

DUMPS ARENA

Certified Implementation Specialist - Event Management Exam

ServiceNow CIS-EM

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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

ANSWER: A

QUESTION NO: 2

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

ANSWER: A B C

QUESTION NO: 3

A monitoring tool notification of a notable occurrence is known as what?

- A. An alert
- B. An event
- C. A metric
- D. An alarm

ANSWER: A B

Explanation:

Event & Alert Management is triggered by occurrence of noticeable signals or messages which has significance for the services of infrastructure. Typically, these events and alerts are generated by monitoring tools, configuration items (CI) or IT services.

Reference: <https://www.mitsm.de/wissen/itil-wiki-prozesse/event-alert-management/>

QUESTION NO: 4

Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

- A. Enable multi-node processing
- B. Increase the source polling interval
- C. Ensure the bucket value in the event table is greater than 0
- D. Increase the number of scheduled jobs processing events

ANSWER: A C

QUESTION NO: 5

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

ANSWER: A

Explanation:

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

Procedure

1. Navigate to **Event Management > Settings > Properties**.
2. Change the number of seconds for the **Active interval (in seconds), within which a new event reopens a closed alert** property.
3. Click **Save**.

QUESTION NO: 6

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 `(.*).*`

ANSWER: A**QUESTION NO: 7**

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.

ANSWER: B D**Explanation:**

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

CI relationship editor

Use the CI relationship editor to create CI relationships.

Relation qualifier

A relation qualifier, which is a CI of the Qualifier [cmdb_ci_qualifier] type, stores important information about the CI relationships.

QUESTION NO: 8

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

ANSWER: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/quebec-it-operations-management/page/product/event-management/task/view-alert-insights-workspace.html>

QUESTION NO: 9

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

ANSWER: A C

QUESTION NO: 10

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?

2017-05-26 13:00:29
 Name http-in 198.51.100.167
 updated 2017-08-01 02:07:00

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

ANSWER: F