



# CIS-EM<sup>Q&As</sup>

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

Alerts are processed using which of the following? (Choose three.)

- A. Alert management rules
- B. Event action rules
- C. Event rules
- D. Scheduled jobs
- E. Java and Groovy scripts

Correct Answer: ACD

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### QUESTION 2

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\\_view&sysparm\\_article=KB0756521](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0756521)

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### QUESTION 3

Which attribute is responsible for de-duplication?

- A. Metric\_name
- B. Message\_key
- C. Short\_description
- D. Additional\_info

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r\\_EMBestPractice.html](https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html)

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**QUESTION 4**

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>

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**QUESTION 5**

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.

Correct Answer: BD

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

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