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**Exam : CIS-SM**

**Title : Certified Implementation Specialist -Service Mapping**

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ServiceNow CIS-SM (Certified Implementation Specialist - Service Mapping) certification exam is a popular certification program that is designed to validate the skills and expertise of ServiceNow professionals who specialize in implementing Service Mapping solutions. Certified Implementation Specialist - Service Mapping certification exam is designed to test the candidates' knowledge and understanding of ServiceNow's Service Mapping tool, which is used by organizations to map and visualize their IT infrastructure and services. Certified Implementation Specialist - Service Mapping certification program is globally recognized and is considered a benchmark for IT professionals who want to demonstrate their expertise in ServiceNow.

### ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q18-Q23):

#### NEW QUESTION # 18

Which one of the following can be used to enable patterns to search for additional attributes and modify discovery logic defined in an Identification Section without modifying the baseline pattern and potentially impacting upgrades?

- A. Add step(s) to the pattern's Update Set.
- B. Add step(s) to the pattern's Extension Section.
- C. Add step(s) to the pattern's Connection Section.
- D. Add step(s) directly to the NDL code.
- E. Add step(s) to the pattern's Identification Section.

**Answer: B**

#### NEW QUESTION # 19

Which one of the following is the most common risk that can negatively impact a Service Mapping engagement?

- A. The customer external firewall does not meet the requirements needed for the Service Mapping MID Server to communicate with their ServiceNow Instance.
- B. MID server resource requirements are beyond capacity of the customer.
- C. Customer security team is not made aware early enough in the engagement of the credential requirements.
- D. Customer is not using Active Directory for credential authentication.

**Answer: A**

#### NEW QUESTION # 20

From the Service Mapping service map, which one of the following best describes the difference between the options Resume discovery and Run discovery?

- A. Resume discovery and Run discovery are functionally identical
- B. Resume discovery discovers part of the service map while Run discovery discovers the entire service map
- C. Resume discovery continues a canceled discovery while Run discovery discovers part of the service map
- D. Resume discovery discovers the entire service map while Run discovery discovers part of the service map

**Answer: B**

#### NEW QUESTION # 21

Using Pattern Designer, which one of the following Delimited Text Parsing Strategies could be used to parse CO from the string: Location, Denver, CO

- A. Delimiter of a comma and position 2
- B. Delimiter of a comma and position 3
- C. Delimiter of Location, and position 2

- D. Delimiter of Denver and position 2

**Answer: B**

## NEW QUESTION # 22

Reconciliation Rules for the Application [cmdb\_ci\_appl] table are configured exactly the same for both ServiceNow and SCCM data sources and the following priorities are configured:

ServiceNow Priority: 100

SCCM Priority: 200

Which of the following is true?

Choose 3 answers:

- A. Applications discovered by SCCM can be updated by Altiris
- B. Applications discovered by SCCM can create application CIs in the CMDB
- C. Applications discovered by Altiris can create application CIs in the CMDB
- D. Applications discovered by ServiceNow can be updated by SCCM
- E. Applications discovered by Altiris can be updated by SCCM

**Answer: A,B,C**

## NEW QUESTION # 23

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