Actual exam question from ServiceNow's CIS-SIR

Question #: 1

Topic #: 1

[All CIS-SIR Questions]

What makes a playbook appear for a Security Incident if using Flow Designer?

A. Actions defined to create tasks

B. Trigger set to conditions that match the security incident

C. Runbook property set to true

D. Service Criticality set to High

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 2

Topic #: 1

[All CIS-SIR Questions]

What is the purpose of Calculator Groups as opposed to Calculators?

A. To provide metadata about the calculators

B. To allow the agent to select which calculator they want to execute

C. To set the condition for all calculators to run

D. To ensure one at maximum will run per group

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 3

Topic #: 1

[All CIS-SIR Questions]

The following term is used to describe any observable occurrence: _____.

A. Incident

B. Log

C. Ticket

D. Alert

E. Event

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 4

Topic #: 1

[All CIS-SIR Questions]

The severity field of the security incident is influenced by what?

A. The cost of the response to the security breach

B. The impact, urgency and priority of the incident

C. The time taken to resolve the security incident

D. The business value of the affected asset

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 5

Topic #: 1

[All CIS-SIR Questions]

The Risk Score is calculated by combining all the weights using _____.

A. an arithmetic mean

B. addition

C. the Risk Score script include

D. a geometric mean

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 6

Topic #: 1

[All CIS-SIR Questions]

What are two of the audiences identified that will need reports and insight into Security Incident Response reports? (Choose two.)

A. Analysts

B. Vulnerability Managers

C. Chief Information Security Officer (CISO)

D. Problem Managers

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 7

Topic #: 1

[All CIS-SIR Questions]

What three steps enable you to include a new playbook in the Selected Playbook choice list? (Choose three.)

A. Add the TLP: GREEN tag to the playbooks that you want to include in the Selected Playbook choice list

B. Navigate to the sys_hub_flow.list table

C. Search for the new playbook you have created using Flow Designer

D. Add the sir_playbook tag to the playbooks that you want to include in the Selected Playbook choice list

E. Navigate to the sys_playbook_flow.list table

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 8

Topic #: 1

[All CIS-SIR Questions]

Which improvement opportunity can be found baseline which can contribute towards process maturity and strengthen costumer's overall security posture?

A. Post-Incident Review

B. Fast Eradication

C. Incident Containment

D. Incident Analysis

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 9

Topic #: 1

[All CIS-SIR Questions]

What is the fastest way for security incident administrators to remove unwanted widgets from the Security Incident Catalog?

A. Clicking the X on the top right corner

B. Talking to the system administrator

C. Can't be removed

D. Through the Catalog Definition record

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 10

Topic #: 1

[All CIS-SIR Questions]

Select the one capability that retrieves a list of running processes on a CI from a host or endpoint.

A. Get Network Statistics

B. Isolate Host

C. Get Running Processes

D. Publish Watchlist

E. Block Action

F. Sightings Search

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 11

Topic #: 1

[All CIS-SIR Questions]

Which Table would be commonly used for Security Incident Response?

A. sysapproval_approver

B. sec_ops_incident

C. cmdb_rel_ci

D. sn_si_incident

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 12

Topic #: 1

[All CIS-SIR Questions]

There are several methods in which security incidents can be raised, which broadly fit into one of these categories: _____. (Choose two.)

A. Integrations

B. Manually created

C. Automatically created

D. Email parsing

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 13

Topic #: 1

[All CIS-SIR Questions]

What is the first step when creating a security Playbook?

A. Set the Response Task's state

B. Create a Flow

C. Create a Runbook

D. Create a Knowledge Article

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 14

Topic #: 1

[All CIS-SIR Questions]

To configure Security Incident Escalations, you need the following role(s): _____.

A. sn_si.admin

B. sn_si.admin or sn_si.manager

C. sn_si.admin or sn_si.ciso

D. sn_si.manager or sn_si.analyst

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 15

Topic #: 1

[All CIS-SIR Questions]

Which of the following are potential benefits for utilizing Security Incident assignment automation? (Choose two.)

A. Decreased Time to Containment

B. Increased Mean Time to Remediation

C. Decreased Time to Ingestion

D. Increased resolution process consistency

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 16

Topic #: 1

[All CIS-SIR Questions]

What is the key to a successful implementation?

A. Sell customer the most expensive package

B. Implementing everything that we offer

C. Understanding the customer's goals and objectives

D. Building custom integrations

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 17

Topic #: 1

[All CIS-SIR Questions]

A flow consists of one or more actions and a what?

A. Change formatter

B. Catalog Designer

C. NIST Ready State

D. Trigger

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 18

Topic #: 1

[All CIS-SIR Questions]

Flow Triggers can be based on what? (Choose three.)

A. Record changes

B. Schedules

C. Subflows

D. Record inserts

E. Record views

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 19

Topic #: 1

[All CIS-SIR Questions]

Which one of the following users is automatically added to the Request Assessments list?

A. Any user that adds a worknote to the ticket

B. The analyst assigned to the ticket

C. Any user who has Response Tasks on the incident

D. The Affected User on the incident

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 20

Topic #: 1

[All CIS-SIR Questions]

For Customers who don't use 3rd-party systems, what ways can security incidents be created? (Choose three.)

A. Security Service Catalog

B. Security Incident Form

C. Inbound Email Parsing Rules

D. Leveraging an Integration

E. Alert Management

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 21

Topic #: 1

[All CIS-SIR Questions]

What does a flow require?

A. Security orchestration flows

B. Runbooks

C. CAB orders

D. A trigger

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 22

Topic #: 1

[All CIS-SIR Questions]

Knowledge articles that describe steps an analyst needs to follow to complete Security incident tasks might be associated to those tasks through which of the following?

A. Work Instruction Playbook

B. Flow

C. Workflow

D. Runbook

E. Flow Designer

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 23

Topic #: 1

[All CIS-SIR Questions]

Which of the following process definitions allow only single-step progress through the process defined without allowing step skipping?

A. SANS Stateful

B. NIST Stateful

C. SANS Open

D. NIST Open

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 24

Topic #: 1

[All CIS-SIR Questions]

If the customer's email server currently has an account setup to report suspicious emails, then what happens next?

A. an integration added to Exchange keeps the ServiceNow platform in sync

B. the ServiceNow platform ensures that parsing and analysis takes place on their mail server

C. the customer's systems are already handling suspicious emails

D. the customer should set up a rule to forward these mails onto the ServiceNow platform

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 25

Topic #: 1

[All CIS-SIR Questions]

What parts of the Security Incident Response lifecycle is responsible for limiting the impact of a security incident?

A. Post Incident Activity

B. Detection & Analysis

C. Preparation and Identification

D. Containment, Eradication, and Recovery

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 26

Topic #: 1

[All CIS-SIR Questions]

Select the one capability that restricts connections from one CI to other devices.

A. Isolate Host

B. Sightings Search

C. Block Action

D. Get Running Processes

E. Get Network Statistics

F. Publish Watchlist

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 27

Topic #: 1

[All CIS-SIR Questions]

What factor, if any, limits the ability to close SIR records?

A. Opened related INC records

B. Best practice dictates that SIR records should be set to 'Resolved' never to 'Closed'

C. Nothing, SIR records could be closed at any time

D. All post-incident review questioners have to be completed first

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 28

Topic #: 1

[All CIS-SIR Questions]

When the Security Phishing Email record is created what types of observables are stored in the record? (Choose three.)

A. URLs, domains, or IP addresses appearing in the body

B. Who reported the phishing attempt

C. State of the phishing email

D. IP addresses from the header

E. Hashes and/or file names found in the EML attachment

F. Type of Ingestion Rule used to identify this email as a phishing attempt

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 29

Topic #: 1

[All CIS-SIR Questions]

What plugin must be activated to see the New Security Analyst UI?

A. Security Analyst UI Plugin

B. Security Incident Response UI plugin

C. Security Operations UI plugin

D. Security Agent UI Plugin

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 30

Topic #: 1

[All CIS-SIR Questions]

The benefits of improved Security Incident Response are expressed _____.

A. as desirable outcomes with clear, measurable Key Performance Indicators

B. differently depending upon 3 stages: Process Improvement, Process Design, and Post Go-Live

C. as a series of states with consistent, clear metrics

D. as a value on a scale of 1-10 based on specific outcomes

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 31

Topic #: 1

[All CIS-SIR Questions]

This type of integration workflow helps retrieve a list of active network connections from a host or endpoint, so it can be used to enrich incidents during investigation.

A. Security Incident Response – Get Running Services

B. Security Incident Response – Get Network Statistics

C. Security Operations Integration – Sightings Search

D. Security Operations Integration – Block Request

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 32

Topic #: 1

[All CIS-SIR Questions]

Joe is on the SIR Team and needs to be able to configure Territories and Skills.

What role does he need?

A. Security Basic

B. Manager

C. Security Analyst

D. Security Admin

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 33

Topic #: 1

[All CIS-SIR Questions]

Why should discussions focus with the end in mind?

A. To understand desired outcomes

B. To understand current posture

C. To understand customer's process

D. To understand required tools

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 34

Topic #: 1

[All CIS-SIR Questions]

Which of the following State Flows are provided for Security Incidents? (Choose three.)

A. NIST Open

B. SANS Open

C. NIST Stateful

D. SANS Stateful

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 35

Topic #: 1

[All CIS-SIR Questions]

Chief factors when configuring auto-assignment of Security Incidents are _____.

A. Agent group membership, Agent location and time zone

B. Security incident priority, CI Location and agent time zone

C. Agent skills, System Schedules and agent location

D. Agent location, Agent skills and agent time zone

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 36

Topic #: 1

[All CIS-SIR Questions]

Which ServiceNow automation capability extends Flow Designer to integrate business processes with other systems?

A. Workflow

B. Orchestration

C. Subflows

D. Integration Hub

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 37

Topic #: 1

[All CIS-SIR Questions]

In order to see the Actions in Flow Designer for Security Incident, what plugin must be activated?

A. Performance Analytics for Security Incident Response

B. Security Spoke

C. Security Operations Spoke

D. Security Incident Spoke

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 38

Topic #: 1

[All CIS-SIR Questions]

How do you select which process definition to use?

A. By selecting the desired process within the Process Definition module

B. By selecting the desired process within the Process Selection module

C. By setting the process definition record to Active

D. By setting the Script Include record to Active

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 39

Topic #: 1

[All CIS-SIR Questions]

What role(s) are required to add new items to the Security Incident Catalog?

A. requires the sn_si.admin role

B. requires the sn_si.catalog role

C. requires both sn_si.write and catalog_admin roles

D. requires the admin role

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 40

Topic #: 1

[All CIS-SIR Questions]

What is calculated as an arithmetic mean taking into consideration different values in the CI, Security Incident, and User records?

A. Priority

B. Business Impact

C. Severity

D. Risk Score

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 41

Topic #: 1

[All CIS-SIR Questions]

What is the name of the Inbound Action that validates whether an inbound email should be processed as a phishing email for URP v2?

A. User Reporting Phishing (for Forwarded emails)

B. Scan email for threats

C. User Reporting Phishing (for New emails)

D. Create Phishing Email

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 42

Topic #: 1

[All CIS-SIR Questions]

When a record is created in the Security Incident Phishing Email table what is triggered to create a Security Incident?

A. Ingestion Rule

B. Transform flow

C. Transform workflow

D. Duplication Rule

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 43

Topic #: 1

[All CIS-SIR Questions]

If a desired pre-built integration cannot be found in the platform, what should be your next step to find a certified integration?

A. Build your own through the REST API Explorer

B. Ask for assistance in the community page

C. Download one from ServiceNow Share

D. Look for one in the ServiceNow Store

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 44

Topic #: 1

[All CIS-SIR Questions]

Incident severity is influenced by the business value of the affected asset.

Which of the following are asset types that can be affected by an incident? (Choose two.)

A. Business Service

B. Configuration Item

C. Calculator Group

D. Severity Calculator

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 45

Topic #: 1

[All CIS-SIR Questions]

A pre-planned response process contains which sequence of events?

A. Organize, Analyze, Prioritize, Contain

B. Organize, Detect, Prioritize, Contain

C. Organize, Prepare, Prioritize, Contain

D. Organize, Verify, Prioritize, Contain

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 46

Topic #: 1

[All CIS-SIR Questions]

Why is it important that the Platform (System) Administrator and the Security Incident administrator role be separated? (Choose three.)

A. Access to security incident data may need to be restricted

B. Allow SIR Teams to control assignment of security roles

C. Clear separation of duty

D. Reduce the number of incidents assigned to the Platform Admin

E. Preserve the security image in the company

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 47

Topic #: 1

[All CIS-SIR Questions]

Using the KB articles for Playbooks tasks also gives you which of these advantages?

A. Automated activities to run scans and enrich Security Incidents with real time data

B. Automated activities to resolve security Incidents through patching

C. Improved visibility to threats and vulnerabilities

D. Enhanced ability to create and present concise, descriptive tasks

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 48

Topic #: 1

[All CIS-SIR Questions]

The EmailUserReportedPhishing script include processes inbound emails and creates a record in which table?

A. ar_sn_si_phishing_email

B. sn_si_incident

C. sn_si_phishing_email_header

D. sn_si_phishing_email

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 49

Topic #: 1

[All CIS-SIR Questions]

A flow consists of _____. (Choose two.)

A. Scripts

B. Actions

C. Processes

D. Actors

E. Triggers

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 50

Topic #: 1

[All CIS-SIR Questions]

Which of the following process definitions are not provided baseline?

A. NIST Open

B. SAN Stateful

C. NIST Stateful

D. SANS Open

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 51

Topic #: 1

[All CIS-SIR Questions]

Which of the following tag classifications are provided baseline? (Choose three.)

A. Traffic Light Protocol

B. Block from Sharing

C. IoC Type

D. Severity

E. Cyber Kill Chain Step

F. Escalation Level

G. Enrichment whitelist/blacklist

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 52

Topic #: 1

[All CIS-SIR Questions]

David is on the Network team and has been assigned a security incident response task.

What role does he need to be able to view and work the task?

A. Security Analyst

B. Security Basic

C. External

D. Read

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 53

Topic #: 1

[All CIS-SIR Questions]

When a service desk agent uses the Create Security Incident UI action from a regular incident, what occurs?

A. The incident is marked resolved with an automatic security resolution code

B. A security incident is raised on their behalf but only a notification is displayed

C. A security incident is raised on their behalf and displayed to the service desk agent

D. The service desk agent is redirected to the Security Incident Catalog to complete the record producer

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 54

Topic #: 1

[All CIS-SIR Questions]

Which of the following fields is used to identify an Event that is to be used for Security purposes?

A. IT

B. Classification

C. Security

D. CI

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 56

Topic #: 1

[All CIS-SIR Questions]

What specific role is required in order to use the REST API Explorer?

A. admin

B. sn_si.admin

C. rest_api_explorer

D. security_admin

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 57

Topic #: 1

[All CIS-SIR Questions]

Which of the following is an action provided by the Security Incident Response application?

A. Create Outage state V1

B. Create Record on Security Incident state V1

C. Create Response Task set Incident state V1

D. Look Up Record on Security Incident state V1

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 58

Topic #: 1

[All CIS-SIR Questions]

Which one of the following reasons best describes why roles for Security Incident Response (SIR) begin with "sn_si"?

A. Because SIR is a scoped application, roles and script includes will begin with the sn_si prefix

B. Because the Security Incident Response application uses a Secure Identity token

C. Because ServiceNow checks the instance for a Secure Identity when logging on to this scoped application

D. Because ServiceNow tracks license use against the Security Incident Response Application

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 59

Topic #: 1

[All CIS-SIR Questions]

A Post Incident Review can contain which of the following? (Choose three.)

A. Post incident questionnaires

B. An audit trail

C. Attachments associated with the security incident

D. Key incident fields

E. Performance Analytics reports

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 60

Topic #: 1

[All CIS-SIR Questions]

Security tag used when a piece of information requires support to be effectively acted upon, yet carries risks to privacy, reputation, or operations if shared outside of the organizations involved.

A. TLP:GREEN

B. TLP:AMBER

C. TLP:RED

D. TLP:WHITE

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 61

Topic #: 1

[All CIS-SIR Questions]

Which Table would be commonly used for Security Incident Response?

A. sn_si_sec_incident

B. sn_sir_incident

C. incident

D. sn_si_incident

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 62

Topic #: 1

[All CIS-SIR Questions]

ServiceNow follows the basic guidelines of the NIST lifecycle. Based on the best course of action, usually guided by runbooks and established procedures, problems sought to be fixed in which phase?

A. Analysis

B. Detection

C. Eradication

D. Review

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 63

Topic #: 1

[All CIS-SIR Questions]

What is the main purpose of the Security Incident Response Team?

A. Manage vulnerability response

B. Escalate incidents to security incidents

C. Handle security incidents

D. Patch vulnerabilities

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 64

Topic #: 1

[All CIS-SIR Questions]

What are some of the recommended duties each SIR team should have?

A. Coaching

B. Monitoring activities

C. Testing

D. All of the above

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 65

Topic #: 1

[All CIS-SIR Questions]

Which role is needed to amend Security Incident Response Script Includes?

A. script_admin

B. activity_admin

C. sn_si.admin

D. admin

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 66

Topic #: 1

[All CIS-SIR Questions]

Users can create and update security incidents, requests, and tasks, as well as problems, changes, and outages related to their incidents with which role?

A. itil

B. sn_si.manager

C. sn_si.cisco

D. sn_si.basic

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 67

Topic #: 1

[All CIS-SIR Questions]

The sn_si.external role is given to external users working on security incidents. What activities can external user complete with this role? (Choose two.)

A. View related CI record

B. View the Security Incident record

C. View assigned Tasks

D. Work Tasks assigned to them

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 68

Topic #: 1

[All CIS-SIR Questions]

What are the benefits of having an SIR Team? (Choose three.)

A. Reduced cost of recovery

B. Increased headcount

C. Reduced security incidents

D. Quicker incident resolutions

E. Dedicated resources

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 69

Topic #: 1

[All CIS-SIR Questions]

What measures activity outputs?

A. Business metrics

B. Leading Indicators

C. Lagging indicators

D. Business trends

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 70

Topic #: 1

[All CIS-SIR Questions]

Which Security Incident Response product tiers offer baseline orchestration and automation? (Choose two.)

A. Standard

B. Professional

C. Enterprise

D. Basic

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 71

Topic #: 1

[All CIS-SIR Questions]

What are some of the ways SIR teams can increase their productivity? (Choose three.)

A. Process automation

B. Form personalization

C. Training

D. Utilizing spreadsheet pivot tables

E. Hire additional staff

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 72

Topic #: 1

[All CIS-SIR Questions]

What roles are required to modify Security Incident Catalog items?

A. sn_si.admin and sn_si.analyst

B. (platform) admin and sn_si.analyst

C. (platform) admin and sn_si.admin

D. sn_si.integration_user and sn_si.admin

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 73

Topic #: 1

[All CIS-SIR Questions]

When designing the Security Incident Catalog what should happen to all catalog items?

A. All catalog items should be displayed. These represent incidents common to all businesses.

B. All catalog items should be designed specifically to that customer's agreed needs.

C. All catalog items should be removed. They're just examples, and must be replaced by different ones specific to that customer.

D. All catalog items should be renamed to suit the language for that customer, so users know which to pick.

Show Suggested Answer

Actual exam question from ServiceNow's CIS-SIR

Question #: 74

Topic #: 1

[All CIS-SIR Questions]

Which of the following are required to allow inbound emails to be parsed into Security Incidents? (Choose three.)

A. Set Properties

B. Set Parsing Rules

C. Set Field Transforms

D. Set Assignment Rules

E. Set Business Rules

Show Suggested Answer