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The CIS-SM Certification Exam covers a wide range of topics, including Service Mapping architecture, configuration, and troubleshooting. CIS-SM exam also tests the individual's understanding of the ServiceNow platform, including its capabilities, features, and functionality. CIS-SM exam is intended for professionals who are responsible for setting up and configuring Service Mapping in ServiceNow, including system administrators, consultants, and developers.

## ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q29-Q34):

### NEW QUESTION # 29

Assume an Apache Web Server Identifier Entry is configured as shown:

Identifier    Active ☒

Search on table

Criterion attributes  Class, Configuration file, Version Allow null attribute ☐

Priority  Allow fallback to parent's rules ☐

If the Apache Web Server Discovery Pattern has a step configured to collect the Configuration file data but NOT configured with a step to collect the Version information, what will happen when executing a Service Mapping discovery?

- A. An identification error will occur.
- B. The Apache Web Server CI will be reclassified as a Web Server CI.
- C. The Apache Web Server configuration item will be discovered successfully and either inserted or updated in the CMDB.
- D. A duplication error will occur.

Answer: C

#### NEW QUESTION # 30

When running Service Mapping discovery, which of the following represents the root cause of the error?

"Failed to access target system. Access is denied"

- A. CLI permissions error
- B. Applicative permissions error
- C. SSO authentication error
- D. Windows authentication error

Answer: C

#### NEW QUESTION # 31

Which one of the following Regular Expressions could be used to parse the value 5.2.0 from the string?

- A. Version (\.\*)
- B. Version (\d+)
- C. Version (\d+).(\d+).(\d+)
- D. Version s+(\d+\.\d+\.\d+)

Answer: A

Explanation:

Reference:

id=7dac1ed1db8b5494190b1ea6689619cc

#### NEW QUESTION # 32

When using the Pattern Designer, a Regular Expression parsing strategy is available from which operation?

- A. Match
- B. Parse file
- C. Create connection
- D. Set variable

**Answer: B**

### NEW QUESTION # 33

In Service Mapping, which one of the following is true if host discovery fails on the entry point configuration item?

- A. Service Mapping will continue to discover just the connections comprising the service
- B. Service Mapping will continue to discover just the applications comprising the service
- C. Service Mapping will continue to discover applications and connections comprising the service
- **D. Service Mapping will stop until the discovery of the host is successful**

**Answer: D**

### NEW QUESTION # 34

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