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QUESTION 1

What is the key to a successful implementation?

- A. Sell customer the most expensive package
- B. Implementing everything that we offer
- C. Understanding the customer's goals and objectives
- D. Building custom integrations

Correct Answer: C

QUESTION 2

Flow Triggers can be based on what? (Choose three.)

- A. Record changes
- B. Schedules
- C. Subflows
- D. Record inserts
- E. Record views

Correct Answer: ABC

QUESTION 3

Using the KB articles for Playbooks tasks also gives you which of these advantages?

- A. Automated activities to run scans and enrich Security Incidents with real time data
- B. Automated activities to resolve security Incidents through patching
- C. Improved visibility to threats and vulnerabilities
- D. Enhanced ability to create and present concise, descriptive tasks

Correct Answer: C

QUESTION 4

This type of integration workflow helps retrieve a list of active network connections from a host or endpoint, so it can be used to enrich incidents during investigation.



- A. Security Incident Response ?Get Running Services
- B. Security Incident Response ?Get Network Statistics
- C. Security Operations Integration ?Sightings Search
- D. Security Operations Integration ?Block Request

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/quebec-security-management/page/product/security-incident-response/concept/cj-sir-capfmw-about.html>

QUESTION 5

- B. An audit trail
- C. Attachments associated with the security incident
- D. Key incident fields
- E. Performance Analytics reports

Correct Answer: ABD

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