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Question 1

Question Type: MultipleChoice

How many ServiceNow instances can one MID Server connect to?

Options:

A- 1

B- 5

C- Up to 255

D- Unlimited

Answer:

A

Question 2

Question Type: MultipleChoice

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?

Options:

- 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

Question 3

Question Type: MultipleChoice

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

Options:

- 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:

A, B, C, D

Question 4

Question Type: MultipleChoice

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?

Options:

- 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

Question 5

Question Type: MultipleChoice

Which one of the following best describes the process that Service Mapping uses to run a command on a target device?

Options:

- A-** Service Mapping provides a task with the command that the MID Server collects, the MID Server executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.

B- The MID Server decides what command to execute, executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.

C- Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance through the MID Server.

D- Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance.

Answer:

B

Question 6

Question Type: MultipleChoice

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.)

Options:

A- Releases

B- Problems

C- Incidents

D- Alerts

Answer:

B, C

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