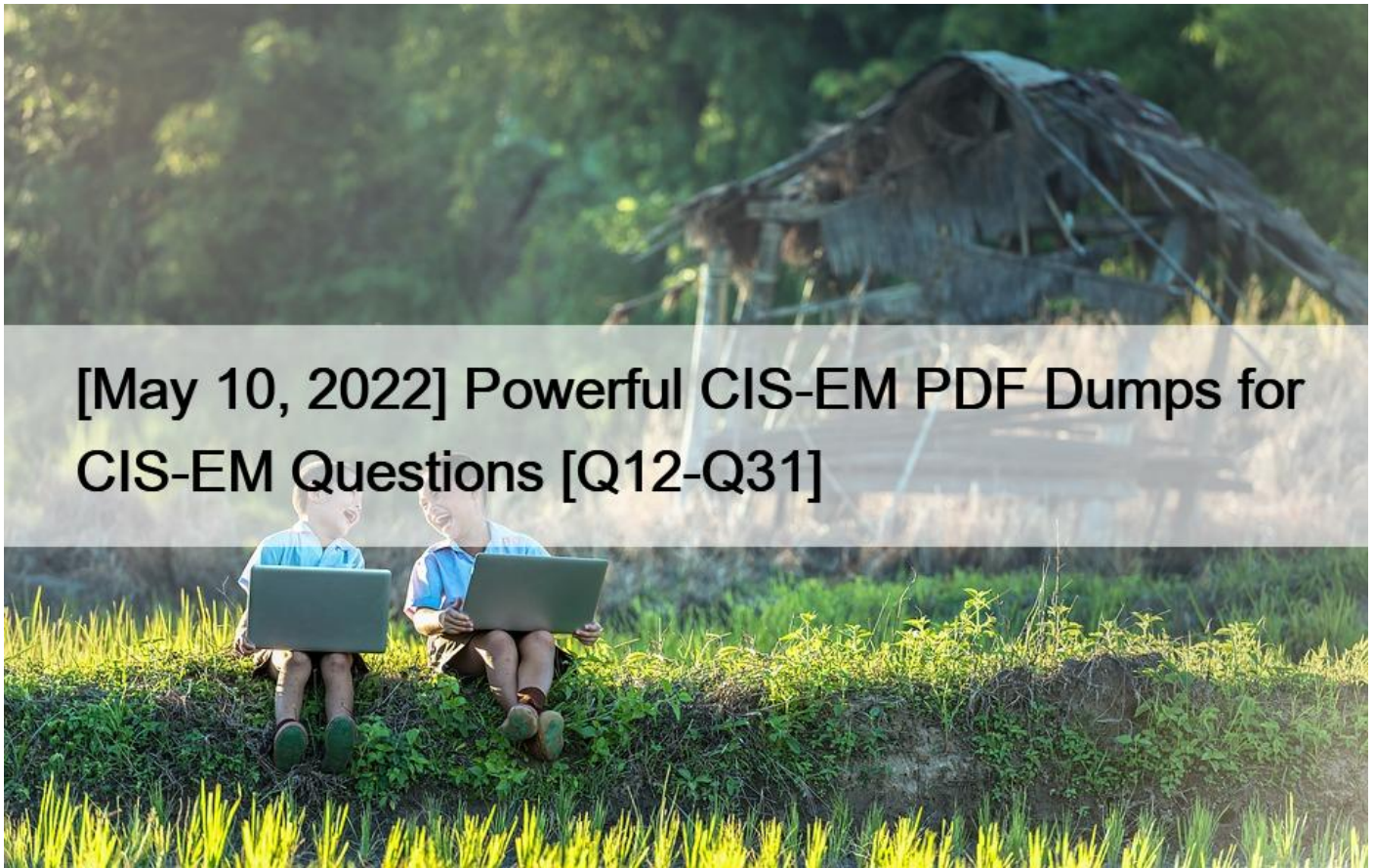


[May 10, 2022 Powerful CIS-EM PDF Dumps for CIS-EM Questions [Q12-Q31]



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NEW QUESTION 12

What is the default collection/polling interval applied to all event connectors?

- * Every 120 seconds
- * Every 5 seconds
- * Every 40 seconds
- * Every 60 seconds
- * Every 10 seconds

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/use/collaboration/task/t_ConfigureThePollingInterval.html

NEW QUESTION 13

What two key steps must be performed after creating a new connector instance? (Choose two.)

- * Assign a MID Server to the connector
- * Enter credentials for the connector

- * Debug the connector
- * Test the connector
- * Activate the connector

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMConfigureConnectorInstance.html

NEW QUESTION 14

What Event Management module allows for configuration of automatic task creation?

- * Alert management rules
- * Task rules
- * Event rules
- * Alert correlation rules

NEW QUESTION 15

By default, the Alert Console displays what type of alerts?

- * All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
- * All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

NEW QUESTION 16

In the event table, which field maps the external attributes from the target system?

- * Resource
- * Description
- * Source
- * Additional Information

NEW QUESTION 17

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

- * Event rules
- * Task rules
- * Alert management rules
- * Alert correlation rules

Explanation/Reference: <https://docs.servicenow.com/bundle/kingston-it-operations-management/page/product/event-management/task/create-task-template-from-existing-alert.html>

NEW QUESTION 18

The value of the Alert Priority score is a composite of what?

- * The value of the alert's category and its relative weight
- * The value of the alert's category and its Priority Group
- * The value of the alert's Severity and its Priority Group
- * The value of the alert's Severity and its relative weight

NEW QUESTION 19

Which the following alert promotion rule defined in your ServiceNow instance, which of the anomalies below would be automatically promoted into IT alerts on the Alert Console?

The screenshot shows the configuration for an alert promotion rule named 'MetricOne'. The rule is active and has a minimal score of 9.5. The promotion type is 'MetricName', the source is 'MetricOne', and the metric name is 'CPU_Util'.

* Name	MetricOne	Active	<input checked="" type="checkbox"/>
Promotion Type	MetricName	Minimal Score	9.5
Source	MetricOne		
MetricName	CPU_Util		

A)

The screenshot shows the details of an alert anomaly. The description states that the CPU Util for C:\ value (24.000000) exceeds the threshold range (0.000000-36.869789) and has an anomaly score of 9.047626. The message key is sa_920bc51e186113007f44b91107733c05. The additional information is a JSON object containing the following fields: anomaly_score, metric_lower_bound, metric_upper_bound, metric_value, promotion_parameter, and source_metric_type. A red square with the letter 'A' is visible in the bottom right corner.


Description: CPU Util for C:\ value: 24.000000 exceeds the threshold range:[0.000000]-[36.869789] and has anomaly score: 9.047626

Message key: sa_920bc51e186113007f44b91107733c05

Additional information: { "anomaly_score": "9.047625541687012", "metric_lower_bound": "0.0", "metric_upper_bound": "36.869789123535156", "metric_value": "24.0", "promotion_parameter": "", "source_metric_type": "CPU_Util" }

B)

Description	CPU_Util for C:\ value: 100.000000 exceeds the threshold range:[0.000000]-[35.410248] and has anomaly score: 9.985986
Message key	sa_e1efd05c985213007f44ad63cf1b07fb-f117ad4098d1307f44ad63cf1b07f7
Additional information	<pre>{ "anomaly_score": "9.98598575592041", "metric_lower_bound": "0.0", "metric_upper_bound": "35.410247802734375", "metric_value": "100.0", "promotion_parameter": "", "source_metric_type": "CPU_Util" }</pre>



C)

Both anomaly A and anomaly B

D)

Neither anomaly A or anomaly B

- * Option A
- * Option B
- * Option C
- * Option D

Explanation

Reference <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/create-alert-promotion-rule.html>

NEW QUESTION 20

What type of system can a MID Server can be installed on?

- * OpenVMS System
- * Microsoft Windows Server
- * Linux System
- * Microsoft Windows Desktop
- * Any system inside the customer firewall
- * Mac OS X System

NEW QUESTION 21

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?

- * Transform and Compose Alert Output tab
- * Event rule info tab
- * CI Binding tab

- * Event Filter tab

NEW QUESTION 22

When creating event rules, is it best practice to create:

- * Two rules for every event
- * As many rules as possible
- * As few rules as possible
- * One rule for every event

NEW QUESTION 23

When creating an alert management rule, where would you specify a workflow to resolve a given condition?

- * From the Remediation tab
- * From the Actions tab
- * From the Launcher tab
- * In the Related Links section

NEW QUESTION 24

Which attribute is responsible for de-duplication?

- * Metric_name
- * Message_key
- * Short_description
- * Additional_info

NEW QUESTION 25

What are the valid states an alert can be in during its lifecycle?

- * Open, Reopen, Flapping, Closed
- * New, Updating, Waiting, Complete
- * Open, Updating, Swinging, Closed
- * Open, Warning, Flapping, Clear

NEW QUESTION 26

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

- * Ready
- * Ignored
- * Error
- * Processing

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html

NEW QUESTION 27

A support agent resolves an incident associated with an alert, but the alert does not 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?

- * The support agent does not have the evt_mgmt_user role.
- * The support agent only has the evt_mgmt_admin role.
- * The support agent has the evt_mgmt_operator role, but not the evt_mgmt_user role.
- * The support agent has the evt_mgmt_user role, but not the evt_mgmt_operator role.

NEW QUESTION 28

What two key steps must be performed after creating a new connector instance? (Choose two.)

- * Assign a MID Server to the connector
- * Enter credentials for the connector
- * Debug the connector
- * Test the connector
- * Activate the connector

NEW QUESTION 29

What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

- * The CMDB is a series of tables that contain only key hardware components located in critical paths within your platform that must be managed.
- * The CMDB is a dynamic list that tracks both the CIs within your platform and the relationship between those items.
- * All CIs stored in the CMDB must have an assigned IP address within your infrastructure.
- * A CI is any component within your infrastructure that needs to be managed in order to deliver Services.

Explanation/Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html

NEW QUESTION 30

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

- * In the event rule, set the Severity to 0
- * In the alert rule, set the Severity to 0
- * In the alert rule, set the Severity to -1
- * In the event rule, set the Severity to -1

NEW QUESTION 31

By default, the Alert Console displays what type of alerts?

- * All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
- * All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- * All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

ServiceNow CIS-EM Exam Syllabus Topics:

TopicDetailsTopic 1- Define customer challenges- Common Service Data ModelTopic 2- Alert grouping (correlation rules, alert aggregation)- Event Management OverviewTopic 3- Alerts process flow- Graphical user interfaces- Event Configuration and UseTopic 4- Alert impact profile- IT Operations Management (ITOM) solution

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