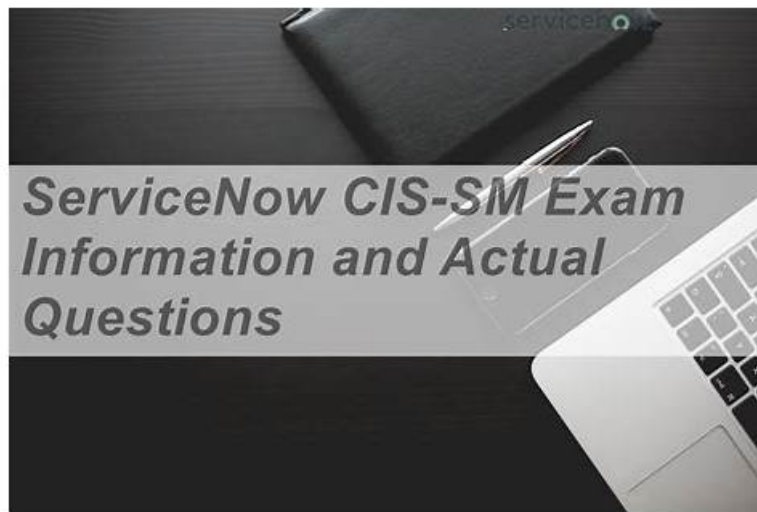


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ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q21-Q26):

NEW QUESTION # 21

Assuming Reconciliation Rules (Reconciliation Definitions) were configured exactly the same for both Data Sources, ServiceNow and ServiceWatch, for the Application [cmdb_ci_app] table and the following Data Source Precedence Rules are configured.



	Applies to	Data source	Order	Active
<input type="checkbox"/>	cmdb_ci_app	ServiceWatch	100	true
<input type="checkbox"/>	cmdb_ci_app	ServiceNow	200	true

Which one of the following is true?

- A. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, ServiceNow, an update will be allowed.
- B. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, ServiceWatch, an update will be allowed.
- C. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.
- **D. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.**

Answer: D

NEW QUESTION # 22

A customer has recently placed check scanners in some of their branches across Europe. The scanners send the scanned images of the checks to the bank's data center through a web service that goes through an F5 load balancer. The images then go through the bank's Apache web servers and are processed by an application server named ImageSmart. Eventually, the images are stored in a cluster of Oracle databases.

The bank's tellers log into ImageSmart through a Citrix Portal and have the capability to review the checks and approve them.

Which one of the following represents most accurately how many business services and entry points are involved in this process?

- A. One service and one entry point
- B. One service and two entry points
- C. Two services and one entry point
- **D. Two services and two entry points**

Answer: D

NEW QUESTION # 23

When using Service Mapping Pattern Designer, which one of the following is the result when using the Parse command output operation with the following command?

```
cat /etc/haproxy/haproxy.cfg
```

- A. Display lines with cat in the file haproxy.cfg
- **B. Display the contents of the file haproxy.cfg**
- C. List all files in the haproxy.cfg directory
- D. Search for the file haproxy.cfg

Answer: B

NEW QUESTION # 24

Which of the following are potential benefits when implementing Service Mapping? (Choose four.)

- A. Reduced ongoing service map maintenance effort as a result of automated map updates
- **B. Reduction in effort to create service maps**
- **C. Improved Software Asset Management capabilities**
- **D. Reduction in change related incidents due to improved service visibility during change planning**
- E. Faster service issue resolution and reduced downtime due to better root cause analysis
- **F. More accurate alerts from monitoring tools**

Answer: B,C,D,F

NEW QUESTION # 25

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



Answer: B

NEW QUESTION # 26

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