



CIS-EM^{Q&As}

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QUESTION 1

Processing on an event will create a state of error if what value is not set?

- A. Node
- B. Source
- C. Severity
- D. Message Key
- E. Resource

Correct Answer: C

QUESTION 2

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

- A. In the event rule, set the Severity to 0
- B. In the alert rule, set the Severity to 0
- C. In the alert rule, set the Severity to -1
- D. In the event rule, set the Severity to -1

Correct Answer: A

<https://www.servicenow.com/community/itom-forum/incomming-events-are-missing-value-in-severity-field-how-do-i/m-p/968110>

QUESTION 3

What are the valid states an alert can be in during its lifecycle?

- A. Open, Reopen, Flapping, Closed
- B. New, Updating, Waiting, Complete
- C. Open, Updating, Swinging, Closed
- D. Open, Warning, Flapping, Clear

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMSetTheAlertActiveInterval.html



QUESTION 4

A customer informs you that they already have monitoring and event management tools.

Which of the following describes the extra value that ServiceNow Event Management provides? (Choose four.)

- A. ServiceNow Event Management Alerts, Incidents, Problems, and changes are automatically correlated with CIs and Business Services that can be visualized in Business Service maps.
- B. ServiceNow Event Management manages relationships between alerts and related incidents to maintain an end-to-end event management lifecycle.
- C. ServiceNow Event Management provides a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.
- D. ServiceNow Event Management provides state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.
- E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

Correct Answer: ABCE

QUESTION 5

What missing attribute would cause an event to have a state of Error?

- A. Metric Name
- B. Source
- C. Classification
- D. Node
- E. Severity

Correct Answer: E

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