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QUESTION 1

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 2

When sending data from the monitoring source to the additional_info field, what format is supported?

A. XML

B. JSON

C. YAML

D. Comma separated

Correct Answer: B

QUESTION 3

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

QUESTION 4

HOTSPOT

In what sequence are events processed?

Hot Area:

Does the event Source match the event rule?

▼
1
2
3
4
5

Does the event message key match an existing alert?

▼
1
2
3
4
5

Is the event filtered out?

▼
1
2
3
4
5

Is a severity defined?

▼
1
2
3
4
5

Correct Answer:

Does the event Source match the event rule?

▼
1
2
3
4
5

Does the event message key match an existing alert?

▼
1
2
3
4
5

Is the event filtered out?

▼
1
2
3
4
5

Is a severity defined?

▼
1
2
3
4
5

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

QUESTION 5

Within an event rule, how would you parse a nodename out of your raw event data?

A. JavaScript

B. Groovy script

C. PowerShell script

D. Regex statement

Correct Answer: D

QUESTION 6

Within a PowerShell script, which two URI\\'s could you use to log events directly to the ServiceNow event table? (Choose two.)

A. https://[Your_ServiceNow_instance_URL]/rest_api/now/my_tables/em_event

B. https://[Your_ServiceNow_instance_URL]/api/global/em/jsonv2

C. https://[Your_ServiceNow_instance_URL]/api/now/table/em_event

D. https://[Your_ServiceNow_instance_URL]/api/table/em_event

E. https://[Your_ServiceNow_instance_URL]/rest_api/now/table/em_event

Correct Answer: BC

https://docs.servicenow.com/bundle/tokyo-application-development/page/integrate/inbound-rest/concept/c_TableAPI.html#table-POST https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/task/send-events-via-web-service.html

QUESTION 7

What is an alert called that moves from an open to a closed state multiple times within a designated time-frame?

A. Fluctuating

B. Swinging

C. Flipping

D. Flapping

Correct Answer: D

QUESTION 8

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 9

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

QUESTION 10

Which is an invalid state for an alert?

A. Flapping

B. Closed

C. Reopen

D. Processed

Correct Answer: D

https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0756521

QUESTION 11

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

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.

Correct Answer: B

QUESTION 12

What would be the primary use case for creating Javascripts in Event Management?

A. To create a customized pull connector to retrieve events on behalf of an event source

B. To automatically populate the Configuration Management Database (CMDB)

C. To parse a nodename out of your raw event data in an event rule

D. To run as part of a remediation workflow for IT alerts that fail to execute

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMCreateCustomConnectorDefinition.html

QUESTION 13

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 14

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

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QUESTION 15

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

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.

Correct Answer: B

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