# ServiceNow

## Exam Questions CIS-EM

Certified Implementation Specialist-Event Management Exam

# About Exambible

***Your Partner of IT Exam***

# Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

# Our Advances

* 99.9% Uptime

All examinations will be up to date.

* 24/7 Quality Support

We will provide service round the clock.

* 100% Pass Rate

Our guarantee that you will pass the exam.

* Unique Gurantee

If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

**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 attribute is used to consolidate events into a single alert?

A. Event Rules
B. Message Key
C. Alert Priority
D. Severity

**Answer:** B

**NEW QUESTION 3**
During CI binding, CI matching is done using which two fields? (Choose two.)

A. Message Key
B. Additional Information
C. Source
D. Node

**Answer:** BD

**NEW QUESTION 4**
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 5**
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 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 event will cause Agent Client Collector self-monitoring to pause data collection?

A. Communication with the MID server is lost
B. The amount of host memory being used by the agent exceeds a threshold
C. Communication with the ServiceNow instance is lost
D. The amount of host disk space used by the agent exceeds a threshold
E. The amount of host CPU being utilized by the agent exceeds a threshold

**Answer:**

E

**NEW QUESTION 8**
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 9**
What are the possible actions available in alert management?
Choose 3 answers

A. Execute remediation subflows
B. Execute remediation workflows
C. Launch applications
D. Evaluate business rule
E. Create a service catalog request

**Answer:** ABCD

**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**
Which attribute is responsible for de-duplication?

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

**Answer:** B

**NEW QUESTION 15**
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 20**
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 24**
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 25**
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 28**
A support agent resolves an incident associated with an alert. What is the best method to close the alert?

A. Set the evt_mgmt.incident_closes_alert
B. Set the evt_mgmt.alert_closes_incident
C. Switch over to the alert form and close the alert manually
D. Create a business rule on the alert table to match the associated Incident with its respective alert
E. Create a business rule on the incident table

**Answer:** A

**NEW QUESTION 29**
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 31**
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 35**
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 38**
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

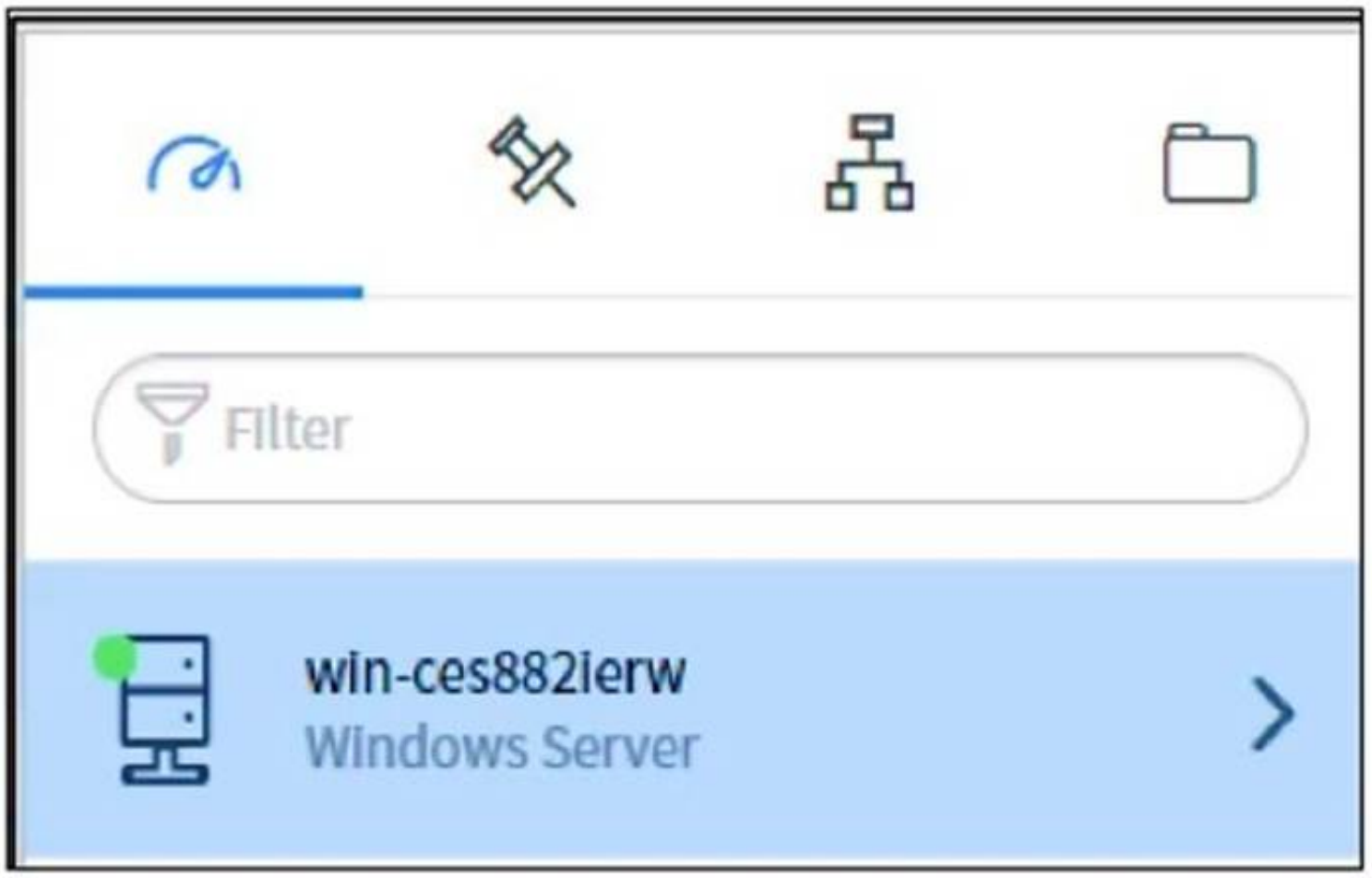
**Answer:** D

**NEW QUESTION 41**
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 42**
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 44**
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 49**
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 51**
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

**Answer:** D

**NEW QUESTION 53**
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 56**
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 58**
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 60**
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 64**
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 67**
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 69**
A Service is not viewable in Operator Workspace. What could be the issue?

A. The service is a manual service
B. The service is not set to operational
C. The service was created through Service Mapping
D. The service is a technical service

**Answer:** B

**NEW QUESTION 74**
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 79**
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 80**
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 81**
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 85**
.....

# Relate Links

**100% Pass Your CIS-EM Exam with Exambible Prep Materials**

https://www.exambible.com/CIS-EM-exam/

# Contact us

**We are proud of our high-quality customer service, which serves you around the clock 24/7.**

**Viste -** https://www.exambible.com/