

ServiceNow CIS-SM

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CIS-SM

[ServiceNow Certified Implementation Specialist - Service Mapping \(CIS-SM\)](#)

60 Questions Exam – Duration of 130 minutes

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Table of Contents

Discover More about the CIS-SM Certification	2
ServiceNow CIS-SM Service Mapping Implementation Specialist Certification Details:	2
CIS-SM Syllabus:	3
Broaden Your Knowledge with ServiceNow CIS-SM Sample Questions:	4
Avail the Study Guide to Pass ServiceNow CIS-SM Service Mapping Implementation Specialist Exam:	6
Career Benefits:	7

Discover More about the CIS-SM Certification

Are you interested in passing the ServiceNow CIS-SM exam? First discover, who benefits from the CIS-SM certification. The CIS-SM is suitable for a candidate if he wants to learn about Implementation Specialist. Passing the CIS-SM exam earns you the ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM) title.

While preparing for the CIS-SM exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The CIS-SM PDF contains some of the most valuable preparation tips and the details and instant access to useful CIS-SM study materials [just at one click](#).

ServiceNow CIS-SM Service Mapping Implementation Specialist Certification Details:

Exam Name	ServiceNow Certified Implementation Specialist - Service Mapping
Exam Code	CIS-SM
Exam Fee	USD \$450
Exam Duration	130 Minutes
Number of Questions	60
Passing Score	Pass / Fail
Format	Multiple Choice Questions
Books / Trainings	Service Mapping Fundamentals Service Mapping Advanced Simulator Service Mapping Advanced
Schedule Exam	Webassessor
Sample Questions	ServiceNow CIS-Service Mapping Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM) Practice Test

CIS-SM Syllabus:

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

Topic	Details	Weights
Engagement Readiness	Licensing, Supported Applications) - Planning (Implementation Skill Sets, MID Server Requirements, Implementation Requirements, Security Requirements) - Operationalizing IT (Measurable KPI improvements, Service Mapping Benefits, Service Mapping Use Cases)	

Broaden Your Knowledge with ServiceNow CIS-SM Sample Questions:

Question: 1

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: 2

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

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

Answer: b

Question: 3

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: 4

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: 5**

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: 6**

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: 7**

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: 8

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: 9

How many ServiceNow instances can one MID Server connect to?

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

Answer: a

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

Avail the Study Guide to Pass ServiceNow CIS-SM Service Mapping Implementation Specialist Exam:

- Find out about the CIS-SM syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [CIS-SM syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.

- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the CIS-SM training. Joining the ServiceNow provided training for CIS-SM exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [CIS-SM sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. CIS-SM practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the CIS-SM exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the CIS-SM Certification

ProcessExam.Com is here with all the necessary details regarding the CIS-SM exam. We provide authentic practice tests for the CIS-SM exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on ProcessExam.Com for rigorous, unlimited two-month attempts on the [CIS-SM practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the ServiceNow Certified Implementation Specialist - Service Mapping (CIS-SM).

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