



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

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

During CI binding, CI matching is done using which two fields? (Choose two.)

- A. Message Key
- B. Additional Information
- C. Source
- D. Node

Correct Answer: BD

[https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r\\_EMHowAlertsBindCI.html](https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_EMHowAlertsBindCI.html)

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### QUESTION 2

A support agent resolves an incident associated with an alert. What is the best method to close the alert?

- A. Set the evt\_mgmt.incident\_closes\_alert
- B. Set the evt\_mgmt.alert\_closes\_incident
- C. Switch over to the alert form and close the alert manually
- D. Create a business rule on the alert table to match the associated Incident with its respective alert
- E. Create a business rule on the incident table

Correct Answer: A

[https://support.servicenow.com/kb?id=kb\\_article\\_viewandsysparm\\_article=KB0756521](https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0756521)

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### QUESTION 3

By default, the Alert Console displays what type of alerts?

- A. All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- B. All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- C. All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
- D. All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- E. All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode



Correct Answer: D

[https://nav\\_to.do?uri=%2F\\$sa\\_alerts\\_console\\_view](https://nav_to.do?uri=%2F$sa_alerts_console_view)

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#### QUESTION 4

Within the ServiceNow IT Operations Management solution set, which statement most accurately describes what Event Management is?

- A. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services
- B. The process responsible for ensuring the capacity of IT Services and IT infrastructure is able to deliver agreed upon service level targets in a cost-effective manner
- C. The process responsible for monitoring all abnormal occurrences throughout the IT infrastructure, allowing for normal operations, and detecting and escalating exception conditions
- D. The process responsible for recovery action and planning through machine learning

Correct Answer: C

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#### QUESTION 5

Out-of-the-box, how often do the events get processed in ServiceNow?

- A. Every 5 seconds
- B. Every minute via a scheduled job
- C. As soon as the event record is inserted via a business rule
- D. Depends on connectors used

Correct Answer: A

[https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/event-management/reference/r\\_ScheduledJobsInstalledWithEM.html](https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/event-management/reference/r_ScheduledJobsInstalledWithEM.html)

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