



CIS-EM^{Q&As}

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QUESTION 1

What are the valid states an alert can be in during its lifecycle?

- A. Open, Reopen, Flapping, Closed
- B. New, Updating, Waiting, Complete
- C. Open, Updating, Swinging, Closed
- D. Open, Warning, Flapping, Clear

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMSetTheAlertActiveInterval.html

QUESTION 2

By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

- A. CI name, Fully qualified domain name, IP or MAC address
- B. CI name, Webserver name, IP or MAC address
- C. CI name, Fully qualified domain name, SSH public host keys
- D. System class name, Fully qualified domain name, IP or MAC address

Correct Answer: A

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

QUESTION 3

To determine the top incidents for the CI associated with an alert, where is the best place to look?

- A. Alert Insights
- B. Incident List View
- C. CMDB Health Dashboard
- D. Event Management Overview page

Correct Answer: A

Now in Operators Workspace <https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/view-alert-insights-workspace.html>



QUESTION 4

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

QUESTION 5

Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

- A. Transform and compose alert output
- B. Event filter
- C. Event options
- D. Threshold

Correct Answer: B

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