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# CIS-EM^(Q&As)

## Certified Implementation Specialist - Event Mangement

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**QUESTION 1**

What missing attribute would cause an event to have a state of Error?

A. Metric Name

B. Source

C. Classification

D. Node

E. Severity

Correct Answer: E

**QUESTION 2**

Where would you find the Priority Breakdown for an Alert?

A. Under the More Information section

B. Under the Activities section

C. Under the History section

D. Under the CI Problems section

Correct Answer: A

**QUESTION 3**

The MID Server requires an outbound connection on which port?

A. 445

B. 161

C. 443

D. 143

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html

**QUESTION 4**

If more than one alert management rule applies to a particular alert, which of the rules will run based upon the Order of execution field?

A. Only the alert management rule with the highest Order of execution number will run.

B. Only the alert management rule with the lowest Order of execution number will run.

C. All alert management rules will run, from the lowest to the highest Order of execution numbers.

D. All alert management rules will run, from the highest to the lowest Order of execution numbers.

Correct Answer:


**QUESTION 5**

What does Operational Intelligence proactively identify before they cause service outages?

A. Missing CMDB data

B. Defects

C. Alert correlations

D. Orphaned CIs

E. Anomalies

Correct Answer: E

https://www.servicenow.com/community/itom-articles/on-demand-webinar-prevent-service-outages-with-operational/ta-p/2320008


**QUESTION 6**

What would you use to define the monitoring sources allowed to communicate with the ServiceNow instance for Operational Intelligence?

A. Metric Registration

B. Metric Config Rules

C. Metric Type Actions

D. Metric to CI

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/operational-intelligence-overview.html


**QUESTION 7**

Which attribute correlates multiple events to one alert?

A. Additional_info

B. Message_key

C. Metric_name

D. Short_description

Correct Answer: B

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

## QUESTION 8

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 9

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

**QUESTION 10**

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 11**

If the Message Key is not populated, the default value is created from which fields?

A. Source, type. node, resource, and metric name

B. Source, source instance, node, and resource

C. Source, type. node, and metric name

D. Source, source instance, node, and type

E. Source, type. node, resource, and time of event

Correct Answer: A

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

**QUESTION 12**

What is used to correctly bind an alert to an application?

A. Correlation rules

B. Workflows

C. Classifiers

D. CI identification rules

Correct Answer: D

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

**QUESTION 13**

In order for SNMP trap notifications to appear in ServiceNow as events, what option must be enabled in the required MID server?

A. MID SNMP trap listener

B. SNMP event manager module for MID

C. Event collector MID server extension

D. SNMP agent for MID

Correct Answer: A

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

**QUESTION 14**

Where can you look to determine what event rule created an alert? (Choose two.)

A. Alert Activity

B. Event Additional Information

C. Event Processing Notes

D. Alert Message Key

E. Alert Source

Correct Answer: AC

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMViewRuleApply.html

**QUESTION 15**

What would you use as a central location to explore the CMDB class hierarchy, CI table definitions, and CIs?

A. CI Remediations

B. CI Relation Types

C. CI Identifiers

D. Process to CI Type Mapping

E. CI Class Manager

Correct Answer: E

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/concept/c_CMDBClassifications.html

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