



CIS-EM^{Q&As}

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QUESTION 1

Out-of-the-box, how often do the events get processed in ServiceNow?

- A. Every 5 seconds
- B. Every minute via a scheduled job
- C. As soon as the event record is inserted via a business rule
- D. Depends on connectors used

Correct Answer: A

https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/event-management/reference/r_ScheduledJobsInstalledWithEM.html

QUESTION 2

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

Correct Answer: AC

QUESTION 3

HOTSPOT

In what sequence are events processed?

Hot Area:



Does the event Source match the event rule?

1
2
3
4
5

Does the event message key match an existing alert?

1
2
3
4
5

Is the event filtered out?

1
2
3
4
5

Is a severity defined?

1
2
3
4
5

Correct Answer:



Does the event Source match the event rule?

	▼
1	
2	
3	
4	
5	

Does the event message key match an existing alert?

	▼
1	
2	
3	
4	
5	

Is the event filtered out?

	▼
1	
2	
3	
4	
5	

Is a severity defined?

	▼
1	
2	
3	
4	
5	

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

QUESTION 4

If you wanted to create a quick response alert rule to open an Ask Jeeves search on the description of the alert, where would it be configured?

A. Launch Applications



B. Remediation Workflows

C. Remediation SubFlows

D. Operator Workspace

Correct Answer: A

QUESTION 5

In your environment, no alert CMDB, automated, or text based grouping is occurring. What is most likely the problem?

A. No correlation rules have been defined

B. No event management rules have been defined

C. Application services are not operational

D. No CMDB is configured

E. The alert correlation property that enables grouping is set to false

Correct Answer: A

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

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