CIS-EM^Q&As

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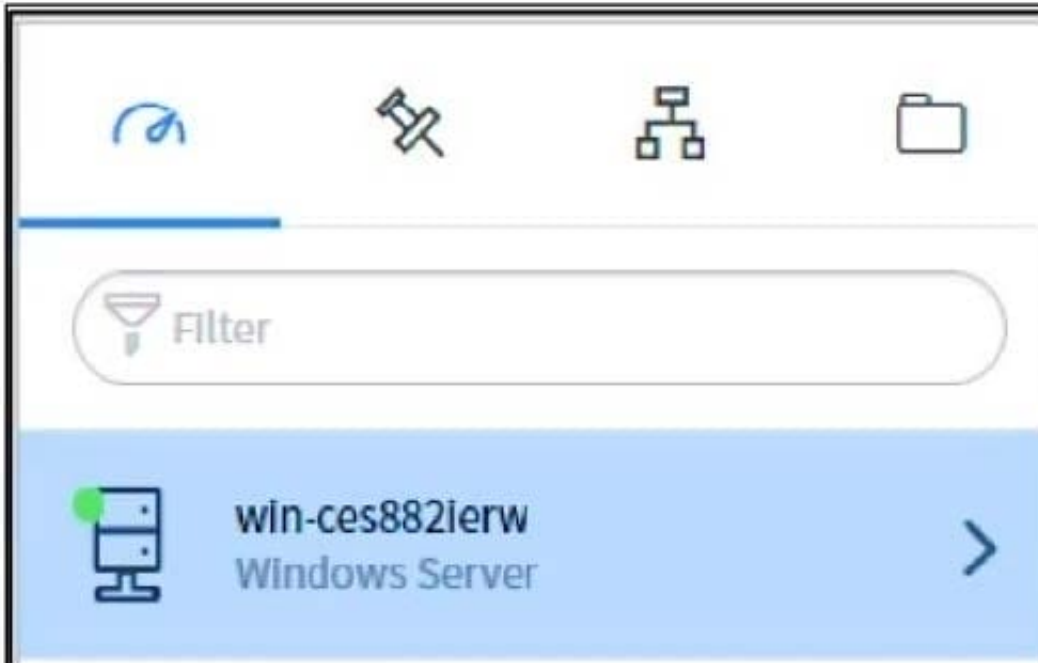
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QUESTION 1

How would you interpret the following data in the Operational Intelligence Insights Explorer?

A. win-ces882ierw is one of your hottest Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately

B. win-ces882ierw is one of your hottest Configuration Items (CIs), but is currently experiencing a low probability of anomalies

C. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately

D. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs), but is currently experiencing a low probability of anomalies

Correct Answer: D

QUESTION 2

What feature would you use to trigger a workflow or automatically generate tasks via templates?

A. Event rules

B. Task rules

C. Alert management rules

D. Alert correlation rules

Correct Answer: C

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

QUESTION 3

During processing of the event and if the event Severity is blank, the state of the event is set to:

A. Ready

B. Ignored

C. Error

D. Processing

Correct Answer: C

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

QUESTION 4

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 5

A support agent resolves an incident associated with an alert, but the alert does automatically close even though the evt_mgmt.incident_closes_alert property is set appropriately to close the alert. What is the most likely cause of this issue?

A. The support agent does not have the evt_mgmt_user role.

B. The support agent only has the evt_mgmt_admin role.

C. The support agent has the evt_mgmt_operator role, but not the evt_mgmt_user role.

D. The support agent has the evt_mgmt_user role, but not the evt_mgmt_operator role.

Correct Answer: D

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

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