

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

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

In the event table, which field maps the external attributes from the target system?

- A. Resource
- B. Description
- C. Source
- D. Additional Information

Correct Answer: D

Source contains just source name (ex. "SolarWinds"). Additional Information contains JSON string that gives more information about the event. [https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/event-management/concept/c\\_EMIntegrateRequirementEvent.html](https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html)

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### QUESTION 2

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

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### QUESTION 3

The value of the Alert Priority score is a composite of what?

- A. The value of the alert's category and its relative weight
- B. The value of the alert's category and its Priority Group
- C. The value of the alert's Severity and its Priority Group
- D. The value of the alert's Severity and its relative weight

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

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#### QUESTION 4

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>

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#### QUESTION 5

Based on the information shown, which of the following three alerts should be processed first?

A. The Alert Priority score 3106020.001 was calculated according to the following factors, ordered by their respective priority (2018-06-01 19:34:01 GMT) Category (Score, Weight)

1.  
Business services -(3.0, 1000000)
2.  
Severity -(1.0, 100000)
3.  
CI type -(60.0, 100)
4.  
Role -(2.0, 10)
5.  
Secondary -(0)
6.  
State -(1.0, 0.001)

B. The Alert Priority score 4406020.001 was calculated according to the following factors, ordered by their respective

priority (2018-05-31 20:04:47 GMT) Category (Score, Weight)

1.  
Business services ?(4.0, 1000000.0)

2.  
Severity -(4.0, 100000.0)

3.  
CI type -(60.0, 100.0)

4.  
Role -(2.0, 10.0)

5.  
Secondary -(0)

6.  
State -(1.0, 0.001)

C. The Alert Priority score 3306020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 19:56:54 GMT) Category (Score, Weight)

1.  
Business services ?(3.0, 1000000.0)

2.  
Severity -(3.0, 100000.0)

3.  
CI type -(60.0, 100.0)

4.  
Role -(2.0, 10.0)

5.  
Secondary -(0)

6.  
State -(1.0, 0.001)

D. They should be processed in the order in which they were received.

Correct Answer: B

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