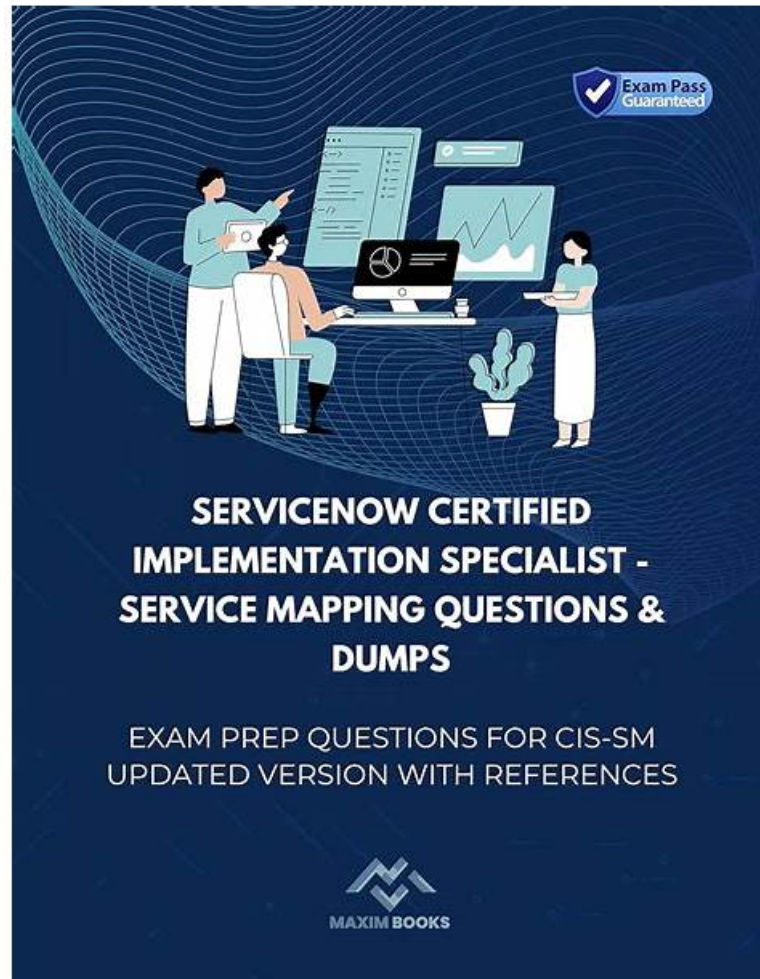


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ServiceNow Certified Implementation Specialist - Service Mapping Sample Questions (Q39-Q44):

NEW QUESTION # 39

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

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

Answer: B

NEW QUESTION # 40

In Service Mapping, which one of the following must be available or created in advance, in order to be able to create a Discovery Pattern?

- A. Process Classifier
- B. Application Service
- **C. CI Type/Table**
- D. Identification Rule

Answer: C

NEW QUESTION # 41

Which one of the following is the output returned from the following Linux command?
`ls /*.xml`

- A. The command syntax is invalid
- **B. A list of all XML files in the current directory**
- C. A list of all XML files on the file system
- D. A list of all XML files in the current directory and all subdirectories

Answer: B

NEW QUESTION # 42

From the Service Mapping service map, which one of the following best describes the difference between the options Resume discovery and Run discovery?

- A. Resume discovery continues a canceled discovery while Run discovery discovers part of the service map
- **B. Resume discovery discovers part of the service map while Run discovery discovers the entire service map**
- C. Resume discovery and Run discovery are functionally identical
- D. Resume discovery discovers the entire service map while Run discovery discovers part of the service map

Answer: B

NEW QUESTION # 43

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

Answer: A

NEW QUESTION # 44

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