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QUESTION 1

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

- A. In the event rule, set the Severity to 0
- B. In the alert rule, set the Severity to 0
- C. In the alert rule, set the Severity to -1
- D. In the event rule, set the Severity to -1

Correct Answer: A

<https://www.servicenow.com/community/itom-forum/incoming-events-are-missing-value-in-severity-field-how-do-i-map/968110>

QUESTION 2

A dynamic grouping of CIs based upon common criteria (filtered CI classes) that can be visualized in operator workspace is called?

- A. A business service
- B. A technical service
- C. An application service
- D. A manual service
- E. A scoped service

Correct Answer: C

QUESTION 3

In the event table, which field maps the external attributes from the target system?

- A. Resource
- B. Description
- C. Source
- D. Additional Information

Correct Answer: D

Source contains just source name (ex. "SolarWinds"). Additional Information contains JSON string that gives more information about the event. https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/event-management/concept/c_EMIntegrateRequirementEvent.html



QUESTION 4

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 5

What is an alert called that moves from an open to a closed state multiple times within a designated time-frame?

- A. Fluctuating
- B. Swinging
- C. Flipping
- D. Flapping

Correct Answer: D

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