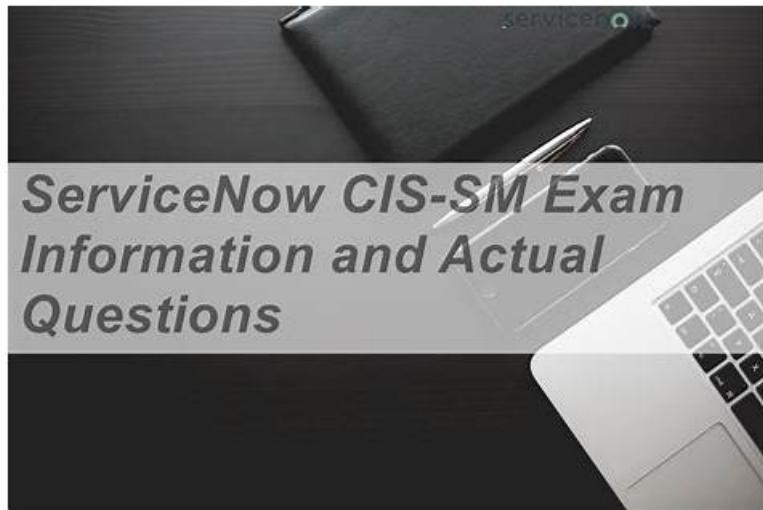


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Service Mapping is a powerful tool that helps organizations to visualize and analyze their IT infrastructure, including dependencies and relationships between different services. The ServiceNow CIS-SM Certification Exam assesses the candidate's ability to implement Service Mapping effectively and efficiently, ensuring that they have the necessary knowledge and skills to help organizations achieve their IT Service Management goals.

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ServiceNow Certified Implementation Specialist - Service Mapping Sample

Questions (Q33-Q38):

NEW QUESTION # 33

Which address is required for Service Mapping to discover a Load Balancer that does not previously exist in the CMDB?

- A. MIB address
- **B. Management IP address**
- C. Public IP address
- D. MAC address

Answer: B

NEW QUESTION # 34

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

- **A. Incidents**
- B. Alerts
- **C. Problems**
- D. Releases

Answer: A,C

NEW QUESTION # 35

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

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

Answer: D

NEW QUESTION # 36

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

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

Answer: B

NEW QUESTION # 37

ServiceNow only needs Domain user with local admin rights to discover Windows hosts as part of a successful implementation of ServiceNow Discovery, however which of the following targets will not be discovered?

- A. Windows DHCP Servers
- B. Windows DNS Servers
- C. Windows Domain Controller Servers
- **D. Windows Active Directory Servers**

Answer: D

NEW QUESTION # 38

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