

CIS-EM^{Q&As}

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QUESTION 1

You have a system configured with a MID Web Server using Basic authentication to enable Operational Management Intelligence (OI) to push raw metric data to the MID Server. No data is getting through to the MID Server. What is the most likely cause of the issue?

- A. The MID Web Server needs to be Restarted
- B. The MID Web Server needs to be Started
- C. An invalid secret key is being passed in the header information of the URL for the REST request
- D. An invalid password is set in the MID Web Server Context

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/configure-midwebserver-extension-metric-data.html

QUESTION 2

What are the possible actions available in alert management? (Choose three.)

- A. Execute remediation subflows
- B. Execute remediation workflows
- C. Launch applications
- D. Evaluate business rule
- E. Create a service catalog request

Correct Answer: ABC

QUESTION 3

Which is the best option to reduce latency issues when receiving events?

- A. Verify bucket field in em_event table > 0
- B. Verify event_processor_job_count = 2
- C. Verify event_processor_job_count = 0
- D. Verify event_processor_enable_multi_node = 2

Correct Answer: B



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

QUESTION 4

What ServiceNow feature is an aid to rapid implementation of your Event Management and Operational Intelligence features?

- A. Deployment wizard
- B. Step-by-step guide
- C. Checklist application
- D. Guided setup

Correct Answer: D

 $https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMConfiguration.html\\$

QUESTION 5

A Service is not viewable in Operator Workspace. What could be the issue?

- A. The service is a manual service
- B. The service is not set to operational
- C. The service was created through Service Mapping
- D. The service is a technical service

Correct Answer: B

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