

ServiceNow.CIS-EM.v2023-04-26.q40

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NEW QUESTION: 1

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

- A. CI Class Manager
- B. Process to CI Type Mapping
- C. CI Remediations
- D. CI Identifiers
- E. CI Relation Types

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 2

What is Event Management licensing based on?

- A. The number of connectors and listeners it will collect data from
- B. The number of CIs in the CMDB that it will be monitoring
- C. The number of connectors it will collect data from
- D. The number of unique nodes that can send events to the instance

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 3

Agent Client Collector can perform application service monitoring by configuring what option?

- A. A REST API
- B. An event rule
- C. A distributed cluster
- D. An alert management rule
- E. A proxy agent

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 4

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

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 5

The ServiceNow standard and shared set of service-related definitions that enable and support true service level reporting is known as what?

- A. Application service data model
- B. Business service data model
- C. Common service data model
- D. Service level data model

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6


Which the following alert promotion rule defined in your ServiceNow instance, which of the anomalies below would be automatically promoted into IT alerts on the Alert Console?



A)

Description	CPU Util for C:\ value: 24.000000 exceeds the threshold range:[0.000000]-[36.869789] and has anomaly score: 9.047626
Message key	sa_920bc51e186113007f44b91107733cba-dcdb055718e553007f44b91107733c05
Additional information	<pre>{ "anomaly_score": "9.047625541687012", "metric_lower_bound": "0.0", "metric_upper_bound": "36.869789123535156", "metric_value": "24.0", "promotion_parameter": "", "source_metric_type": "CPU_Util" }</pre> 

B)

Description	CPU_Util for C:\ value: 100.000000 exceeds the threshold range:[0.000000]-[35.410248] and has anomaly score: 9.985986
Message key	sa_e1efd05c985213007f44ad63cf1b07fb-fd174d9498d213007f44ad63cf1b07f7
Additional information	<pre>{ "anomaly_score": "9.98598575592041", "metric_lower_bound": "0.0", "metric_upper_bound": "35.410247802734375", "metric_value": "100.0", "promotion_parameter": "", "source_metric_type": "CPU_Util" }</pre> 

C)

Both anomaly A and anomaly B

D)

Neither anomaly A or anomaly B

A. Option A

B. Option B

C. Option C

D. Option D

Answer: A ([LEAVE A REPLY](#))

Explanation

Reference <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/create-alert-promotion-rule.html>

NEW QUESTION: 7

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Conformity
- B. Configuration
- C. Compliance
- D. Conciseness
- E. Correctness
- F. Completeness

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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

- A. Metric Name
- B. Classification
- C. Node
- D. Source
- E. Severity

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

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

- A. In the alert rule, set the Severity to -1
- B. In the event rule, set the Severity to 0
- C. In the alert rule, set the Severity to 0
- D. In the event rule, set the Severity to -1

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 10

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

- A. Source, type. node, resource, and metric name
- B. Source, source instance, node, and resource
- C. Source, type. node, resource, and time of event
- D. Source, source instance, node, and type
- E. Source, type. node, and metric name

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

To determine the top incidents for the CI associated with an alert, where is the best place to look?

- A. Event Management Overview page
- B. CMDB Health Dashboard
- C. Alert Insights
- D. Incident List View

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

- A. Source
- B. Description
- C. Resource
- D. Additional Information

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 13

How often do baseline event connectors retrieve events?

- A. Every 1 minute
- B. Every 2 minutes
- C. Every 5 minutes
- D. Every 10 minutes
- E. Every 30 seconds

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which attribute is responsible for de-duplication?

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

Answer: B ([LEAVE A REPLY](#))

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

NEW QUESTION: 15

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

- A. In the event rule, set the Severity to 0
- B. In the alert rule, set the Severity to 0
- C. In the alert rule, set the Severity to -1
- D. In the event rule, set the Severity to -1

Answer: D (LEAVE A REPLY)

Explanation/Reference:

NEW QUESTION: 16

What applications are included in the ITOM Health product?

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

Answer: (SHOW ANSWER)

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NEW QUESTION: 17

What makes all ServiceNow metrics, tasks, services, configuration items, assets, people, locations, and information a single system of record for IT and business processes?

- A. ServiceNow utilizes the AWS MariaDB cloud database structure, providing a single system of record
- B. A single table houses all data elements within ServiceNow
- C. ServiceNow is installed within your datacenter providing you complete control
- D. ServiceNow runs on supported Windows servers and is managed through Windows Update
- E. All applications are built on the Oracle database standard, providing uniformity across products
- F. All applications that are built by ServiceNow utilize the same data model and code base

Answer: E (LEAVE A REPLY)

NEW QUESTION: 18

What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

- A. A CI is any component within your infrastructure that needs to be managed in order to deliver Services.
- B. The CMDB is a series of tables that contain only key hardware components located in critical paths within your platform that must be managed.
- C. The CMDB is a dynamic list that tracks both the CIs within your platform and the relationship between those items.

D. All CIs stored in the CMDB must have an assigned IP address within your infrastructure.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

When performing CI Binding, what fields does Event Management match to the Node?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

During processing of the event and if the event Severity is blank, the state of the event is set to:

- A. Ready
- B. Ignored
- C. Error
- D. Processing

Answer: C ([LEAVE A REPLY](#))

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

NEW QUESTION: 21

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: A,B,C,E ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 22

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

- A. Filter out events at source rather than in the ServiceNow instance.
- B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.
- C. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.
- D. Base-line "normal-state" events to filter out background noise.
- E. Filter out events on ServiceNow Instance for easier consolidation and aggregation.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Copies of checks that have been included in Agent Client Collector policies are known as what?

- A. Check mirrors
- B. Check clones
- C. Check instances
- D. Check definitions
- E. Check models

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 24

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: ([SHOW ANSWER](#))

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

NEW QUESTION: 25

What Event Management module allows for configuration of automatic task creation?

- A. Task rules
- B. Alert correlation rules
- C. Event rules
- D. Alert management rules

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 26

The MID Server requires an outbound connection on which port?

- A. 445
- B. 161

C. 443

D. 143

Answer: C ([LEAVE A REPLY](#))

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

NEW QUESTION: 27

In your environment, no alert CMDB, automated, or text based grouping is occurring. What is most likely the problem?

- A. No event management rules have been defined
- B. No correlation rules have been defined
- C. The alert correlation property that enables grouping is set to false
- D. Application services are not operational
- E. No CMDB is configured

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 28

What are the server requirements to allow Operational Intelligence to successfully collect operational metric data via a push?

- A. Nothing additional is required; this is handled by the MID Server.
- B. This requires a minimum of three MID Servers - two for Event Management and one additional MID Server dedicated for use by Operational Intelligence (OI).
- C. This requires a MID Web Server in addition to 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: ([SHOW ANSWER](#))

NEW QUESTION: 29

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. Resource
- B. Source Instance
- C. Node
- D. Metric Name

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 30

What type of system can a MID Server can be installed on?

- A. Microsoft Windows Server
- B. Any system inside the customer firewall
- C. Microsoft Windows Desktop

- D. OpenVMS System
- E. Linux System
- F. Mac OS X System

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 31

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: ([SHOW ANSWER](#))

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/concept/c_CMDBClassifications.html

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NEW QUESTION: 32

Based on the information shown, which of the following three alerts should be processed first?

- A.** 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)
- B.** 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)

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: A ([LEAVE A REPLY](#))

NEW QUESTION: 33

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

- A. Open, Updating, Swinging, Closed
- B. Open, Reopen, Flapping, Closed
- C. New, Updating, Waiting, Complete
- D. Open, Warning, Flapping, Clear

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 34

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 to CI
- D. Metric Type Actions

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 35

A Service is not viewable in Operator Workspace. What could be the issue?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 36

What does Operational Intelligence proactively identify before they cause service outages?

- A. Defects
- B. Missing CMDB data
- C. Alert correlations
- D. Anomalies
- E. Orphaned CIs

Answer: D ([LEAVE A REPLY](#))

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)?

- A. CI name, Fully qualified domain name, IP or MAC address
- B. CI name, Webserver name, IP or MAC address
- C. CI name, Fully qualified domain name, SSH public host keys
- D. System class name, Fully qualified domain name, IP or MAC address

Answer: (SHOW ANSWER)

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

NEW QUESTION: 38

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

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

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 39

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 40

If events are not matching to alerts as you would like, what field should be changed?

- A. Message Key
- B. Resource
- C. Node
- D. Metric Name

Answer: ([SHOW ANSWER](#))

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