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Question 1

Question Type: MultipleChoice

Which of the following are benefits a service map can bring during an Incident resolution?
(Choose three.)

Options:

- A- Quickly identifies any recent incidents that occurred on components of the impacted service.
- B- Narrows down possible affected components when a service is impacted.
- C- Helps reduce the number of unplanned changes in a customer environment.
- D- Helps pinpoint code errors after a faulty application is identified.
- E- Quickly identifies any recent changes performed on components of the impacted service.

Answer:

C, D, E

Question 2

Question Type: MultipleChoice

Which one of the following represents the path in the following URL?

`http://somehost.com:8080/comics/marvel/index.html?name=x-men#DOWNLOADING`

Options:

- A- name=x-men
- B- comics/marvel/index.html
- C- somehost.com:8080
- D- /comics/marvel/

Answer:

B

Question 3

Question Type: MultipleChoice

In the following image of the Discovery Log, the green S represents which one of the following?

Discovery Log

P IIS Virtual Directory

I Identification for IIS Website entry point type(s)

C MySQL connectivity

S find jdbc in all files

S find jdbc connection in urls

Options:

- A- A library in the Connection Section of a pattern
- B- A step in the Connection Section of a pattern
- C- A step in an Identification Section of a pattern
- D- A library in an Identification Section of a pattern

Answer:

B

Question 4

Question Type: MultipleChoice

What component does Apache Tomcat represent in the following top-down topology?

Cisco ACE Apache Tomcat cluster JBoss cluster Oracle database

Options:

- A- Authentication provider
- B- The function of the Apache Tomcat in this example is not conclusive
- C- Monitoring server
- D- Web server

Answer:

D

Question 5

Question Type: MultipleChoice

Which omitted action will keep changes to a discovery pattern connection section from taking effect?



Options:

- A- Exporting the updated pattern
- B- Saving the updated connection section
- C- Publishing the updated pattern
- D- Saving the updated pattern

Answer:

C

Question 6

Question Type: MultipleChoice

Which of the following are created automatically when using the map option Create pattern from generic application?



Options:

- A- Discovery Pattern, CI Type/Class, Process Classifier
- B- CI Type/Class, Process Classifier, Identification Rule
- C- Process Classifier, Connection Section, Discovery Pattern
- D- Identification Rule, CI Class/Class, Identification Section

Answer:

A

Explanation:

Section: (none)

Explanation

Question 7

Question Type: MultipleChoice

Assume an Apache Web Server Identifier Entry is configured as shown:

Identifier	<input type="text" value="cmdb_ci_apache_web_se"/>	Active <input checked="" type="checkbox"/>
Search on table	<input type="text" value="Apache Web Server"/>	
Criterion attributes	<input type="checkbox"/> Class, Configuration file, Version	Allow null attribute <input type="checkbox"/>
Priority	<input type="text" value="100"/>	Allow fallback to parent's rules <input type="checkbox"/>

If the Apache Web Server Discovery Pattern has a step configured to collect the Configuration file data but NOT configured with a step to collect the Version information, what will happen when executing a Service Mapping discovery?

Options:

- A- An identification error will occur.
- B- The Apache Web Server CI will be reclassified as a Web Server CI.
- C- The Apache Web Server configuration item will be discovered successfully and either inserted or updated in the CMDB.
- D- A duplication error will occur.

Answer:

C

Question 8

Question Type: MultipleChoice

Cloud Dimensions has data centers, services, and servers represented in the image.

Assuming each data center contains minimum one subnet, which one of the following is the best number of MID Servers Tur Cloud Dimensions to start with?

Cloud Dimensions Data Centers	
Boston Data Center 2 Business Services 10 Servers	London Data Center 5 Business Services 23 Servers
Sydney Data Center 1 Business Services 7 Servers	Delhi Data Center 1 Business Services 6 Servers

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Options:

- A- 1 (one for all data centers)
- B- 4 (one for each data center)
- C- 5 (one for each service)
- D- 46 (one for each server)

Answer:

B

Question 9

Question Type: MultipleChoice

Which one of the following is the baseline Identification Rule (CI Identifier) used to determine inserts or updates to all servers discovered by ServiceNow Discovery or Service Mapping?

Options:

- A- Application Rule
- B- Server Rule
- C- Hardware Rule

D- Device Rule

Answer:

B



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