DUMPSQUEEN

Certified Implementation Specialist - Service Mapping

ServiceNow CIS-SM

Version Demo

Total Demo Questions: 10

Total Premium Questions: 60

Buy Premium PDF

QUESTION NO: 1

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

A. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Extension Sections.

B. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run all Extension Sections for the pattern.

C. For each pattern that supports the Entry Point Type, run all the Identification Sections that finish successfully and then run each Extension Section for the pattern.

D. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run Extensions Sections until one finishes successfully.

ANSWER: D

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.htmlc

QUESTION NO: 2

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: A B C D

Explanation:

Reference: https://www.servicenow.com/services/training-and-certification/service-mapping-implementation.html

QUESTION NO: 3

Which one of the following is a public IP Address?

A. 172.20.5.9

B. 225.16.0.5

C. 192.168.100.100

D. 10.0.6.8

ANSWER: C

QUESTION NO: 4

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: B C

QUESTION NO: 5

Which of the following are methods used to initiate discovery on a service? (Choose three.)

A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.

B. Map multiple services by importing entry points from a CSV file.

C. Map a single service defined by configuring an entry point.

D. Map services suggested by the discovery of MID Servers in an enterprise.

E. Map services based on Assets stored in the CMDB.

ANSWER: A C D

QUESTION NO: 6

Which of the following reasons would a prospect consider purchasing ServiceNow Event Management? (Choose three.)

A. Determine impacted services from a given event/alert.

B. Provide software deployment capabilities to patch problem infrastructure.

C. Automatically generate incidents for certain classes of alerts.

D. Provide state of the art monitoring capabilities across a wide array of different types of infrastructure.

E. Consolidate events from disparate monitoring tools into a consolidated central system.

ANSWER: A B E

QUESTION NO: 7

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

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/tag-based-mapping.html

QUESTION NO: 8

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: C D E F

QUESTION NO: 9

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: C

Explanation:

Reference: https://old.wiki/index.php/ServiceNow_ServiceWatch_Discovery_Credentials_and_Connectivity

QUESTION NO: 10

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:

- Class

- Configuration file

- Version

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded the Apache Web Server to a different version and reran discovery of the service. What will happen in the CMDB?

A. A duplication error will occur.

B. A new Apache Web Server CI is created.

C. The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.

D. The Apache Web Server CI will be reclassified as a Web Server CI.

ANSWER: C

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_CreateCITypeForSM.html