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QUESTION 1

Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

- A. Transform and compose alert output
- B. Event filter
- C. Event options
- D. Threshold

Correct Answer: B

QUESTION 2

Impacted services for alerts are calculated using data from which table?

- A. cmdb_ci_hardware
- B. em_impacted_svc
- C. cmdb_ci_rei
- D. svc_ci_assoc

Correct Answer: D

QUESTION 3

What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

- A. The CMDB is a series of tables that contain only key hardware components located in critical paths within your platform that must be managed.
- B. The CMDB is a dynamic list that tracks both the CIs within your platform and the relationship between those items.
- C. All CIs stored in the CMDB must have an assigned IP address within your infrastructure.
- D. A CI is any component within your infrastructure that needs to be managed in order to deliver Services.

Correct Answer: BD

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html



QUESTION 4

What is the minimum role needed to view alerts?

- A. alert_operator
- B. evt_mgmt_user
- C. evt_mgmt_operator
- D. alert_user

Correct Answer: A

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

QUESTION 5

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

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