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QUESTION 1

When creating an alert management rule, where would you specify a workflow to resolve a given condition?

- A. From the Remediation tab
- B. From the Actions tab
- C. From the Launcher tab
- D. In the Related Links section

Correct Answer: B

There are 3 tabs to configure a rule "Alert Info", "Alert filter" and "Actions" under the tab Actions you can find a Section "remediation Subflows", ... <https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/create-alert-management-rule.html>

QUESTION 2

Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

- A. Enable multi-node processing
- B. Increase the source polling interval
- C. Ensure the bucket value in the event table is greater than 0
- D. Increase the number of scheduled jobs processing events

Correct Answer: AD

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html

QUESTION 3

Agent Client Collector can perform application service monitoring by configuring what option?

- A. An alert management rule
- B. A proxy agent
- C. A distributed cluster
- D. An event rule
- E. A REST API

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client->



collector/task/create-edit-policies.html

QUESTION 4

What makes all ServiceNow metrics, tasks, services, configuration items, assets, people, locations, and information a single system of record for IT and business processes?

- A. ServiceNow is installed within your datacenter providing you complete control
- B. All applications are built on the Oracle database standard, providing uniformity across products
- C. All applications that are built by ServiceNow utilize the same data model and code base
- D. ServiceNow runs on supported Windows servers and is managed through Windows Update
- E. A single table houses all data elements within ServiceNow
- F. ServiceNow utilizes the AWS MariaDB cloud database structure, providing a single system of record

Correct Answer: C

Correct answer "All applications that are built by ServiceNow utilize the same data model and code base" . Oracle is not even used by default by servicenow.

QUESTION 5

The ServiceNow standard and shared set of service-related definitions that enable and support true service level reporting is known as what?

- A. Service level data model
- B. Business service data model
- C. Application service data model
- D. Common service data model

Correct Answer: D

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