

# ServiceNow CIS-SM

**SERVICENOW CIS-SERVICE MAPPING CERTIFICATION QUESTIONS & ANSWERS**

---

Exam Summary – Syllabus – Questions

---

## **CIS-SM**

**ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM)**

**60 Questions Exam – Duration of 90 minutes**

**[www.ProcessExam.com](http://www.ProcessExam.com)**

## Table of Contents

Know Your CIS-SM Certification Well: .....	3
ServiceNow CIS-SM Service Mapping Implementation Specialist Certification Details: .....	3
CIS-SM Syllabus: .....	4
ServiceNow CIS-SM Sample Questions:.....	5
Study Guide to Crack ServiceNow Service Mapping Implementation Specialist CIS-SM Exam: .....	7

## Know Your CIS-SM Certification Well:

The CIS-SM is best suitable for candidates who want to gain knowledge in the ServiceNow IT. Before you start your CIS-SM preparation you may struggle to get all the crucial Service Mapping Implementation Specialist materials like CIS-SM syllabus, sample questions, study guide.

But don't worry the CIS-SM PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CIS-SM syllabus?
- How many questions are there in the CIS-SM exam?
- Which Practice test would help me to pass the CIS-SM exam at the first attempt?

Passing the CIS-SM exam makes you ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM). Having the Service Mapping Implementation Specialist certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## ServiceNow CIS-SM Service Mapping Implementation Specialist Certification Details:

<b>Exam Name</b>	ServiceNow Certified Implementation Specialist - Service Mapping
<b>Exam Code</b>	CIS-SM
<b>Exam Fee</b>	USD \$450
<b>Exam Duration</b>	90 Minutes
<b>Number of Questions</b>	60
<b>Passing Score</b>	Pass / Fail
<b>Format</b>	Multiple Choice Questions
<b>Books / Trainings</b>	<a href="#">Service Mapping Implementation</a>
<b>Schedule Exam</b>	<a href="#">Webassessor</a>
<b>Sample Questions</b>	<a href="#">ServiceNow CIS-Service Mapping Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM) Practice Test</a>

## CIS-SM Syllabus:

Topic	Details	Weights
<b>Service Mapping Pattern Design</b>	<ul style="list-style-type: none"> <li>- Pattern Designer (i.e. Debug, Steps, Temp variables, Command Line Console)</li> <li>- Operations (i.e. Match, Parse variable, Parse file, Parsing strategies)</li> <li>- Scripting (i.e. WMI, SSH, Regex, Command Line, SNMP)</li> <li>- Application Identification and Connection Sections (Patterns, Identification and Connection Sections, Troubleshooting)</li> </ul>	<b>30%</b>
<b>Service Mapping Configuration</b>	<ul style="list-style-type: none"> <li>- Setup and Configuration (i.e. Configuration files, Tuning, Applications, IP ranges, MID Servers, Icons)</li> <li>- Service Configuration (i.e. Entry points, CI Types, Credentials, Service Maps, Schedules, Service Groups, Technical Services, Service creation)</li> <li>- Service Mapping Process Flow (i.e. Process flow, Troubleshooting, Discovery Log)</li> </ul>	<b>20%</b>
<b>Discovery Configuration</b>	<ul style="list-style-type: none"> <li>- Discovery Setup and Config (i.e. Behaviors, Clusters, IP Services, Schedules, MID Servers)</li> <li>- Discovery Process Flow (i.e. PCIE Phases, ECC Queue, Status, Discovered Device)</li> <li>- Discovery Troubleshooting (i.e. Discovery Errors, Authentication Errors, Duplicates, Credentials)</li> </ul>	<b>15%</b>
<b>Event Management</b>	<ul style="list-style-type: none"> <li>- Event Setup and Configuration (i.e. Event Processing, Event Rules, Event Mapping Rules, Operator Workspace)</li> <li>- Alerts (i.e. Task Templates, Alert Rules, CI Binding)</li> <li>- Event Management Solution (i.e. Business Value, Definition, Positioning, Customer Conversations)</li> </ul>	<b>10%</b>
<b>Configuration Management Database</b>	<ul style="list-style-type: none"> <li>- CI Class Management (i.e. CMDB Health Dashboard, CI Class Manager, CMDB Tables, Reclassification, CMDB Relationships)</li> <li>- CMDB Identification and Reconciliation (i.e. Identification Rules, Reconciliation Rules, Datasource Precedence Rules, CMDB De-duplication Tasks)</li> </ul>	<b>15%</b>
<b>Service Mapping Engagement Readiness</b>	<ul style="list-style-type: none"> <li>- Scoping (i.e. Service definition, Shared services, Licensing, Supported Applications)</li> <li>- Planning (i.e. Implementation Skill Sets, MID Server Requirements, Implementation Requirements, Security Requirements)</li> <li>- Operationalizing IT (i.e. Measurable KPI improvements, Service Mapping Benefits, Service Mapping Use Cases)</li> </ul>	<b>10%</b>

# ServiceNow CIS-SM Sample Questions:

## Question: 1

How many ServiceNow instances can one MID Server connect to?

- a) 1
- b) 5
- c) Up to 255
- d) Unlimited

**Answer: a**

## Question: 2

Within the CMDB, all application CI Types/Classes are children of which parent class?

- a) Database Instance [cmdb\_ci\_db\_instance]
- b) Software [cmdb\_ci\_software]
- c) Installed Software [cmdb\_ci\_installed\_software]
- d) Licenses [cmdb\_ci\_license]
- e) Application [cmdb\_ci\_appl]

**Answer: e**

## Question: 3

In Service Mapping, which one of the following will cause an application to be identified as a Generic application?

- a) No Credentials are configured
- b) No Connection Section matches
- c) No Identification and Connectivity Section matches
- d) No CI Identifier exists
- e) No Pattern Identification Section matches

**Answer: e**

## Question: 4

After executing Service Mapping discovery, you find that there is a credential error. Which one of the following icons displays on the service map that represents the credential error?

- a) Red stop sign
- b) Yellow triangle
- c) Generic application
- d) Question mark

**Answer: b**

**Question: 5**

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through Service Mapping?

- a) Problem Management: Number of Incidents per Known Problem
- b) Change Management: Number of Major Changes
- c) Event Management: Signal to Noise Ratio
- d) Incident Management: Mean Time to Resolve

**Answer: d**

**Question: 6**

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

- a) CI Attribute
- b) Application to Application Relationship
- c) Relationship Type
- d) CI Dependency

**Answer: c**

**Question: 7**

In Event Management, which one of the following does an Event Rule create?

- a) Alert
- b) Event
- c) CI Remediation
- d) Event Field Mapping

**Answer: a**

**Question: 8**

When a Server is reclassified from Server table [cmdb\_ci\_server] to the Windows Server table [cmdb\_ci\_win\_server], which one of the following describes the process that occurred?

- a) Class Change
- b) Class Downgrade
- c) Class Switch
- d) Class Upgrade

**Answer: d**

**Question: 9**

Which one of the following Discovery phases do authentication errors occur on?

- a) Port Scan
- b) Classification
- c) Identification
- d) Exploration

**Answer: b**

**Question: 10**

To begin the configuration of tag-based services, tag values must be defined where?

- a) Tag-based service families
- b) Tag catalogs
- c) Tag categories
- d) Tag libraries

**Answer: c**

## Study Guide to Crack ServiceNow Service Mapping Implementation Specialist CIS-SM Exam:

- Getting details of the CIS-SM syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CIS-SM exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ServiceNow provided training for CIS-SM exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CIS-SM sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CIS-SM practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for CIS-SM Certification

Make ProcessExam.com your best friend during your ServiceNow Certified Implementation Specialist - Service Mapping exam preparation. We provide authentic practice tests for the CIS-SM exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CIS-SM exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CIS-SM exam.

**Start Online Practice of CIS-SM Exam by Visiting URL**

**<https://www.processexam.com/service-now/service-now-certified-implementation-specialist-service-mapping-cis-sm>**