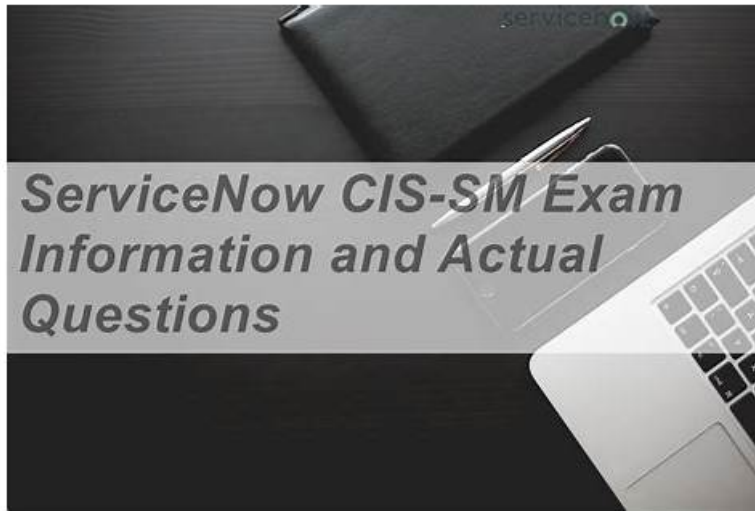


# Formal CIS-SM Test, CIS-SM Flexible Learning Mode



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The CIS-SM certification exam is intended for ServiceNow implementation specialists, administrators, and consultants who are responsible for the implementation and configuration of Service Mapping. CIS-SM exam is also suitable for IT professionals who are seeking to enhance their ServiceNow skills and knowledge. The CIS-SM certification is an excellent way to demonstrate your expertise in Service Mapping and differentiate yourself in the job market.

The Certified Implementation Specialist - Service Mapping certification exam consists of 60 multiple-choice questions and lasts for 90 minutes. CIS-SM exam is proctored and can be taken online or in-person at a designated testing center. CIS-SM exam covers various topics related to Service Mapping, including discovery, service modeling, identification of dependencies, and maintaining accurate service maps. CIS-SM exam also evaluates the candidate's ability to troubleshoot and resolve issues related to Service Mapping. Achieving CIS-SM certification demonstrates the candidate's expertise in Service Mapping and enhances their career opportunities in the IT industry.

## ServiceNow CIS-SM Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Configuration Management Database</li><li>• CMDB Health Dashboard, CI Class Manager, CMDB Tables</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Discovery Process Flow</li><li>• Identification Rules, Reconciliation Rules, Datasource Precedence Rules</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Identification and Connection Sections, Troubleshooting</li><li>• Operationalizing IT</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Service Mapping Pattern Design</li><li>• Service Mapping Process Flow</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• CI Class Management</li> <li>• Pattern Designer</li> <li>• Scripting</li> <li>• Discovery Configuration</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• Measurable KPI improvements, Service Mapping Benefits, Service Mapping Use Cases</li> <li>• Service Mapping Configuration</li> </ul>

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## CIS-SM Flexible Learning Mode & New CIS-SM Dumps Sheet

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### ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q26-Q31):

#### NEW QUESTION # 26

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. No Identification Rule is defined for Tomcat.
- B. Credentials are not configured for Tomcat.
- C. No Tomcat CI Type is defined.
- D. Process is offline for Tomcat.
- E. No Connection Section is defined for Apache to Tomcat.

Answer: E

#### NEW QUESTION # 27

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. Workflow Log
- C. Discovery Log
- D. System Log

Answer: C

#### NEW QUESTION # 28

When a Windows Server is reclassified from the Server [cmdb\_ci\_server] table to the Windows Server [cmdb\_ci\_win\_server] table, which one of the following describes the process that occurred?

- A. Class Upgrade
- B. Class Change
- C. Class Downgrade
- D. Class Switch

**Answer: A**

**NEW QUESTION # 29**

In Service Mapping, which one of the following icons represents a credential error on the Service map?

- A. Red stop sign
- B. Question: 46
- **C. Yellow triangle**
- D. Generic application

**Answer: C**

Explanation:

Section: (none)

**NEW QUESTION # 30**

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

**Answer: C**

**NEW QUESTION # 31**

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