ServiceNow

Exam Questions CIS-EM

Certified Implementation Specialist-Event Management Exam

NEW QUESTION 1
During CI binding, CI matching is done using which two fields? (Choose two.)

A. Message Key
B. Additional Information
C. Source
D. Node

Answer: BD

NEW QUESTION 2
What are the valid states an alert can be in during its lifecycle?

A. Open, Reopen, Flapping, Closed
B. New, Updating, Waiting, Complete
C. Open, Updating, Swinging, Closed
D. Open, Warning, Flapping, Clear

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMSetTheAlertActiveInterval.html

NEW QUESTION 3
Which is a correct regex expression to capture only the server's hostname (webserver3) in "The server webserver3.domain.com is down."?

A. The server (.*)\..*
B. .*(\w+\Aw+VAw+).*
C. The server (.*)\s.*
D. The server (.*?)\„*

Answer: D

NEW QUESTION 4
The ServiceNow standard and shared set of service-related definitions that enable and support true service level reporting is known as what?

A. Service level data model
B. Business service data model
C. Application service data model
D. Common service data model

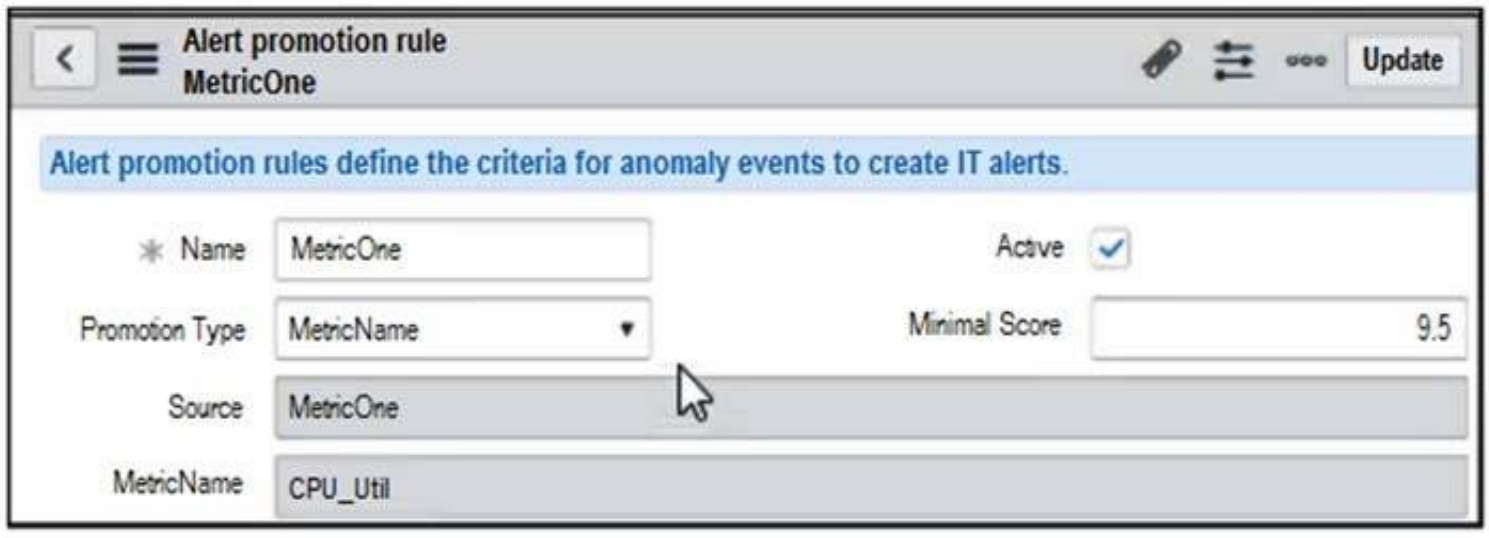
Answer: C

NEW QUESTION 5
Copies of checks that have been included in Agent Client Collector policies are known as what?

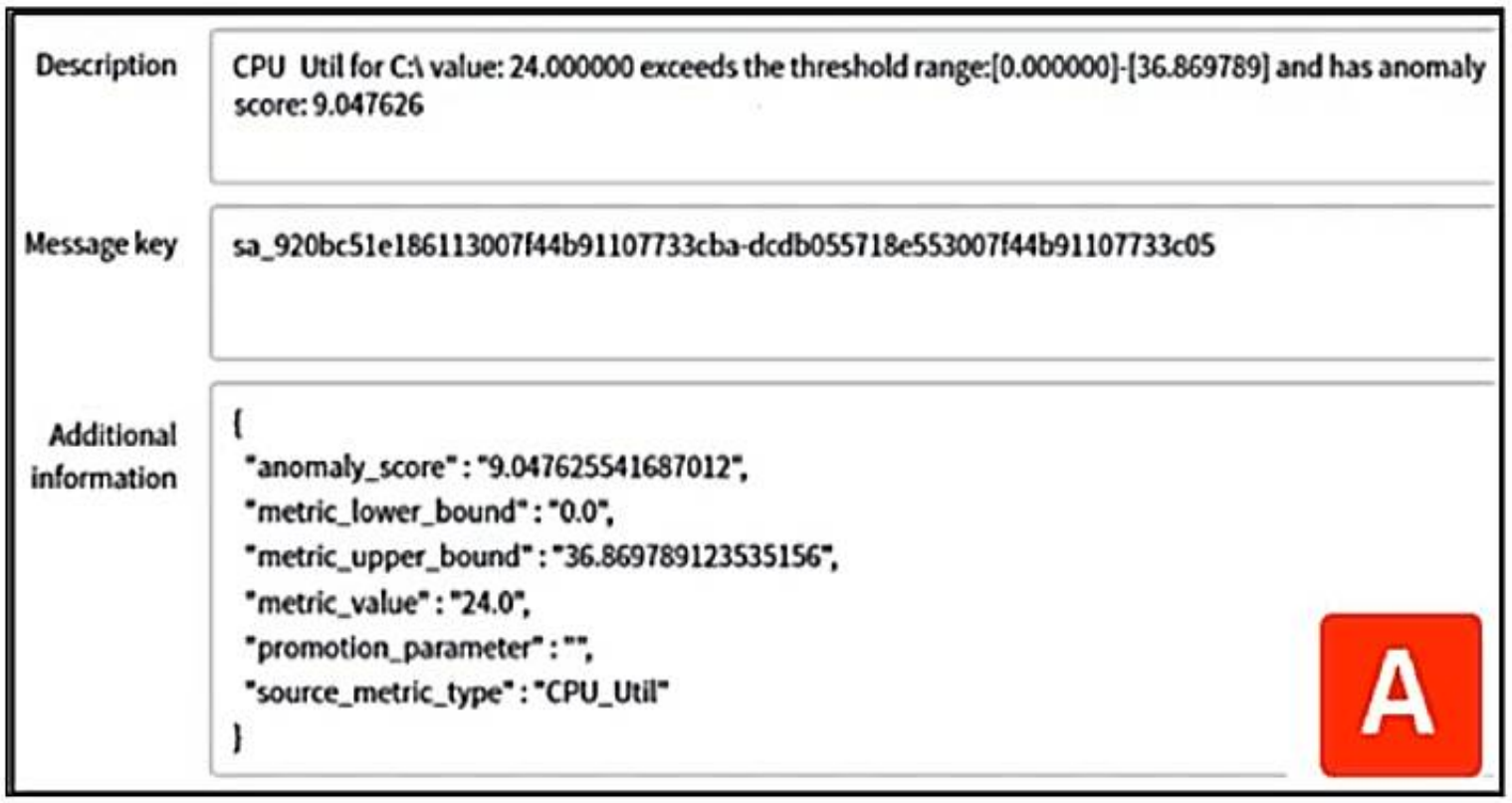
A. Check definitions
B. Check models
C. Check clones
D. Check mirrors
E. Check instances

Answer: E

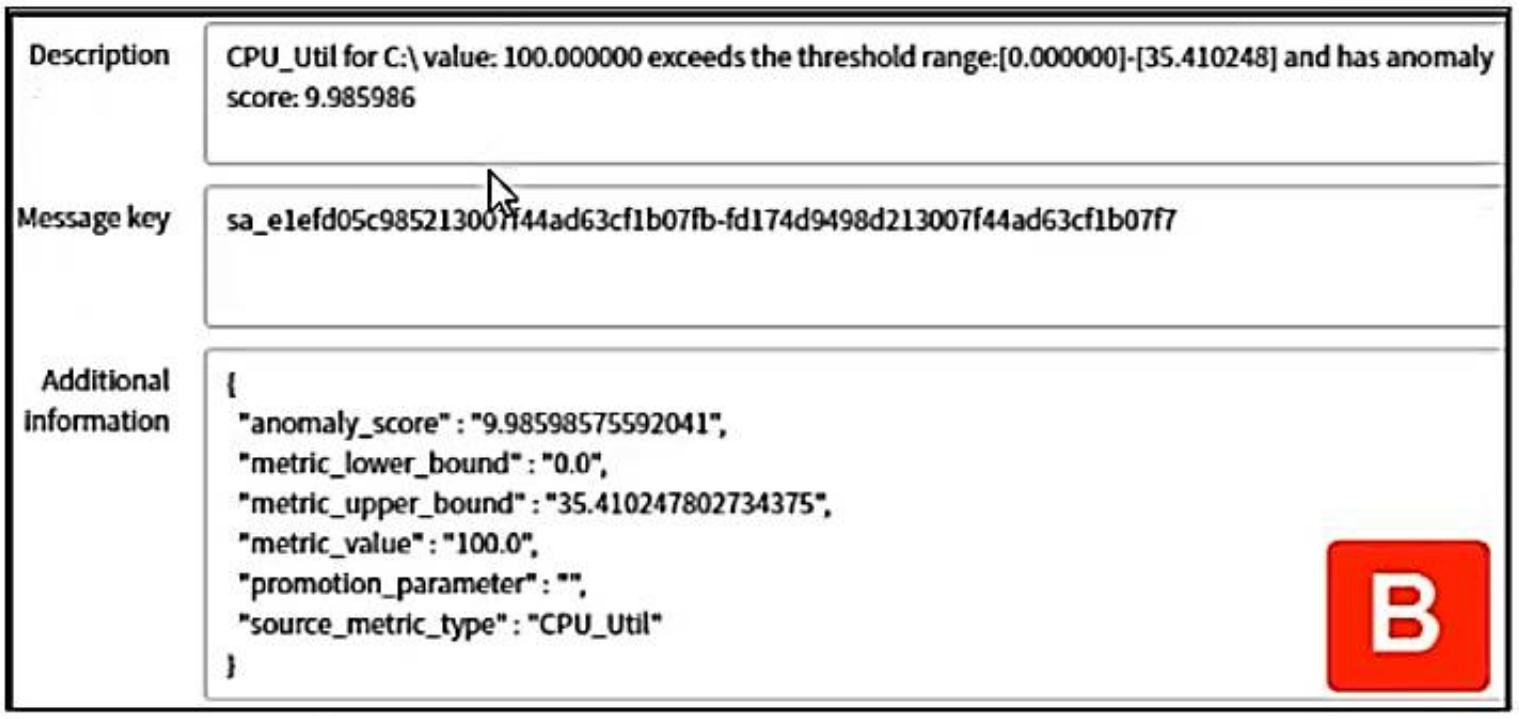
NEW QUESTION 6
Which the following alert promotion rule defined in your ServiceNow instance, which of the anomalies below would be automatically promoted into IT alerts on the Alert Console?



A)



B)



C) Both anomaly A and anomaly B
D) Neither anomaly A or anomaly B

A. Option A
B. Option B
C. Option C
D. Option D

Answer: A

NEW QUESTION 7
If more than one alert management rule applies to a particular alert which of the rules will run based upon the Order of execution field?

A. All alert management rule will run, from the highest to the lowest Order of execution numbers.
B. Only the alert management rule with the highest Order of execution number will run.
C. All alert management rule will run, from the lowest to the highest Order of execution numbers.
D. Only the alert management rule with the lowest Order of execution number will run.

Answer: B

NEW QUESTION 8
What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

A. The CMDB is a series of tables that contain only key hardware components located in critical paths within your platform that must be managed.
B. The CMDB is a dynamic list that tracks both the CIs within your platform and the relationship between those items.
C. All CIs stored in the CMDB must have an assigned IP address within your infrastructure.
D. A CI is any component within your infrastructure that needs to be managed in order to deliver Services.

Answer: BD

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-servicenowplatform/page/product/configuration- management/concept/c_CIRelationships.html

NEW QUESTION 9
Modified Agent Client Collector policies do not take effect until what action is taken?

A. Agents are restarted
B. Agents re-run the discovery policy
C. MID server synchronization is initiated
D. The policy is republished
E. The check is tested on an existing agent/host

Answer: D

NEW QUESTION 10
Which attribute is responsible for de-duplication?

A. Metric_name
B. Message_key
C. Short_description
D. Additional_info

Answer: B

NEW QUESTION 10
Agent Client Collector is built on what framework that enables you to adopt and extend monitoring checks from the community?

A. Icinga
B. Sensu
C. SolarWinds
D. Nagios
E. Zabbix

Answer: B

NEW QUESTION 14
A support agent resolves an incident associated with an alert, but the alert does automatically close even though the evt_mgmt.incident_closes_alert property is set appropriately to close the alert.
What is the most likely cause of this issue?

A. The support agent does not have the evt_mgmt_user role.
B. The support agent only has the evt_mgmt_admin role.
C. The support agent has the evt_mgmt_operator role, but not the evt_mgmt_user role.
D. The support agent has the evt_mgmt_user role, but not the evt_mgmt_operator role.

Answer: A

NEW QUESTION 18
What two key steps must be performed after creating a new connector instance? (Choose two.)

A. Assign a MID Server to the connector
B. Enter credentials for the connector
C. Debug the connector
D. Test the connector
E. Activate the connector

Answer: DE

NEW QUESTION 21
A dynamic grouping of CIs based upon common criteria (filtered CI classes) that can be visualized in operator workspace is called?

A. A business service
B. A technical service
C. An application service
D. A manual service
E. A scoped service

Answer: C

NEW QUESTION 24
What is one of the main benefits of using Event Management and Operational Intelligence?

A. To improve service availability by helping IT staff pinpoint service issue causes and evaluate the impact of planned changes.
B. To increase service agility and produce fast, predictable results by automating manual, routine, error-prone tasks.
C. To rapidly configure and launch secure, agentless discovery of hardware and software resources and their relationships.
D. To proactively warn against possible service outages using a range of advanced predictive machine learning methods.

Answer: D

NEW QUESTION 25
Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

A. Transform and compose alert output
B. Event filter
C. Event options
D. Threshold

Answer: D

NEW QUESTION 26
Which is an invalid state for an alert?

A. Flapping
B. Closed
C. Reopen
D. Processed

Answer: D

NEW QUESTION 31
A support agent resolves an incident associated with an alert. What is the best method to close the alert?

A. Set the evt_mgmt.incident_closes_alert
B. Set the evt_mgmt.alert_closes_incident
C. Switch over to the alert form and close the alert manually
D. Create a business rule on the alert table to match the associated Incident with its respective alert
E. Create a business rule on the incident table

Answer: A

NEW QUESTION 34
What is Event Management licensing based on?

A. The number of unique nodes that can send events to the instance
B. The number of connectors and listeners it will collect data from
C. The number of connectors it will collect data from
D. The number of CIs in the CMDB that it will be monitoring

Answer: D

NEW QUESTION 36
The MID Server requires an outbound connection on which port?

A. 445
B. 161
C. 443
D. 143

Answer: C

NEW QUESTION 41
Which attribute correlates multiple events to one alert?

A. Additional_info
B. Message_key
C. Metric_name
D. Short_description

Answer: B

NEW QUESTION 44
What ServiceNow feature is an aid to rapid implementation of your Event Management and Operational Intelligence features?

A. Deployment wizard
B. Step-by-step guide
C. Checklist application
D. Guided setup

Answer: C

NEW QUESTION 46
What is the recommended approach to normalizing data from a source system to the default values in Event Management?

A. Event field mapping
B. Transform maps
C. Alert management rules
D. Business rules

Answer: D

NEW QUESTION 51
How would you ensure the quality of data in your Configuration Management Database (CMDB) over time?

A. Manually inventorying configuration items in the CMDB and eliminating duplicate configuration items (CIs)
B. Only use the ServiceNow Discovery application to populate your CMDB
C. Using only scripts to automatically monitor for and remediate duplicate configuration items (CIs)
D. Having well-defined Identification, Reconciliation, and Relationship rules

Answer: D

NEW QUESTION 54
What is the preferred method of parsing in the Transform/Compose step of an event rule?

A. Python
B. Regex
C. sed/awk
D. JavaScript

Answer: B

NEW QUESTION 59
What missing attribute would cause an event to have a state of Error?

A. Metric Name
B. Source
C. Classification
D. Node
E. Severity

Answer: E

NEW QUESTION 62
Where are approval requests for execution of alert remediation tasks configured?

A. In the Flow Designer remediation subflow
B. In Service Operations Workspace
C. In the alert management rule's approvals related list
D. In the alert management rule's playbook

Answer: C

NEW QUESTION 67
A monitoring tool notification of a notable occurrence is known as what?

A. An alarm
B. An alert
C. An incident
D. A notice
E. An event
F. A metric

Answer: C

NEW QUESTION 71
What role is required to create a Technical Service?

A. evt_mgmt_integration
B. evt_mgmt_user
C. evt_mgmt_operator
D. evt_mgmt_admin

Answer: D

NEW QUESTION 75
Service Operations Workspace integrations Launchpad capabilities include management of which key components?
Choose 3 answers

A. event connectors
B. Alert management rules
C. Metric policies
D. Log data inputs

Answer: ABC

NEW QUESTION 80
The Event Management operator workspace can display all of the following except?

A. Alert groups
B. Manual application services
C. Discovered application services from Service Mapping
D. Correlation groups
E. Technical services

Answer: B

NEW QUESTION 82
When creating an alert management rule, where would you specify a workflow to resolve a given condition?

A. From the Remediation tab
B. From the Actions tab
C. From the Launcher tab
D. In the Related Links section

Answer: A

NEW QUESTION 85
Based on the information shown, which of the following three alerts should be processed first?

A. The Alert Priority score 3106020.001 was calculated according to the following factors, ordered by their respective priority (2018-06-01 19:34:01 GMT) Category (Score, Weight)* 1. Business services – (3.0, 1000000)* 2. Severity – (1.0, 100000)* 3. CI type – (60.0, 100)* 4. Role – (2.0, 10)* 5. Secondary – (0)* 6. State – (1.0, 0.001)
B. The Alert Priority score 4406020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 20:04:47 GMT) Category (Score, Weight)* 1. Business services – (4.0, 1000000.0)* 2. Severity – (4.0, 100000.0)* 3. CI type – (60.0, 100.0)* 4. Role – (2.0, 10.0)* 5. Secondary – (0)* 6. State – (1.0, 0.001)
C. The Alert Priority score 3306020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 19:56:54 GMT) Category (Score, Weight)* 1. Business services – (3.0, 1000000.0)* 2. Severity – (3.0, 100000.0)* 3. CI type – (60.0, 100.0)* 4. Role – (2.0, 10.0)* 5. Secondary – (0)* 6. State – (1.0, 0.001)
D. They should be processed in the order in which they were received.

Answer: B

NEW QUESTION 86
Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

A. Enable multi-node processing
B. Increase the source polling interval
C. Ensure the bucket value in the event table is greater than 0
D. Increase the number of scheduled jobs processing events

Answer: AC

NEW QUESTION 89
Agent Client Collector can perform application service monitoring by configuring what option?

A. An alert management rule
B. A proxy agent
C. A distributed cluster
D. An event rule
E. A REST API

Answer: B

NEW QUESTION 90
What Event Management module allows for configuration of automatic task creation?

A. Alert management rules
B. Task rules
C. Event rules
D. Alert correlation rules

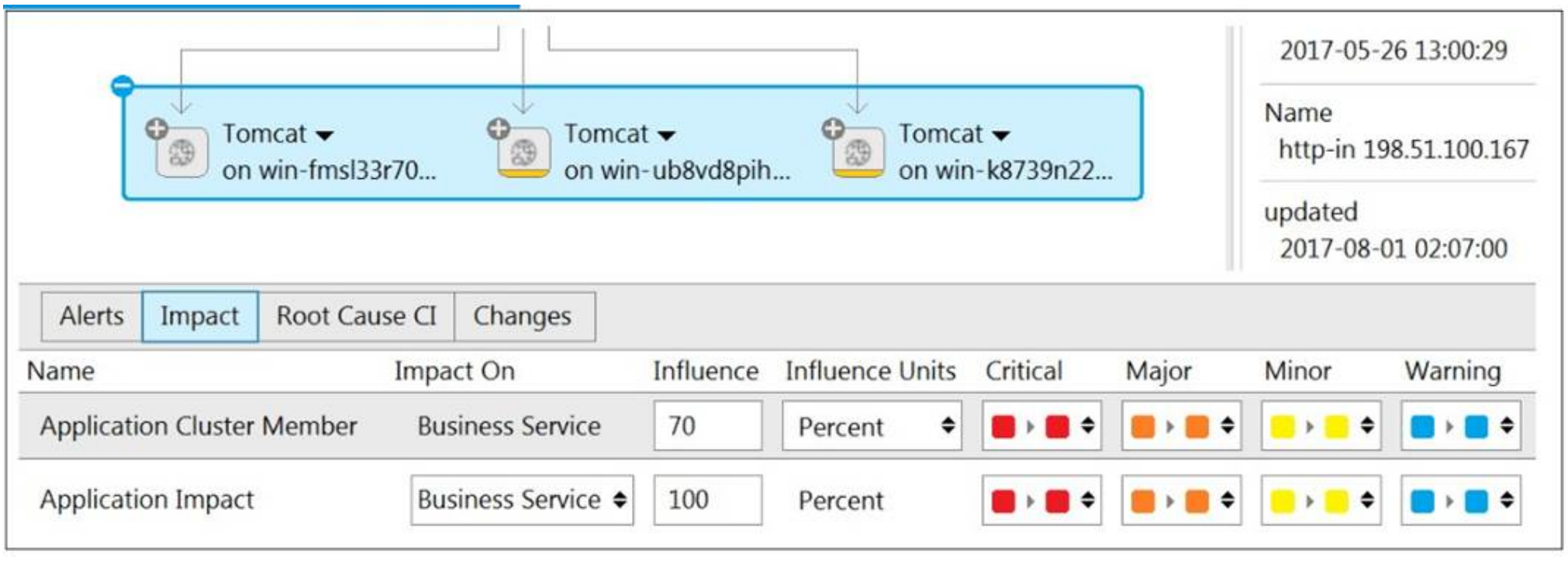
Answer: A

NEW QUESTION 92
By default, the Alert Console displays what type of alerts?

A. All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
B. All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
C. All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
D. All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
E. All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

Answer: E

NEW QUESTION 97
Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?



A. Critical
B. Error
C. Major
D. Minor
E. Warning
F. Clear

Answer: F

NEW QUESTION 100
In the event table, which field maps the external attributes from the target system?

A. Resource
B. Description
C. Source
D. Additional Information

Answer: C

NEW QUESTION 105
What does Now Assist for ITOM use to provide alert analysis?

A. Third-party monitoring tool connectors with out-of-box alert rules
B. GenAI and the ServiceNow large language model
C. Basic keyword matching in the alert description and tags
D. The unified service map and link view topology

Answer: B

NEW QUESTION 109
The individual commands that the Agent Client Collector executes on the host are known as what? (Choose three.)

A. Events
B. Checks
C. Parameters
D. Policies
E. Metrics
F. Scripts

Answer: ABE

NEW QUESTION 111
Where can you look to determine what event rule created an alert? (Choose two.)

A. Alert Activity
B. Event Additional Information
C. Event Processing Notes
D. Alert Message Key
E. Alert Source

Answer: AE

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMViewRuleApply.html

NEW QUESTION 115
Applying recommended Event Management best practice guidelines, which of the following events should generate an alert?

A. Every event should generate an alert so you have the opportunity to resolve them all.
B. Only events that necessitate action should generate an alert.
C. Only the most critical events on every CI in the CMDB should generate an alert.
D. Every event on every critical CI in the CMDB should generate an alert.

Answer: B

NEW QUESTION 118
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