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QUESTION 1

Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

- A. Transform and compose alert output
- B. Event filter
- C. Event options
- D. Threshold

Correct Answer: B

QUESTION 2

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

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

Correct Answer: E

<https://www.servicenow.com/community/itom-articles/on-demand-webinar-prevent-service-outages-with-operational/tap/2320008>

QUESTION 3

Agent Client Collector can perform application service monitoring by configuring what option?

- A. An alert management rule
- B. A proxy agent
- C. A distributed cluster
- D. An event rule
- E. A REST API

Correct Answer: B

<https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/agent-client-collector/task/create-edit-policies.html>

QUESTION 4

Within the ServiceNow IT Operations Management solution set, which statement most accurately describes what Event Management is?

- A. The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services
- B. The process responsible for ensuring the capacity of IT Services and IT infrastructure is able to deliver agreed upon service level targets in a cost-effective manner
- C. The process responsible for monitoring all abnormal occurrences throughout the IT infrastructure, allowing for normal operations, and detecting and escalating exception conditions
- D. The process responsible for recovery action and planning through machine learning

Correct Answer: C

QUESTION 5

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 6

What is one of the main benefits of using Event Management and Operational Intelligence?

- A. To improve service availability by helping IT staff pinpoint service issue causes and evaluate the impact of planned changes.
- B. To increase service agility and produce fast, predictable results by automating manual, routine, error-prone tasks.
- C. To rapidly configure and launch secure, agentless discovery of hardware and software resources and their relationships.

D. To proactively warn against possible service outages using a range of advanced predictive machine learning methods.

Correct Answer: D

QUESTION 7

What is the function of the External Communication Channel (ECC) Queue? (Choose three.)

- A. It is a connection point between a ServiceNow instance and the MID Server.
- B. It contains probe records to be executed on the customer's network.
- C. It holds jobs that the MID Server needs to perform.
- D. It is a connection point between a hardware CI on a customer's network and the MID Server.
- E. It contains records of CIs that the ServiceNow admin has submitted for entry into the CMDB.

Correct Answer: ABC

QUESTION 8

What types of system can a MID Server can be installed on?(Choose two.)

- A. OpenVMS System
- B. Microsoft Windows Server
- C. Linux System
- D. Microsoft Windows Desktop
- E. Any system inside the customer firewall
- F. Mac OS X System

Correct Answer: BC

https://docs.servicenow.com/de-DE/bundle/tokyo-servicenow-platform/page/product/mid-server/reference/r_MIDServerSystemRequirements.html

QUESTION 9

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 10

The additional information field is a JSON string that gives more information about an event. An example of a supported JSON string is:

A. {"CPU":100}

B. {"CPU":100,\\Status":3}

C. {"CPU":"100","Status":3}

D. {"CPU":"100"}

Correct Answer: C

QUESTION 11

If you wanted to create a quick response alert rule to open an Ask Jeeves search on the description of the alert, where would it be configured?

A. Launch Applications

B. Remediation Workflows

C. Remediation SubFlows

D. Operator Workspace

Correct Answer: A

QUESTION 12

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

A. In the event rule, set the Severity to 0

B. In the alert rule, set the Severity to 0

C. In the alert rule, set the Severity to -1

D. In the event rule, set the Severity to -1

Correct Answer: A

<https://www.servicenow.com/community/itom-forum/incoming-events-are-missing-value-in-severity-field-how-do-i/m->

p/968110

QUESTION 13

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Correctness
- B. Completeness
- C. Configuration
- D. Conciseness
- E. Conformity
- F. Compliance

Correct Answer: ABF

QUESTION 14

What does the Asynchronous Messaging Bus (AMB) channel do on the MID Server?

- A. Opens an inbound connection to the MID Server
- B. Allows Web Server transactions to be passed to ServiceNow
- C. Sends heartbeat information to the ServiceNow instance to ensure MID is communicating
- D. Continually queries the External Communication Channel (ECC) queue via a persistent query

Correct Answer: D

<https://docs.servicenow.com/bundle/tokyo-release-notes/page/product/mid-server/concept/ecc-queue-mid-server.html>

QUESTION 15

What is Event Management licensing based on?

- A. The number of unique nodes that can send events to the instance
- B. The number of connectors and listeners it will collect data from
- C. The number of connectors it will collect data from
- D. The number of CIs in the CMDB that it will be monitoring

Correct Answer: D

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