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QUESTION 1

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 2

Which is not a valid method for accessing alert intelligence?

A. In the right-click menu of an alert list, select Open in Workspace

B. By appending/workspace to your instance URL

C. The application navigator Alerts Console menu item

D. The application navigator Alert Intelligence menu item

E. Within an open alert record, click the Open in Workspace button

F. Select the Lists tab in operator workspace

Correct Answer: C

https:///nav_to.do?uri=%2F$sa_alerts_console_view

QUESTION 3

How often do baseline event connectors retrieve events?

A. Every 30 seconds

B. Every 2 minutes

C. Every 10 minutes

D. Every 1 minute

E. Every 5 minutes

Correct Answer: B

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

QUESTION 4

What would you use to define the monitoring sources allowed to communicate with the ServiceNow instance for Operational Intelligence?

A. Metric Registration

B. Metric Config Rules

C. Metric Type Actions

D. Metric to CI

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/operational-intelligence-overview.html

QUESTION 5

The value of the Alert Priority score is a composite of what?

A. The value of the alert\\\'s category and its relative weight

B. The value of the alert\\\'s category and its Priority Group

C. The value of the alert\\\'s Severity and its Priority Group

D. The value of the alert\\\'s Severity and its relative weight

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html

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