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ServiceNow CIS-SM certification exam is focused on validating the skills and knowledge required to implement Service Mapping in a ServiceNow environment. CIS-SM exam is designed for IT professionals who have experience with ServiceNow and are looking to expand their skills and knowledge in Service Mapping. CIS-SM Exam covers topics such as Service Mapping configuration, discovery, and troubleshooting.

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Achieving CIS-SM certification can benefit ServiceNow professionals in several ways. It can enhance their credibility and marketability in the IT industry and demonstrate their proficiency in implementing Service Mapping solutions. It can also open up new career opportunities and increase their earning potential. Furthermore, CIS-SM Certification is a prerequisite for pursuing advanced ServiceNow certifications, such as the Certified Implementation Specialist - Discovery and the Certified Implementation Specialist - Event Management.

ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q56-Q61):

NEW QUESTION # 56

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. Credentials are not configured for Tomcat.
- B. No Connection Section is defined for Apache to Tomcat.

- C. Process is offline for Tomcat.
- D. No Tomcat CI Type is defined.
- E. No Identification Rule is defined for Tomcat.

Answer: B

NEW QUESTION # 57

In Service Mapping, which one of the following can be useful in determining which Patterns, Identification Sections, Connection Sections, and Steps are tried?

- **A. Discovery Log**
- B. System Log
- C. ECC Log
- D. Workflow Log

Answer: A

NEW QUESTION # 58

Which one of the following best describes what will happen if Discovery is configured with 3 MID Servers in a Load Balance Cluster with Shazzam cluster support disabled?

- A. Only one MID Server will be used during the Port Scan phase and all three will be used during the classification phase.
- **B. All three MID Servers will be used during the Port Scan phase and all three will be used during the classification phase.**
- C. Only one MID Server will be used during the Identification phase and all three will be used during the exploration phase.
- D. All three MID Server will be used during the Identification phase and only one will be used during the exploration phase.

Answer: B

NEW QUESTION # 59

In Service Mapping, which one of the following best represents the process flow of discovery?

- A. Host Identification > CI Reconciliation > Application Identification > Change Record Created > Create Outgoing Connection(s)
- B. Process Detection > Application Identification > Create Outgoing Connection(s) > Impact Calculation
- **C. Host Detection > Process Detection > Application Identification > Create Outgoing Connection(s)**
- D. Process Detection > Host Detection > Application Identification > Create Outgoing Connection(s)

Answer: C

NEW QUESTION # 60

What is the purpose of the Application Readiness Dashboard in the Service Mapping Workspace?

- A. To display a hierarchical map of configuration items and their relationships
- B. To automatically add traffic-based connections and training status to application service maps
- **C. To provide reports on mapping status, application fingerprints, training status, and discovered connection suggestions**
- D. To monitor the performance of all mapped application services

Answer: C

NEW QUESTION # 61

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