

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

Certified Implementation Specialist - Event Mangement

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**QUESTION 1**

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 2**

The correct regex to capture the name of the server in "the server webserver3.domain.com is down" would be:

- A. `.*(w+\.w+\.w+).*`
- B. `The server (.*)s.*`
- C. `.*s(w+\.w+\.w+).*`
- D. `the server (.*).*`

Correct Answer: C

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**QUESTION 3**

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->

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## QUESTION 4

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

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## QUESTION 5

A support agent resolves an incident associated with an alert. What is the best method to close the alert?

- A. Set the evt\_mgmt.incident\_closes\_alert
- B. Set the evt\_mgmt.alert\_closes\_incident
- C. Switch over to the alert form and close the alert manually
- D. Create a business rule on the alert table to match the associated Incident with its respective alert
- E. Create a business rule on the incident table

Correct Answer: A

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