



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

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

Modified Agent Client Collector policies do not take effect until what action is taken?

- A. The check is tested on an existing agent/host
- B. The policy is republished
- C. Agents re-run the discovery policy
- D. MID server synchronization is initiated
- E. Agents are restarted

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client-collector/task/create-edit-policies.html>

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### QUESTION 2

A dynamic grouping of CIs based upon common criteria (filtered CI classes) that can be visualized in operator workspace is called?

- A. A business service
- B. A technical service
- C. An application service
- D. A manual service
- E. A scoped service

Correct Answer: C

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### QUESTION 3

By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

- A. CI name, Fully qualified domain name, IP or MAC address
- B. CI name, Webserver name, IP or MAC address
- C. CI name, Fully qualified domain name, SSH public host keys
- D. System class name, Fully qualified domain name, IP or MAC address

Correct Answer: A



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

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#### QUESTION 4

Agent Client Collector is built on what framework that enables you to adopt and extend monitoring checks from the community?

- A. Icinga
- B. Sensu
- C. SolarWinds
- D. Nagios
- E. Zabbix

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client-collector/concept/acc-monitoring-overview.html>

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#### QUESTION 5

When creating event rules, is it best practice to create:

- A. Two rules for every event
- B. As many rules as possible
- C. As few rules as possible
- D. One rule for every event

Correct Answer: C

#### QUESTION 6

Agent Client Collector can perform application service monitoring by configuring what option?

- A. An alert management rule
- B. A proxy agent
- C. A distributed cluster
- D. An event rule



## E. A REST API

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client-collector/task/create-edit-policies.html>

## QUESTION 7

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)

## QUESTION 8

Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?

2017-05-26 13:00:29

Name  
http-in 198.51.100.167

updated  
2017-08-01 02:07:00

Alerts

Impact

Root Cause CI

Changes

Name	Impact On	Influence	Influence Units	Critical	Major	Minor	Warning
Application Cluster Member	Business Service	70	Percent	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
Application Impact	Business Service	100	Percent	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>

- A. Critical
- B. Error
- C. Major



- D. Minor
- E. Warning
- F. Clear

Correct Answer: F

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#### QUESTION 9

How often do baseline event connectors retrieve events?

- A. Every 30 seconds
- B. Every 2 minutes
- C. Every 10 minutes
- D. Every 1 minute
- E. Every 5 minutes

Correct Answer: B

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

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#### QUESTION 10

By default, the Alert Console displays what type of alerts?

- A. All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- B. All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- C. All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
- D. All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- E. All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

Correct Answer: D

[https://nav\\_to.do?uri=%2F\\$sa\\_alerts\\_console\\_view](https://nav_to.do?uri=%2F$sa_alerts_console_view)

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#### QUESTION 11

Which are recommended best practices for Event Management? (Choose three.)



- A. Filter out events on ServiceNow Instance for easier consolidation and aggregation.
- B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.
- C. Filter out events at source rather than in the ServiceNow instance.
- D. Base-line "normal-state" events to filter out background noise.
- E. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

Correct Answer: CDE

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#### QUESTION 12

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

Correct Answer: A

Reference: [https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t\\_EMCreateCustomConnectorDefinition.html](https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMCreateCustomConnectorDefinition.html)

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#### QUESTION 13

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

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#### QUESTION 14

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

Correct Answer: B

There are 3 tabs to configure a rule "Alert Info", "Alert filter" and "Actions" under the tab Actions you can find a Section "remediation Subflows", ... <https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

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#### QUESTION 15

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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