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Number: CIS-SM
Passing Score: 800
Time Limit: 120 min
File Version: 1.0



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CIS-SM

Certified Implementation Specialist – Service Mapping



Exam A

QUESTION 1

Which of the following represents the skills needed that a **Service Mapping** administrator or implementer should have? (Choose four.)

- A. Understanding of XML, Regex, Delimited text, and JSON
- B. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST
- C. Scripting capabilities with respect to Unix and Windows commands
- D. Intermediate or above Windows and Unix administration skills
- E. Sufficient skills to build an enterprise web site
- F. Understanding of relational database theory

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.servicenow.com/services/training-and-certification/service-mapping-implementation.html>

QUESTION 2

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through **Service Mapping**?

- A. Problem Management: Number of Incidents per Known Problem
- B. Incident Management: Mean Time to Resolve
- C. Event Management: Signal to Noise Ratio
- D. Change Management: Number of Major Changes

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

Reference: <https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-sm-blueprint.pdf>

QUESTION 3 How many ServiceNow instances can one MID Server connect to?

- A. 1
- B. 5
- C. Up to 255
- D. Unlimited

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 4 When a **Windows Server** is reclassified from the **Server [cmdb_ci_server]** table to the **Windows Server [cmdb_ci_win_server]** table, which one of the following describes the process that occurred?

- A. Class Change
- B. Class Upgrade
- C. Class Switch
- D. Class Downgrade

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://servicenowhelpdesk.com/configuration-management-data-base-cmdb/>

QUESTION 5 To begin the configuration of tag-based services, tag values must be defined where?

- A. Tag categories
- B. Tag catalogs
- C. Tag-based service families
- D. Tag libraries

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/tag-based-mapping.html>

QUESTION 6 Which of the following are potential benefits when implementing **Service Mapping**?
(Choose four.)

- A. Reduced ongoing service map maintenance effort as a result of automated map updates
- B. Faster service issue resolution and reduced downtime due to better root cause analysis
- C. Improved Software Asset Management capabilities
- D. Reduction in effort to create service maps
- E. Reduction in change related incidents due to improved service visibility during change planning
- F. More accurate alerts from monitoring tools

Correct Answer: CDEF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 Which one of the following can be used to enable patterns to search for additional attributes and modify discovery logic defined in an Identification Section without modifying the baseline pattern and potentially impacting upgrades?

- A. Add step(s) to the pattern's Identification Section.
- B. Add step(s) to the pattern's Connection Section.
- C. Add step(s) to the pattern's Extension Section.
- D. Add step(s) to the pattern's Update Set.
- E. Add step(s) directly to the NDL code.

Correct Answer: C

Section: (none)

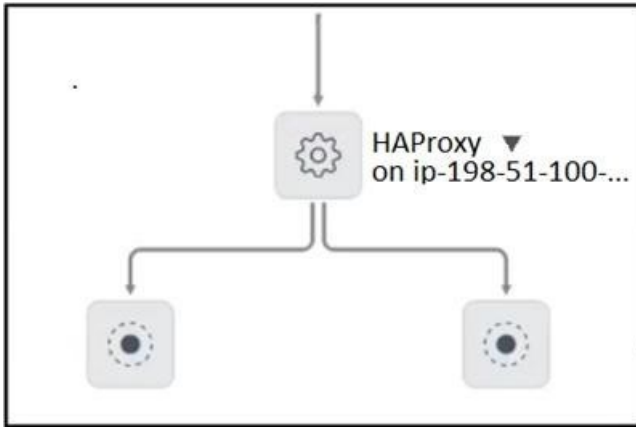
Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.html>

QUESTION 8

In the image, which one of the following best describes the lower icons?



- A. The connections from HAProxy are to other CIs that had errors during discovery.
- B. The connections from HAProxy are application clusters.
- C. The connections from HAProxy could not be identified and are marked as a Generic Application.
- D. The connections from HAProxy are marked as boundaries.

Correct Answer: A

Section: (none)

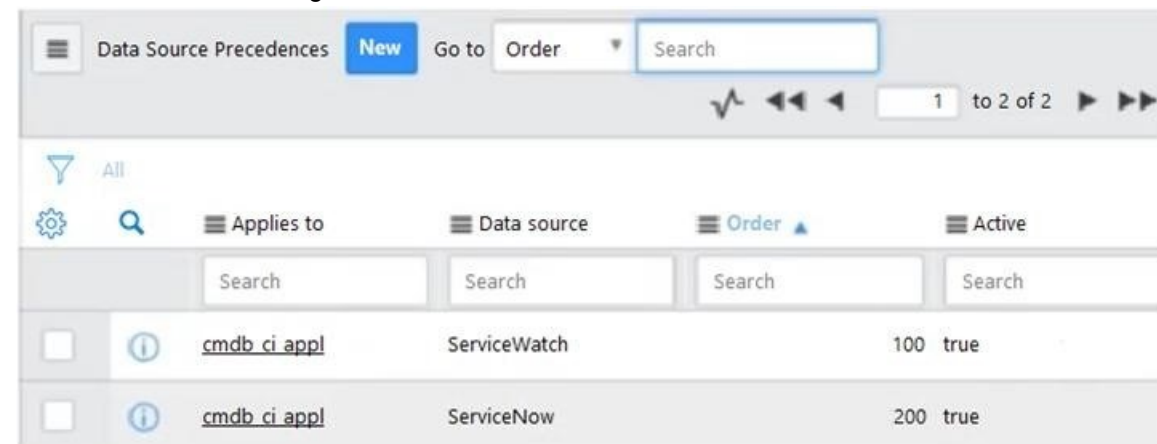
Explanation

Explanation/Reference:

QUESTION 9

Assuming **Reconciliation Rules** (Reconciliation Definitions) were configured exactly the same for both Data Sources, **ServiceNow** and **ServiceWatch**, for the **Application [cmdb_ci_appl]** table and the following **Data Source Precedence Rules** are configured.

Which one of the following is true?



	Applies to	Data source	Order	Active
<input type="checkbox"/>	cmdb_ci_appl	ServiceWatch	100	true
<input type="checkbox"/>	cmdb_ci_appl	ServiceNow	200	true

- A. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.
- B. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, ServiceNow, an update will be allowed.
- C. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, ServiceWatch, an update will be allowed.
- D. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

- A. Releases
- B. Problems
- C. Incidents
- D. Alerts

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11 In **ServiceNow Discovery**, which one of the following phases is the server RAM value discovered?

- A. Port scan
- B. Classification
- C. Classification and Identification
- D. Identification and Exploration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12 In **Pattern Designer**, which one of the following best describes the **Create Connection** step?

- A. Provides information about integrations to the host
- B. Provides information about relationships between cluster members
- C. Provides information about outbound connections to other CIs
- D. Provides information about relationships between the host and installed software

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_DefineConnecSectionPatDef.html

QUESTION 13 Which one of the following best describes the definition of an Entry Point?

- A. A method by which a user interacts with a service or a CI interacts with another CI
- B. A type of communication taking place between applications
- C. A template of attributes that define a communication type between applications
- D. A Host::Hosted on relation between CIs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/reference/r_EntryPointsforBizSvcDef.html

QUESTION 14



In Service Mapping, when discovery is started, what is the execution strategy used to run Identification Sections?

- A. Identification Sections are executed randomly until one is successful and if more than one section is successful an error will be displayed.
- B. Identification Sections are executed randomly and the data gathered by the successful sections are merged.
- C. Identification Sections are executed one by one in the order they are listed and the last section that is successful will be used.
- D. Identification Sections are executed one by one in the order they are listed until the first successful match which concludes the Identification phase.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which one of the following Linux commands can be used by a **non root** user to return the process ID listening on port 8080?

- A. sudo netstat -an -p TCP | grep :8080
- B. sudo netstat -anp | grep :8080
- C. netstat -anp | grep :8080
- D. netstat -an -pid * | grep :8080

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://old.wiki/index.php/ServiceNow_ServiceWatch_Discovery_Credentials_and_Connectivity

QUESTION 16

Which one of the following best describes the process that Service Mapping uses to run a command on a target device?

- A. Service Mapping provides a task with the command that the MID Server collects, the MID Server executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.
- B. The MID Server decides what command to execute, executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.
- C. Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance through the MID Server.
- D. Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 17 In Event Management, which of the following rules allows for automatic task creation?

- A. Alert Management
- B. Event
- C. Task
- D. Alert Correlation

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-event-management-blueprint.pdf>

QUESTION 18 During **ServiceNow Discovery**, which one of the following is the approximate number of host IPs that are port scanned with a **Discovery Schedule** configured with an IP network as shown?

180.181.0.0/16

- A. ~5 million
- B. ~1 million
- C. ~65 thousand
- D. ~500,000 thousand

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/reference/discovery-ip-address-configuration.html>

QUESTION 19 ServiceNow only needs **Domain user with local admin rights** to discover Windows hosts as part of a successful implementation of ServiceNow Discovery, however which of the following targets will not be discovered?

- A. Windows Active Directory Servers
- B. Windows DHCP Servers
- C. Windows Domain Controller Servers
- D. Windows DNS Servers

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 20 Which one of the following is **true** for variables defined in an **Identification Section**?

- A. Identification Section variables can also be used in all other Identification Sections in any pattern.
- B. Identification Section variables can also be used in Parent CI Types.
- C. Identification Section variables can also be used in all other Identification Sections in the same pattern.
- D. Identification Section variables can also be used in Connection Sections for any pattern.
- E. Identification Section variables can also be used in Connection Sections for the same pattern.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which one of the following statements best explains the following URL: **https://<Instance_URL>/SaCmdManager.do?ip=198.51.100.66?**

- A. The user is starting the Command Line Console and is able to send commands to the host 198.51.100.66.
- B. The user is starting the Command Line Console and explicitly directs Service Mapping to use the MID Server 198.51.100.66 to execute commands.
- C. This is not a valid URL for Service Mapping.
- D. The user is starting the Command Line Console and is able to send commands against the ServiceNow instance at 198.51.100.66.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 In Service Mapping, which one of the following is true if a target host is already discovered and in the CMDB?

- A. The host will be deleted in the CMDB and a new host record will be created during Service Mapping discovery.
- B. The host will be immediately rediscovered, but only the changes will be updated in the CMDB during Service Mapping discovery.
- C. The host will be immediately rediscovered and updated in the CMDB during Service Mapping discovery.
- D. The host will not be rediscovered during Service Mapping discovery.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 In Service Mapping, when discovery is started, what is the execution strategy used to run **Connection Sections**?

- A. Connection Sections are executed one by one and connections will result from each successful section.
- B. Connection Sections are executed randomly and connections will result from each successful section.
- C. Connection Sections are executed one by one in the order they are listed until the first successful section.
- D. Connection Sections are executed one by one in the order they are listed with a connection created from the last successful section.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24 Which one of the following is a public IP Address?

- A. 172.20.5.9
- B. 225.16.0.5
- C. 192.168.100.100
- D. 10.0.6.8

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Given the CMDB class structure shown, which types of Configuration Items (CIs) will be included in a report run against the Server [cmdb_ci_server] table?


```
- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware
```

- A. CIs defined directly in Server [cmdb_ci_server] table and all parent classes
- B. CIs defined directly in Server [cmdb_ci_server] table and all child classes
- C. CIs defined directly in the Server [cmdb_ci_server] table

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 Which one of the following best represents the output from the following Regular Expression?

`([\\w\\d\\-\\.]+)`

- A. Match a single character in the list between one and unlimited times.
- B. Match a single character in the list one time.
- C. Match a single character in the list between one and three times.
- D. Match a single character in the list between one and ten times.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Which one of the following describes how a **MID Server** communicates with a ServiceNow instance?

- A. Initiates on HTTPS
- B. Responds on HTTPS
- C. Responds on HTTP
- D. Initiates on HTTP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Assuming the **Apache Web Server** Identification Rule (CI Identifier) is configured as shown with the following **Criterion attributes**:

- Class

- Configuration file
- Version

Identifier Entry

Identifier	cmdb_ci_apache_web_server	Active	<input checked="" type="checkbox"/>
Search on table	Apache Web Server		
Criterion attributes	Class, Configuration file, Version	Allow null attribute	<input checked="" type="checkbox"/>
Priority	100	Allow fallback to parent's rules	<input type="checkbox"/>

Yesterday, an **Apache Web Server** CI was discovered as part of **Service Mapping**. Today, the application owner upgraded the **Apache Web Server** to a different version and reran discovery of the service. What will happen in the CMDB?

- A. A duplication error will occur.
- B. A new Apache Web Server CI is created.
- C. The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.
- D. The Apache Web Server CI will be reclassified as a Web Server CI.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_CreateCITypeForSM.html

QUESTION 29 Within the CMDB, all application CI Types/Classes are children of which parent class?

- A. Database Instance [cmdb_ci_db_instance]
- B. Software [cmdb_ci_software]
- C. Installed Software [cmdb_ci_installed_software]
- D. Application [cmdb_ci_appl]
- E. Licenses [cmdb_ci_license]

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

QUESTION 30

In Service Mapping, which one of the following best describes the process of discovery after an **Entry Point** is configured?

- A. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run each Connection Section for the pattern.
- B. For each pattern that supports the Entry Point Type, run all the identification Sections that finish successfully and then run each Connection Section for the pattern.
- C. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run Connection Sections until one finishes successfully.
- D. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Connection Sections.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 When using the **Pattern Designer**, a **Regular Expression** parsing strategy is available from which operation?

- A. Set variable
- B. Match
- C. Create connection
- D. Parse file

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c_ParsingStrategiesPatDef.html

QUESTION 32 Using **Pattern Designer**, which one of the following **Delimited Text** Parsing Strategies could be used to parse **CO** from the string?

Location,Denver,CO

- A. Delimiter of a comma and position 3
- B. Delimiter of Location, and position 2
- C. Delimiter of Denver and position 2
- D. Delimiter of a comma and position 2

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 33

In Event Management, if a **Message key** is not passed from an Event, which of the following Alert fields combine to populate the **Message key** on an Alert?

- A. Task, Description, Created
- B. Node, Type, Resource, Number
- C. Source, Number, Task
- D. Source, Node, Type, Resource

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0756521#:~:text=If%20the%20Message%20Key%20is,fields%20populate%20the%20Message%20Key.

QUESTION 34 In Service Mapping, when an application is identified as a **Generic** application, which one of the following is the cause?

- A. No Pattern Identification Section matches
- B. No Pattern Identification and Connection Section matches
- C. No Identification Rule exists
- D. No Pattern Connection Section matches

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 Which address is required for Service Mapping to discover a Load Balancer that does not previously exist in the CMDB?

- A. Management IP address
- B. MAC address
- C. Public IP address
- D. MIB address

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36 Which one of the following Regular Expressions could be used to parse the value **5.2.0** from the string?

Version 5.2.0

- A. Version (\.*)
- B. Version\s+(\d+\.\d+\.\d+)
- C. Version (\d+)
- D. Version (\d+).(\d+).(\d+)

Correct Answer: A

Section: (none)

Explanation



Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=7dac1ed1db8b5494190b1ea6689619cc

QUESTION 37 Which of the following reasons would a prospect consider purchasing ServiceNow Event Management? (Choose three.)

- A. Determine impacted services from a given event/alert.
- B. Provide software deployment capabilities to patch problem infrastructure.
- C. Automatically generate incidents for certain classes of alerts.
- D. Provide state of the art monitoring capabilities across a wide array of different types of infrastructure.
- E. Consolidate events from disparate monitoring tools into a consolidated central system.

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 When running Service Mapping discovery, which of the following represents the root cause of the error?

“Failed to access target system. Access is denied”

- A. SSO authentication error
- B. CLI permissions error
- C. Applicative permissions error

D. Windows authentication error

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Which one of the following **ECC Queue** records contains the XML payload returned from the MID Server that will be processed by the ServiceNow instance?

- A. Input, Pending
- B. Input, Ready
- C. Output, Pending
- D. Output, Ready

Correct Answer: D

Section: (none)

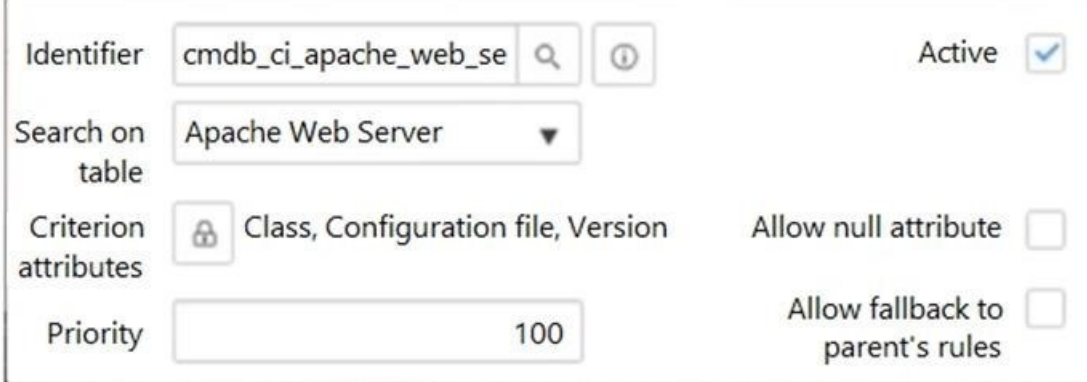
Explanation

Explanation/Reference:

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0855595

QUESTION 40

Assume an **Apache Web Server** Identifier Entry is configured as shown:



Identifier	cmdb_ci_apache_web_se	Active	<input checked="" type="checkbox"/>
Search on table	Apache Web Server		
Criterion attributes	Class, Configuration file, Version	Allow null attribute	<input type="checkbox"/>
Priority	100	Allow fallback to parent's rules	<input type="checkbox"/>



If the **Apache Web Server** Discovery Pattern has a step configured to collect the **Configuration file** data but **NOT** configured with a step to collect the **Version** information, what will happen when executing a **Service Mapping** discovery?

- A. An identification error will occur.
- B. The Apache Web Server CI will be reclassified as a Web Server CI.
- C. The Apache Web Server configuration item will be discovered successfully and either inserted or updated in the CMDB.
- D. A duplication error will occur.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which one of the following describes when the MID Server **config.xml** file is read and used?

- A. Config.xml file updated and saved
- B. Config.xml file created and saved
- C. MID Server application stop

D. MID Server application start

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 42

In Service Mapping, which one of the following must be available or created in advance, in order to be able to create a Discovery Pattern?

- A. Process Classifier
- B. Identification Rule
- C. CI Type/Table
- D. Application Service

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c_MappingPatternsCustomization.html

QUESTION 43 Which one of the following is a valid format when entering **SSH Private**

Key credentials?

- A. PEM
- B. PGP
- C. PDP
- D. PMI



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/credentials/reference/r_SSHCredentialsForm.html

QUESTION 44

Which one of the following best describes what will happen if Discovery is configured with 3 MID Servers in a Load Balance Cluster with Shazzam cluster support disabled?

- A. All three MID Servers will be used during the Port Scan phase and all three will be used during the classification phase.
- B. Only one MID Server will be used during the Identification phase and all three will be used during the exploration phase.
- C. Only one MID Server will be used during the Port Scan phase and all three will be used during the classification phase.
- D. All three MID Server will be used during the Identification phase and only one will be used during the exploration phase.

Correct Answer: A

Section: (none)

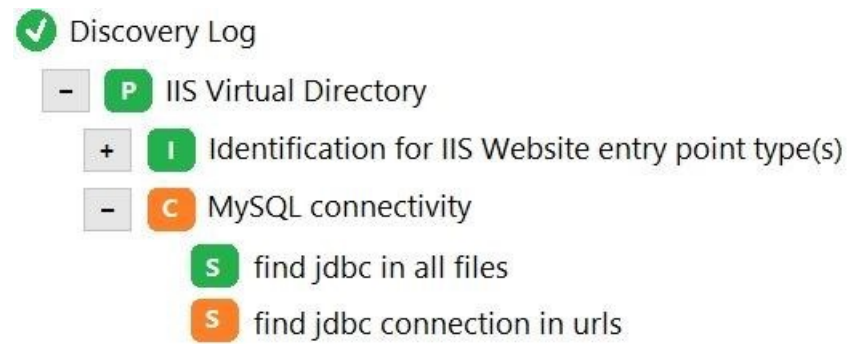
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/task/t_CreateADiscoverySchedule.html

QUESTION 45

In the following image of the **Discovery Log**, the green **S** represents which one of the following?



- A. A library in the Connection Section of a pattern
- B. A step in the Connection Section of a pattern
- C. A step in an Identification Section of a pattern
- D. A library in an Identification Section of a pattern

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 In Service Mapping, which one of the following icons represents a credential error on the Service map?

- A. Yellow triangle
- B. Generic application
- C. Question mark
- D. Red stop sign



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 Which of the following are methods used to initiate discovery on a service? (Choose three.)

- A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.
- B. Map multiple services by importing entry points from a CSV file.
- C. Map a single service defined by configuring an entry point.
- D. Map services suggested by the discovery of MID Servers in an enterprise.
- E. Map services based on Assets stored in the CMDB.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

In Service Mapping, which one of the following can be useful in determining which Patterns, Identification Sections, Connection Sections, and Steps are tried?

- A. Workflow Log
- B. Discovery Log

- C. System Log
- D. ECC Log

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49 Which one of the following represents what the **MID** stands for in **MID Server**?

- A. Monitoring, Integration, and Discovery
- B. Management, Integration, and Discovery
- C. Management, Instrumentation, and Discovery
- D. Monitoring, Instrumentation, and Discovery
- E. MID is not an acronym.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 50 Which one of the following is the most common risk that can negatively impact a **Service Mapping** engagement?

- A. The customer external firewall does not meet the requirements needed for the Service Mapping MID Server to communicate with their ServiceNow Instance.
- B. MID server resource requirements are beyond capacity of the customer.
- C. Customer security team is not made aware early enough in the engagement of the credential requirements.
- D. Customer is not using Active Directory for credential authentication.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 51 A defined relationship between two Configuration Items (CIs), such as **Runs on**, **Depends On**, or **Contains** is called a what?

- A. CI Attribute
- B. Application to Application Relationship
- C. Relationship Type
- D. CI Dependency

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 52

Which of the following are benefits a service map can bring during an Incident resolution? (Choose three.)

- A. Quickly identifies any recent incidents that occurred on components of the impacted service.
- B. Narrows down possible affected components when a service is impacted.
- C. Helps reduce the number of unplanned changes in a customer environment.
- D. Helps pinpoint code errors after a faulty application is identified.
- E. Quickly identifies any recent changes performed on components of the impacted service.

Correct Answer: CDE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53 Which one of the following in the CMDB Identification and Reconciliation application allows a CMDB administrator to specify authorized data sources that can update a CMDB table or a set of table attributes?

- A. Reclassification Tasks
- B. Identification Rules
- C. Datasource Precedence Rules
- D. Reconciliation Rules

Correct Answer: D

Section: (none)

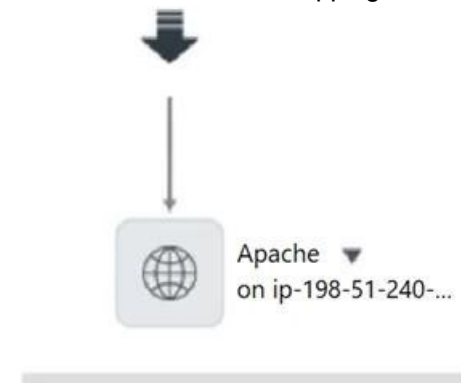
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/configuration-management/task/t_DefineDataSourcePrecedence.html

QUESTION 54

You have run Service Mapping discovery against a customer service and discovered the CI in the image. The customer indicates that Apache should have an outgoing connection to Tomcat. Which one of the following could be the issue?



- A. No Connection Section is defined for Apache to Tomcat.
- B. Process is offline for Tomcat.
- C. No Tomcat CI Type is defined.
- D. No Identification Rule is defined for Tomcat.
- E. Credentials are not configured for Tomcat.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

After discovering load balancers in a customer environment, service candidates may appear on the Service Mapping Home page under which one of the following tiles?

- A. Map

- B. Fix
- C. Approve
- D. Completed
- E. Review

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/map-business-services-in-bulk.html>

QUESTION 56 Which one of the following best represents the breadth of types of Configuration Items (CIs) discovered by running **Service Mapping**?

- A. Hardware, Installed Software, Network Gear
- B. Physical Components, Logical Components, Certificates
- C. Applications, Licenses, IP Addresses
- D. Cloud Services, Applications, CI Relationships
- E. Hardware, Licenses, CI Relationships

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

When building a Discovery Pattern, which one of the following operations results in a termination of the Identification or Connection Section if a condition is not met?

- A. Set Parameter Value
- B. Merge Table
- C. Filter Table
- D. Match

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 Which of the following are created automatically when using the map option Create pattern from generic application?

- A. Discovery Pattern, CI Type/Class, Process Classifier
- B. CI Type/Class, Process Classifier, Identification Rule
- C. Process Classifier, Connection Section, Discovery Pattern
- D. Identification Rule, CI Class/Class, Identification Section

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59 When using a **Delimited Text** Parsing Strategy, what delimiter and position will parse **2014** from the string?

2014/02/07-17:49:36

- A. Delimiter of space and position 1
- B. Delimiter of / and position 0
- C. Delimiter of / and position of 1
- D. Delimiter of 2014 and position 1

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

- A. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Extension Sections.
- B. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run all Extension Sections for the pattern.
- C. For each pattern that supports the Entry Point Type, run all the Identification Sections that finish successfully and then run each Extension Section for the pattern.
- D. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run Extensions Sections until one finishes successfully.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.html>