



ServiceNow CIS-EM Mock Exam

Shared by Battle on 17-06-2026

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Question 1

Question Type: MultipleChoice

What is the preferred method of parsing in the Transform/Compose step of an event rule?

Options:

- A- Python
- B- Regex
- C- sed/awk
- D- JavaScript



Answer:

B

Question 2

Question Type: MultipleChoice

Service Operations Workspace integrations Launchpad capabilities include management of which key components?

Select 3 answers

Options:

- A- event connectors
- B- Alert management rules
- C- Metric policies
- D- Log data inputs



Answer:

A, B, C

Question 3

Question Type: MultipleChoice

Processing on an event will create a state of error if what value is not set?

Options:

- A- Node
- B- Source
- C- Severity
- D- Message Key
- E- Resource

Answer:

B



Question 4

Question Type: MultipleChoice

What role is required to create a Technical Service?

Options:

- A- evt_mgmt_integration
- B- evt_mgmt_user
- C- evt_mgmt_operator
- D- evt_mgmt_admin

Answer:

D



Question 5

Question Type: MultipleChoice

Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

Options:

- A- Enable multi-node processing
- B- Increase the source polling interval
- C- Ensure the bucket value in the event table is greater than 0
- D- Increase the number of scheduled jobs processing events

Answer:

A, C

Question 6

Question Type: MultipleChoice

What two key steps must be performed after creating a new connector instance? (Select two.)

Options:

- A- Assign a MID Server to the connector
- B- Enter credentials for the connector
- C- Debug the connector
- D- Test the connector
- E- Activate the connector

Answer:

D, E

Question 7

Question Type: MultipleChoice

Copies of checks that have been included in Agent Client Collector policies are known as what?

Options:

- A- Check definitions
- B- Check models
- C- Check clones

- D- Check mirrors
- E- Check instances

Answer:

E



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