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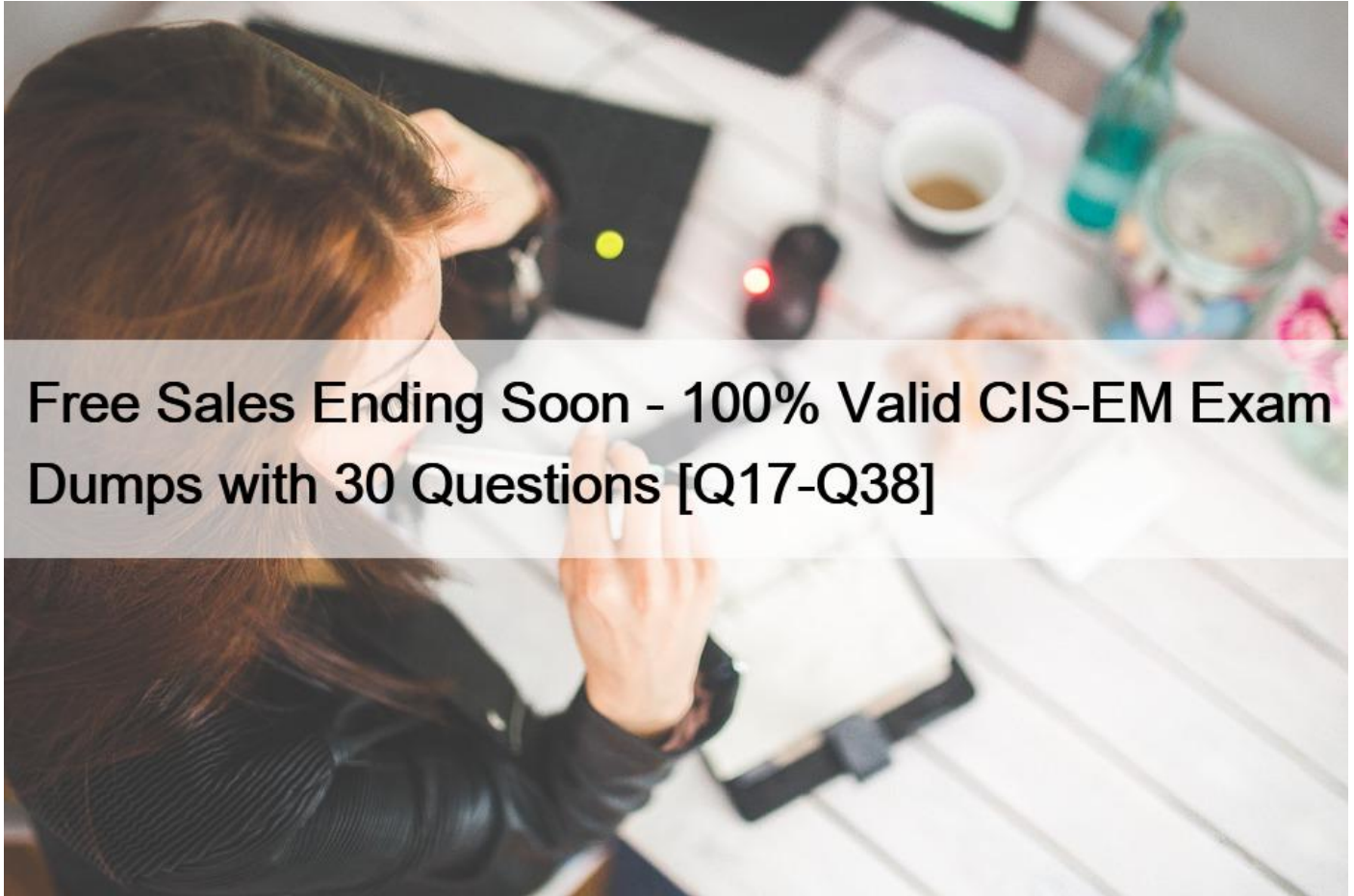

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ServiceNow CIS-EM Exam Syllabus Topics:

TopicDetailsTopic 1- Event Management key features and capabilities- Configure a monitoring connectorTopic 2- Define customer challenges- Common Service Data ModelTopic 3- Alert impact profile- IT Operations Management (ITOM) solutionTopic 4   - Event Management process flow- Event Management architecture and CMDBTopic 5- Identify event sources- Architecture and Discovery- Install a MID server

NEW QUESTION 17

By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

* CI name, Fully qualified domain name, IP or MAC address
* CI name, Webserver name, IP or MAC address

* CI name, Fully qualified domain name, SSH public host keys
* System class name, Fully qualified domain name, IP or MAC address
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r_EMHowAlertsBindCI.html

NEW QUESTION 18

When creating event rules, is it best practice to create:
* Two rules for every event
* As many rules as possible
* As few rules as possible
* One rule for every event

NEW QUESTION 19

Which attribute is responsible for de-duplication?
* Metric_name
* Message_key
* Short_description
* Additional_info
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html

NEW QUESTION 20

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?
* Only the event rule with the highest Order of execution number will run.
* Only the event rule with the lowest Order of execution number will run.
* All event rules will run, from the lowest to the highest Order of execution numbers.
* All event rules will run, from the highest to the lowest Order of execution numbers.
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMViewEventRule.html

NEW QUESTION 21

How would you interpret the following data in the Operational Intelligence Insights Explorer?
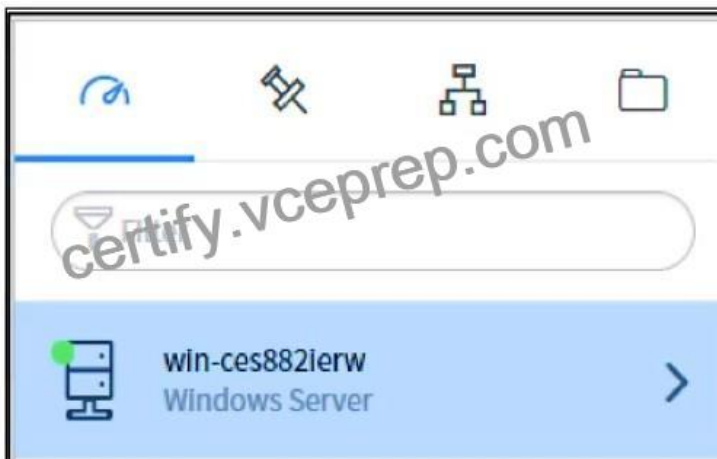
* win-ces882ierw is one of your hottest Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately
* win-ces882ierw is one of your hottest Configuration Items (CIs), but is currently experiencing a low probability of anomalies
* win-ces882ierw 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
* win-ces882ierw is one of your customized list of monitored Configuration Items (CIs), but is currently experiencing a low probability of anomalies

NEW QUESTION 22

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.)
* ServiceNow Event Management Alerts, Incidents, Problems, and changes are automatically correlated with CIs and Business Services that can be visualized in Business Service maps.
* ServiceNow Event Management manages relationships between alerts and related incidents to maintain an end-to-end event management lifecycle.
* 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.
* ServiceNow Event Management provides state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
* ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

NEW QUESTION 23

What feature would you use to trigger a workflow or automatically generate tasks via templates?
* Event rules
* Task rules
* Alert management rules
* Alert correlation rules
Explanation/Reference: https://docs.servicenow.com/bundle/kingston-it-operations-management/page/product/event-management/task/create-task-template-from-existing-alert.html

NEW QUESTION 24

What type of system can a MID Server can be installed on?
* OpenVMS System
* Microsoft Windows Server
* Linux System
* Microsoft Windows Desktop
* Any system inside the customer firewall
* Mac OS X System
Explanation/Reference:
https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/mid-server/reference/r_MIDServerSystemRequirements.html

NEW QUESTION 25

What would you use as a central location to explore the CMDB class hierarchy, CI table definitions, and CIs?

* CI Remediations
* CI Relation Types
* CI Identifiers
* Process to CI Type Mapping
* CI Class Manager

NEW QUESTION 26

What is the default collection/polling interval applied to all event connectors?

* Every 120 seconds
* Every 5 seconds
* Every 40 seconds
* Every 60 seconds
* Every 10 seconds

NEW QUESTION 27

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

* In the event rule, set the Severity to 0
* In the alert rule, set the Severity to 0
* In the alert rule, set the Severity to -1
* In the event rule, set the Severity to -1

NEW QUESTION 28

What is the default collection/polling interval applied to all event connectors?

* Every 120 seconds
* Every 5 seconds
* Every 40 seconds
* Every 60 seconds
* Every 10 seconds
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/use/collaboration/task/
t_ConfigureThePollingInterval.html

NEW QUESTION 29

What are the valid states an alert can be in during its lifecycle?

* Open, Reopen, Flapping, Closed
* New, Updating, Waiting, Complete
* Open, Updating, Swinging, Closed
* Open, Warning, Flapping, Clear

NEW QUESTION 30

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

* To create a customized pull connector to retrieve events on behalf of an event source
* To automatically populate the Configuration Management Database (CMDB)
* To parse a nodename out of your raw event data in an event rule
* To run as part of a remediation workflow for IT alerts that fail to execute

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

NEW QUESTION 31

By default, the Alert Console displays what type of alerts?
* All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
* All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
* All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
* All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
* All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

NEW QUESTION 32

Which are recommended best practices for Event Management? (Choose three.)
* Filter out events on ServiceNow Instance for easier consolidation and aggregation.
* Promote all events to alerts during initial implementation until you fully understand which should be ignored.
* Filter out events at source rather than in the ServiceNow instance.
* Base-line “normal-state” events to filter out background noise.
* Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

NEW QUESTION 33

What Event Management module allows for configuration of automatic task creation?
* Alert management rules
* Task rules
* Event rules
* Alert correlation rules

NEW QUESTION 34

During processing of the event and if the event Severity is blank, the state of the event is set to:
* Ready
* Ignored
* Error
* Processing
Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html

NEW QUESTION 35

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?
* Transform and Compose Alert Output lab
* Event rule info tab
* CI Binding tab
* Event Filter tab

NEW QUESTION 36

What two key steps must be performed after creating a new connector instance? (Choose two.)

* Assign a MID Server to the connector
* Enter credentials for the connector
* Debug the connector
* Test the connector
* Activate the connector

NEW QUESTION 37

By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

* CI name, Fully qualified domain name, IP or MAC address
* CI name, Webserver name, IP or MAC address
* CI name, Fully qualified domain name, SSH public host keys
* System class name, Fully qualified domain name, IP or MAC address

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