# DUMPSDOSS.COM

# Certified Implementation Specialist - Service Mapping

ServiceNow CIS-SM

**Version Demo** 

**Total Demo Questions: 10** 

**Total Premium Questions: 62** 

**Buy Premium PDF** 

https://dumpsboss.com

support@dumpsboss.com

dumpsboss.com



### **QUESTION NO: 1**

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

- A. Releases
- **B.** Problems
- C. Incidents
- D. Alerts

# **ANSWER: B C**

## **QUESTION NO: 2**

To begin the configuration of tag-based services, tag values must be defined where?

- A. Tag categories
- B. Tag catalogs
- C. Tag-based service families
- D. Tag libraries

# **ANSWER: A**

# **Explanation:**

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/tag-based-mapping.html

# **QUESTION NO: 3**

Which of the following represents the skills needed that a Service Mapping administrator or implementer should have? (Choose four.)

- A. Understanding of XML, Regex, Delimited text, and JSON
- B. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST
- C. Scripting capabilities with respect to Unix and Windows commands
- D. Intermediate or above Windows and Unix administration skills



- E. Sufficient skills to build an enterprise web site
- F. Understanding of relational database theory

# **ANSWER: ABCD**

# **Explanation:**

Reference: https://www.servicenow.com/services/training-and-certification/service-mapping-implementation.html

# **QUESTION NO: 4**

Which one of the following is a public IP Address?

- **A.** 172.20.5.9
- **B.** 225.16.0.5
- C. 192.168.100.100
- **D.** 10.0.6.8

# ANSWER: C

### **QUESTION NO: 5**

Which of the following are potential benefits when implementing Service Mapping? (Choose four.)

- A. Reduced ongoing service map maintenance effort as a result of automated map updates
- B. Faster service issue resolution and reduced downtime due to better root cause analysis
- C. Improved Software Asset Management capabilities
- **D.** Reduction in effort to create service maps
- E. Reduction in change related incidents due to improved service visibility during change planning
- **F.** More accurate alerts from monitoring tools

### ANSWER: C D E F

# **QUESTION NO: 6**

Which of the following reasons would a prospect consider purchasing ServiceNow Event Management? (Choose three.)



- A. Determine impacted services from a given event/alert.
- **B.** Provide software deployment capabilities to patch problem infrastructure.
- **C.** Automatically generate incidents for certain classes of alerts.
- **D.** Provide state of the art monitoring capabilities across a wide array of different types of infrastructure.
- **E.** Consolidate events from disparate monitoring tools into a consolidated central system.

### **ANSWER: A B E**

# **QUESTION NO: 7**

Which one of the following Linux commands can be used by a non root user to return the process ID listening on port 8080?

- A. sudo netstat -an -p TCP | grep :8080
- B. sudo netstat -anp | grep :8080
- C. netstat -anp | grep :8080
- **D.** netstat -an -pid \* | grep :8080

# **ANSWER: C**

# **Explanation:**

Reference: https://old.wiki/index.php/ServiceNow\_ServiceWatch\_Discovery\_Credentials\_and\_Connectivity

# **QUESTION NO: 8**

Which of the following are methods used to initiate discovery on a service? (Choose three.)

- A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.
- **B.** Map multiple services by importing entry points from a CSV file.
- C. Map a single service defined by configuring an entry point.
- **D.** Map services suggested by the discovery of MID Servers in an enterprise.
- **E.** Map services based on Assets stored in the CMDB.

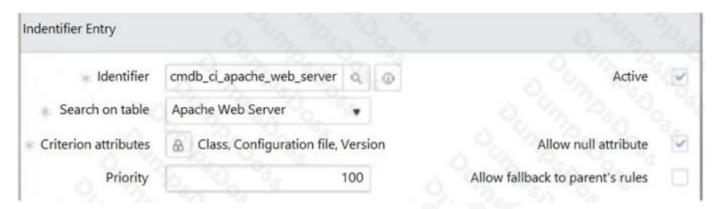
# **ANSWER: A C D**



### **QUESTION NO: 9**

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:

- Class
- Configuration file
- Version



Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded the Apache Web Server to a different version and reran discovery of the service. What will happen in the CMDB?

- A. A duplication error will occur.
- B. A new Apache Web Server CI is created.
- **C.** The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.
- D. The Apache Web Server CI will be reclassified as a Web Server CI.

# **ANSWER: C**

### **Explanation:**

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t CreateCITypeForSM.html

### **QUESTION NO: 10**

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

- A. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Extension Sections.
- **B.** For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run all Extension Sections for the pattern.



- **C.** For each pattern that supports the Entry Point Type, run all the Identification Sections that finish successfully and then run each Extension Section for the pattern.
- **D.** For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run Extensions Sections until one finishes successfully.

**ANSWER: D** 

# **Explanation:**

Reference: https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.htmlc