# Servicenow

(CIS-SM)

Certified Implementation Specialist - Service Mapping

Total: **60 Questions**

Link:

**Question: 1**

Which of the following represents the skills needed that a Service Mapping administrator or implementer should have? (Choose four.)

    A. Understanding of XML, Regex, Delimited text, and JSON
    B. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST C.
    Scripting capabilities with respect to Unix and Windows commands D.
    Intermediate or above Windows and Unix administration skills
    E. Sufficient skills to build an enterprise web site
    F. Understanding of relational database theory

    **Answer: ABCD**

**Question: 2**

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through Service Mapping?

    A. Problem Management: Number of Incidents per Known Problem B.
    Incident Management: Mean Time to Resolve
    C. Event Management: Signal to Noise Ratio
    D. Change Management: Number of Major Changes

    **Answer: B**

**Question: 3**

How many ServiceNow instances can one MID Server connect to?

    A. 1
    B. 5
    C. Up to 255
    D. Unlimited

    **Answer: A**

**Question: 4**

When a Windows Server is reclassified from the Server [cmdb_ci_server] table to the Windows Server [cmdb_ci_win_server] table, which one of the following describes the process that occurred?

    A. Class Change
    B. Class Upgrade
    C. Class Switch
    D. Class Downgrade

    **Answer: B**

## Question: 5

To begin the configuration of tag-based services, tag values must be defined where?

A.Tag categories
B.Tag catalogs
C.Tag-based service families
D.Tag libraries

**Answer: A**

## Question: 6

Which of the following are potential benefits when implementing Service Mapping? (Choose four.)

A.Reduced ongoing service map maintenance effort as a result of automated map updates B.Faster service issue resolution and reduced downtime due to better root cause analysis C.Improved Software Asset Management capabilities
D.Reduction in effort to create service maps
E.Reduction in change related incidents due to improved service visibility during change planning F.More accurate alerts from monitoring tools
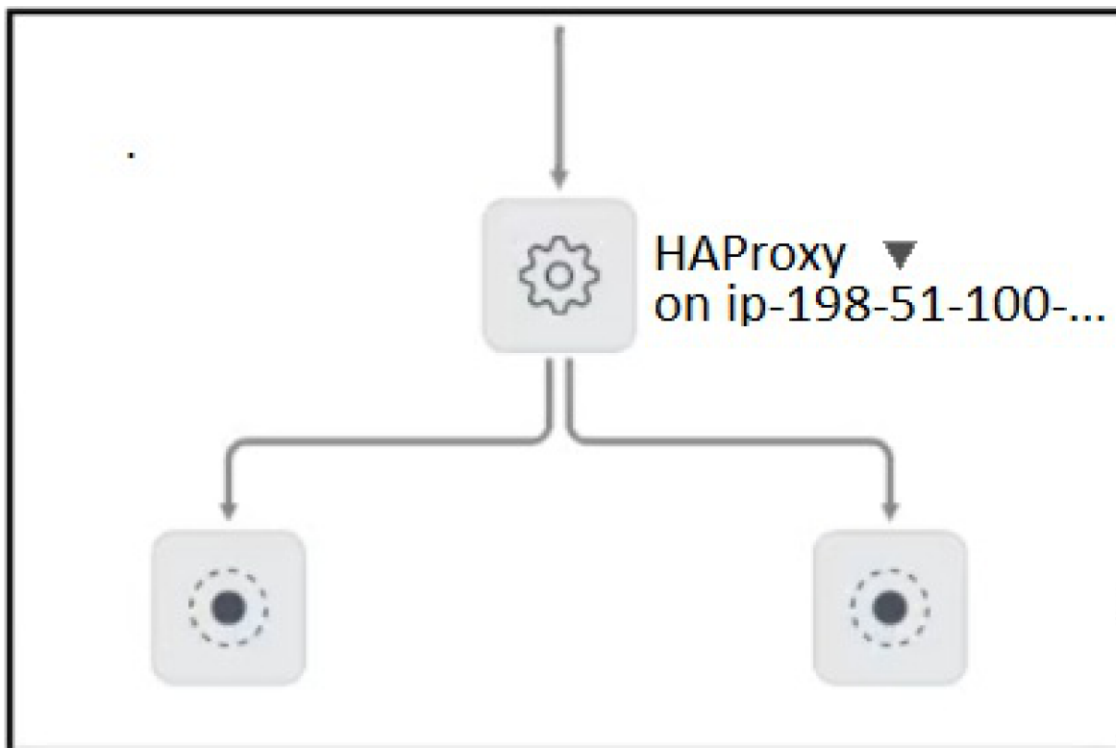
**Answer: ABDE**

## Question: 7

Which one of the following can be used to enable patterns to search for additional attributes and modify discovery logic defined in an Identification Section without modifying the baseline pattern and potentially impacting upgrades?

A. Add step(s) to the pattern's Identification Section.
B. Add step(s) to the pattern's Connection Section.
C. Add step(s) to the pattern's Extension Section.
D. Add step(s) to the pattern's Update Set.

E. Add step(s) directly to the NDL code.

**Answer: C**

## Question: 8

In the image, which one of the following best describes the lower icons?

A.The connections from HAProxy are to other CIs that had errors during discovery.

B.The connections from HAProxy are application clusters.

C.The connections from HAProxy could not be identified and are marked as a Generic Application. D.The connections from HAProxy are marked as boundaries.

**Answer: D**

## Question: 9

Assuming Reconciliation Rules (Reconciliation Definitions) were configured exactly the same for both Data Sources, ServiceNow and ServiceWatch, for the Application [cmdb_ci_appl] table and the following Data Source Precedence Rules are configured.
Which one of the following is true?



A.If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.

B.If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, ServiceNow, an update will be allowed.

C.If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is

discovered by the Data Source, ServiceWatch, an update will be allowed.

D.If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.

**Answer: C**

## Question: 10

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

A.Releases
B.Problems
C.Incidents
D.Alerts

**Answer: CD**

## Question: 11

In ServiceNow Discovery, which one of the following phases is the server RAM value discovered?

A.Port scan
B.Classification
C.Classification and Identification
D.Identification and Exploration

**Answer: D**

## Question: 12

In Pattern Designer, which one of the following best describes the Create Connection step?

A. Provides information about integrations to the host
B. Provides information about relationships between cluster members
C. Provides information about outbound connections to other CIs
D. Provides information about relationships between the host and installed software

**Answer: C**

## Question: 13

Which one of the following best describes the definition of an Entry Point?

A.A method by which a user interacts with a service or a CI interacts with another CI B.A type of communication taking place between applications
C.A template of attributes that define a communication type between applications

D.A Host::Hosted on relation between CIs

**Answer: A**

## Question: 14

In Service Mapping, when discovery is started, what is the execution strategy used to run Identification Sections?

A.Identification Sections are executed randomly until one is successful and if more than one section is successful an error will be displayed.

B.Identification Sections are executed randomly and the data gathered by the successful sections are merged.

C.Identification Sections are executed one by one in the order they are listed and the last section that is successful will be used.

D.Identification Sections are executed one by one in the order they are listed until the first successful match which concludes the Identification phase.

**Answer: D**

## Question: 15

Which one of the following Linux commands can be used by a non root user to return the process ID listening on port 8080?

A.sudo netstat -an -p TCP | grep :8080

B.sudo netstat -anp | grep :8080

C.netstat -anp | grep :8080

D.netstat -an -pid * | grep :8080

**Answer: B**

## Question: 16

Which one of the following best describes the process that Service Mapping uses to run a command on a target device?

A.Service Mapping provides a task with the command that the MID Server collects, the MID Server executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.

B.The MID Server decides what command to execute, executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.

C.Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance through the MID Server.

D.Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance.

**Answer: A**

## Question: 17

In Event Management, which of the following rules allows for automatic task creation?

A.Alert Management
B.Event
C.Task
D.Alert Correlation

**Answer: A**

## Question: 18

During ServiceNow Discovery, which one of the following is the approximate number of host IPs that are port scanned with a Discovery Schedule configured with an IP network as shown?
180.181.0.0/16

A.~5 million
B.~1 million
C.~65 thousand
D.~500,000 thousand

**Answer: C**