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CIS-EM

Certified Implementation Specialist – Event Management



Exam A

QUESTION 1

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 2 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

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/mid-server/reference/r_MIDServerSystemRequirements.html

QUESTION 3 What would be the primary use case for creating Javascripts in Event Management?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 4

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/operational-intelligence-overview.html>

QUESTION 5 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

QUESTION 6 Which attribute is responsible for de-duplication?

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

Correct Answer: B

Section: (none)

Explanation

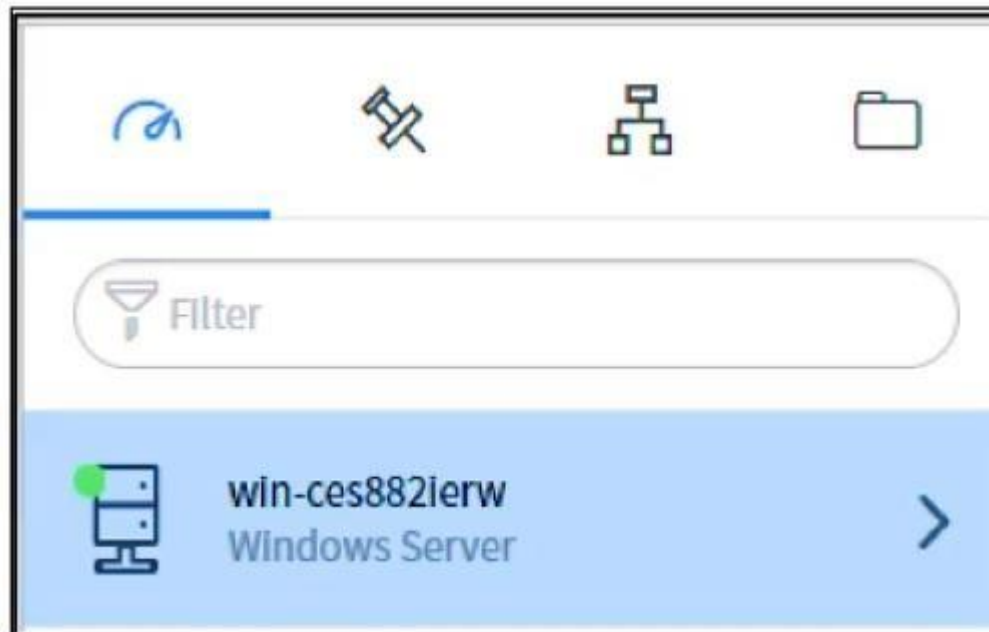
Explanation/Reference:

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

QUESTION 7

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 8 What is the default collection/polling interval applied to all event connectors?

- A. Every 120 seconds
- B. Every 5 seconds
- C. Every 40 seconds
- D. Every 60 seconds
- E. Every 10 seconds

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/use/collaboration/task/t_ConfigureThePollingInterval.html

QUESTION 9 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

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 10 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: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/kingston-it-operations-management/page/product/event-management/task/create-task-template-from-existing-alert.html>

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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 12 What Event Management module allows for configuration of automatic task creation?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 13 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/configure-midwebserver-extension-metric-data.html>

QUESTION 14 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: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15 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

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

QUESTION 16 Which are recommended best practices for Event Management?
(Choose three.)

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

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

A support agent resolves an incident associated with an alert, but the alert does not 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: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 19 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.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 20 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

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 21 A four node cluster makes up the components (CIs) of a Business Service. The impact influence for the cluster is set to 60%.

How many members of the cluster must be in a Critical state in order for the Business Service to display as Critical in the Impact Tree?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: C

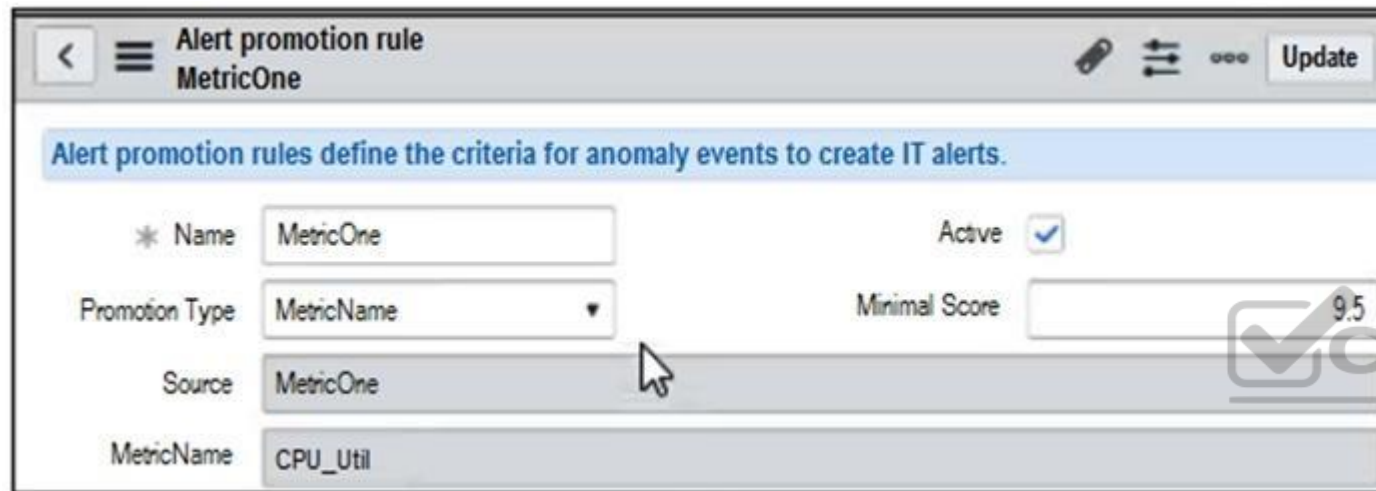
Section: (none)

Explanation

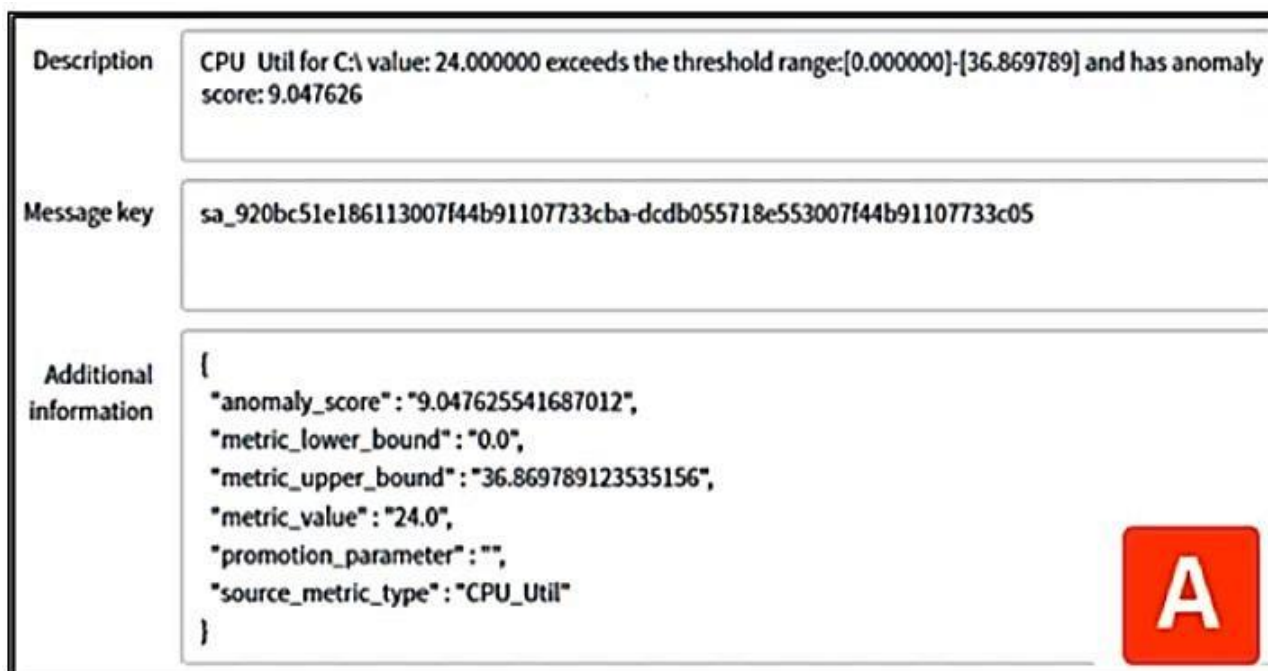
Explanation/Reference:

QUESTION 22

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?




The screenshot shows the configuration for an alert promotion rule named 'MetricOne'. The rule is active. The promotion type is 'MetricName'. The source is 'MetricOne'. The metric name is 'CPU_Util'. The minimal score is set to 9.5. The interface includes a back button, a menu icon, a lock icon, a refresh icon, a settings icon, and an 'Update' button.



The screenshot shows the details of an anomaly event. The description is 'CPU Util for C:\ value: 24.000000 exceeds the threshold range:[0.000000]-[36.869789] and has anomaly score: 9.047626'. The message key is 'sa_920bc51e186113007f44b91107733cba-dcdb055718e553007f44b91107733c05'. The additional information is a JSON object: { "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" }. A red square with a white 'A' is in the bottom right corner.

A.

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> 

- B.
C. Both anomaly A and anomaly B
D. Neither anomaly A or anomaly B

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 23

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 24 The MID Server requires an outbound connection on which port?

- A. 445
B. 161
C. 443
D. 143

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 25

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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 26 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: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/create-event-rules.html>

QUESTION 27 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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 28 What two key steps must be performed after creating a new connector instance?
(Choose two.)

- A. Assign a MID Server to the connector
- B. Enter credentials for the connector
- C. Debug the connector
- D. Test the connector
- E. Activate the connector

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 29 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.

Correct Answer: ABCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30 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 tab
- B. Event rule info tab
- C. CI Binding tab
- D. Event Filter tab

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference: