Question 1

In Pattern Designer, which one of the following best describes the Create Connection step?

Options:

A- Provides information about integrations to the host

B- Provides information about relationships between cluster members

C- Provides information about outbound connections to other CIs

D- Provides information about relationships between the host and installed software

Answer:

C

Question 2

In ServiceNow Discovery, which one of the following phases is the server RAM value discovered?

Options:

A- Port scan

B- Classification

C- Classification and Identification

D- Identification and Exploration

Answer:

C

Question 3

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.)

A- Releases

B- Problems

C- Incidents

D- Alerts

Answer:

B, C

Question 4

Question Type: **MultipleChoice**

Assuming Reconciliation Rules (Reconciliation Definitions) were configured exactly the same for both Data Sources, ServiceNow and ServiceWatch, for the Application [cmdb_ci_appl] table and the following Data Source Precedence Rules are configured.

		Applies to	Data source	Order ▲	Active
		Search	Search	Search	Search
☐	ⓘ	cmdb_ci_appl	ServiceWatch	100	true
☐	ⓘ	cmdb_ci_appl	ServiceNow	200	true

Which one of the following is true?

Options:

A- If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.

B- If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, ServiceNow, an update will be allowed.

C- If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, ServiceWatch, an update will be allowed.

D- If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data

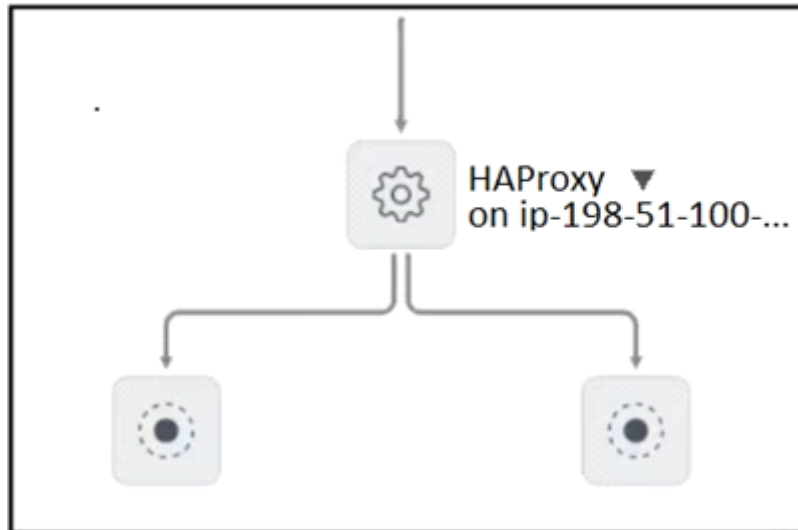Source, Altiris, an update will be allowed.

Question 5

Question Type: MultipleChoice

In the image, which one of the following best describes the lower icons?

A- The connections from HAProxy are to other CIs that had errors during discovery.

B- The connections from HAProxy are application clusters.

C- The connections from HAProxy could not be identified and are marked as a Generic Application.

D- The connections from HAProxy are marked as boundaries.

Answer:

A

Question 6

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 7

Question Type: MultipleChoice

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

Options:

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 8

Question Type: **MultipleChoice**

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

Options:

A- Tag categories

B- Tag catalogs

C- Tag-based service families

D- Tag libraries

Question 9

Question Type: **MultipleChoice**

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?

Options:

A- Class Change

B- Class Upgrade

C- Class Switch

D- Class Downgrade

Answer:

B