

ServiceNow - CIS-EM - High Hit-Rate Prep Certified Implementation Specialist-Event Management Exam Guide



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ServiceNow CIS-EM Exam is intended for individuals who have a good understanding of ServiceNow and its core functionalities. Candidates who are interested in taking the exam should have prior experience in ServiceNow administration, development, and implementation. They should also have a solid understanding of ITIL processes and concepts, as Event Management is an integral part of ITIL. CIS-EM exam consists of 60 multiple-choice questions that need to be completed within 90 minutes.

The CIS-EM certification program focuses on providing participants with a comprehensive understanding of ServiceNow's event management module. This module helps Incident Response teams automate and manage the delivery of key information to the incident resolution team while mapping the impact of incidents across the IT infrastructure. CIS-EM course covers the use of event management and emergency response tools, methods, and procedures within a ServiceNow environment.

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.

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ServiceNow Certified Implementation Specialist-Event Management Exam Sample Questions (Q77-Q82):

NEW QUESTION # 77

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 a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.
- 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 state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
- E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

Answer: A,B,C,E

Explanation:

Explanation/Reference:

NEW QUESTION # 78

By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

- A. CI name, Fully qualified domain name, IP or MAC address
- B. CI name, Fully qualified domain name, SSH public host keys
- C. CI name, Webserver name, IP or MAC address
- D. System class name, Fully qualified domain name, IP or MAC address

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/reference/r_EMHowAlertsBindCI.html

NEW QUESTION # 79

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 a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.
- 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 state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
- E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

Answer: A,B,C,E

NEW QUESTION # 80

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

- A. The value of the alert's Severity and its relative weight
- B. The value of the alert's category and its relative weight
- C. The value of the alert's Severity and its Priority Group

- D. The value of the alert's category and its Priority Group

Answer: B

Explanation:

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

NEW QUESTION # 81

You have a very large networking environment and have noticed that your event notifications are either not being triggered or are delayed.

What are best options to try to resolve this issue? (Choose two.)

- A. Ensure multi-node event processing is disabled
- B. Verify that the Bucket field in the event table is set to zero (0)
- C. Ensure all Event Management - process events jobs are set to a Ready state
- D. Add additional event processor jobs

Answer: C,D

NEW QUESTION # 82

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