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The CIS-SM exam covers topics such as the Service Mapping approach, data sources, service modeling, and troubleshooting. It also tests the candidate's understanding of how Service Mapping can improve IT business process workflows, increase efficiency and optimize service delivery. CIS-SM Exam is comprehensive and requires a deep understanding of Service Mapping concepts, hands-on experience, and extensive knowledge of network topology and protocols.

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ServiceNow CIS-SM (Certified Implementation Specialist - Service Mapping) Certification Exam is designed to measure the knowledge and skills of individuals who are responsible for implementing and managing the Service Mapping application in a ServiceNow environment. Certified Implementation Specialist - Service Mapping certification exam is ideal for IT professionals who

have experience in implementing ServiceNow and are looking to advance their skills in Service Mapping.

ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q21-Q26):

NEW QUESTION # 21

Which of the following are created automatically when using the map option Create pattern from generic application?

- A. Identification Rule, CI Class/Class, Identification Section
Section: (none)
Explanation
- B. CI Type/Class, Process Classifier, Identification Rule
- C. Process Classifier, Connection Section, Discovery Pattern
- D. Discovery Pattern, CI Type/Class, Process Classifier

Answer: D

NEW QUESTION # 22

Which one of the following is a valid format when entering SSH Private Key credentials?

- A. PDP
- B. PGP
- C. PMI
- D. PEM

Answer: D

NEW QUESTION # 23

Which is the most common risk that can negatively impact a Service Mapping engagement?

- A. The customer security team is not made aware early enough in the engagement of the credential requirements
- B. The MID Server resource requirements are beyond capacity of the customer
- C. The customer external firewall only communicates on outbound port 80 and 443
- D. The customer is not using Active Directory for credential authentication

Answer: A

NEW QUESTION # 24

Which of the following are methods used to initiate discovery on a service? (Choose three.)

- A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.
- B. Map multiple services by importing entry points from a CSV file.
- C. Map services based on Assets stored in the CMDB.
- D. Map services suggested by the discovery of MID Servers in an enterprise.
- E. Map a single service defined by configuring an entry point.

Answer: A,D,E

NEW QUESTION # 25

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 Downgrade
- C. Class Switch
- D. Class Change

NEW QUESTION # 26

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