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ServiceNow CIS-EM

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QUESTION NO: 1

Applying recommended Event Management best practice guidelines, which of the following events should generate an alert?

A. Every event should generate an alert so you have the opportunity to resolve them all.

B. Only events that necessitate action should generate an alert.

C. Only the most critical events on every CI in the CMDB should generate an alert.

D. Every event on every critical CI in the CMDB should generate an alert.

ANSWER: B

QUESTION NO: 2

Out-of-the-box, how often do the events get processed in ServiceNow?

A. Every 5 seconds

B. Every minute via a scheduled job

C. As soon as the event record is inserted via a business rule

D. Depends on connectors used

ANSWER: A

QUESTION NO: 3

Within a PowerShell script, which two URI's could you use to log events directly to the ServiceNow event table? (Choose two.)

A. https://[Your_ServiceNow_instance_URL]/rest_api/now/my_tables/em_event

B. https://[Your_ServiceNow_instance_URL]/api/global/em/jsonv2

C. https://[Your_ServiceNow_instance_URL]/api/now/table/em_event

D. https://[Your_ServiceNow_instance_URL]/api/table/em_event

E. https://[Your_ServiceNow_instance_URL]/rest_api/now/table/em_event

ANSWER: B C

QUESTION NO: 4

If a Message Key is not provided, which fields are concatenated to make our own?

A. Source, DNS, Node, Additional info, Metric Name

B. Source, Type, Node, Resource, Metric Name

C. Source, Type, DNS, Additional info, Metric Name

D. Source, Source Instance, Node, Type, Resource

ANSWER: B

Explanation:

If the Message Key is not populated, the system concatenates the Source, Type, Node, Resource, and Metric Name fields to populate the Message Key.

Reference: https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/event-management/concept/c_EMEventIdentifier.html

QUESTION NO: 5

The individual commands that the Agent Client Collector executes on the host are known as what? (Choose three.)

A. Events

B. Checks

C. Parameters

D. Policies

E. Metrics

F. Scripts

ANSWER: A B E

Explanation:

A Check is a combination of a command and its configuration.

Reference: https://alps.devoteam.com/expert-view/servicenow-agent-client-collector-automate-your-it-operations/

Brief history of the Agent Client Collector

ACC agent has been here for already some time. About 1 year back, the agent was born with the Paris release of ServiceNow, designed for Health monitoring. Next release, Quebec, dated March 2021, saw more capabilities in Discovery and Log monitoring. Along with the recent Rome release, Spoke and Playbook contents were added.

Currently, the ACC framework represents a mature solution for many needs in the market segment of direct monitoring (where ServiceNow has never been before), and other use cases that will be discussed more in detail in the next chapter.

QUESTION NO: 6

What ServiceNow feature is an aid to rapid implementation of your Event Management and Operational Intelligence features?

A. Deployment wizard

B. Step-by-step guide

C. Checklist application

D. Guided setup

ANSWER: C

QUESTION NO: 7

Alerts are processed using which of the following? (Choose three.)

A. Alert management rules

B. Event action rules

C. Event rules

D. Scheduled jobs

E. Java and Groovy scripts

ANSWER: A C D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/event-management/concept/alert-management-rule.html https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/event-management/task/t_EMViewRuleApply.html

QUESTION NO: 8

What two key steps must be performed after creating a new connector instance? (Choose two.)

A. Assign a MID Server to the connector

B. Enter credentials for the connector

C. Debug the connector

D. Test the connector

E. Activate the connector

ANSWER: D E

Explanation:

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

Before starting this procedure:

- Locate or define a connector definition.
- Create the credentials to connect to the event source.
- If the connector instance is to be used for the collection of Operational Intelligence metric data, the Operational Intelligence plugin must be activated.

Role required: evt_mgmt_admin

QUESTION NO: 9

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

ANSWER: E

QUESTION NO: 10

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.

ANSWER: A B C E