

CIS-EM^{Q&As}

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QUESTION 1

Which is an invalid state for an alert?

- A. Flapping
- B. Closed
- C. Reopen
- D. Processed

Correct Answer: D

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0756521

QUESTION 2

Which is the best option to reduce latency issues when receiving events?

- A. Verify bucket field in em_event table > 0
- B. Verify event_processor_job_count = 2
- C. Verify event_processor_job_count = 0
- D. Verify event_processor_enable_multi_node = 2

Correct Answer: B

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

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>

QUESTION 4

What is the function of the External Communication Channel (ECC) Queue? (Choose three.)

- A. It is a connection point between a ServiceNow instance and the MID Server.
- B. It contains probe records to be executed on the customer's network.
- C. It holds jobs that the MID Server needs to perform.
- D. It is a connection point between a hardware CI on a customer's network and the MID Server.
- E. It contains records of CIs that the ServiceNow admin has submitted for entry into the CMDB.

Correct Answer: ABC

QUESTION 5

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 6

What ServiceNow feature would you configure to process incoming email to create events?

- A. Transforms
- B. Inbound actions
- C. Event processing jobs
- D. Event Filter
- E. Event field mapping

Correct Answer: B

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

QUESTION 7

You have an event with a Source of `Trap from Enterprise 111\`, but the alert created for this event shows a Source of `Oracle EM\`. If you want to change what this is set to, where in the event rule would you do this?

- A. Transform and Compose Alert Output tab
- B. Event rule info tab
- C. CI Binding tab
- D. Event Filter tab

Correct Answer: A

Mapping for alert fields is in Transform and Compose Alert Output tab.

In event rule info tab is a source field to match the event by, changing the value there would achieve nothing, because that needs to stay unchanged.

QUESTION 8

If more than one event rule applies to a particular event or metric, which of the event rules will run based upon the Order of execution number?

- A. Only the event rule with the highest Order of execution number will run.
- B. Only the event rule with the lowest Order of execution number will run.
- C. All event rules will run, from the lowest to the highest Order of execution numbers.
- D. All event rules will run, from the highest to the lowest Order of execution numbers.

Correct Answer: C

<https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-event-management-blueprint.pdf>

QUESTION 9

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

QUESTION 10

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>

QUESTION 11

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

QUESTION 12

What is an alert called that moves from an open to a closed state multiple times within a designated time-frame?

- A. Fluctuating
- B. Swinging
- C. Flipping
- D. Flapping

Correct Answer: D

QUESTION 13

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 14

The ServiceNow standard and shared set of service-related definitions that enable and support true service level reporting is known as what?

- A. Service level data model
- B. Business service data model
- C. Application service data model
- D. Common service data model

Correct Answer: D

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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