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Passing the CIS-SM exam will enable IT professionals to demonstrate their proficiency in Service Mapping, which is a critical component of IT service management. Certified Implementation Specialist - Service Mapping certification provides a strong foundation for individuals who are responsible for configuring and maintaining ServiceNow's Service Mapping application. It also demonstrates that the individual is capable of implementing best practices in Service Mapping, which can help organizations improve their IT service delivery and reduce downtime.

ServiceNow CIS-SM Exam is divided into five sections, each with a certain weightage. The sections are: ServiceNow Platform Fundamentals, Service Mapping Concepts, Service Mapping Design, Service Mapping Administration, and Reporting and Analytics. To pass the exam, candidates must obtain a minimum score of 70% in each of the five sections. CIS-SM exam can be taken in person or remotely through online proctoring.

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ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q10-Q15):

NEW QUESTION # 10

You have run Service Mapping discovery against a customer service and discovered the CI in the image. The customer indicates that Apache should have an outgoing connection to Tomcat. Which one of the following could be the issue?



- A. No Connection Section is defined for Apache to Tomcat.
- B. Credentials are not configured for Tomcat.
- C. No Tomcat CI Type is defined.
- D. Process is offline for Tomcat.
- E. No Identification Rule is defined for Tomcat.

Answer: A

NEW QUESTION # 11

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

- A. Connection Sections are executed one by one in the order they are listed with a connection created from the last successful section.
- B. Connection Sections are executed one by one and connections will result from each successful section.
- C. Connection Sections are executed one by one in the order they are listed until the first successful section.
- D. Connection Sections are executed randomly and connections will result from each successful section.

Answer: A

NEW QUESTION # 12

You have run Service Mapping discovery against a customer service and discovered the CI in the image. The customer indicates that Apache should have an outgoing connection to Tomcat. Which one of the following could be the issue?



- A. No Connection Section is defined for Apache to Tomcat.
- B. Credentials are not configured for Tomcat.
- C. No Tomcat CI Type is defined.
- D. Process is offline for Tomcat.
- E. No Identification Rule is defined for Tomcat.

Answer: A

NEW QUESTION # 13

In the following image, the 5x next to Citrix XenA represents which one of the following?



- A. Five discovery executions on the CI
- B. Five members of a cluster
- C. Five outgoing connections from the cluster
- D. Five errors while identifying the CI

Answer: B

NEW QUESTION # 14

Which one of the following statements best explains the following URL: Error! Hyperlink reference not valid. SaCmdManager.do?ip=198.51.100.66?

- A. The user is starting the Command Line Console and explicitly directs Service Mapping to use the MID Server 198.51.100.66 to execute commands.
- B. The user is starting the Command Line Console and is able to send commands to the host 198.51.100.66.
- C. This is not a valid URL for Service Mapping.
- D. The user is starting the Command Line Console and is able to send commands against the ServiceNow instance at 198.51.100.66.

Answer: D

NEW QUESTION # 15

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