

ServiceNow

Exam Questions CIS-EM

Certified Implementation Specialist-Event Management Exam



NEW QUESTION 1

What would you use as a central location to explore the CMDB class hierarchy, CI table definitions, and CIs?

- A. CI Remediations
- B. CI Relation Types
- C. CI Identifiers
- D. Process to CI Type Mapping
- E. CI Class Manager

Answer: E

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

What is the default collection/polling interval applied to all event connectors?

- A. Every 120 seconds
- B. Every 5 seconds
- C. Every 40 seconds
- D. Every 60 seconds
- E. Every 10 seconds

Answer: E

NEW QUESTION 5

The value of the Alert Priority score is a composite of what?

- A. The value of the alert's category and its relative weight
- B. The value of the alert's category and its Priority Group
- C. The value of the alert's Severity and its Priority Group
- D. The value of the alert's Severity and its relative weight

Answer: A

NEW QUESTION 6

Within an event rule, how would you parse a nodename out of your raw event data?

- A. JavaScript
- B. Groovy script
- C. PowerShell script
- D. Regex statement

Answer: A

NEW QUESTION 7

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 8

What would be an appropriate use case for having to write JavaScript in Event Management?

- A. To change the value of the message key
- B. To create a custom action within a subflow
- C. To parse a node name out of your raw event data in an event rule
- D. To automatically create an incident

Answer: B

NEW QUESTION 9

The correct regex to capture the name of the server in ??the server webserver3.domain.com is down?? would be:

- A. `.*(\\w+\\.\\w+\\.\\w+).*`
- B. The server `(.*)\\s.*`
- C. `.*\\s(\\w+\\.\\w+\\.\\w+).*`
- D. the server `(.*).*`

Answer: A

NEW QUESTION 10

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 10

Within the ServiceNow IT Operations Management solution set, which statement most accurately describes what Event Management is?

- A. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services
- B. The process responsible for ensuring the capacity of IT Services and IT infrastructure is able to deliver agreed upon service level targets in a cost-effective manner
- C. The process responsible for recovery action and planning through machine learning
- D. The process responsible for monitoring all abnormal occurrences throughout the IT infrastructure, allowing for normal operations, and detecting and escalating exception conditions

Answer: D

NEW QUESTION 11

What does the Service Operations Workspace express list reduce the need for?
Choose 2 answers

- A. Conducting root cause analysis
- B. Constantly refreshing the list of alerts
- C. Navigating through different interfaces
- D. Performing remediation actions

Answer: BC

NEW QUESTION 12

What type of system can a MID Server can be installed on?

- A. OpenVMS System
- B. Microsoft Windows Server
- C. Linux System
- D. Microsoft Windows Desktop
- E. Any system inside the customer firewall
- F. Mac OS X System

Answer: B

NEW QUESTION 13

If more than one event rule applies to a particular event or metric, which of the event rules will run based upon the Order of execution number?

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

Answer: D

NEW QUESTION 17

The MID Server requires an outbound connection on which port?

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

Answer: C

NEW QUESTION 21

Out-of-the-box, how often do tie everts get processed in ServiceNow?

- A. Every 5 seconds
- B. Depends on connectors Used
- C. Every minute via a scheduled job
- D. As soon as the event record is inserted via a business rule

Answer: C

NEW QUESTION 26

What applications are included in the ITOM Health solution?
Choose 3 answers

- A. Cloud Provisioning and Governance
- B. Health Log Analytics
- C. Agent Client Collector
- D. Discovery
- E. Service Mapping
- F. Event Management

Answer: BCF

NEW QUESTION 29

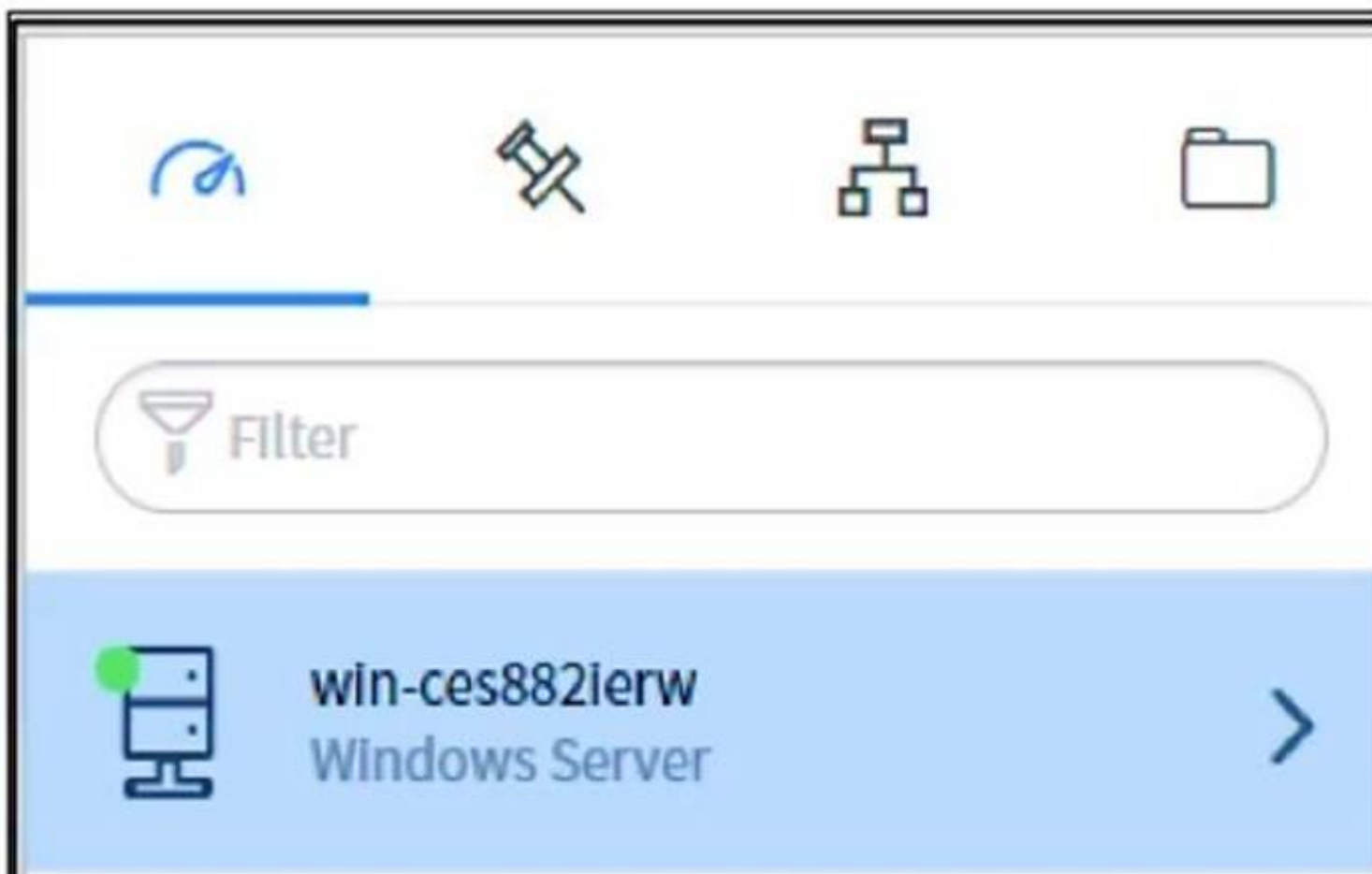
What ServiceNow feature is an aid to rapid implementation of your Event Management and Operational Intelligence features?

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

Answer: C

NEW QUESTION 33

How would you interpret the following data in the Operational Intelligence Insights Explorer?



- A. win-ces882ierw is one of your hottest Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately

- B. win-ces882ierw is one of your hottest Configuration Items (CIs), but is currently experiencing a low probability of anomalies
- C. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately
- D. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs), but is currently experiencing a low probability of anomalies

Answer: D

NEW QUESTION 38

The additional information field is a JSON string that gives more information about an event. An example of a supported JSON string is:

- A. {"CPU":100}
- B. {"CPU":100,??Status":3}
- C. {"CPU":"100","Status":3}
- D. {"CPU":"100"}

Answer: C

NEW QUESTION 42

During processing of the event and if the event Severity is blank, the state of the event is set to:

- A. Ready
- B. Ignored
- C. Error
- D. Processing

Answer: C

NEW QUESTION 43

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 44

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 49

What is the function of the External Communication Channel (ECC) Queue? (Choose three.)

- A. It is a connection point between a ServiceNow instance and the MID Server.
- B. It contains probe records to be executed on the customer??s network.
- C. It holds jobs that the MID Server needs to perform.
- D. It is a connection point between a hardware CI on a customer??s network and the MID Server.
- E. It contains records of CIs that the ServiceNow admin has submitted for entry into the CMDB.

Answer: ABE

NEW QUESTION 53

When are anomaly alerts generated by Operational Intelligence displayed in alert intelligence?

- A. When the statistical model threshold is breached
- B. When they are promoted to IT alerts
- C. When it is manually promoted in insights explorer
- D. When the anomaly score is greater than 100

Answer: B

NEW QUESTION 54

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 56

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 60

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Correctness
- B. Completeness
- C. Configuration
- D. Conciseness
- E. Conformity
- F. Compliance

Answer: ABF

NEW QUESTION 61

What is the minimum role needed to view alerts?

- A. alert_operator
- B. evt_mgmt_user
- C. evt_mgmt_operator
- D. alert_user

Answer: A

NEW QUESTION 63

Where would you look to find and troubleshoot transactions and events that occur on your ServiceNow instance?

- A. em_event table
- B. System log module
- C. Event Management dashboard
- D. State management logs module

Answer: B

NEW QUESTION 65

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