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## ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q32-Q37):

### NEW QUESTION # 32

During Service Mapping discovery, which one of the following is used to uniquely identify a configuration item to determine updates or inserts into the CMDB?

- A. Coalesce Values
- B. Reconciliation Keys
- C. Reconciliation Rules
- D. Identification Rules

**Answer: D**

### NEW QUESTION # 33

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
Search	ServiceWatch	100	true
Search	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, Altiris, an update will be allowed.
- B. 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.
- **C. 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.**
- D. 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.

**Answer: C**

#### NEW QUESTION # 34

In the following image, the 5x next to Citrix XenA represents which one of the following?



- A. Five discovery executions on the CI
- **B. Five members of a cluster**
- C. Five outgoing connections from the cluster
- D. Five errors while identifying the CI

**Answer: B**

#### NEW QUESTION # 35

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:

Class

Configuration file

Version

Identifier	cmdb_ci_apache_web_server	Active	<input checked="" type="checkbox"/>
Search on table	Apache Web Server		
Criterion attributes	Class, Configuration file, Version	Allow null attribute	<input checked="" type="checkbox"/>
Priority	100	Allow fallback to parent's rules	<input type="checkbox"/>

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded the Apache Web Server to a different version and reran discovery of the service. What will happen in the CMDB?

- **A. The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.**

- B. A new Apache Web Server CI is created.
- C. A duplication error will occur.
- D. The Apache Web Server CI will be reclassified as a Web Server CI.

**Answer: A**

#### NEW QUESTION # 36

A CI Type is also known as which one of the following?

- A. CI Identifier / Identification Rule
- B. Service Group
- C. Discovery Pattern
- D. Table

**Answer: D**

#### NEW QUESTION # 37

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