

ServiceNow

CIS-EM Exam

Certified Implementation Specialist

Questions & Answers

(Demo Version - Limited Content)

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Version: 5.0

Question: 1

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

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

Question: 2

What type of system can a MID Server can be installed on?

- 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

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/mid-server/reference/r_MIDServerSystemRequirements.html

Question: 3

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

Answer: A

Explanation:

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

Question: 4

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

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/operational-intelligence-overview.html>

Question: 5

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

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

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