

# ServiceNow CIS-SM Latest Exam Notes | Knowledge CIS-SM Points



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## Knowledge ServiceNow CIS-SM Points, CIS-SM Detailed Answers

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## Difficulty in Writing Certified Implementation Specialist - Service Mapping (CIS-SM) Exam

Every exam can become a difficult one if not well prepared. Lots of study material for this exam is available online, at the official website, and in the form of **CIS-SM exam dumps**. If students practice these exam dumps and take the **CIS-SM practice exams**, they can surely overcome the exam difficulty and clear the exam with good grades. Below is a list of topics that students usually find difficult and challenging. Make sure you cover them in detail.

If you have a clear understanding of the following fields, you will have a decent probability of passing CIS-SM:

- Concepts of Service Mapping Pattern Design
- Configuration of management databases such as CI class management and CMDB identification
- SM Configurations, tuning, application, and properties, including event management, demand management, resource management & management of timesheets

To prepare for the ServiceNow CIS-SM Certification Exam, candidates can take advantage of various study resources, including ServiceNow training courses, online training videos, and practice exams. ServiceNow also provides a study guide that covers all the topics that are included in the certification exam. Candidates can use the study guide to create a study plan and ensure they have covered all the topics before taking the exam.

## ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q61-Q66):

### NEW QUESTION # 61

To begin the configuration of tag-based services, tag values must be defined where?

- A. Tag-based service families
- B. Tag libraries
- C. Tag categories
- D. Tag catalogs

**Answer: C**

### NEW QUESTION # 62

In ServiceNow Discovery, which one of the following phases is the server RAM value discovered?

- A. Classification and Identification
- B. Identification and Exploration
- C. Classification
- D. Port scan

**Answer: A**

### NEW QUESTION # 63

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through Service Mapping?

- A. Event Management: Signal to Noise Ratio
- B. Change Management: Number of Major Changes
- C. Problem Management: Number of Incidents per Known Problem
- D. Incident Management: Mean Time to Resolve

**Answer: D**

### NEW QUESTION # 64

Which one of the following best describes the definition of an Entry Point?

- A. A method by which a user interacts with a service or a CI interacts with another CI
- B. A template of attributes that define a communication type between applications
- C. A type of communication taking place between applications
- D. A Host::Hosted on relation between CIs

**Answer: A**

### NEW QUESTION # 65

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

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

**Answer: A**

## NEW QUESTION # 66

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