ServiceNow

Exam Questions CIS-EM

Certified Implementation Specialist-Event Management Exam

NEW QUESTION 1
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 2
A customer informs you that they already have monitoring and event management tools.
Which of the following describes the extra value that ServiceNow Event Management provides? (Choose four.)

A. ServiceNow Event Management Alerts, Incidents, Problems, and changes are automatically correlated with CIs and Business Services that can be visualized in Business Service maps.
B. ServiceNow Event Management manages relationships between alerts and related incidents to maintain an end-to-end event management lifecycle.
C. ServiceNow Event Management provides a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.
D. ServiceNow Event Management provides state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

Answer: ABCE

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
Which is the best option to reduce latency issues when receiving events?

A. Verify bucket field in em_event table > 0
B. Verify event_processor_job_count = 2
C. Verify event_processor_job_count = 0
D. Verify event_processor_enable_multi_node = 2

Answer: D

NEW QUESTION 5
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 6
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

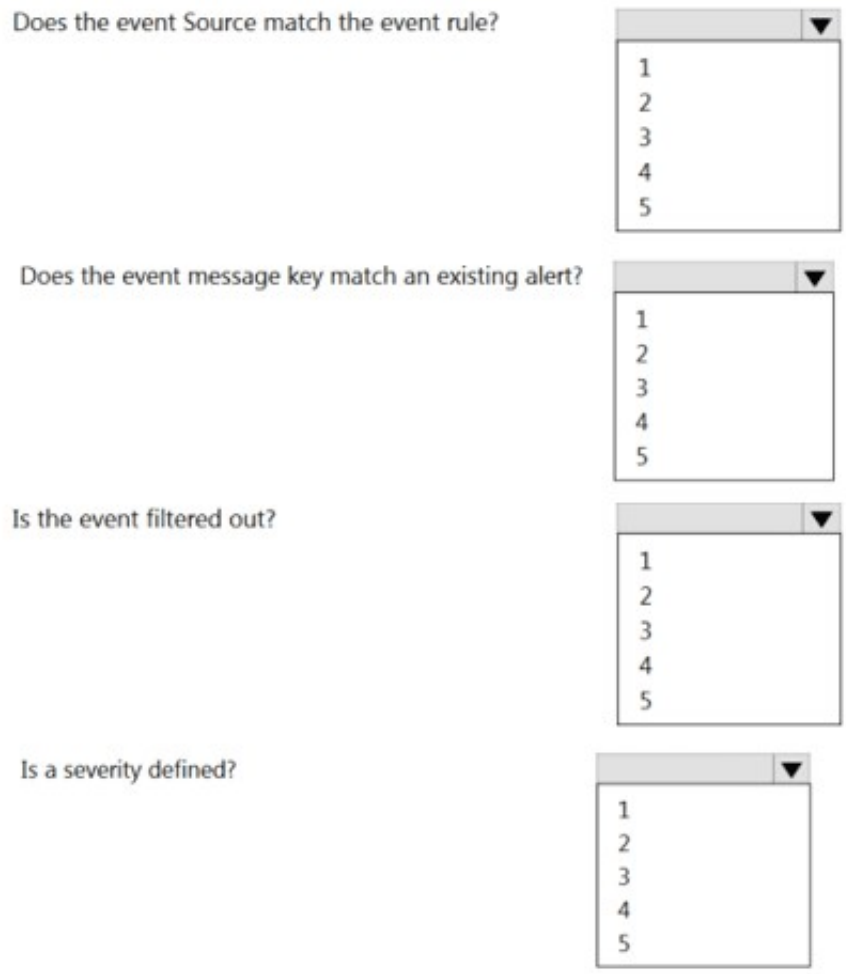
NEW QUESTION 7
What would be the primary use case for creating Javascripts in Event Management?

A. To create a customized pull connector to retrieve events on behalf of an event source
B. To automatically populate the Configuration Management Database (CMDB)
C. To parse a nodename out of your raw event data in an event rule

D. To run as part of a remediation workflow for IT alerts that fail to execute

Answer: A

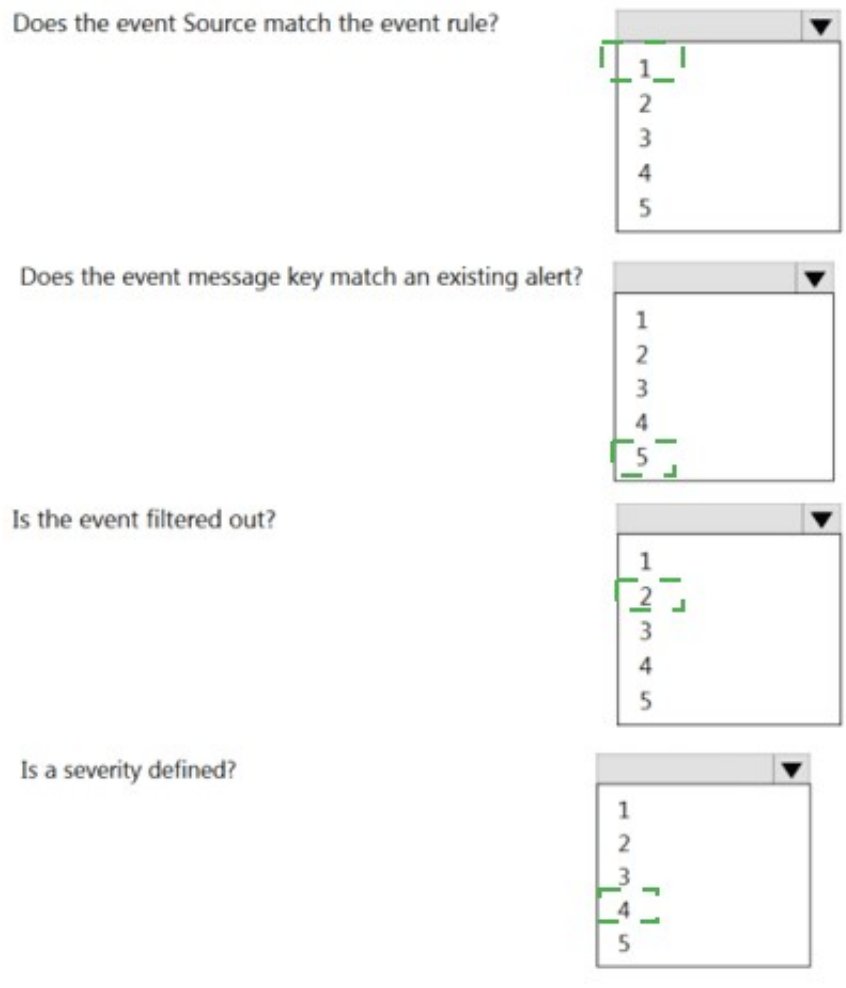
NEW QUESTION 8
HOTSPOT
In what sequence are events processed?



A. Mastered
B. Not Mastered

Answer: A

Explanation:



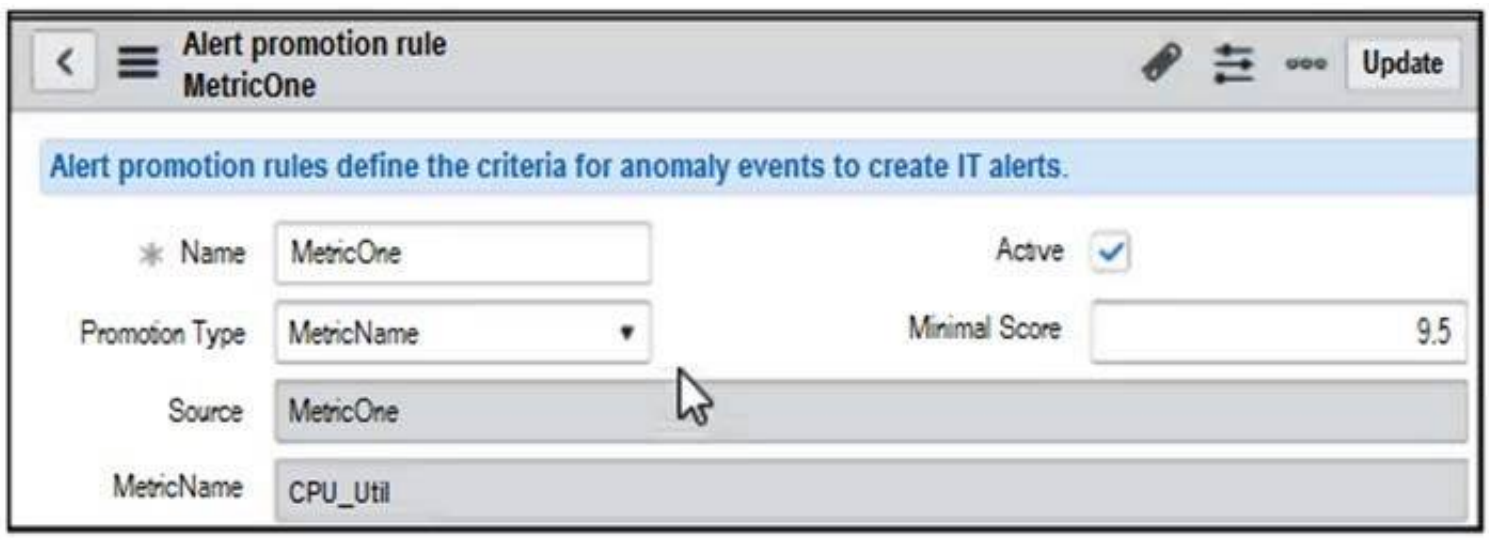
NEW QUESTION 9
What does Operational Intelligence proactively identify before they cause service outages?

A. Missing CMDB data
B. Defects
C. Alert correlations
D. Orphaned CIs

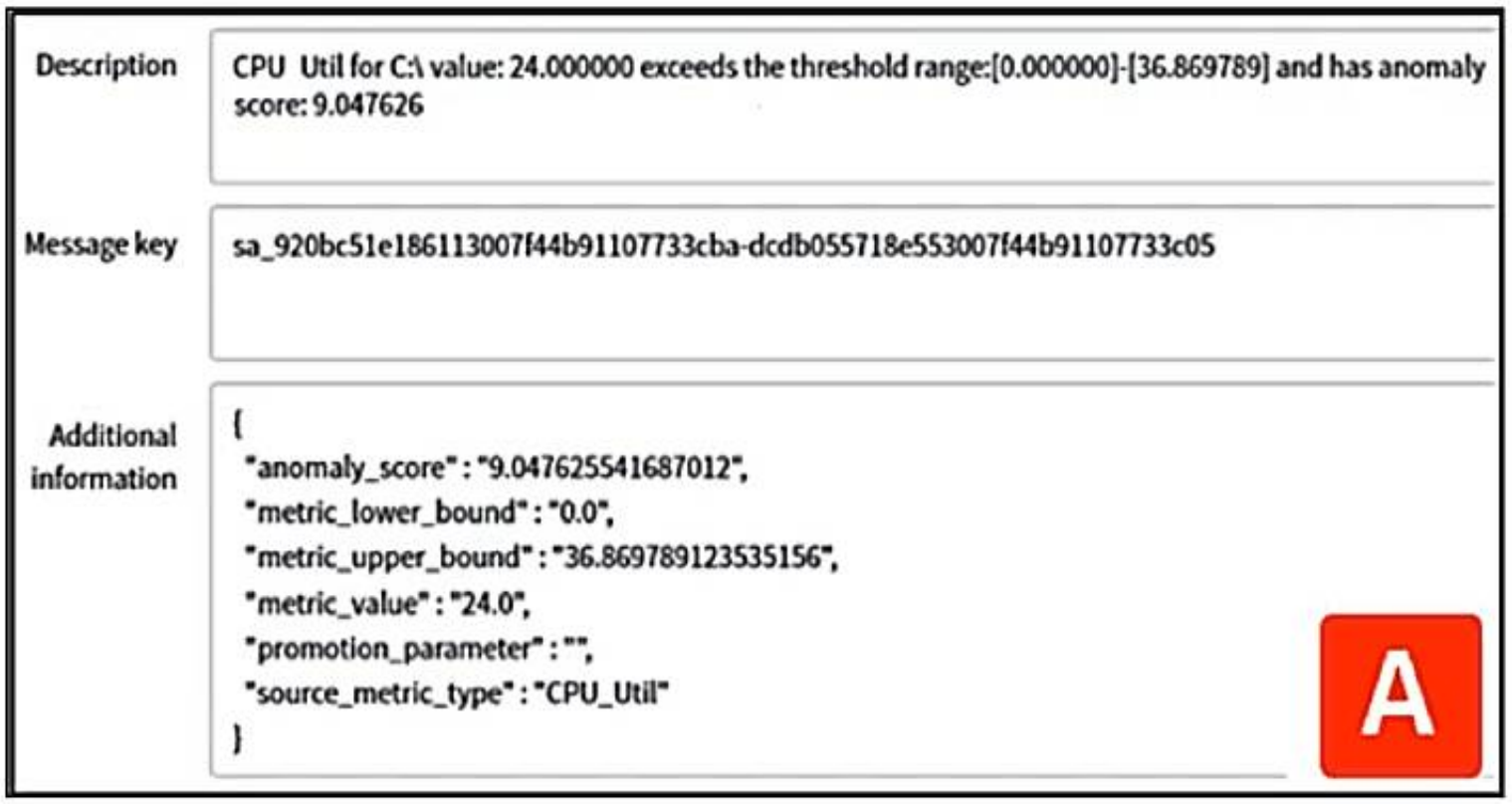
E. Anomalies

Answer: E

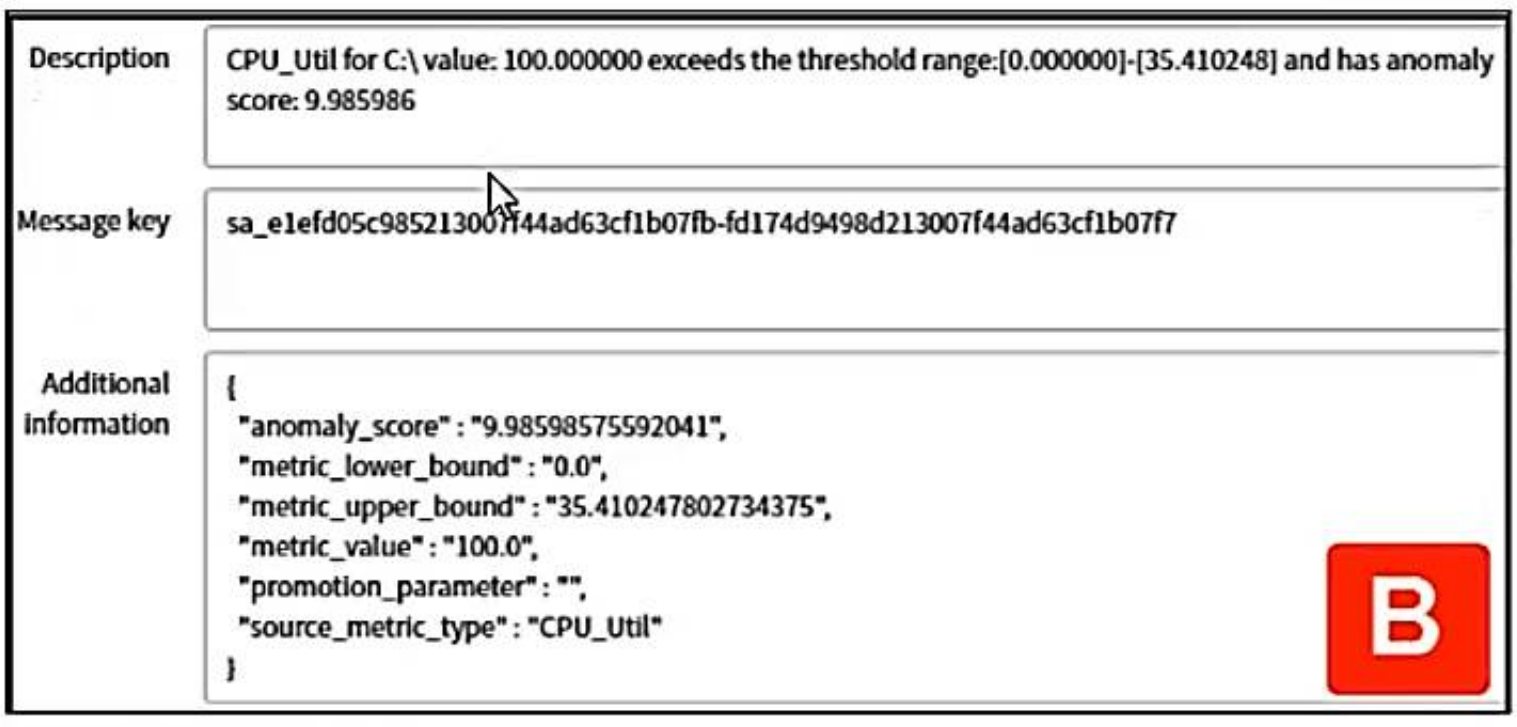
NEW QUESTION 10
Which the following alert promotion rule defined in your ServiceNow instance, which of the anomalies below would be automatically promoted into IT alerts on the Alert Console?



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 10
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 15
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 20
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 24
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 28
What is the primary function of enrich automation in Service Operations Workspace?

A. To populate events with more meaningful information
B. To manage team roles and permissions
C. To transform and compose event rules
D. To generate alerts populated with more meaningful information

Answer: D

NEW QUESTION 31
What are the server requirements to allow Operational Intelligence to successfully collect operational metric data via a push?

A. This requires a minimum of three MID Servers - two for Event Management and one additional MID Server dedicated for use by Operational Intelligence (OI).
B. This requires a MID Web Server in addition to the MID Server.
C. Nothing additional is required; this is handled by the MID Server.
D. This requires a minimum of two MID Servers - one for Event Management and one additional MID Server dedicated for use by Operational Intelligence (OI).

Answer: B

NEW QUESTION 36
What are the key components that can be managed using Service Operations Workspace integrations Launchpad?

A. Event Connectors, Metric Policies, Log Data Inputs
B. Event Management, Metric Policie
C. Log Monitoring
D. Event Management, Metric Intelligence, Log Monitoring
E. Event Connectors, Metric Intelligence, Log Data inputs

Answer: D

NEW QUESTION 39
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 43
Which is not a valid method for accessing alert intelligence?

A. In the right-click menu of an alert list, select Open in Workspace
B. By appending/workspace to your instance URL
C. The application navigator Alerts Console menu item
D. The application navigator Alert Intelligence menu item
E. Within an open alert record, click the Open in Workspace button
F. Select the Lists tab in operator workspace

Answer: C

NEW QUESTION 45
A four node cluster makes up the components (CIs) of a Business Service. The impact influence for the cluster is set to 60%.
How many members of the cluster must be in a Critical state in order for the Business Service to display as Critical in the Impact Tree?

A. 1
B. 2
C. 3
D. 4

Answer: C

NEW QUESTION 46
If a Message Key is not provided, which fields are concatenated to make our own?

A. Source, Type, Node, Resource, Metric Name
B. Source, DNS, Node, Additional info, Metric Name
C. Source, Type, DNS, Additional info, Metric Name
D. Source, Source Instance, Node, Type, Resource

Answer: A

NEW QUESTION 51
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 55
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 59
Processing on an event will create a state of error if what value is not set?

A. Node
B. Source
C. Severity
D. Message Key
E. Resource

Answer: B

NEW QUESTION 64
What ServiceNow feature would you configure to process incoming email to create events?

A. Event field mapping
B. Event processing jobs
C. Transforms
D. Event Filler
E. Inbound actions

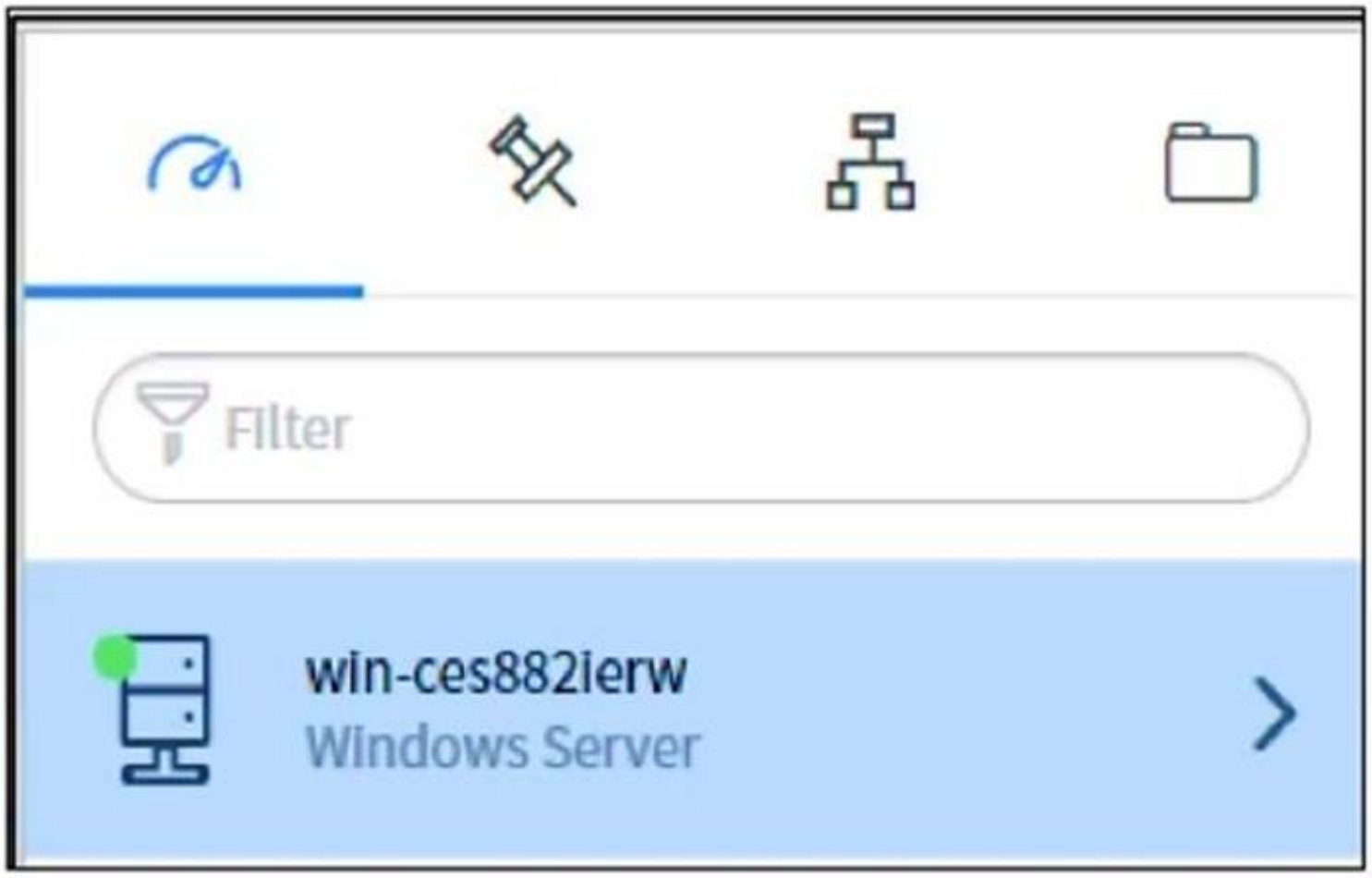
Answer: E

NEW QUESTION 66
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 67
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 70
You have a system configured with a MID Web Server using Basic authentication to enable Operational Management Intelligence (OI) to push raw metric data to the MID Server. No data is getting through to the MID Server.
What is the most likely cause of the issue?

A. The MID Web Server needs to be Restarted
B. The MID Web Server needs to be Started
C. An invalid secret key is being passed in the header information of the URL for the REST request
D. An invalid password is set in the MID Web Server Context

Answer: A

NEW QUESTION 72
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 75
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 79
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 83
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 85
When sending data from the monitoring source to the additional_info field, what format is supported?

A. XML
B. JSON
C. YAML
D. Comma separated

Answer: B

NEW QUESTION 87
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 92
What determines if an alert management rule's actions apply to an alert?

A. The alert's bound configuration item
B. The alert management rule's filter
C. The alert management rule's field mapping
D. The message key

Answer: B

NEW QUESTION 96
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 100
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 103
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 104
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 105
You have an event with a Source of ??Trap from Enterprise 111??, but the alert created for this event shows a Source of ??Oracle EM??. If you want to change what this is set to, where in the event rule would you do this?

A. Transform and Compose Alert Output lab
B. Event rule info tab
C. CI Binding tab
D. Event Filter tab

Answer: B

NEW QUESTION 108
Alerts are processed using which of the following? (Choose three.)

A. Alert management rules
B. Event action rules
C. Event rules
D. Scheduled jobs
E. Java and Groovy scripts

Answer: ACD

NEW QUESTION 113
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 114
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 116
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 117
To determine the top incidents for the CI associated with an alert, where is the best place to look?

A. Alert Insights
B. Incident List View
C. CMDB Health Dashboard
D. Event Management Overview page

Answer: A

NEW QUESTION 120
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 122
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