Question 1

Question Type: MultipleChoice

When using a Delimited Text Parsing Strategy, what delimiter and position will parse 2014 from the string?

2014/02/07-17:49:36

Options:

A- Delimiter of space and position 1

B- Delimiter of / and position 0

C- Delimiter of / and position of 1

D- Delimiter of 2014 and position 1

Answer:

D

Question 2

Question Type: MultipleChoice

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

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
Section: (none)
Explanation

Answer:

A

Question 3

Question Type: MultipleChoice

Which one of the following in the CMDB Identification and Reconciliation application allows a CMDB administrator to specify authorized data sources that can update a CMDB table or a set of table attributes?

A- Reclassification Tasks

B- Identification Rules

C- Datasource Precedence Rules

D- Reconciliation Rules

Answer:

D

Question 4

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 5

Question Type: MultipleChoice

A defined relationship between two Configuration Items (CIs), such as Runs on, Depends On, or Contains is called a what?

Options:

A- CI Attribute

B- Application to Application Relationship

C- Relationship Type

D- CI Dependency

Answer:

C

Question 6

Question Type: MultipleChoice

Which one of the following is the most common risk that can negatively impact a Service Mapping

engagement?

Options:

A- The customer external firewall does not meet the requirements needed for the Service Mapping MID Server to communicate with their ServiceNow Instance.

B- MID server resource requirements are beyond capacity of the customer.

C- Customer security team is not made aware early enough in the engagement of the credential requirements.

D- Customer is not using Active Directory for credential authentication.

Answer:

A

Question 7

Which one of the following represents what the MID stands for in MID Server?

Options:

A- Monitoring, Integration, and Discovery

B- Management, Integration, and Discovery

C- Management, Instrumentation, and Discovery

D- Monitoring, Instrumentation, and Discovery

E- MID is not an acronym.

Answer:

C

Question 8

Question Type: MultipleChoice

In Service Mapping, which one of the following can be useful in determining which Patterns, Identification Sections, Connection Sections, and Steps are tried?

Options:

A- Workflow Log

B- Discovery Log

C- System Log

D- ECC Log

Answer:

B

Question 9

Which of the following are methods used to initiate discovery on a service? (Choose three.)

Options:

A- Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise.

B- Map multiple services by importing entry points from a CSV file.

C- Map a single service defined by configuring an entry point.

D- Map services suggested by the discovery of MID Servers in an enterprise.

E- Map services based on Assets stored in the CMDB.

Answer:

A, C, D