



# CIS-EM<sup>Q&As</sup>

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

What does Operational Intelligence proactively identify before they cause service outages?

- A. Missing CMDB data
- B. Defects
- C. Alert correlations
- D. Orphaned CIs
- E. Anomalies

Correct Answer: E

<https://www.servicenow.com/community/itom-articles/on-demand-webinar-prevent-service-outages-with-operational/tap/2320008>

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### QUESTION 2

A support agent resolves an incident associated with an alert, but the alert does not automatically close even though the `evt_mgmt.incident_closes_alert` property is set appropriately to close the alert. What is the most likely cause of this issue?

- A. The support agent does not have the `evt_mgmt_user` role.
- B. The support agent only has the `evt_mgmt_admin` role.
- C. The support agent has the `evt_mgmt_operator` role, but not the `evt_mgmt_user` role.
- D. The support agent has the `evt_mgmt_user` role, but not the `evt_mgmt_operator` role.

Correct Answer: D

[https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r\\_InstalledWithEventManager.html](https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_InstalledWithEventManager.html)

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### QUESTION 3

You have a system configured with a MID Web Server using Basic authentication to enable Operational Management Intelligence (OI) to push raw metric data to the MID Server. No data is getting through to the MID Server. What is the most likely cause of the issue?

- A. The MID Web Server needs to be Restarted
- B. The MID Web Server needs to be Started
- C. An invalid secret key is being passed in the header information of the URL for the REST request
- D. An invalid password is set in the MID Web Server Context



Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/configure-midwebserver-extension-metric-data.html>

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#### QUESTION 4

What makes all ServiceNow metrics, tasks, services, configuration items, assets, people, locations, and information a single system of record for IT and business processes?

- A. ServiceNow is installed within your datacenter providing you complete control
- B. All applications are built on the Oracle database standard, providing uniformity across products
- C. All applications that are built by ServiceNow utilize the same data model and code base
- D. ServiceNow runs on supported Windows servers and is managed through Windows Update
- E. A single table houses all data elements within ServiceNow
- F. ServiceNow utilizes the AWS MariaDB cloud database structure, providing a single system of record

Correct Answer: C

Correct answer "All applications that are built by ServiceNow utilize the same data model and code base" . Oracle is not even used by default by servicenow.

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#### QUESTION 5

What event will cause Agent Client Collector self-monitoring to pause data collection?

- A. Communication with the MID server is lost
- B. The amount of host memory being used by the agent exceeds a threshold
- C. Communication with the ServiceNow instance is lost
- D. The amount of host disk space used by the agent exceeds a threshold
- E. The amount of host CPU being utilized by the agent exceeds a threshold

Correct Answer: E