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Certified Implementation Specialist-Event Management Exam

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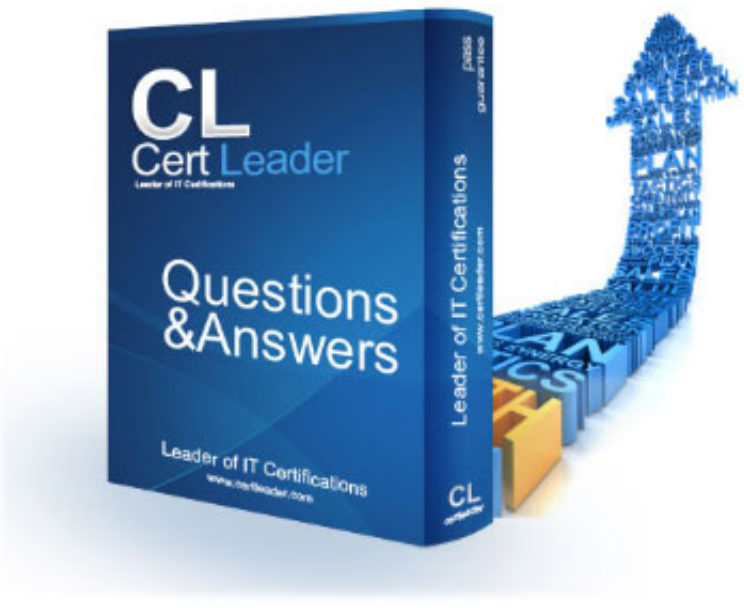


NEW QUESTION 1
What would you use as a central location to explore the CMDB class hierarchy, CI table definitions, and CIs?

A. CI 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
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

Answer: A

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

NEW QUESTION 5
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 6
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 7
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 8
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 9
The value of the Alert Priority score is a composite of what?

A. The value of the alert??s category and its relative weight
B. The value of the alert??s category and its Priority Group
C. The value of the alert??s Severity and its Priority Group
D. The value of the alert??s Severity and its relative weight

Answer: A

NEW QUESTION 10
Within an event rule, how would you parse a nodename out of your raw event data?

A. JavaScript
B. Groovy script
C. PowerShell script
D. Regex statement

Answer: A

NEW QUESTION 10
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 14
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 15
What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

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

Answer: BD

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

NEW QUESTION 16
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 17
Which attribute is responsible for de-duplication?

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

Answer: B

NEW QUESTION 18
What is one of the benefits of using alert automation in Service Operations Workspace?

A. It offers a simplified experience for creating and managing event and alert related rules
B. It uses back end tables separate from those in event management rules
C. It enables centralized administration for all alert management
D. It does not require any knowledge of the source event collection tool

Answer: A

NEW QUESTION 19
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

Answer: B

NEW QUESTION 24
The correct regex to capture the name of the server in ??the server webserver3.domain.com is down?? would be:

A. .*(\w+\.\w+\.\w+).*
B. The server (.*)\s.*
C. .*\s(\w+\.\w+\.\w+).*
D. the server (.*).*

Answer: A

NEW QUESTION 25
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.

Answer: A

NEW QUESTION 28
If events are not matching to alerts as you would like, what field should be changed?

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

Answer: D

NEW QUESTION 33
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 35
What are the key components that can be managed using Service Operations Workspace integrations Launchpad?

A. Event Connectors, Metric Policies, Log Data Inputs
B. Event Management, Metric Policie
C. Log Monitoring
D. Event Management, Metric Intelligence, Log Monitoring
E. Event Connectors, Metric Intelligence, Log Data inputs

Answer: D

NEW QUESTION 38
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 42
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 47
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 51
What type of system can a MID Server can be installed on?

A. OpenVMS System
B. Microsoft Windows Server
C. Linux System
D. Microsoft Windows Desktop
E. Any system inside the customer firewall
F. Mac OS X System

Answer: B

NEW QUESTION 55
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 57
Processing on an event will create a state of error if what value is not set?

A. Node
B. Source
C. Severity
D. Message Key
E. Resource

Answer: B

NEW QUESTION 58
In order for SNMP trap notifications to appear in ServiceNow as events, what option must be enabled in the required MID server?

A. MID SNMP trap listener
B. SNMP event manager module for MID
C. Event collector MID server extension
D. SNMP agent for MID

Answer: A

NEW QUESTION 59
Out-of-the-box. how often do tie everts get processed in ServiceNow?

A. Every 5 seconds
B. Depends on connectors Used
C. Every minute via a scheduled job
D. As soon as the event record is inserted via a business rule

Answer: C

NEW QUESTION 63
Which attribute correlates multiple events to one alert?

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

Answer: B

NEW QUESTION 64
In default configuration using baseline connectors, how often is event data collected from event sources?

A. Once every minute
B. Every 2 minutes
C. Twice every minute
D. Every 5 minutes

Answer: B

NEW QUESTION 67
Which attribute within an event needs to be exactly the same to allow for deduplication?

A. Metric Name
B. Message Key
C. Type & Node
D. Description
E. Correlation ID

Answer: B

NEW QUESTION 70
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 74
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 78
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 81
How would you ensure the quality of data in your Configuration Management Database (CMDB) over time?

A. Manually inventorying configuration items in the CMDB and eliminating duplicate configuration items (CIs)
B. Only use the ServiceNow Discovery application to populate your CMDB
C. Using only scripts to automatically monitor for and remediate duplicate configuration items (CIs)
D. Having well-defined Identification, Reconciliation, and Relationship rules

Answer: D

NEW QUESTION 84
What missing attribute would cause an event to have a state of Error?

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

Answer: E

NEW QUESTION 85
Where are approval requests for execution of alert remediation tasks configured?

A. In the Flow Designer remediation subflow
B. In Service Operations Workspace
C. In the alert management rule's approvals related list
D. In the alert management rule's playbook

Answer: C

NEW QUESTION 87
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

Answer: B

NEW QUESTION 92
Service Operations Workspace integrations Launchpad capabilities include management of which key components?
Choose 3 answers

A. event connectors
B. Alert management rules
C. Metric policies
D. Log data inputs

Answer: ABC

NEW QUESTION 96
In your environment, no alert CMDB, automated, or text based grouping is occurring. What is most likely the problem?

A. No correlation rules have been defined
B. No event management rules have been defined
C. Application services are not operational

D. No CMDB is configured
E. The alert correlation property that enables grouping is set to false

Answer: D

NEW QUESTION 100
The Event Management operator workspace can display all of the following except?

A. Alert groups
B. Manual application services
C. Discovered application services from Service Mapping
D. Correlation groups
E. Technical services

Answer: B

NEW QUESTION 101
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 102
When are anomaly alerts generated by Operational Intelligence displayed in alert intelligence?

A. When the statistical model threshold is breached
B. When they are promoted to IT alerts
C. When it is manually promoted in insights explorer
D. When the anomaly score is greater than 100

Answer: B

NEW QUESTION 107
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

Answer: D

NEW QUESTION 111
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?

A. Transform and Compose Alert Output lab
B. Event rule info tab
C. CI Binding tab
D. Event Filter tab

Answer: B

NEW QUESTION 116
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

Answer: ABF

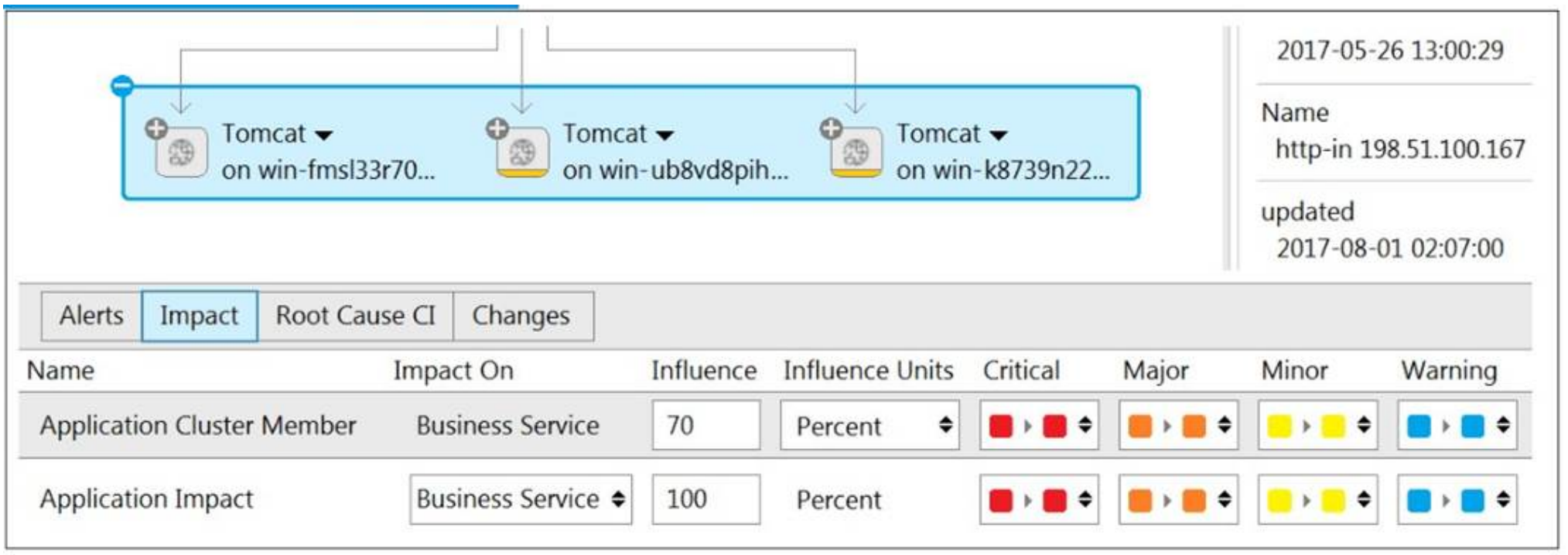
NEW QUESTION 118
What would you use to define the monitoring sources allowed to communicate with the ServiceNow instance for Operational Intelligence?

A. Metric Registration
B. Metric Config Rules
C. Metric Type Actions

D. Metric to CI

Answer: C

NEW QUESTION 121
Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?



A. Critical
B. Error
C. Major
D. Minor
E. Warning
F. Clear

Answer: F

NEW QUESTION 122
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 124
To determine the top incidents for the CI associated with an alert, where is the best place to look?

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

Answer: A

NEW QUESTION 126
What does Now Assist for ITOM use to provide alert analysis?

A. Third-party monitoring tool connectors with out-of-box alert rules
B. GenAI and the ServiceNow large language model
C. Basic keyword matching in the alert description and tags
D. The unified service map and link view topology

Answer: B

NEW QUESTION 130
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 131

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