



Free Questions for CIS-EM by dumpshq

Shared by Tyler on 24-05-2024

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Question 1

Question Type: MultipleChoice

What does Operational Intelligence proactively identify before they cause service outages?

Options:

- A- Missing CMDB data
- B- Defects
- C- Alert correlations
- D- Orphaned CIs
- E- Anomalies

Answer:

E

Question 2

Question Type: MultipleChoice

Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?

2017-05-26 13:00:00

Name
http-in 198.51.100.1

updated
2017-08-01 02:07:00

Alerts Impact Root Cause CI Changes

Name	Impact On	Influence	Influence Units	Critical	Major	Minor	Warning
Application Cluster Member	Business Service	70	Percent	■ ■	■ ■	■ ■	■ ■
Application Impact	Business Service	100	Percent	■ ■	■ ■	■ ■	■ ■

Options:

A- Critical

- B-** Error
- C-** Major
- D-** Minor
- E-** Warning
- F-** Clear

Answer:

F

Question 3

Question Type: MultipleChoice

What event value will auto close an alert?

Options:

- A-** Severity of -1/OK
- B-** Type of Clear

C- Resolution State of Closing

D- Resolution State of Clear

E- Severity of 0/Clear

Answer:

C

Question 4

Question Type: MultipleChoice

You have a very large networking environment and have noticed that your event notifications are either not being triggered or are delayed.

What are best options to try to resolve this issue? (Choose two.)

Options:

A- Ensure all Event Management -- process events jobs are set to a Ready state

B- Verify that the Bucket field in the event table is set to zero (0)

- C- Add additional event processor jobs
- D- Ensure multi-node event processing is disabled

Answer:

A, C

Question 5

Question Type: MultipleChoice

What makes all ServiceNow metrics, tasks, services, configuration items, assets, people, locations, and information a single system of record for IT and business processes?

Options:

- A- ServiceNow is installed within your datacenter providing you complete control
- B- All applications are built on the Oracle database standard, providing uniformity across products
- C- All applications that are built by ServiceNow utilize the same data model and code base
- D- ServiceNow runs on supported Windows servers and is managed through Windows Update

E- A single table houses all data elements within ServiceNow

F- ServiceNow utilizes the AWS MariaDB cloud database structure, providing a single system of record

Answer:

B

Question 6

Question Type: MultipleChoice

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

Options:

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 7

Question Type: MultipleChoice

Based on the information shown, which of the following three alerts should be processed first?

Options:

A- The Alert Priority score 3106020.001 was calculated according to the following factors, ordered by their respective priority (2018-06-01 19:34:01 GMT) Category (Score, Weight)

1. Business services -- (3.0, 1000000)
2. Severity -- (1.0, 100000)
3. CI type -- (60.0, 100)
4. Role -- (2.0, 10)
5. Secondary -- (0)
6. State -- (1.0, 0.001)

B- The Alert Priority score 4406020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 20:04:47 GMT) Category (Score, Weight)

1. Business services -- (4.0, 1000000.0)

2. Severity -- (4.0, 100000.0)
3. CI type -- (60.0, 100.0)
4. Role -- (2.0, 10.0)
5. Secondary -- (0)
6. State -- (1.0, 0.001)

C- The Alert Priority score 3306020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 19:56:54 GMT) Category (Score, Weight)

1. Business services -- (3.0, 1000000.0)
2. Severity -- (3.0, 100000.0)
3. CI type -- (60.0, 100.0)
4. Role -- (2.0, 10.0)
5. Secondary -- (0)
6. State -- (1.0, 0.001)

D- They should be processed in the order in which they were received.

Answer:

B

Question 8

Question Type: MultipleChoice

Agent Client Collector is built on what framework that enables you to adopt and extend monitoring checks from the community?

Options:

- A- Icinga
- B- Sensu
- C- SolarWinds
- D- Nagios
- E- Zabbix

Answer:

B

Question 9

Question Type: MultipleChoice

To determine the top incidents for the CI associated with an alert, where is the best place to look?

Options:

A- Alert Insights

B- Incident List View

C- CMDB Health Dashboard

D- Event Management Overview page

Answer:

A

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