE, AD CD BD

A/An _____allows you to embed web apps directly within your incidents or on a dedicated dashboard.

Integration

Event rule

Response

play

Custom Incident

Action Add-on

Previous N

What kinds of notifications does PagerDuty send?

Phone

call SMS

text

Emails

Push

notifications All

of the above

Only the first 3 options

Alerts can be suppressed by:

Creating an event rule on a service

Clicking the ‘suppress’ custom incident action on an incident

Adding an extension to a service

Changing the urgency setting on your service

You notice while working on an incident that 30 minutes after you acknowledged it, the incident has returned to a triggered state. What could be a reason for this?

The incident was set to escalate after 30 minutes in the escalation policy

An incident acknowledgment timeout of 30 minutes has been set on the service

The incident was set to auto-resolve after 30 minutes

Your notification rules were set to notify you again in 30 minutes

Which of the following is a flexible base role? (Select all that apply.)

Global

Admin

Manager

Responder

Observer

Stakeholder

Limited

Stakeholder

Restricted Access

ABCDE ABCDEFG ABC EFG

A maximum of two users per schedule can be on-call at the same time.

True

Fals

e

You have just Acknowledged an incident, and after reading the incident details, you determine that this is a critical issue that impacts a large number of customers. What feature can you use to communicate the severity of the issue to others in the organization and the type of response that's required?

Incident

Urgency Add

Responders

Escalate

Alert severity

Incident Priority

All of the above

Event data that's been normalized to PagerDuty standards is called a/an:

Alert

Incident

Event rule

Notification

Which of the following statements is correct?

PagerDuty incidents are assigned to whoever is on-call based on the schedule that is associated with an incident’s service.

PagerDuty incidents are assigned to whoever is on-call based on the service that is associated with a schedule

PagerDuty incidents are assigned to whoever is on-call based on the escalation policy that is associated with a user.

PagerDuty incidents are assigned to whoever is on-call based on the escalation policy that is associated with an incident’s service.

This setting determines how PagerDuty will notify a user of an incident. The setting can be either High or Low.

Severity

Priority

Urgenc

y Alert

Event

Which of these is NOT a purpose for acknowledging an incident?

To communicate that an issue is being worked on

To halt the escalation process

To escalate a notification to another member of your team

To stop notifications from being sent

When a schedule is used on a level of an escalation policy, you will not be able to tell who is currently on-call for that level because you will only see the schedule name and not an individual user.

True

Fals

e

Which of the following represents the typical order in which data flows through PagerDuty?

Alert, Event, Incident,

Notification Alert, Event,

Notification, Incident Event,

Alert, Notification, Incident

Event, Alert, Incident,

Notification



When you see this on the incident page, it could mean: (Select all that apply)

The incident has been snoozed for an hour.

The incident will be automatically escalated in an hour.

The escalation policy is set to repeat if no one acknowledges the

incident. An Acknowledgement Timeout of an hour has been set on the

service.

The purpose of integrating Chat tools, such as Slack, with postmortems is to:

Push PagerDuty postmortems into Slack

Create PagerDuty postmortems from

Slack View postmortem details from

Slack

Build a timeline of events with captured discussions from Slack

An “open incident” on the incident dashboard refers to any incident that is in a triggered, acknowledged, or resolved state.

True

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PagerDuty’s incident response process is originally based off of_____but is not meant to handle life and death situations.

Systems for managing wildland fire

National Incident Management System

(NIMS) Incident Command System (ICS)

All of the above

None of the

above

An e-Commerece company disseminated to its employees a definition of what a major incident is to ensure that everyone has the same understanding. They defined it as follows: “ANmajor incident is any time there is a sudden and drastic drop in website traffic. “ What is problematic about this definition?

The description “sudden and drastic” is ambiguous and open to

interpretation. The definition does not mention which teams should be

mobilized.

There is no mention of severity labels in the definition

The definition does not include an incident classification scheme for

triaging All of the above

During a major incident, the incident Commander should be informed of any new discoveries, and no actions should be taken without the express permission of that incident Commander.

True

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After a recent incident where Reshma accidently published internal documents to the public, she and her team conduct a postmortem to review what happened. Her teammate Dora points out that this is the second time Reshma has done this, and that no one else on the team has made the same mistake. Had Reshma been more carefdul and followed protocol, this would have never happened. What cognitive bias is Dora displaying?

Fundamental attribution error

Confirmation bias

Hindsight bias

Negativity bias

All of the above

None – Dora’s conclusion is correct

All Incident Commanders should have deep technical knowledge so they can assist in fixing a wide range of issues that may arise.

True

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The most important outcome of the postmortem meeting is:

Devising a new incident response process

Identifyting which systems require

improvement Achieving buy-in for the action

plan

Drilling down to the root cause of the incident

All of the above

This role documents the timeline of an incident as it progresses, making sure that all important decisions and data are captured for later review. This person is known as the _____. (Note: Type in ONE word)

Scribe

When discussing an incident during the postmortem, you should avoid using an individual's specific name, and instead refer to the actions they took as those of an anonymous responder.

True

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During a major incident, it is important that you do not alter your mindset or change the way you normally make decisions.

True

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Psychological_____is the shared belief that no one on the team will embarrass or punish anyone else for speaking up, such as admitting a mistake or asking a question. (Note: Type in ONE word)

Safety

Deputies also need to be trained as an incident Commander as they may be required to take over command during major incident response.

True

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The results of an incident postmortem should only be shared (s) that participated in the incident response.

True

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The written postmortem report should be completed and sent to attendees prior to the postmortem meeting.

True

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Is there is disagreement about the severity of an incident during a response call, the first step is to have an open discussion about it before proceeding so people do not waste their time.

True

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The Communication Liaison (Internal & External) should gain the approval of the Incident Commander before disseminating any updates to customers and stakeholders.

True

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Any concerns about the Incident response process should be discussed immediately during the response call to ensure that everyone is on the same page.

True

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When there’s a major incident and the stakes are high, the Incident Commander must resist the pressure of mopving decision-making forward. Not making a decision is better than making the wrong decision.

True

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The owner of the postmortem report should be the person who caused the incident.

True

False

You should not take an another role at the same time as being an Incident Commander, even if you know how to fix the problem.

True

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Sylvester has a Responder base role but has the ability to edit other users’ team role on the Security team. What team role does Sylvester have on the Security team?

Observer

Responder

Manager

Global

Admin

Stakeholder

An incident has been manually created and assigned to your team. After reading the incident details, you determine that the issue should actually be handled by another team in your organization. What's the most appropriate way for you to alert the other team about the incident?

Reassign the incident to the other team Escalate the incident to the other team Use the Add Responders feature Use the Add Notes feature None of the above

By default, a PagerDuty postmortem report stays in_____status until it's manually changed.

Reviewed Draft

In Review

Closed

None of the above

Polly has an Observer base role in the account, and a Manager team role on the Security team. She also has a Responder object role for escalation policies on the Security team. Which of the following is/are true about Polly's user permissions? (Select all that apply.)

Polly has Manager-level access to all objects and incidents on the Security team because a team role takes precedence over an object role.

Polly has Observer-level access to all objects and incidents across the entire account because a base role takes precedence over team and object roles.

Polly has Responder-level access to escalation policies on the Security team because an object role takes precedence over a team role.

Polly has Observer-level access to all objects and incidents across the account, except for those associated with the Security team.

None of the above

Your manager has created a new schedule on PagerDuty and added you to the on-call rotation. In order for you to actually go on call and start receiving incident notifications, what needs to happen with the schedule?

The on-call schedule must be added to an escalation policy that is tied to a

service The on-call schedule must be added to a service

Once you're assigned to an on-call schedule, you will immediately start receiving notifications of incidents

The on-call schedule must be manually turned on first

None of the above

What is the best way to notify other people about an incident that you need help with?

Publish a status update on an incident Reassign an incident to somebody else Add responders to an incident

Resolve the incident and create a new one.

You can change the Priority assigned to an incident throughout the incident lifecycle.

True

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For one of the services that you go on-call for, you notice that not all alerts create a new incident. The first incoming alert creates a new incident but all subsequent alerts for the next five minutes get added to that open incident. What could be the reason for this?

A Custom Incident Action has been created for incidents on that service A Response Play has been created for alerts on that service

The Alert Grouping feature is being used on that service

The "Alert Severity to Incident Urgency Notification" mapping is Low

You are on-call this weekend for the Shopping Cart escalation policy. Your teammate Penny is on Level 1, you're on Level 2, and your manager is on Level 3 of the escalation policy. The escalation rules state that the incident will escalate from one level to the next after 30 minutes. On Saturday, an incident is triggered, and Penny acknowledges the incident after 5 minutes. Which of the following statements is/are true? (Select all that apply.)

Penny has halted the escalation process by acknowledging the incident

You will be notified of the incident if Penny does not resolve it in 25 minutes

The incident will keep escalating to the next level until the incident is

resolved You will not be notified of the incident unless Penny manually

escalates it to you None of the above

When you change your email in your Contact Information, it will automatically update the email in your User Settings.

True

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Your manager Raj wants to create a single on-call schedule for the Security team that has one on-call rotation for weekdays, another rotation for weeknights, and a final rotation for weekends. How can he accomplish this?

He can create 3 levels in one escalation

policy He can create 3 layers in one schedule

He cannot accomplish this with a single schedule; he must create 3 separate

schedules None of the above

Which of the following terms matches this description: “Provides additional functionality to PagerDuty services by connecting to the tools you use in your incident response workflow.”

Response

play Alert

grouping

Extension

Event rule

Business service

When you manually trigger an incident and assign it to yourself, the incident will be in an Acknowledged state and you will not be notified.

True

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You cannot use an escalation policy on more than one service.

True

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An escalation policy has 3 levels, and each of those levels uses an on-call schedule that does not have any weekend coverage. What will happen during the weekend? (Select all that apply.)

Any trigger events sent into the associated service will not trigger an incident

Any trigger events sent into the associated service will trigger an incident but remain

unassigned You will not be able to manually create a new incident

You can manually create a new incident but won't be able to assign it to anyone

None of the above

With Advanced Permissions, users have access to which of the following role types? (Select all that apply.)

Incident role

Object role

Team role

Visibility role

Base role

BCD ADE

In order to run a Custom Incident Action, it first needs to be set up on:

An escalation

policy An incident

A service

None of the above

The incident dashboard (i.e., PagerDuty landing page) allows you to:

Filter for incidents of any status

Filter for incidents that are assigned to

you Take action on an incident

See when you're on

call next See who's

on call now

All of the

above

None of the

above

Which of these statements is true when talking about escalating an incident?

It changes the ownership of the incident from one team to

another. You can choose to escalate an incident to any

escalation policy or level.

Escalating is useful for situations where different teams own different parts of an incident.

Escalating is useful when you're assigned to an incident but don't have time to work it.

When an incident has been assigned to the wrong team, you can escalate it to the right team. All of the above