



# CIS-EM<sup>Q&As</sup>

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

If events are not matching to alerts as you would like, what field should be changed?

- A. Resource
- B. Message Key
- C. Node
- D. Metric Name

Correct Answer: B

[https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c\\_EMEventIdentifier.html](https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMEventIdentifier.html)

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### QUESTION 2

What would be the primary use case for creating Javascripts in Event Management?

- A. To create a customized pull connector to retrieve events on behalf of an event source
- B. To automatically populate the Configuration Management Database (CMDB)
- C. To parse a nodename out of your raw event data in an event rule
- D. To run as part of a remediation workflow for IT alerts that fail to execute

Correct Answer: A

Reference: [https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t\\_EMCreateCustomConnectorDefinition.html](https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMCreateCustomConnectorDefinition.html)

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### QUESTION 3

The additional information field is a JSON string that gives more information about an event. An example of a supported JSON string is:

- A. {"CPU":100}
- B. {"CPU":100,\\Status":3}
- C. {"CPU":"100","Status":3}
- D. {"CPU":"100"}

Correct Answer: C

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#### QUESTION 4

What Event Management module allows for configuration of automatic task creation?

- A. Alert management rules
- B. Task rules
- C. Event rules
- D. Alert correlation rules

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/newyork-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

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#### QUESTION 5

Applying recommended Event Management best practice guidelines, which of the following events should generate an alert?

- A. Every event should generate an alert so you have the opportunity to resolve them all.
- B. Only events that necessitate action should generate an alert.
- C. Only the most critical events on every CI in the CMDB should generate an alert.
- D. Every event on every critical CI in the CMDB should generate an alert.

Correct Answer: B

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