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QUESTION 1

Alerts are processed using which of the following? (Choose three.)

- A. Alert management rules
- B. Event action rules
- C. Event rules
- D. Scheduled jobs
- E. Java and Groovy scripts

Correct Answer: ACD

QUESTION 2

What feature would you use to trigger a workflow or automatically generate tasks via templates?

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

Correct Answer: C

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

QUESTION 3

Which is not a valid method for accessing alert intelligence?

- A. In the right-click menu of an alert list, select Open in Workspace
- B. By appending/workspace to your instance URL
- C. The application navigator Alerts Console menu item
- D. The application navigator Alert Intelligence menu item
- E. Within an open alert record, click the Open in Workspace button
- F. Select the Lists tab in operator workspace

Correct Answer: C



[https://nav_to.do?uri=%2F\\$sa_alerts_console_view](https://nav_to.do?uri=%2F$sa_alerts_console_view)

QUESTION 4

What are the server requirements to allow Operational Intelligence to successfully collect operational metric data via a push?

- A. This requires a minimum of three MID Servers-two for Event Management and one additional MID Server dedicated for use by Operational Intelligence (OI).
- B. This requires a MID Web Server in addition to the MID Server.
- C. Nothing additional is required; this is handled by the MID Server.
- D. This requires a minimum of two MID Servers-one for Event Management and one additional MID Server dedicated for use by Operational Intelligence (OI).

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/mid-web-server.html>

QUESTION 5

A four node cluster makes up the components (CIs) of a Business Service. The impact influence for the cluster is set to 60%.

How many members of the cluster must be in a Critical state in order for the Business Service to display as Critical in the Impact Tree?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

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

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