ServiceNow

CIS-SM
Certified Implementation Specialist - Service Mapping

For More Information – Visit link below:

https://www.examsboost.com/

Product Version

✓ **Up to Date products, reliable and verified.**
✓ **Questions and Answers in PDF Format.**

Latest Version: 6.0

Question: 1

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

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

Question: 2

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through Service Mapping?

A. Problem Management: Number of Incidents per Known Problem
B. Incident Management: Mean Time to Resolve
C. Event Management: Signal to Noise Ratio
D. Change Management: Number of Major Changes

Answer: B

Reference: https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-sm-blueprint.pdf

Question: 3

How many ServiceNow instances can one MID Server connect to?

A. 1
B. 5
C. Up to 255
D. Unlimited

Reference: https://docs.servicenow.com/bundle/madrid-servicenow-platform/page/product/mid-server/concept/ c_MIDServerConnectionPrerequisites.html

Question: 4

When a Windows Server is reclassified from the Server [cmdb_ci_server] table to the Windows Server [cmdb_ci_win_server] table, which one of the following describes the process that occurred?

A. Class Change
B. Class Upgrade
C. Class Switch
D. Class Downgrade

Reference: https://servicenowhelpdesk.com/configuration-management-data-base-cmdb/

Question: 5

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

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

Question: 6

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

Question: 7

Which one of the following can be used to enable patterns to search for additional attributes and modify discovery logic defined in an Identification Section without modifying the baseline pattern and potentially impacting upgrades?

A. Add step(s) to the pattern's Identification Section.
B. Add step(s) to the pattern's Connection Section.

C. Add step(s) to the pattern's Extension Section.
D. Add step(s) to the pattern's Update Set.
E. Add step(s) directly to the NDL code.

Answer: C

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

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