CIS-EM^{Q&As}

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QUESTION 1

If events are not matching to alerts as you would like, what field should be changed?

A. Resource

B. Message Key

C. Node

D. Metric Name

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMEventIdentifier.html

QUESTION 2

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

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/configure-midwebserver-extension-metric-data.html

QUESTION 3

Which is an invalid state for an alert?

A. Flapping

B. Closed

C. Reopen

D. Processed

Correct Answer: D

https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0756521

QUESTION 4

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

Correct Answer: C

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/create-alert-management-rule.html

QUESTION 5

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

Correct Answer: B

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