



ServiceNow CIS-EM Practice Questions

Shared by Hammond on 17-08-2026

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Question 1

Question Type: MultipleChoice

You have an event that needs to be bound to a non-host CI.

Which attribute needs to be removed from the Transform and Compose tab?

Options:

- A- Source Instance
- B- Metric Name
- C- Node
- D- Resource

Answer:

C

Question 2

Question Type: MultipleChoice

What are the key components that can be managed using Service Operations Workspace integrations Launchpad?

Options:

- A- Event Connectors, Metric Policies, Log Data Inputs
- B- Event Management, Metric Policies, Log Monitoring
- C- Event Management, Metric Intelligence, Log Monitoring
- D- Event Connectors, Metric Intelligence, Log Data inputs

Answer:

D

Question 3

Question Type: MultipleChoice

Where can you look to determine what event rule created an alert? (Choose two.)

Options:

- A- Alert Activity
- B- Event Additional Information
- C- Event Processing Notes
- D- Alert Message Key
- E- Alert Source

Answer:

A, E

Question 4

Question Type: MultipleChoice

Where would you look to find and troubleshoot transactions and events that occur on your ServiceNow instance?

Options:

- A- em_event table
- B- System log module
- C- Event Mangement dashboard
- D- State management logs module

Answer:

B

Question 5

Question Type: MultipleChoice

If events are not matching to alerts as you would like, what field should be changed?

Options:

- A- Resource
- B- Message Key
- C- Node
- D- Metric Name

Answer:

D

Question 6

Question Type: MultipleChoice

Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

Options:

- A- Transform and compose alert output
- B- Event filter
- C- Event options
- D- Threshold

Answer:

D

Question 7

Question Type: MultipleChoice

Which is the best option to reduce latency issues when receiving events?

Options:

- A- Verify bucket field in em_event table > 0
- B- Verify event_processor_job_count = 2
- C- Verify event_processor_job_count = 0
- D- Verify event_processor_enable_multi_node = 2

Answer:

D

Question 8

Question Type: MultipleChoice

How would you ensure the quality of data in your Configuration Management Database (CMDB) over time?

Options:

- A- Manually inventorying configuration items in the CMDB and eliminating duplicate configuration items (CIs)
- B- Only use the ServiceNow Discovery application to populate your CMDB
- C- Using only scripts to automatically monitor for and remediate duplicate configuration items (CIs)
- D- Having well-defined Identification, Reconciliation, and Relationship rules

Answer:

D

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