



ServiceNow CIS-Discovery Practice Questions

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Question 1

Question Type: MultipleChoice

Which choice best describes the Reconciliation process?

Options:

- A- The process of reconciling a deleted CI, if it is identified as a duplicate. The result is stored in de-duplication tasks.
- B- The process of reconciling uniquely identifying CIs to determine if the CI already exists in the CMDB or if it is a newly discovered CI.
- C- The process of reconciling CIs and CI attributes by allowing only designated authoritative data sources to write to the CMDB at the CI table and attribute level.
- D- The process of normalizing applications, to allow the data to be used by Software Asset Management.

Answer:

C

Explanation:

The reconciliation process in ServiceNow refers to the method of ensuring data integrity and consistency in the Configuration Management Database (CMDB) by allowing only designated authoritative data sources to write or update information at the CI (Configuration Item) table and attribute level. This process helps maintain accurate and reliable data in the CMDB by controlling how and from where data is sourced and updated. The other options describe different processes or aspects of CMDB management and are not directly related to the reconciliation process. Reference = ServiceNow CMDB documentation, particularly the sections on CI data management and reconciliation processes.

Question 2

Question Type: MultipleChoice

Which choice will populate the Location field for a discovered CI?

Options:

- A- Location field for a Discovery Schedule
- B- Location field for a parent CI Type
- C- Location field for a Port Probe
- D- Location report from the Discovery Dashboard

Answer:

A

Explanation:

The Location field for a discovered CI is populated by the Location field of the Discovery Schedule that triggered the discovery of that CI. This is done by the DiscoverySensor script, which gets the location ID from the Discovery Schedule and passes it to the Shazzam probe, which then updates the cidata with the location information. The Location field for a parent CI Type, a Port Probe, or a Discovery Dashboard report does not affect the Location field for a discovered CI.

Question 3

Question Type: MultipleChoice

For a pattern operation, which of the below choices could be a valid replacement for ? (Choose three.)

\$IfTable.InstanceID

Options:

- A- [3]
- B- [X]
- C- [&]
- D- [.]
- E- [*]
- F- []

Answer:

A, D, E

Explanation:

For a pattern operation, the `< >` placeholder can be replaced by any valid index or wildcard character that can be used to access an element of an array or a table. The `$IfTable` variable is a table that contains information about the network interfaces of a device¹. The `InstanceID` attribute is a unique identifier for each interface². To access the `InstanceID` of a specific interface, the pattern operation can use the following syntax:

```
$IfTable[<index>].InstanceID
```

where `<index>` is either:

[A numeric index that corresponds to the position of the interface in the table, such as 3 for the third interface.](#)

A dot (.) followed by a key-value pair that matches a specific attribute and value of the interface, such as `[.Name=eth0]` for the interface with the name `eth0`.

An asterisk (*) that represents a wildcard that matches any interface in the table, such as `[]` for all interfaces.

[1: IfTable - Product Documentation: San Diego - ServiceNow](#)

[2: InstanceID - Product Documentation: San Diego - ServiceNow](#)

Question 4

Question Type: MultipleChoice

Which choices best describe what is necessary to create a custom horizontal pattern to discover an operating system that is not discovered by the base installation patterns? (Select two.)

Options:

- A- Select a CI Type
- B- Define Process Strategy
- C- Select Infrastructure Pattern Type
- D- Select Application Pattern Type

Answer:

C, D

Explanation:

[According to the ServiceNow website¹, the key capabilities of a ServiceNow ITOM Enterprise solution are:](#)

Manage hybrid clouds: Gain visibility and control across your hybrid cloud environment with a single system of action for IT.

Proactively eliminate service outages: Identify issues and anomalies before they cause service outages with AIOps and machine learning.

Automate IT service operations: Automate common service requests, processes, and tasks with digital workflows and virtual agents.

Optimize IT service delivery: Align your IT resources and investments with business priorities and optimize service delivery performance.

[1:ITOM - Enterprise IT Operations Management - ServiceNow](#)

Question 5

Question Type: MultipleChoice

Which part of Agent Client Collector must be configured to run osquery commands on a CI?

Policies

Options:

- A- Credential-less Discovery
- B- Check
- C- ACC Websocket Endpoint
- D- Infrastructure Patterns

Answer:

C

Explanation:

A check is a part of Agent Client Collector that defines the osquery commands to run on a CI and the frequency of execution. A check can also specify the conditions for generating alerts or events based on the osquery results.

[Reference 1: Agent Client Collector - Product Documentation: San Diego - ServiceNow](#) [2: Agent](#)

[Client Collector for Visibility - Product Documentation: San Diego - ServiceNow](#)

Question 6

Question Type: MultipleChoice

Which selections are necessary to create a custom horizontal pattern to discover a computer operating system?

Options:

- A- CI type
- B- Application Pattern Type
- C- Infrastructure Pattern Type
- D- Process Strategy Type

Answer:

A, C

Question 7

Question Type: MultipleChoice

Which of the following does the ECC Queue provide? (Choose two.)

Options:

- A- Login credentials for the MID Server host.
- B- The actual XML payload that is sent to or from an instance.
- C- A connected flow of probe and sensor activity.
- D- The process responsible for defining, analyzing, planning, measuring, and improving all aspects of the availability of IT services.

Answer:

B, C

Explanation:

The ECC Queue is the normal connection point between an instance and other systems that integrate with ServiceNow, such as MID Servers1.The ECC Queue displays input and output messages from and to MID Servers2.The actual XML payload that is sent to or from an instance is stored in the ECC Queue3.The ECC Queue also provides a connected flow of probe and sensor activity, as probes are sent from the instance to the MID Server, and sensors are sent from the MID Server to the instance2.

1:ServiceNow Discovery Overview

2:ECC Queue Processing and Debugging, with "Discovery - Sensors" used as an example

3:Manage ECC Queue content for a MID Server



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