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ServiceNow CIS-SM certification exam is focused on validating the skills and knowledge required to implement Service Mapping in a ServiceNow environment. CIS-SM exam is designed for IT professionals who have experience with ServiceNow and are looking to expand their skills and knowledge in Service Mapping. CIS-SM exam covers topics such as Service Mapping configuration, discovery, and troubleshooting.

ServiceNow CIS-SM Certification Exam is designed for professionals who want to demonstrate their knowledge and skills in

implementing Service Mapping solutions. Certified Implementation Specialist - Service Mapping certification is intended for individuals who have experience in implementing and configuring Service Mapping, as well as those who have a thorough understanding of IT service management (ITSM) principles.

## ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q72-Q77):

### NEW QUESTION # 72

Reconciliation Rules for the Application [cmdb\_ci\_app] table are configured exactly the same for both ServiceNow and SCCM data sources and the following priorities are configured:

ServiceNow Priority: 100

SCCM Priority: 200

Which of the following is true?

Choose 3 answers:

- A. Applications discovered by Altiris can be updated by SCCM
- B. Applications discovered by Altiris can create application CIs in the CMDB
- C. Applications discovered by SCCM can create application CIs in the CMDB
- D. Applications discovered by SCCM can be updated by Altiris
- E. Applications discovered by ServiceNow can be updated by SCCM

Answer: B,C,D

### NEW QUESTION # 73

When resolving duplicate CIs, ServiceNow suggests a Master CI which includes which of the following criteria?

- A. Newest created CI and CI with most relationships
- B. Newest created CI and CI with least related items
- C. Oldest created CI and CI with least related items
- D. Oldest created CI and CI with most relationships

Answer: D

### NEW QUESTION # 74

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 # 75

In Pattern Designer, which one of the following best describes the Create Connection step?

- A. Provides information about outbound connections to other CIs
- B. Provides information about relationships between cluster members
- C. Provides information about relationships between the host and installed software
- D. Provides information about integrations to the host

Answer: A

### NEW QUESTION # 76

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