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
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 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

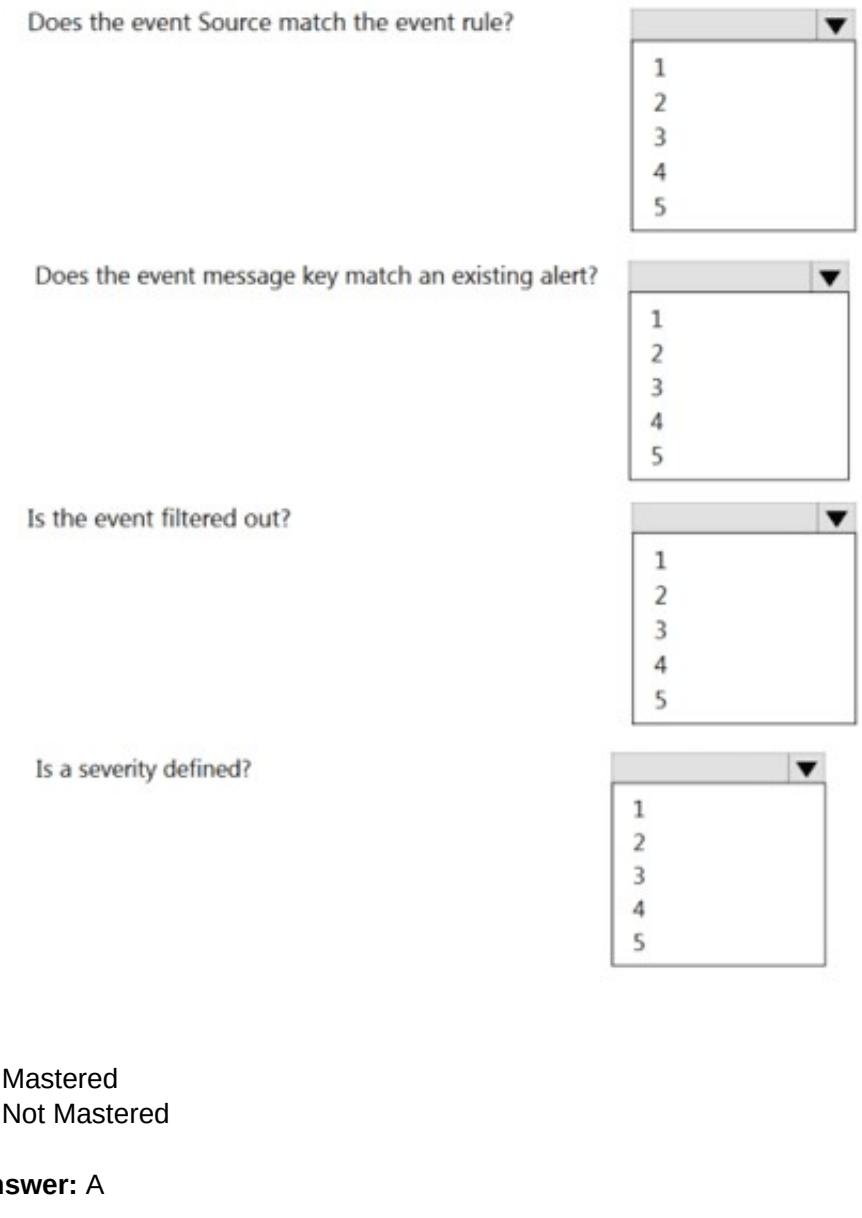
Answer: E

NEW QUESTION 5
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

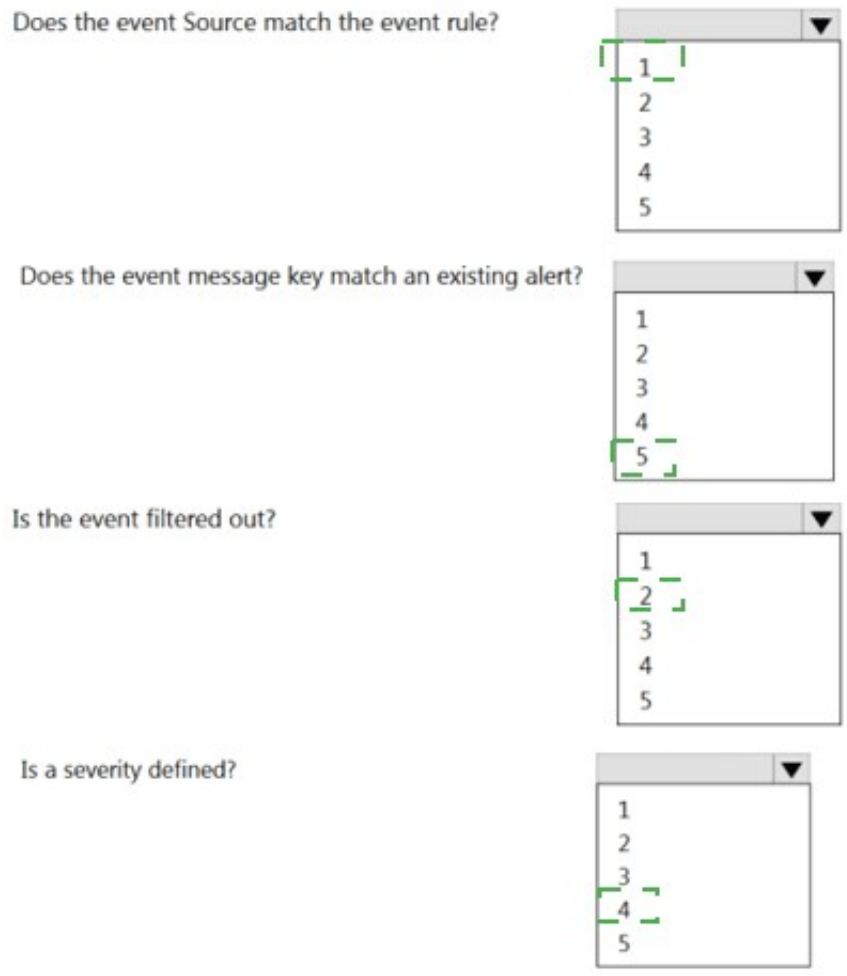
NEW QUESTION 6
HOTSPOT
In what sequence are events processed?



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 7
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 8
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 9
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 10
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
What is one of the benefits of using alert automation in Service Operations Workspace?

A. It offers a simplified experience for creating and managing event and alert related rules
B. It uses back end tables separate from those in event management rules
C. It enables centralized administration for all alert management
D. It does not require any knowledge of the source event collection tool

Answer: A

NEW QUESTION 14
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 (.*).*

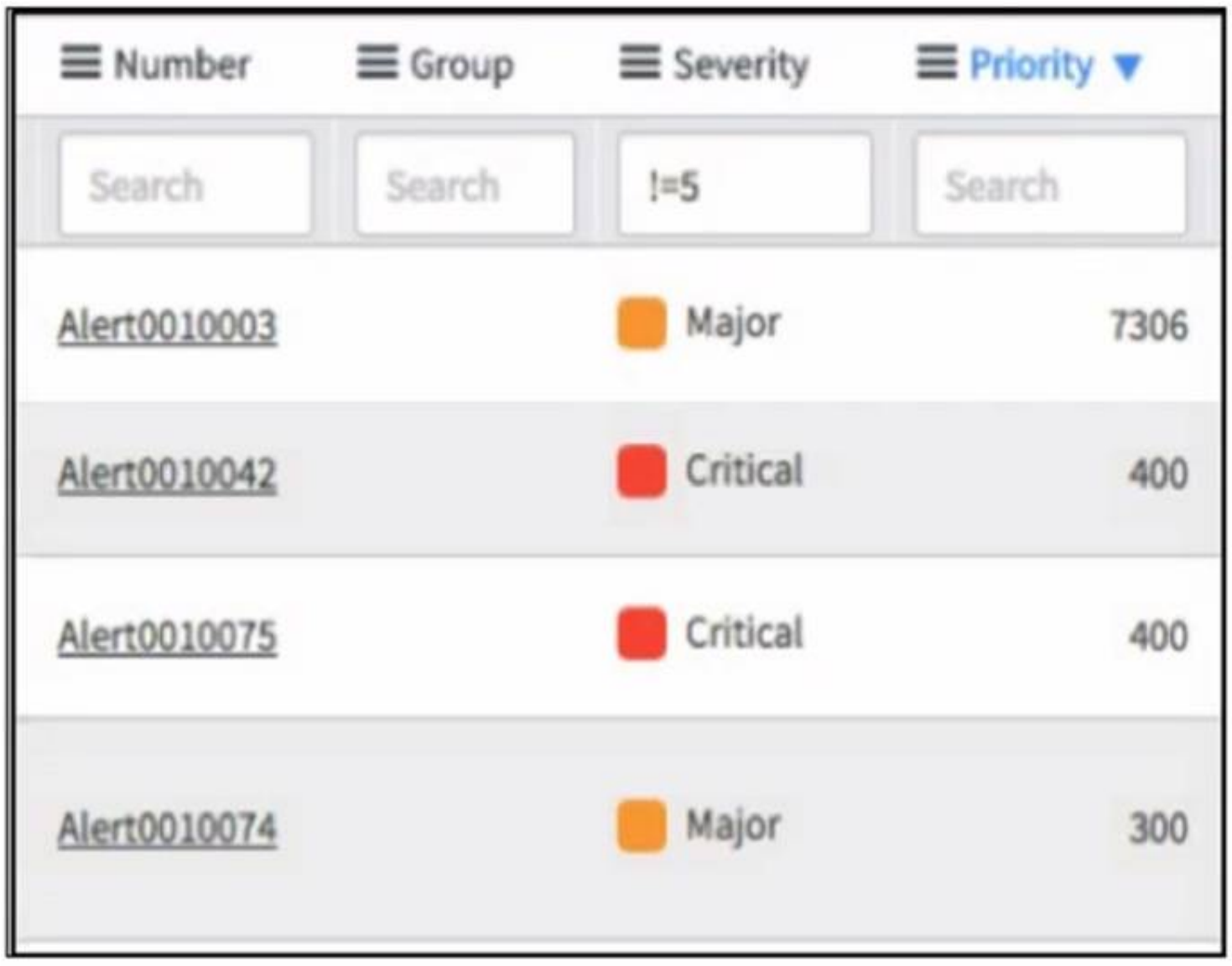
Answer: A

NEW QUESTION 17
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 19
Applying recommended Event Management best practice guidelines, which of the following alerts should be processed first?



A. Alert00l0042
B. Alert0010003
C. Alert00l0075
D. Alert00l0074

Answer: B

NEW QUESTION 22
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
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 27
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 31
You have an event that needs to be bound to a non-host CI.
Which attribute needs to be removed from the Transform and Compose tab?

A. Source Instance
B. Metric Name

C. Node
D. Resource

Answer: C

NEW QUESTION 32
MID Servers provide important functions in your ITOM Health deployment. What does MID stand for?

A. Management, Instrumentation, and Discovery
B. Messaging, Integration, and Data
C. Monitoring, Insight, and Domain
D. Maintenance, Information, and Distribution

Answer: A

NEW QUESTION 37
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 39
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 42
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 43
In order for SNMP trap notifications to appear in ServiceNow as events, what option must be enabled in the required MID server?

A. MID SNMP trap listener
B. SNMP event manager module for MID
C. Event collector MID server extension
D. SNMP agent for MID

Answer: A

NEW QUESTION 44
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 47
What is the primary function of the link view feature in the Service Operations Workspace express list?

A. To automatically generate incidents from linked alerts
B. To manage user permissions across teams
C. To visualize tag-based alert groups
D. To update the CMDB dependency map

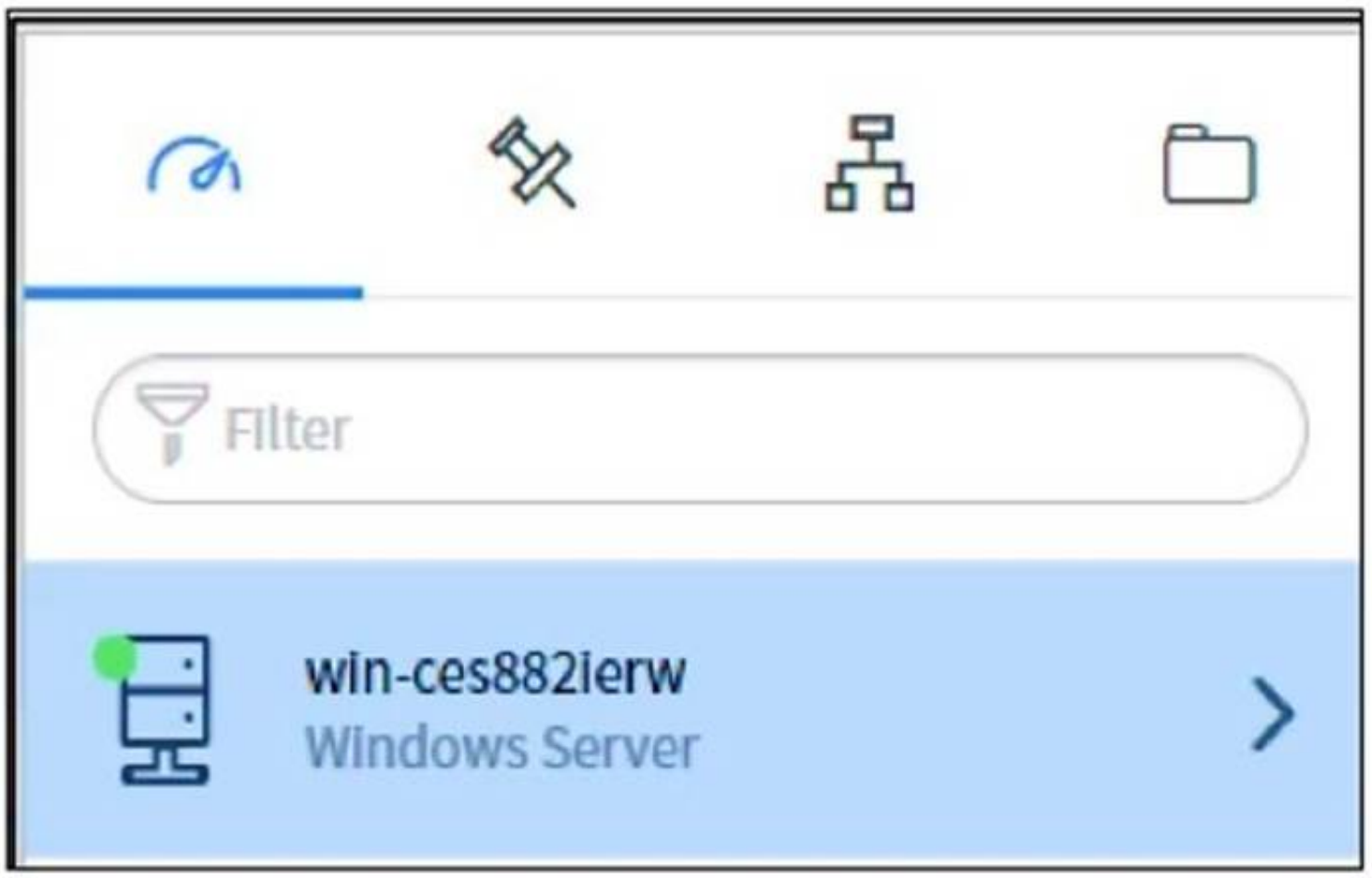
Answer: C

NEW QUESTION 52
Which attribute correlates multiple events to one alert?

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

Answer: B

NEW QUESTION 57
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 60
What event value will auto close an alert?

A. Severity of -1/OK
B. Type of Clear
C. Resolution State of Closing
D. Resolution State of Clear
E. Severity of 0/Clear

Answer: C

NEW QUESTION 61
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
What feature would you use to trigger a workflow or automatically generate tasks via templates?

A. Event rules

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

Answer: A

NEW QUESTION 66
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 69
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 70
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 75
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 80
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 82
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 85

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 87
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 88
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 93
What would you use to define the monitoring sources allowed to communicate with the ServiceNow instance for Operational Intelligence?

A. Metric Registration
B. Metric Config Rules
C. Metric Type Actions
D. Metric to CI

Answer: C

NEW QUESTION 95
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 97
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 100
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 101

What applications are included in the ITOM Health product?

A. Event Management and Operational Intelligence
B. ITOM Visibility
C. Discovery and Service Mapping
D. Cloud Management

Answer: A

NEW QUESTION 106
If the Message Key is not populated, the default value is created from which fields?

A. Source, typ
B. node, resource, and metric name
C. Source, source instance, node, and resource
D. Source, typ
E. node, and metric name
F. Source, source instance, node, and type
G. Source, typ
H. node, resource, and time of event

Answer: A

NEW QUESTION 110
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 112
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 114
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 118
You have a very large networking environment and have noticed that your event notifications are either not being triggered or are delayed.
What are best options to try to resolve this issue? (Choose two.)

A. Ensure all Event Management – process events jobs are set to a Ready state
B. Verify that the Bucket field in the event table is set to zero (0)
C. Add additional event processor jobs
D. Ensure multi-node event processing is disabled

Answer: AC

NEW QUESTION 120
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 121
When performing CI Binding, what fields does Event Management match to the Node?

A. CI Name, DNS, IP, MAC Address
B. System class name, FQDN, IP or MAC address
C. CI name, FQDN, SSH public host keys
D. CI Name, FQDN, IP, MAC Address

Answer: C

NEW QUESTION 123
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 127
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