

CIS-Discovery.VCEplus.premium.exam.45q

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Passing Score: 800  
Time Limit: 120 min  
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**CIS – Discovery**

**Certified Implementation Specialist – Discovery**



## Exam A

### QUESTION 1

Operation	Merge Table ▼
* First Table	\$name_details
* Second Table	\$more_process_info
* Target Table	\$cmdb_ci_web_server
Merge Criteria	Condition ▼
Meet	Any ▼ Following condition
	\$process.executablePath Contains ▼ "mongoose"
Unmatched Values	Remove ▼

Based on this image, which of the following statements are true? (Choose three.)

- A. Attributes from two tables populate a table with the same name as a ServiceNow CMDB table.
- B. This operation is more than likely a part of a step on a pattern set to Application Pattern Type.
- C. If a value is unmatched, it is still merged into the Target Table.
- D. For this operation to run, there must be some data in the process.executablePath variable.
- E. This is a horizontal pattern of type "infrastructure."














**Correct Answer:** BDE

**Section:** (none)












**Explanation**

**Explanation/Reference:**

### QUESTION 2

Reconciliation Definitions					
	New	Search	for text	Search	
   1 to 3 of 3  					
 All					
		≡ Data Source	≡ Applies to	≡ Attributes	≡ Active
<input type="checkbox"/>		Altiris	Windows Server [cmdb_ci_win_server]	name	true
<input type="checkbox"/>		OpenView	Windows Server [cmdb_ci_win_server]	name	true
<input type="checkbox"/>		ServiceNow	Windows Server [cmdb_ci_win_server]	name	true

Data Source Precedentes					
	New	Go to	Order	Search	
   1 to 3 of 3  					
 All					
		≡ Applies to	≡ Data Source	≡ Order ▲	≡ Active
<input type="checkbox"/>		[cmdb_ci_win_server]	ServiceNow	100	true
<input type="checkbox"/>		[cmdb_ci_win_server]	OpenView	200	true
<input type="checkbox"/>		[cmdb_ci_win_server]	Altiris	300	true



Based on the following images, which choice best describes what occurs if Discovery sets the name attribute of a discovered Windows Server CI to 'Windows1' and then Altiris discovery runs detecting 'Windows2' for the name attribute on the same CI?

- A. The name of the CI stays 'Windows1'.
- B. The name of the CI changes to 'Windows2'.
- C. The name of the CI does not populate with either discovery.
- D. The CI is not discovered because Discovery is not listed in either image.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 3

For the Parse Variable pattern operation, what is required to have two different parsing methods to populate variables?

- A. Two different Debug Mode sessions.
- B. A tabular and a scalar variable.
- C. Two different steps.
- D. Two different Define Parsing selections on the same step.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_RegularExpParsStratPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_RegularExpParsStratPatDef.html)

**QUESTION 4** Which best describes Discovery schedule of type Configuration Item?

- A. Verifies Configuration Item data from the scanned IP ranges against the data in the CMDB.
- B. Creates only a list of discovered IPs in both IPv4 and IPv6 formats.
- C. Collects complete information from the scanned IP ranges and sends it to the CMDB.
- D. Directly populates records in the assets table.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 5** When installing a MID Server on a Windows platform, which right must be associated when creating a Service Account?

- A. Local Admin
- B. Domain Admin
- C. MID Server User Role
- D. Log on as service

**Correct Answer: A**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/mid-server/task/t\\_InstallAMIDServerOnWindows.html](https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/mid-server/task/t_InstallAMIDServerOnWindows.html)

**QUESTION 6** Which of the below choices are needed for Quick Discovery?  
(Choose two.)

- A. MID Server
- B. Discovery Schedule
- C. PID
- D. Target IP

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/discovery-quick-start.html>

**QUESTION 7** In order to use Debug from the Pattern Designer, you must have what?

- A. a proxy server
- B. a discoverable CI
- C. the admin role
- D. Service Mapping installed

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8** A discovery runs against a Windows Server returning the following attribute values for the first time:

name = WindowsSN1

serial\_number = 12321

A subsequent discovery is ran against a different Windows Server returning the following attribute values:

name = WindowsSN2

serial\_number = 12321

With only base system CI Identifiers configured, which of the following is true?

- A. A Windows Server CI is created, then updated with WindowsSN2 as the name.
- B. Two Windows Sewer CIs are created, with WindowsSN1 AND WindowsSN2 for names.
- C. Two Windows Server CIs are created, without serial\_number values.
- D. A Windows Server CI is created, then updated with WindowsSN1 as the name.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 9** Which choice represents the three best ways of extending Discovery?

- A. Orchestration, Classifiers, Discovery Patterns
- B. Fingerprinting, Classifiers, Discovery Patterns
- C. Orchestration, Classifiers, Probes & Sensors
- D. Classifiers, Probes & Sensors, Discovery Patterns
- E. Classifiers, Fingerprinting, Probes & Sensors

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10** SNMP Credentials require which of the following?

- A. write community strings
- B. usernames
- C. read community strings
- D. port 135 access

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/reference/snmp-based-queries.html>

**QUESTION 11** Which choice will populate the Location field for a discovered CI?

- A. Location field for a Discovery Schedule
- B. Location field for a parent CI Type
- C. Location field for a Port Probe
- D. Location report from the Discovery Dashboard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12** What role is needed by the MID Server's user account to interact with a ServiceNow instance?

- A. mid\_server
- B. discovery\_admin
- C. sm\_mid
- D. mid\_discovery

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/mid-server/task/t\\_SetupMIDServerRole.html](https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/mid-server/task/t_SetupMIDServerRole.html)

**QUESTION 13** Which operation is used to change from the default credentials to any other appropriate credentials in a horizontal pattern?

- A. Change credentials
- B. Change user
- C. Alternate credentials
- D. Alternate user

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_ChangeUserPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_ChangeUserPatDef.html)

**QUESTION 14**

After navigating to an **Automaton Error Messages** list from **Discovery > Home**, how are the options on the right navigation pane categorized? (Choose two.)

- A. SELECT ALL
- B. SELECT ONE
- C. ACTION ON SELECTED
- D. ACTION ON ALL

**Correct Answer:** AD

**Section:** (none)

**Explanation****Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/discovery-home-page.html>

**QUESTION 15** Which of the following can be used in the Debug Identification Section in Debug Mode for an infrastructure pattern?  
(Choose two.)

- A. IP
- B. AWS Endpoint
- C. PID
- D. Host Name

**Correct Answer:** AD

**Section:** (none)

**Explanation****Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/task/t\\_ActivateDebugMode.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/task/t_ActivateDebugMode.html)

**QUESTION 16** With multiple CI data sources, which choice is the best for determining which source can update a CI attribute?

- A. Business Rules
- B. Data Certification
- C. Transform Maps
- D. Reconciliation Rules

**Correct Answer:** D

**Section:** (none)

**Explanation****Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/task/t\\_DefineDataSourcePrecedence.html](https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/task/t_DefineDataSourcePrecedence.html)

**QUESTION 17** Which method for deleting specific CIs is not discovered in 30 days?

- A. Scheduled Job
- B. UI Policy
- C. Service MappingD. Data Policy

**Correct Answer:** D

**Section:** (none)

**Explanation****Explanation/Reference:**

**QUESTION 18** Which of the following choices must be installed on a MID Server to run Credential-less Discovery?

- A. Credential-less Extension
- B. Nmap
- C. Advanced IP Scanner
- D. Defender

**Correct Answer:** B

**Section:** (none)

## Explanation

### Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/concept/nmap-credential-less-discovery.html>

**QUESTION 19** A network device has both an SSH port and an SNMP port open. Discovery tries the SSH probe first and it fails. This triggers the SNMP probe, which succeeds. Discovery uses SNMP first for subsequent discoveries on that device.

What discovery functionality allows the above to happen?

- A. Classification
- B. Credential affinity
- C. MID Server affinity
- D. IP service affinity

**Correct Answer:** D

**Section:** (none)

### Explanation

### Explanation/Reference:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/concept/c\\_GetStartedWithDiscovery.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/concept/c_GetStartedWithDiscovery.html)

**QUESTION 20** The CMDB contains which of the following record types? (Choose two.)

- A. Model
- B. Configuration Item (CI)
- C. Asset
- D. Relation Type

**Correct Answer:** BD

**Section:** (none)

### Explanation

### Explanation/Reference:

Reference: [https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/reference/r\\_CMDBRecordTypes.html](https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/reference/r_CMDBRecordTypes.html)

**QUESTION 21** When is the Extension section in a horizontal pattern executed?

- A. As part of the post sensor processing script
- B. After the Identification sections
- C. As part of the port scan
- D. Before the Identification sections

**Correct Answer:** B

**Section:** (none)

### Explanation

### Explanation/Reference:

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

**QUESTION 22** For CMDB Health, relationships can be which of the following choices? (Choose three.)

- A. Duplicate
- B. Stale
- C. Orphan





- D. Required
- E. Recommended

**Correct Answer:** ABC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/task/t\\_ViewRelationshipsHealth.html](https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/task/t_ViewRelationshipsHealth.html)

**QUESTION 23** Which of the choices provides active discovery errors with a help link for each error?

- A. Discovery Dashboard
- B. IP Address Failure Report
- C. Discovery Schedule
- D. MID Server Dashboard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c\\_DiscoveryDashboard.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c_DiscoveryDashboard.html)

**QUESTION 24** What related list on a classifier dictates which Horizontal Pattern probe is launched?

- A. Discovery Log
- B. Classification Criteria
- C. Pattern probes
- D. Triggers probes



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c-UsingPatternsForHorizontalDiscovery.html>

**QUESTION 25** Which of the following does the ECC Queue provide? (Choose two.)

- A. Login credentials for the MID Server host.
- B. The actual XML payload that is sent to or from an instance.
- C. A connected flow of probe and sensor activity.
- D. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/reference/r\\_DiscoveryStatusECCQueue.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/reference/r_DiscoveryStatusECCQueue.html)

**QUESTION 26** Which of the following choices are only used for the Application Pattern Type? (Choose two.)

- A. Run Order
- B. Identification Section
- C. CI Type
- D. Operating System

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_CreatePatternPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_CreatePatternPatDef.html)

**QUESTION 27** By default, which of the following are automatically available as variables for horizontal discovery patterns?  
(Choose two.)

- A. infrastructure\_system
- B. The CI Type on the Discovery Pattern form
- C. windows\_cmdb\_ci
- D. computer\_system

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/reference/r\\_PatternVariables.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/reference/r_PatternVariables.html)

**QUESTION 28** Which choices are necessary to launch any pattern? (Choose two.)



- A. CI Classification
- B. CI Serial Number Attribute
- C. Data Certification
- D. CI Type

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c-UsingPatternsForHorizontalDiscovery.html>

**QUESTION 29** Which of the below choices are horizontal pattern types? (Choose two.)

- A. Hardware
- B. Software
- C. Infrastructure
- D. Application

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/concept/c\\_MappingPatternsCustomization.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/concept/c_MappingPatternsCustomization.html)

**QUESTION 30** What does the MID Server need to collect vCenter events?

- A. vCenter Event Collector extension
- B. MID SNMP Trap Listener extension
- C. Firewall
- D. vCenter probes

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/mid-server/concept/c\\_VCenterEventProcessorExtension.html](https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/mid-server/concept/c_VCenterEventProcessorExtension.html)

**QUESTION 31** A Discovery Schedule contains a /24 subnet IP Range and a Shazzam batch size of 5000.

How many times will a Shazzam probe be launched during discovery?

- A. 1
- B. 2
- C. 5000
- D. 254

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/task/t\\_CreateADiscoverySchedule.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/task/t_CreateADiscoverySchedule.html)

**QUESTION 32** Which method is used by Discovery to determine if a Host IP is active or alive?

- A. Port Scan
- B. Traceroute
- C. Ping
- D. Classification

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/concept/c\\_GetStartedWithDiscovery.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/concept/c_GetStartedWithDiscovery.html)

**QUESTION 33** Discovery finds and maps dependencies for the following types of storage devices. (Choose three.)

- A. Direct-attached storage (DAS)
- B. Network-attached storage (NAS)
- C. Storage area network (SAN)
- D. Multiple area network (MAN)
- E. Redundant Array of Independent Disks (RAID)

**Correct Answer:** ABC

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c\\_Storage.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c_Storage.html)

**QUESTION 34** Which choice allows the following functionality to occur?

If this value is set to 1000 and a discovery must scan 10,000 IP addresses using a single MID Server, it creates 10 Shazzam probes with each probe scanning 1000 IP addresses.

- A. MID Server Clusters
- B. MID Server selection method
- C. Shazzam Batch Size
- D. Behaviors

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/task/t\\_CreateADiscoverySchedule.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/task/t_CreateADiscoverySchedule.html)

**QUESTION 35** Which choice best describes how to use a Behavior for discovery?

- A. The MID Server selection method on a Discovery Schedule.
- B. The Behavior drop-down menu on a Discovery IP Range.
- C. The Behavior drop-down menu on a Discovery Status.
- D. The Behavior checkbox on a CI.



**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/task/create-disco-behavior.html>

**QUESTION 36** Which of the following pattern operations query targets? (Choose two.)

- A. WMI Query
- B. Merge Table
- C. Get Process
- D. Parse Variable

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_WMIQueryPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_WMIQueryPatDef.html)

**QUESTION 37** File-based Discovery is triggered during the \_\_\_\_\_.

- A. Classify Phase
- B. Scan Phase

- C. Exploration Phase
- D. Pattern Phase
- E. Identification Phase

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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

**QUESTION 38** Given a custom column named u\_custom\_column on table cmdb\_ci\_linux\_server, which variable syntax should be used to populate the column in a horizontal discovery pattern using the Set Parameter Value operation?

- A. \$user\_var\_custom\_column
- B. \$cmdb\_ci\_linux\_server.u\_custom\_column.INSERT
- C. \$u\_custom\_column[1].cmdb\_ci\_linux\_server
- D. \$cmdb\_ci\_linux\_server[\*].u\_custom\_column

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39** What entry point type must a horizontal pattern have to execute from a process classifier?

- A. A subnet entry point type.
- B. HTTP(S) entry point type if the pattern is running on a web server application.
- C. TCP entry point type or ALL entry point type.
- D. It does not matter, it is triggered for all entry point types.



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/discovery/concept/c-UsingPatternsForHorizontalDiscovery.html>

**QUESTION 40** Which metrics comprise the Completeness KPI for CMDB Health? (Choose two.)

- A. Required
- B. Recommended
- C. Audit
- D. Overall

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/reference/r\\_CMDBHealthMetrics.html](https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/configuration-management/reference/r_CMDBHealthMetrics.html)

**QUESTION 41** Which of the following choices explain differences between Service Mapping and Discovery? (Choose two.)

- A. Discovery requires agent installation to find hardware devices, Service Mapping requires agents for software.
- B. Discovery finds applications and devices on your network, Service Mapping monitors those devices.
- C. Discovery utilizes IP address ranges for initial discovery, Service Mapping uses entry points.
- D. Discovery addresses inventory-related use-cases, while Service Mapping allows for the creation of accurate maps of application service topologies.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://community.servicenow.com/community?id=community\\_article&sys\\_id=767aab87dbccc0106064eeb5ca9619fb](https://community.servicenow.com/community?id=community_article&sys_id=767aab87dbccc0106064eeb5ca9619fb)

**QUESTION 42** What are the two main options within a Parse File operation?

- A. Discover Now and Quick Discovery
- B. Select Operating System and Method
- C. Select File and Define Parsing
- D. Match and Select File

**Correct Answer:** C

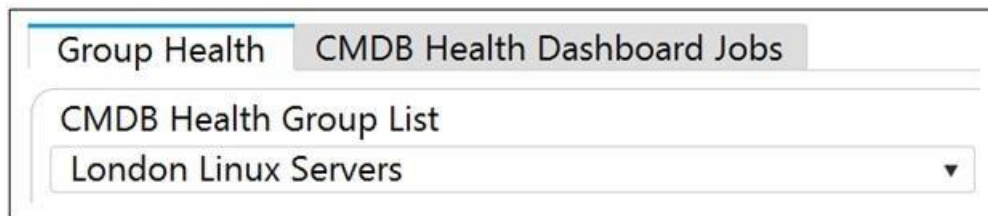
**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_ParseFilePatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_ParseFilePatDef.html)

**QUESTION 43**



Based on the following image, which of the following choices is also true about London Linux Servers?

- A. It is a CMDB Group with Dashboard Group type.
- B. It is a CMDB Group with Health Group type.
- C. It is a Datacenter Group in London.
- D. It is a CMDB Group with Default Group type.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44** For the Set Parameter Value operation, which of the following is used in the syntax to declare a constant, unchanging Value?

- A. Hash tag
- B. Brackets
- C. Quotes
- D. Dollar sign

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

From an SNMP Query pattern operation, which of the choices are valid Variable Types? (Choose two.)

- A. Test
- B. Table
- C. Scalar
- D. CI Type

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/reference/r\\_PatternVariables.html](https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/service-mapping/reference/r_PatternVariables.html)

