



ServiceNow CIS-Discovery Mock Exam

Shared by Terrell on 17-06-2026

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Question 1

Question Type: MultipleChoice

In order to use Debug from the Pattern Designer, you must have what?

Options:

- A- a proxy server
- B- a discoverable CI
- C- the admin role
- D- Service Mapping installed



Answer:

C

Explanation:

Debug mode is a feature of the Pattern Designer that allows you to test and troubleshoot your patterns in real time. To activate Debug mode, you need to have the admin role or a role that includes the pattern_designer_debug permission. Debug mode is not available for users who only have the pattern_designer_read permission1.

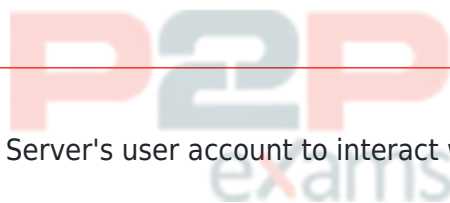
Question 2

Question Type: MultipleChoice

What role is needed by the MID Server's user account to interact with a ServiceNow instance?

Options:

- A- mid_server
- B- discovery_admin
- C- sm_mid
- D- mid_discovery



Answer:

A

Explanation:

The MID Server's user account must have the mid_server role to interact with a ServiceNow instance. This role allows the MID Server to access protected tables and perform discovery and orchestration tasks on behalf of the instance. The other roles are not related to the MID Server functionality. The discovery_admin role is for configuring and managing discovery, the sm_mid role is for using the Service Mapping MID Server, and the mid_discovery role is for running discovery probes and sensors.

[Setting up MID Server user and role](#)

[Configure Windows MID Server service credentials](#)

[Correcting MID Server Windows service account user and permissions](#)

Question 3

Question Type: MultipleChoice

Based on the image, which of the following is true?



Value \$name_details[1].exec_info+"-"+\$process.executableDir

Options:

- A- There is a tabular variable named 'name_details'.
- B- This is from a WMI query operation step.
- C- There is a scalar variable labeled '1'.
- D- This Value cannot be used in a pattern step.

Answer:

C

Explanation:

The image provided shows a ServiceNow expression used to concatenate two pieces of information. The `$name_details[1]` suggests that 'name_details' is an array or a list variable, and we're accessing the second element (considering indexing starts at 0). This indicates that 'name_details' is not a tabular variable but rather a list or an array, and there is a scalar value labeled '1' which is being used to index this array. The 'exec_info' and 'executableDir' are likely attributes or properties of the objects within the 'name_details' array and '\$process' object, respectively. There is no indication that this is from a WMI query operation step, nor is there any inherent reason why this value could not be used in a pattern step. ServiceNow Discovery patterns can use such expressions to extract and concatenate data during the discovery process.



Question 4

Question Type: MultipleChoice

What is the recommended method of consolidating duplicate CIs?

Options:

- A- Duplicate CI Remediator
- B- Event CI Remediation
- C- Ignore Duplicate CI
- D- Manual CI Remediation

Answer:

A



Explanation:

The Duplicate CI Remediator is a feature of ServiceNow Discovery that helps to identify and merge duplicate CIs in the CMDB. It uses predefined rules and criteria to compare CIs across different data sources and determine if they are duplicates. It also provides a user interface to review and approve the suggested merges, or to manually merge CIs as needed. The Duplicate CI Remediator helps to improve the accuracy and quality of the CMDB data and reduce the maintenance efforts.

[Duplicate CI Remediator](#)

Identify and merge duplicate CIs

Duplicate CI Remediator rules

Question 5

Question Type: MultipleChoice

From the Discovery Status record, which of the following does a Device record contain?

Options:

- A- contains a link to the discovered CI
- B- the contents of the discovered CI
- C- contains a link to the discovered Asset
- D- the CMDB Health Dashboard link

Answer:

A

Explanation:

From the Discovery Status record, a Device record in ServiceNow Discovery contains a link to the discovered Configuration Item (CI). This link provides direct access to the CI record that was discovered and processed during the discovery cycle. The Device record does not contain the contents of the CI, a link to the discovered Asset, or a link to the CMDB Health Dashboard. Reference = ServiceNow Discovery documentation, focusing on the details of Discovery Status records and the information contained within Device records.

Question 6

Question Type: MultipleChoice

Which metrics comprise the Completeness KPI for CMDB Health?

Options:

- A- Required
- B- Overall
- C- Recommended
- D- Audit

Answer:

A, C

Question 7

Question Type: MultipleChoice

A Discovery Schedule contains a /24 subnet IP Range and a Shazzam batch size of 5000. How many times will a Shazzam probe be launched during discovery?

Options:

- A- 1
- B- 2
- C- 5000
- D- 254

Answer:

C

Explanation:

A /24 subnet IP Range means that there are 256 possible IP addresses in the range, from 0 to 255. A Shazzam batch size of 5000 means that Discovery will send 5000 ICMP packets at a time to scan the IP addresses. Therefore, Discovery will launch the Shazzam probe once for every 5000 IP addresses in the range, or $256 / 5000 = 0.0512$ times. Since the number of times must be an integer, Discovery will round up to 1 and launch the Shazzam probe once. However, since the Shazzam probe is launched for each MID Server that is assigned to the Discovery Schedule, the actual number of times will depend on how many MID Servers are available. If there are N MID Servers, then the Shazzam probe will be launched N times, each sending 5000 ICMP packets to the same IP range. Therefore, the total number of times that the Shazzam probe will be launched during discovery is $N * 1 = N$.

[Discovery Schedule form](#)

Shazzam Probe

Discovery IP range



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