Vendor: ServiceNow

Exam Code:CIS-EM

Exam Name: Certified Implementation Specialist - Event Mangement

Version: Demo

QUESTION 1

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. Only the alert management rule with the highest Order of execution number will run.

B. Only the alert management rule with the lowest Order of execution number will run.

C. All alert management rules will run, from the lowest to the highest Order of execution numbers.

D. All alert management rules will run, from the highest to the lowest Order of execution numbers.

Correct Answer:

QUESTION 2

Which are recommended best practices for Event Management? (Choose three.)

A. Filter out events on ServiceNow Instance for easier consolidation and aggregation.

B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.

C. Filter out events at source rather than in the ServiceNow instance.

D. Base-line "normal-state" events to filter out background noise.

E. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

Correct Answer: CDE

QUESTION 3

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

Correct Answer: B

There are 3 tabs to configure a rule "Alert Info", "Alert filter" and "Actions" under the tab Actions you can find a Section "remediation Subflows", ... https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/create-alert-management-rule.html

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QUESTION 4

Which attribute is responsible for de-duplication?

A. Metric_name

B. Message_key

C. Short_description

D. Additional_info

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html

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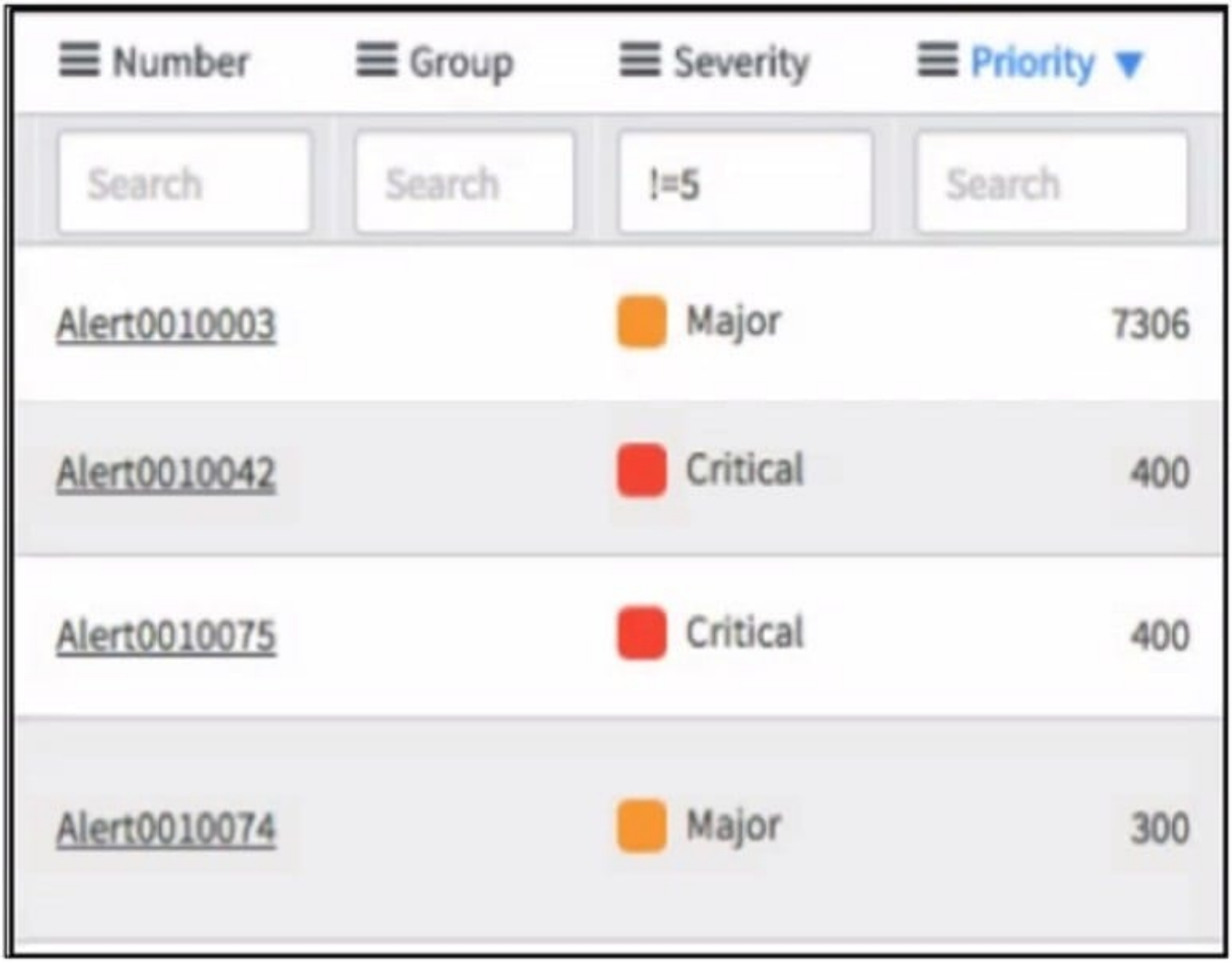
QUESTION 5

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



A. Alert00l0042

B. Alert0010003

C. Alert00l0075

D. Alert00l0074

Correct Answer: B

QUESTION 6

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

A. Metric Name

B. Source

C. Classification

D. Node

E. Severity

Correct Answer: E

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

Correct Answer: A

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

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QUESTION 8

HOTSPOT

In what sequence are events processed?

Hot Area:

Does the event Source match the event rule?

1
2
3
4
5

Does the event message key match an existing alert?

1
2
3
4
5

Is the event filtered out?

1
2
3
4
5

Is a severity defined?

1
2
3
4
5

Correct Answer:

Does the event Source match the event rule?

1
2
3
4
5

Does the event message key match an existing alert?

1
2
3
4
5

Is the event filtered out?

1
2
3
4
5

Is a severity defined?

1
2
3
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5

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMWhatCanItMonitor.html

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QUESTION 9

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

A. Message Key

B. Additional Information

C. Source

D. Node

Correct Answer: BD

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_EMHowAlertsBindCI.html

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QUESTION 10

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

Correct Answer: D

QUESTION 11

The MID Server requires an outbound connection on which port?

A. 445

B. 161

C. 443

D. 143

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html

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QUESTION 12

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

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client-collector/concept/acc-monitoring-overview.html