



Actual exam question from ServiceNow's CIS-EM

Question #: 1

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 2

Topic #: 1

[\[All CIS-EM Questions\]](#)

What types of system can a MID Server install on? (Choose two.)

- 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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-EM

Question #: 3

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 4

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 5

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 6

Topic #: 1

[\[All CIS-EM Questions\]](#)

Which attribute is responsible for de-duplication?

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

Show Suggested Answer



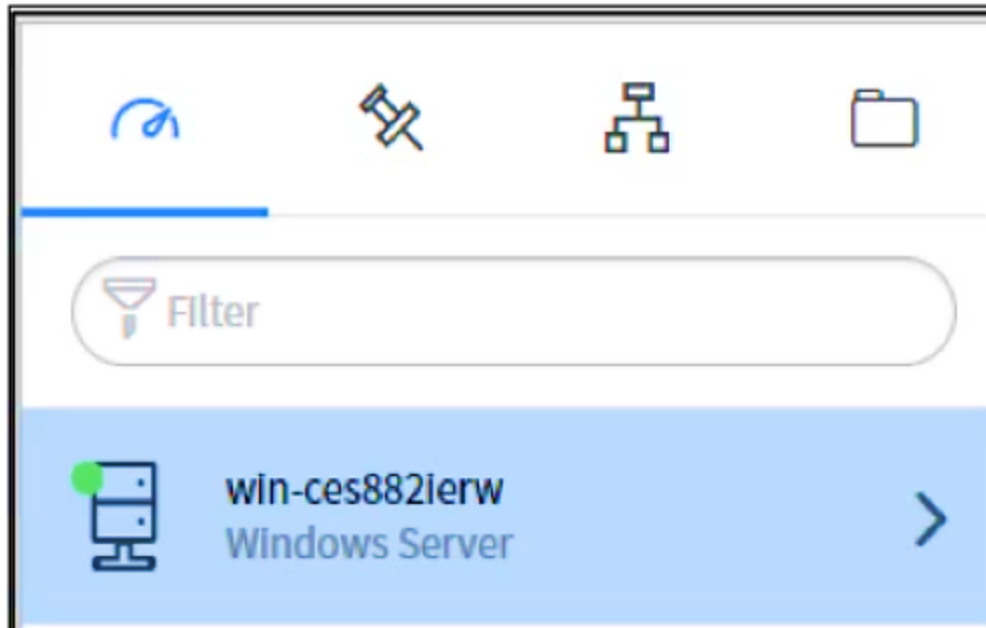
Actual exam question from ServiceNow's CIS-EM

Question #: 7

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 8

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 9

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 10

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 11

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 12

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 13

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 14

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 15

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 16

Topic #: 1

[\[All CIS-EM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 17

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 18

Topic #: 1

[\[All CIS-EM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 19

Topic #: 1

[\[All CIS-EM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 20

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 21

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 22

Topic #: 1

[\[All CIS-EM Questions\]](#)

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?

< **Alert promotion rule**
Update

MetricOne

Alert promotion rules define the criteria for anomaly events to create IT alerts.

* Name

Active

Promotion Type

Minimal Score

Source

MetricName

A.

Description

CPU_Util for C:\ value: 24.000000 exceeds the threshold range:[0.000000]-[36.869789] and has anomaly score: 9.047626

Message key

sa_920bc51e186113007f44b91107733cba-dcdb055718e553007f44b91107733c05

Additional information

```
{
  "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

B.

Description

CPU_Util for C:\ value: 100.000000 exceeds the threshold range:[0.000000]-[35.410248] and has anomaly score: 9.985986

Message key

sa_e1efd05c985213007f44ad63cf1b07fb-fd174d9498d213007f44ad63cf1b07f7

Additional information

```
{
  "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"
}
```

B

C. Both anomaly A and anomaly B

D. Neither anomaly A or anomaly B

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 23

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 24

Topic #: 1

[\[All CIS-EM Questions\]](#)

The MID Server requires an outbound connection on which port?

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 25

Topic #: 1

[\[All CIS-EM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 26

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 27

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 28

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 29

Topic #: 1

[\[All CIS-EM Questions\]](#)

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 MID Servers provide important functions in your ITOM Health deployment. What does MID stand for? A. Management, Instrumentation, and Discovery B. Messaging, Integration, and Data C. Monitoring, Insight, and Domain D. Maintenance, Information, and Distribution with leading monitoring systems to automatically create actionable alerts.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 30

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 31

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 32

Topic #: 1

[\[All CIS-EM Questions\]](#)

How often do baseline event connectors retrieve events?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 33

Topic #: 1

[\[All CIS-EM Questions\]](#)

Which attribute correlates multiple events to one alert?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 34

Topic #: 1

[\[All CIS-EM Questions\]](#)

What attribute is used to consolidate events into a single alert?

- A. Event Rules
- B. Message Key
- C. Alert Priority
- D. Severity

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 35

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 36

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 37

Topic #: 1

[\[All CIS-EM Questions\]](#)

What applications are included in the ITOM Health product?

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-EM

Question #: 38

Topic #: 1

[\[All CIS-EM Questions\]](#)

What is one of the main benefits of using Event Management and Operational Intelligence?

- A. To improve service availability by helping IT staff pinpoint service issue causes and evaluate the impact of planned changes.
- B. To increase service agility and produce fast, predictable results by automating manual, routine, error-prone tasks.
- C. To rapidly configure and launch secure, agentless discovery of hardware and software resources and their relationships.
- D. To proactively warn against possible service outages using a range of advanced predictive machine learning methods.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 39

Topic #: 1

[\[All CIS-EM Questions\]](#)

MID Servers provide important functions in your ITOM Health deployment.

What does MID stand for?

- A. Management, Instrumentation, and Discovery
- B. Messaging, Integration, and Data
- C. Monitoring, Insight, and Domain
- D. Maintenance, Information, and Distribution

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-EM

Question #: 40

Topic #: 1

[\[All CIS-EM Questions\]](#)

Out-of-the-box, how often do the events get processed in ServiceNow?

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 41

Topic #: 1

[\[All CIS-EM Questions\]](#)

HOTSPOT -

In what sequence are events processed?

Answer Area

Does the event Source match the event rule?

 1
 2
 3
 4
 5

Does the event message key match an existing alert?

 1
 2
 3
 4
 5

Is the event filtered out?

 1
 2
 3
 4
 5

Is there a matching threshold?

 1
 2
 3
 4
 5

Is a severity defined?

 1
 2
 3
 4
 5

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 42

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 43

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 44

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 45

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

A. The Alert Priority score 3106020.001 was calculated according to the following factors, ordered by their respective priority (2018-06-01 19:34:01 GMT) Category (Score, Weight)

1. Business services – (3.0, 1000000)
2. Severity – (1.0, 100000)
3. CI type – (60.0, 100)
4. Role – (2.0, 10)
5. Secondary – (0)
6. State – (1.0, 0.001)

B. The Alert Priority score 4406020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 20:04:47 GMT) Category (Score, Weight)

1. Business services – (4.0, 1000000.0)
2. Severity – (4.0, 100000.0)
3. CI type – (60.0, 100.0)
4. Role – (2.0, 10.0)
5. Secondary – (0)
6. State – (1.0, 0.001)

C. The Alert Priority score 3306020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 19:56:54 GMT) Category (Score, Weight)

1. Business services – (3.0, 1000000.0)
2. Severity – (3.0, 100000.0)
3. CI type – (60.0, 100.0)
4. Role – (2.0, 10.0)
5. Secondary – (0)
6. State – (1.0, 0.001)

D. They should be processed in the order in which they were received.

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 46

Topic #: 1

[\[All CIS-EM Questions\]](#)

Applying recommended Event Management best practice guidelines, which of the following events should generate an alert?

- A. Every event should generate an alert so you have the opportunity to resolve them all.
- B. Only events that necessitate action should generate an alert.
- C. Only the most critical events on every CI in the CMDB should generate an alert.
- D. Every event on every critical CI in the CMDB should generate an alert.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 47

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 48

Topic #: 1

[\[All CIS-EM Questions\]](#)

You have a very large networking environment and have noticed that your event notifications are either not being triggered or are delayed.

What are best options to try to resolve this issue? (Choose two.)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 49

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer



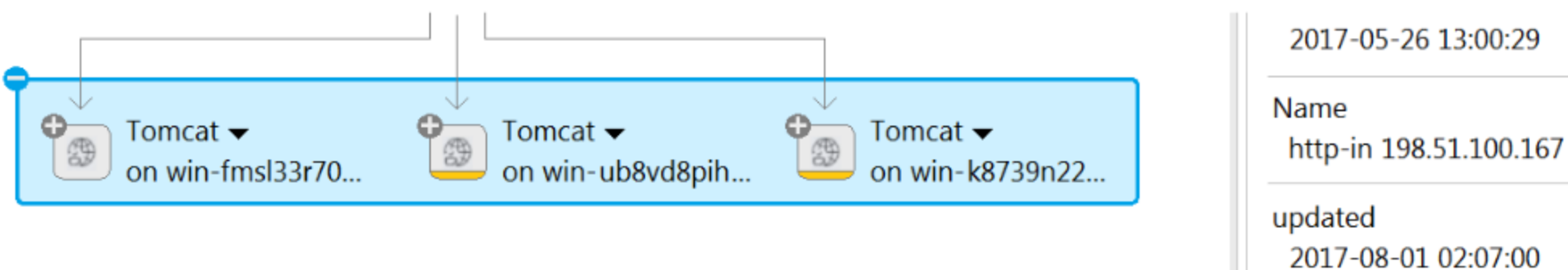
Actual exam question from ServiceNow's CIS-EM

Question #: 50

Topic #: 1

[\[All CIS-EM Questions\]](#)

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?



Name	Impact On	Influence	Influence Units	Critical	Major	Minor	Warning
Application Cluster Member	Business Service	70	Percent	■ ■	■ ■	■ ■	■ ■
Application Impact	Business Service	100	Percent	■ ■	■ ■	■ ■	■ ■

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 51

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 52

Topic #: 1

[\[All CIS-EM Questions\]](#)

What is the function of the External Communication Channel (ECC) Queue? (Choose three.)

- A. It is a connection point between a ServiceNow instance and the MID Server.
- B. It contains probe records to be executed on the customer's network.
- C. It holds jobs that the MID Server needs to perform.
- D. It is a connection point between a hardware CI on a customer's network and the MID Server.
- E. It contains records of CIs that the ServiceNow admin has submitted for entry into the CMDB.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 53

Topic #: 1

[\[All CIS-EM Questions\]](#)

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 `(.*).*`

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 54

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 55

Topic #: 1

[\[All CIS-EM Questions\]](#)

You have an event that needs to be bound to a non-host CI.

Which attribute needs to be removed from the Transform and Compose tab?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 56

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 57

Topic #: 1

[\[All CIS-EM Questions\]](#)

What are the possible actions available in alert management? (Choose three.)

- A. Execute remediation subflows
- B. Execute remediation workflows
- C. Launch applications
- D. Evaluate business rule
- E. Create a service catalog request

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 58

Topic #: 1

[\[All CIS-EM Questions\]](#)

What ServiceNow feature would you configure to process incoming email to create events?

- A. Transforms
- B. Inbound actions
- C. Event processing jobs
- D. Event Filter
- E. Event field mapping

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 59

Topic #: 1

[\[All CIS-EM Questions\]](#)

Within a PowerShell script, which two URI's could you use to log events directly to the ServiceNow event table? (Choose two.)

- A. `https://[Your_ServiceNow_instance_URL]/rest_api/now/my_tables/em_event`
- B. `https://[Your_ServiceNow_instance_URL]/api/global/em/jsonv2`
- C. `https://[Your_ServiceNow_instance_URL]/api/now/table/em_event`
- D. `https://[Your_ServiceNow_instance_URL]/api/table/em_event`
- E. `https://[Your_ServiceNow_instance_URL]/rest_api/now/table/em_event`

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 60

Topic #: 1

[\[All CIS-EM Questions\]](#)

If more than one alert management rule applies to a particular alert, which of the rules will run based upon the Order of execution field?

- A. Only the alert management rule with the highest Order of execution number will run.
- B. Only the alert management rule with the lowest Order of execution number will run.
- C. All alert management rules will run, from the lowest to the highest Order of execution numbers.
- D. All alert management rules will run, from the highest to the lowest Order of execution numbers.

Show Suggested Answer



Actual exam question from ServiceNow's CIS-EM

Question #: 61

Topic #: 1

[\[All CIS-EM Questions\]](#)

Alerts are processed using which of the following? (Choose three.)

- A. Alert management rules
- B. Event action rules
- C. Event rules
- D. Scheduled jobs
- E. Java and Groovy scripts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 62

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 63

Topic #: 1

[\[All CIS-EM Questions\]](#)

What is Event Management licensing based on?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 64

Topic #: 1

[\[All CIS-EM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 65

Topic #: 1

[\[All CIS-EM Questions\]](#)

Modified Agent Client Collector policies do not take effect until what action is taken?

- A. The check is tested on an existing agent/host
- B. The policy is republished
- C. Agents re-run the discovery policy
- D. MID server synchronization is initiated
- E. Agents are restarted

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 66

Topic #: 1

[\[All CIS-EM Questions\]](#)

What does the Asynchronous Messaging Bus (AMB) channel do on the MID Server?

- A. Opens an inbound connection to the MID Server
- B. Allows Web Server transactions to be passed to ServiceNow
- C. Sends heartbeat information to the ServiceNow instance to ensure MID is communicating
- D. Continually queries the External Communication Channel (ECC) queue via a persistent query

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 67

Topic #: 1

[\[All CIS-EM Questions\]](#)

Within the ServiceNow IT Operations Management solution set, which statement most accurately describes what Event Management is?

- A. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services
- B. The process responsible for ensuring the capacity of IT Services and IT infrastructure is able to deliver agreed upon service level targets in a cost-effective manner
- C. The process responsible for monitoring all abnormal occurrences throughout the IT infrastructure, allowing for normal operations, and detecting and escalating exception conditions
- D. The process responsible for recovery action and planning through machine learning

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 68

Topic #: 1

[\[All CIS-EM Questions\]](#)

When creating a task from an alert what Event Management Module would be used?

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-EM

Question #: 69

Topic #: 1

[\[All CIS-EM Questions\]](#)

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- A. Python
- B. Regex
- C. sed/awk
- D. JavaScript

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 70

Topic #: 1

[\[All CIS-EM Questions\]](#)

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).

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 71

Topic #: 1

[\[All CIS-EM Questions\]](#)

What would be an appropriate use case for having to write JavaScript in Event Management?

- A. To change the value of the message key
- B. To create a custom action within a subflow
- C. To parse a node name out of your raw event data in an event rule
- D. To automatically create an incident

Show Suggested Answer





Actual exam question from ServiceNow's CIS-EM

Question #: 72

Topic #: 1

[\[All CIS-EM Questions\]](#)

A dynamic grouping of CIs based upon common criteria (filtered CI classes) that can be visualized in operator workspace is called?

- A. A business service
- B. A technical service
- C. An application service
- D. A manual service
- E. A scoped service

[Show Suggested Answer](#)

