



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

Certified Implementation Specialist - Event Mangement

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### QUESTION 1

When creating a task from an alert what Event Management Module would be used?

- A. Event Rules
- B. Alert Correlation Rules
- C. Task Management
- D. Alert Management

Correct Answer: D

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### QUESTION 2

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 3

Which are recommended best practices for Event Management? (Choose three.)

- A. Filter out events on ServiceNow Instance for easier consolidation and aggregation.
- B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.
- C. Filter out events at source rather than in the ServiceNow instance.
- D. Base-line "normal-state" events to filter out background noise.
- E. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

Correct Answer: CDE



#### QUESTION 4

What is the recommended approach to normalizing data from a source system to the default values in Event Management?

- A. Event field mapping
- B. Transform maps
- C. Alert management rules
- D. Business rules

Correct Answer: A

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#### QUESTION 5

To determine the top incidents for the CI associated with an alert, where is the best place to look?

- A. Alert Insights
- B. Incident List View
- C. CMDB Health Dashboard
- D. Event Management Overview page

Correct Answer: A

Now in Operators Workspace <https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/view-alert-insights-workspace.html>

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