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QUESTION 1

When creating a task from an alert what Event Management Module would be used?

A. Event Rules

B. Alert Correlation Rules

C. Task Management

D. Alert Management

Correct Answer: D

QUESTION 2

When performing CI Binding, what fields does Event Management match to the Node?

A. CI Name, DNS, IP, MAC Address

B. System class name, FQDN, IP or MAC address

C. CI name, FQDN, SSH public host keys

D. CI Name, FQDN, IP, MAC Address

Correct Answer: D

QUESTION 3

Which is the best option to reduce latency issues when receiving events?

A. Verify bucket field in em_event table > 0

B. Verify event_processor_job_count = 2

C. Verify event_processor_job_count = 0

D. Verify event_processor_enable_multi_node = 2

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/reference/r_EMBestPractice.html

QUESTION 4

How often do baseline event connectors retrieve events?

A. Every 30 seconds

B. Every 2 minutes

C. Every 10 minutes

D. Every 1 minute

E. Every 5 minutes

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t_EMConfigureConnectorInstance.html

QUESTION 5

Alerts are processed using which of the following? (Choose three.)

A. Alert management rules

B. Event action rules

C. Event rules

D. Scheduled jobs

E. Java and Groovy scripts

Correct Answer: ACD

QUESTION 6

In order for SNMP trap notifications to appear in ServiceNow as events, what option must be enabled in the required MID server?

A. MID SNMP trap listener

B. SNMP event manager module for MID

C. Event collector MID server extension

D. SNMP agent for MID

Correct Answer: A

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t_EMSNMPTrapEvent.html

QUESTION 7

In your environment, no alert CMDB, automated, or text based grouping is occurring. What is most likely the problem?

A. No correlation rules have been defined

B. No event management rules have been defined

C. Application services are not operational

D. No CMDB is configured

E. The alert correlation property that enables grouping is set to false

Correct Answer: A

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMEventCorrelationRules.html

QUESTION 8

If a Message Key is not provided, which fields are concatenated to make our own?

A. Source, DNS, Node, Additional info, Metric Name

B. Source, Type, Node, Resource, Metric Name

C. Source, Type, DNS, Additional info, Metric Name

D. Source, Source Instance, Node, Type, Resource

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMEventIdentifier.html

QUESTION 9

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

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

Correct Answer: C

Correct answer "All applications that are built by ServiceNow utilize the same data model and code base" . Oracle is not even used by default by servicenow.

QUESTION 10

Where does an operator give feedback on an automated alert grouping?

A. Feedback attribute on the virtual alert record

B. Feedback attribute on the child alert record

C. Feedback attribute on the event record

D. Feedback attribute on the alert record

E. Dropdown box on the alert group record

Correct Answer: D

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/t_EMViewAlert.html

QUESTION 11

The correct regex to capture the name of the server in "the server webserver3.domain.com is down" would be:

A. .*(\w+\.\w+\.\w+).*

B. The server (.*)\s.*

C. .*\s(\w+\.\w+\.\w+).*

D. the server (.*).*

Correct Answer: C

QUESTION 12

A Service is not viewable in Operator Workspace. What could be the issue?

A. The service is a manual service

B. The service is not set to operational

C. The service was created through Service Mapping

D. The service is a technical service

Correct Answer: B

QUESTION 13

What Event Management module allows for configuration of automatic task creation?

A. Alert management rules

B. Task rules

C. Event rules

D. Alert correlation rules

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/newyork-it-operations-management/page/product/event-management/task/create-alert-management-rule.html

QUESTION 14

By default, when are idle alerts are closed?

A. After 7 days

B. After 14 days

C. After 30 days

D. Never

Correct Answer: A

https://www.servicenow.com/community/itom-forum/event-management-question-about-auto-close-interval-property/m-p/965151

QUESTION 15

What attribute is used to consolidate events into a single alert?

A. Event Rules

B. Message Key

C. Alert Priority

D. Severity

Correct Answer: B

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-

management/concept/c_EMEventIdentifier.html