

# DUMPS ARENA

## Certified Implementation Specialist - Service Mapping

ServiceNow CIS-SM

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

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

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

**ANSWER: C****Explanation:**

Reference: [https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/configuration-management/concept/c\\_CIRelationships.html](https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html)

**QUESTION NO: 2**

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

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

**ANSWER: A****Explanation:**

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

**QUESTION NO: 3**

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

- A. Quickly identifies any recent incidents that occurred on components of the impacted service.
- B. Narrows down possible affected components when a service is impacted.

- C. Helps reduce the number of unplanned changes in a customer environment.
- D. Helps pinpoint code errors after a faulty application is identified.
- E. Quickly identifies any recent changes performed on components of the impacted service.

**ANSWER: C D E**

#### **QUESTION NO: 4**

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

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

**ANSWER: A**

#### **QUESTION NO: 5**

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

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

**ANSWER: C D E F**

#### **QUESTION NO: 6**

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

- A. Understanding of XML, Regex, Delimited text, and JSON

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

**ANSWER: A B C D**

**Explanation:**

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

**QUESTION NO: 7**

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

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

**ANSWER: A**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerConnectionPrerequisites.html](https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html)

**QUESTION NO: 8**

How many ServiceNow instances can one MID Server connect to?

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

**ANSWER: A****Explanation:**

Reference: [https://docs.servicenow.com/bundle/madrid-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerConnectionPrerequisites.html](https://docs.servicenow.com/bundle/madrid-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html)

**QUESTION NO: 9**

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

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

**ANSWER: A C D****QUESTION NO: 10**

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

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

**ANSWER: A B E**