



CIS-EM^{Q&As}

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QUESTION 1

Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?

Tomcat ▼
on win-fmsl33r70...

Tomcat ▼
on win-ub8vd8pih...

Tomcat ▼
on win-k8739n22...

2017-05-26 13:00:29

Name
http-in 198.51.100.167

updated
2017-08-01 02:07:00

Alerts

Impact

Root Cause CI

Changes

Name	Impact On	Influence	Influence Units	Critical	Major	Minor	Warning
Application Cluster Member	Business Service	70	Percent	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
Application Impact	Business Service	100	Percent	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>

- A. Critical
- B. Error
- C. Major
- D. Minor
- E. Warning
- F. Clear

Correct Answer: F

QUESTION 2

Applying recommended Event Management best practice guidelines, which of the following alerts should be processed first?



≡ Number	≡ Group	≡ Severity	≡ Priority ▼
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="!=5"/>	<input type="text" value="Search"/>
<u>Alert0010003</u>		Major	7306
<u>Alert0010042</u>		Critical	400
<u>Alert0010075</u>		Critical	400
<u>Alert0010074</u>		Major	300

A. Alert0010042

B. Alert0010003

C. Alert0010075

D. Alert0010074

Correct Answer: B

QUESTION 3

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 4

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 5

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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