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Ph.D. in Computer Science and Information Technology	M.Sc. in Computer Science and Information Technology
Examination April 23, 2026 (Mahavajirunhis Building) 04.00 - 7.00 pm	INTERVIEW April 30, 2026 (Online) 4.00 p.m. - 6.00 p.m.

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ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q28-Q33):

NEW QUESTION # 28

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

Answer: C,D

NEW QUESTION # 29

When building a Discovery Pattern, which one of the following operations results in a termination of the Identification or Connection Section if a condition is not met?

- A. Set Parameter Value
- B. Match
- C. Filter Table
- D. Merge Table

Answer: B

NEW QUESTION # 30

Which one of the following is the recommended starting point to resolve errors in bulk from the Service Mapping Home page under the Fix tile?

- A. Resolve errors under the CMDB tile and continue to resolve errors under the tile above
- B. Resolve errors under the Configuration tile and continue to resolve errors under the tiles to the right
- C. Resolve errors under the Credentials tile and continue to resolve errors under the tiles to the left
- D. Resolve errors under the Configuration tile and continue to resolve errors under the tile below

Answer: B

NEW QUESTION # 31

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

Answer: B

NEW QUESTION # 32

Which one of the following is true for variables defined in an Identification Section?

- A. Identification Section variables can also be used in Connection Sections for any pattern.
- B. Identification Section variables can also be used in Parent CI Types.
- C. Identification Section variables can also be used in Connection Sections for the same pattern.
- D. Identification Section variables can also be used in all other Identification Sections in the same pattern.
- E. Identification Section variables can also be used in all other Identification Sections in any pattern.

Answer: D

NEW QUESTION # 33

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