



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

Certified Implementation Specialist - Event Mangement

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**QUESTION 1**

A load balanced web application has a cluster of 5 Apache nodes. When considering impact calculation with application cluster member rule influence set to 45, how many impacted nodes within that cluster would cause the overall application service to have a degradation of service?

- A. 5
- B. 1
- C. 2
- D. 3
- E. 4

Correct Answer: A

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**QUESTION 2**

Within the ServiceNow IT Operations Management solution set, which statement most accurately describes what Event Management is?

- A. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services
- B. The process responsible for ensuring the capacity of IT Services and IT infrastructure is able to deliver agreed upon service level targets in a cost-effective manner
- C. The process responsible for monitoring all abnormal occurrences throughout the IT infrastructure, allowing for normal operations, and detecting and escalating exception conditions
- D. The process responsible for recovery action and planning through machine learning

Correct Answer: C

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**QUESTION 3**

What are the possible actions available in alert management? (Choose three.)

- A. Execute remediation subflows
- B. Execute remediation workflows
- C. Launch applications
- D. Evaluate business rule
- E. Create a service catalog request

Correct Answer: ABC

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#### QUESTION 4

To determine the top incidents for the CI associated with an alert, where is the best place to look?

- A. Alert Insights
- B. Incident List View
- C. CMDB Health Dashboard
- D. Event Management Overview page

Correct Answer: A

Now in Operators Workspace <https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/view-alert-insights-workspace.html>

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#### QUESTION 5

A four node cluster makes up the components (CIs) of a Business Service. The impact influence for the cluster is set to 60%.

How many members of the cluster must be in a Critical state in order for the Business Service to display as Critical in the Impact Tree?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

[https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t\\_EMConfigureImpactRule.html](https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t_EMConfigureImpactRule.html)

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