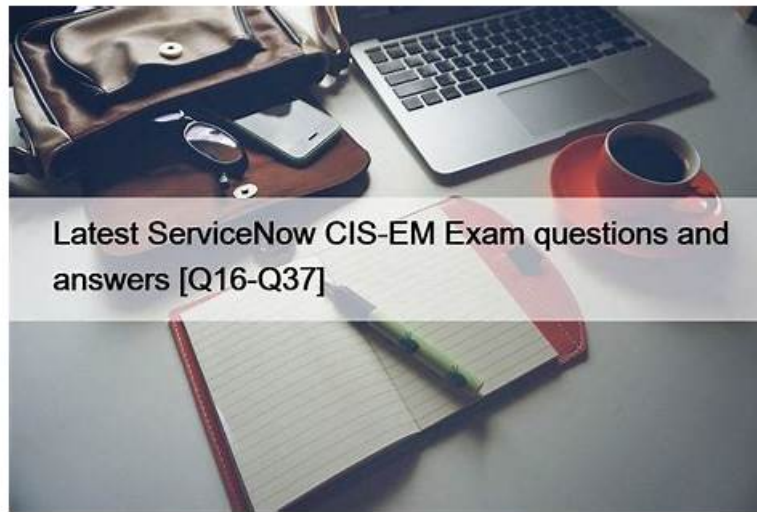


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ServiceNow CIS-EM (Certified Implementation Specialist-Event Management) Certification Exam is designed to validate the skills and knowledge of professionals who wish to demonstrate their ability to implement and manage ServiceNow Event Management applications. The CIS-EM exam is intended for professionals who are involved in the implementation, configuration, and maintenance of ServiceNow Event Management applications. CIS-EM Exam is also suitable for IT professionals who are interested in gaining expertise in Event Management and want to enhance their career opportunities in this field.

## ServiceNow Certified Implementation Specialist-Event Management Exam Sample Questions (Q95-Q100):

### NEW QUESTION # 95

A support agent resolves an incident associated with an alert. What is the best method to close the alert?

- A. Set the `evt_mgmt.incident_closes_alert`
- B. Create a business rule on the alert table to match the associated Incident with its respective alert

- C. Set the evt\_mgmt.alert\_closes\_incident
- D. Create a business rule on the incident table
- E. Switch over to the alert form and close the alert manually

**Answer: A**

#### NEW QUESTION # 96

A customer informs you that they already have monitoring and event management tools.

Which of the following describes the extra value that ServiceNow Event Management provides? (Choose four.)

- A. ServiceNow Event Management provides state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
- B. ServiceNow Event Management Alerts, Incidents, Problems, and changes are automatically correlated with CIs and Business Services that can be visualized in Business Service maps.
- C. ServiceNow Event Management manages relationships between alerts and related incidents to maintain an end-to-end event management lifecycle.
- D. ServiceNow Event Management provides a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.
- E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

**Answer: B,C,D,E**

#### NEW QUESTION # 97

In what sequence are events processed?

Does the event Source match the event rule?

▼

- 1
- 2
- 3
- 4
- 5

Does the event message key match an existing alert?

▼

- 1
- 2
- 3
- 4
- 5

Is the event filtered out?

▼

- 1
- 2
- 3
- 4
- 5

Is a severity defined?

▼

- 1
- 2
- 3
- 4
- 5

servicenow

**Answer:**

**Explanation:**

Does the event Source match the event rule?

Does the event message key match an existing alert?

Is the event filtered out?

Is a severity defined?

#### NEW QUESTION # 98

A dynamic grouping of CIs based upon common criteria (filtered CI classes) that can be visualized in operator workspace is called?

- A. A business service
- **B. An application service**
- C. A manual service
- D. A technical service
- E. A scoped service

**Answer: B**

#### NEW QUESTION # 99

What event value will auto close an alert?

- A. Resolution State of Clear
- B. Type of Clear
- C. Severity of -1/OK
- **D. Resolution State of Closing**
- E. Severity of 0/Clear

**Answer: D**

#### NEW QUESTION # 100

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