Vendor: ServiceNow

Exam Code:CIS-EM

Exam Name: Certified Implementation Specialist - Event Mangement

Version: Demo

QUESTION 1

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

A. Resource

B. Description

C. Source

D. Additional Information

Correct Answer: D

Source contains just source name (ex. "SolarWinds"). Additional Information contains JSON string that gives more information about the event. https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html

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QUESTION 2

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

Correct Answer: A

QUESTION 3

What is an alert called that moves from an open to a closed state multiple times within a designated time-frame?

A. Fluctuating

B. Swinging

C. Flipping

D. Flapping

Correct Answer: D

QUESTION 4

A load balanced web application has a cluster of 5 Apache nodes. When considering impact calculation with application cluster member rule influence set to 45, how many impacted nodes within that cluster would cause the overall application service to have a degradation of service?

A. 5

B. 1

C. 2

D. 3

E. 4

Correct Answer: A

QUESTION 5

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.

Correct Answer: D

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

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QUESTION 6

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

Correct Answer: ABF

QUESTION 7

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

Correct Answer: C

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 8

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

Correct Answer: D

QUESTION 9

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

Correct Answer: B

QUESTION 10

When creating event rules, is it best practice to create:

A. Two rules for every event

B. As many rules as possible

C. As few rules as possible

D. One rule for every event

Correct Answer: C

QUESTION 11

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

Correct Answer: A

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

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QUESTION 12

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

Correct Answer: A