

DUMPS ARENA

Certified Implementation Specialist - Service Mapping

ServiceNow CIS-SM

Version Demo

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QUESTION NO: 1

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

- A. Releases
- B. Problems
- C. Incidents
- D. Alerts

ANSWER: B C**QUESTION NO: 2**

To begin the configuration of tag-based services, tag values must be defined where?

- A. Tag categories
- B. Tag catalogs
- C. Tag-based service families
- D. Tag libraries

ANSWER: A**Explanation:**

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/tag-based-mapping.html>

QUESTION NO: 3

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:

- Class
- Configuration file
- Version

Identifier Entry

* Identifier: cmdb_ci_apache_web_server [Search] [Info]

* Search on table: Apache Web Server [Dropdown]

* Criterion attributes: [Lock] Class, Configuration file, Version

Priority: 100

Active: ☒

Allow null attribute: ☒

Allow fallback to parent's rules: ☐

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded the Apache Web Server to a different version and reran discovery of the service. What will happen in the CMDB?

- A. A duplication error will occur.
- B. A new Apache Web Server CI is created.
- C. The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.
- D. The Apache Web Server CI will be reclassified as a Web Server CI.

ANSWER: C

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_CreateCITypeForSM.html

QUESTION NO: 4

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

- A. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Extension Sections.
- B. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run all Extension Sections for the pattern.
- C. For each pattern that supports the Entry Point Type, run all the Identification Sections that finish successfully and then run each Extension Section for the pattern.
- D. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run Extensions Sections until one finishes successfully.

ANSWER: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.htmlc>

QUESTION NO: 5

Which of the following are potential benefits when implementing Service Mapping? (Choose four.)

- A. Reduced ongoing service map maintenance effort as a result of automated map updates
- B. Faster service issue resolution and reduced downtime due to better root cause analysis
- C. Improved Software Asset Management capabilities
- D. Reduction in effort to create service maps
- E. Reduction in change related incidents due to improved service visibility during change planning
- F. More accurate alerts from monitoring tools

ANSWER: C D E F

QUESTION NO: 6

Which of the following are methods used to initiate discovery on a service? (Choose three.)

- A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.
- B. Map multiple services by importing entry points from a CSV file.
- C. Map a single service defined by configuring an entry point.
- D. Map services suggested by the discovery of MID Servers in an enterprise.
- E. Map services based on Assets stored in the CMDB.

ANSWER: A C D

QUESTION NO: 7

Which one of the following is a public IP Address?

- A. 172.20.5.9
- B. 225.16.0.5
- C. 192.168.100.100

D. 10.0.6.8

ANSWER: C

QUESTION NO: 8

Which of the following reasons would a prospect consider purchasing ServiceNow Event Management? (Choose three.)

- A. Determine impacted services from a given event/alert.
- B. Provide software deployment capabilities to patch problem infrastructure.
- C. Automatically generate incidents for certain classes of alerts.
- D. Provide state of the art monitoring capabilities across a wide array of different types of infrastructure.
- E. Consolidate events from disparate monitoring tools into a consolidated central system.

ANSWER: A B E

QUESTION NO: 9

Which of the following represents the skills needed that a Service Mapping administrator or implementer should have? (Choose four.)

- A. Understanding of XML, Regex, Delimited text, and JSON
- B. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST
- C. Scripting capabilities with respect to Unix and Windows commands
- D. Intermediate or above Windows and Unix administration skills
- E. Sufficient skills to build an enterprise web site
- F. Understanding of relational database theory

ANSWER: A B C D

Explanation:

Reference: <https://www.servicenow.com/services/training-and-certification/service-mapping-implementation.html>

QUESTION NO: 10

Which one of the following Linux commands can be used by a non root user to return the process ID listening on port 8080?

- A. `sudo netstat -an -p TCP | grep :8080`
- B. `sudo netstat -anp | grep :8080`
- C. `netstat -anp | grep :8080`
- D. `netstat -an -pid * | grep :8080`

ANSWER: C

Explanation:

Reference: https://old.wiki/index.php/ServiceNow_ServiceWatch_Discovery_Credentials_and_Connectivity