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ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM) certification exam is designed for IT professionals who are interested in demonstrating their knowledge and expertise in ServiceNow Service Mapping. Certified Implementation Specialist - Service Mapping certification validates that a candidate has the skills and knowledge required to effectively implement and configure Service Mapping in a ServiceNow instance.

Service Mapping is an essential aspect of the ServiceNow platform that helps organizations to gain visibility into the infrastructure that supports their IT services. The technology helps to identify all the components of the IT infrastructure and map the dependencies between them to allow organizations to understand how aspects of their service are interlinked. With Service Mapping, IT professionals can manage and monitor their infrastructure proactively, improving response times and fixing issues before they affect their users. As such, the Certified Implementation Specialist - Service Mapping designation is becoming increasingly sought after among IT professionals.

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The Service Mapping tool within the ServiceNow platform creates and maintains maps that provide real-time intelligence of an organization's critical services and infrastructure. A CIS-SM Certified professional is equipped with the knowledge and technical skills required to manage and maintain services with Service Mapping in ServiceNow. They are able to streamline processes, automate processes, increase efficiency and reduce waste, and improve user satisfaction.

ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q56-Q61):

NEW QUESTION # 56

Using Pattern Designer, when configuring the first step in an Identification Section, which one of the following is considered a good practice?

- A. Use a Match operation on the process executable or command variable
- B. Use a Parse file operation to extract necessary information from a configuration file

- C. Check if connectivity variables are defined
- D. Create a table for the process parameters

Answer: A

NEW QUESTION # 57

Which one of the following best represents the breadth of types of Configuration Items (CIs) discovered by running Service Mapping?

- A. Hardware, Licenses, CI Relationships
- B. Cloud Services, Applications, CI Relationships
- **C. Applications, Licenses, IP Addresses**
- D. Hardware, Installed Software, Network Gear
- E. Physical Components, Logical Components, Certificates

Answer: C

NEW QUESTION # 58

In Service Mapping, which one of the following best represents the process flow of discovery?

- **A. Host Detection > Process Detection > Application Identification > Create Outgoing Connection(s)**
- B. Process Detection > Host Detection > Application Identification > Create Outgoing Connection(s)
- C. Process Detection > Application Identification > Create Outgoing Connection(s) > Impact Calculation
- D. Host Identification > CI Reconciliation > Application Identification > Change Record Created > Create Outgoing Connection(s)

Answer: A

NEW QUESTION # 59

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

- A. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run Connection Sections until one finishes successfully.
- **B. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run each Connection Section for the pattern.**
- C. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Connection Sections.
- D. For each pattern that supports the Entry Point Type, run all the identification Sections that finish successfully and then run each Connection Section for the pattern.

Answer: B

NEW QUESTION # 60

Which one of the following Regular Expressions could be used to parse the value 5.2.0 from the string:

- A. Version (.\\A)
- **B. Version's+(\\d+\\.\\d+\\.\\d+)**
- C. Version (\\d+)
- D. Version (\\d+).0\\d+).(\\d+)

Answer: B

NEW QUESTION # 61

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