Question #6*Topic 1*

Which of the following are potential benefits when implementing Service Mapping? (Choose four.)

* A. Reduced ongoing service map maintenance effort as a result of automated map updates **Most Voted**
* B. Faster service issue resolution and reduced downtime due to better root cause analysis **Most Voted**
* C. Improved Software Asset Management capabilities
* D. Reduction in effort to create service maps **Most Voted**
* E. Reduction in change related incidents due to improved service visibility during change planning **Most Voted**
* F. More accurate alerts from monitoring tools

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**Correct Answer:** *ABDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/)

*Community vote distribution*

ABDE (100%)

Question #7*Topic 1*

Which one of the following can be used to enable patterns to search for additional attributes and modify discovery logic defined in an Identification Section without modifying the baseline pattern and potentially impacting upgrades?

* A. Add step(s) to the pattern’s Identification Section.
* B. Add step(s) to the pattern’s Connection Section.
* C. Add step(s) to the pattern’s Extension Section.
* D. Add step(s) to the pattern’s Update Set.
* E. Add step(s) directly to the NDL code.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/)

Question #12*Topic 1*

In Pattern Designer, which one of the following best describes the Create Connection step?

* A. Provides information about integrations to the host
* B. Provides information about relationships between cluster members
* C. Provides information about outbound connections to other CIs
* D. Provides information about relationships between the host and installed software

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/)

Question #14*Topic 1*

In Service Mapping, when discovery is started, what is the execution strategy used to run Identification Sections?

* A. Identification Sections are executed randomly until one is successful and if more than one section is successful an error will be displayed.
* B. Identification Sections are executed randomly and the data gathered by the successful sections are merged.
* C. Identification Sections are executed one by one in the order they are listed and the last section that is successful will be used.
* D. Identification Sections are executed one by one in the order they are listed until the first successful match which concludes the Identification phase. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/)

*Community vote distribution*

D (100%)

Question #16*Topic 1*

Which one of the following best describes the process that Service Mapping uses to run a command on a target device?

* A. Service Mapping provides a task with the command that the MID Server collects, the MID Server executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload. **Most Voted**
* B. The MID Server decides what command to execute, executes the command on the target device, and returns the result to the ServiceNow instance in an XML payload.
* C. Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance through the MID Server.
* D. Service Mapping sends a request to the target device to execute a command, and the target device returns the result to the ServiceNow instance.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

A (100%)

Question #17*Topic 1*

In Event Management, which of the following rules allows for automatic task creation?

* A. Alert Management **Most Voted**
* B. Event
* C. Task
* D. Alert Correlation

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

A (100%)

Question #19*Topic 1*

ServiceNow only needs Domain user with local admin rights to discover Windows hosts as part of a successful implementation of ServiceNow Discovery, however which of the following targets will not be discovered?

* A. Windows Active Directory Servers
* B. Windows DHCP Servers
* C. Windows Domain Controller Servers **Most Voted**
* D. Windows DNS Servers

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

C (100%)

Question #21*Topic 1*

Which one of the following statements best explains the following URL: https://<Instance\_URL>/SaCmdManager.do?ip=198.51.100.66?

* A. The user is starting the Command Line Console and is able to send commands to the host 198.51.100.66. **Most Voted**
* B. The user is starting the Command Line Console and explicitly directs Service Mapping to use the MID Server 198.51.100.66 to execute commands.
* C. This is not a valid URL for Service Mapping.
* D. The user is starting the Command Line Console and is able to send commands against the ServiceNow instance at 198.51.100.66.

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

A (100%)

Question #22*Topic 1*

In Service Mapping, which one of the following is true if a target host is already discovered and in the CMDB?

* A. The host will be deleted in the CMDB and a new host record will be created during Service Mapping discovery.
* B. The host will be immediately rediscovered, but only the changes will be updated in the CMDB during Service Mapping discovery.
* C. The host will be immediately rediscovered and updated in the CMDB during Service Mapping discovery.
* D. The host will not be rediscovered during Service Mapping discovery. **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

B (50%)

D (50%)

Question #23*Topic 1*

In Service Mapping, when discovery is started, what is the execution strategy used to run Connection Sections?

* A. Connection Sections are executed one by one and connections will result from each successful section. **Most Voted**
* B. Connection Sections are executed randomly and connections will result from each successful section.
* C. Connection Sections are executed one by one in the order they are listed until the first successful section.
* D. Connection Sections are executed one by one in the order they are listed with a connection created from the last successful section.

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

A (100%)

Question #26*Topic 1*

Which one of the following best represents the output from the following Regular Expression?  
([\w\d\-\.]+)

* A. Match a single character in the list between one and unlimited times. **Most Voted**
* B. Match a single character in the list one time.
* C. Match a single character in the list between one and three times.
* D. Match a single character in the list between one and ten times.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

A (100%)

Question #27*Topic 1*

Which one of the following describes how a MID Server communicates with a ServiceNow instance?

* A. Initiates on HTTPS
* B. Responds on HTTPS
* C. Responds on HTTP
* D. Initiates on HTTP

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

Question #28*Topic 1*

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:  
  
Class -  
  
Configuration file -  
  
Version -  
A screenshot of a computer

Description automatically generated  
Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded the Apache Web Server to a different version and reran discovery of the service. What will happen in the CMDB?

* A. A duplication error will occur.
* B. A new Apache Web Server CI is created. **Most Voted**
* C. The existing Apache Web Server CI will be reconciled with the upgraded Apache Web Server CI and its version will be updated.
* D. The Apache Web Server CI will be reclassified as a Web Server CI.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

*Community vote distribution*

B (100%)

Question #30*Topic 1*

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

* A. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run each Connection Section for the pattern.
* B. For each pattern that supports the Entry Point Type, run all the identification Sections that finish successfully and then run each Connection Section for the pattern.
* C. For each pattern that supports the Entry Point Type, run identification Sections until one finishes successfully and then run Connection Sections until one finishes successfully.
* D. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Connection Sections.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/2/)

Question #33*Topic 1*

In Event Management, if a Message key is not passed from an Event, which of the following Alert fields combine to populate the Message key on an Alert?

* A. Task, Description, Created
* B. Node, Type, Resource, Number
* C. Source, Number, Task
* D. Source, Node, Type, Resource

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

Question #34*Topic 1*

In Service Mapping, when an application is identified as a Generic application, which one of the following is the cause?

* A. No Pattern Identification Section matches
* B. No Pattern Identification and Connection Section matches
* C. No Identification Rule exists
* D. No Pattern Connection Section matches

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

Question #35*Topic 1*

Which address is required for Service Mapping to discover a Load Balancer that does not previously exist in the CMDB?

* A. Management IP address **Most Voted**
* B. MAC address
* C. Public IP address
* D. MIB address

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

A (100%)

Question #36*Topic 1*

Which one of the following Regular Expressions could be used to parse the value 5.2.0 from the string?  
Version 5.2.0

* A. Version (\.\*)
* B. Version\s+(\d+\.\d+\.\d+) **Most Voted**
* C. Version (\d+)
* D. Version (\d+).(\d+).(\d+)

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

B (75%)

D (25%)

Question #39*Topic 1*

Which one of the following ECC Queue records contains the XML payload returned from the MID Server that will be processed by the ServiceNow instance?

* A. Input, Pending
* B. Input, Ready **Most Voted**
* C. Output, Pending
* D. Output, Ready

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

B (100%)

Question #40*Topic 1*

Assume an Apache Web Server Identifier Entry is configured as shown:  
A screenshot of a computer

Description automatically generated  
If the Apache Web Server Discovery Pattern has a step configured to collect the Configuration file data but NOT configured with a step to collect the Version information, what will happen when executing a Service Mapping discovery?

* A. An identification error will occur. **Most Voted**
* B. The Apache Web Server CI will be reclassified as a Web Server CI.
* C. The Apache Web Server configuration item will be discovered successfully and either inserted or updated in the CMDB.
* D. A duplication error will occur.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

C (50%)

A (50%)

Question #41*Topic 1*

Which one of the following describes when the MID Server config.xml file is read and used?

* A. Config.xml file updated and saved
* B. Config.xml file created and saved
* C. MID Server application stop
* D. MID Server application start **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

D (100%)

Question #42*Topic 1*

In Service Mapping, which one of the following must be available or created in advance, in order to be able to create a Discovery Pattern?

* A. Process Classifier
* B. Identification Rule
* C. CI Type/Table
* D. Application Service

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

Question #44*Topic 1*

Which one of the following best describes what will happen if Discovery is configured with 3 MID Servers in a Load Balance Cluster with Shazzam cluster support disabled?

* A. All three MID Servers will be used during the Port Scan phase and all three will be used during the classification phase.
* B. Only one MID Server will be used during the Identification phase and all three will be used during the exploration phase.
* C. Only one MID Server will be used during the Port Scan phase and all three will be used during the classification phase. **Most Voted**
* D. All three MID Server will be used during the Identification phase and only one will be used during the exploration phase.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

*Community vote distribution*

C (57%)

A (43%)

Question #45*Topic 1*

In the following image of the Discovery Log, the green S represents which one of the following?  
A white background with black text

Description automatically generated

* A. A library in the Connection Section of a pattern
* B. A step in the Connection Section of a pattern
* C. A step in an Identification Section of a pattern
* D. A library in an Identification Section of a pattern

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/3/)

Question #47*Topic 1*

Which of the following are methods used to initiate discovery on a service? (Choose three.)

* A. Map multiple services suggested by Service Mapping by discovering the load balancers in an enterprise. **Most Voted**
* B. Map multiple services by importing entry points from a CSV file. **Most Voted**
* C. Map a single service defined by configuring an entry point. **Most Voted**
* D. Map services suggested by the discovery of MID Servers in an enterprise.
* E. Map services based on Assets stored in the CMDB.

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**Correct Answer:** *ABC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

ABC (75%)

BCD (25%)

Question #50*Topic 1*

Which one of the following is the most common risk that can negatively impact a Service Mapping engagement?

* A. The customer external firewall does not meet the requirements needed for the Service Mapping MID Server to communicate with their ServiceNow Instance.
* B. MID server resource requirements are beyond capacity of the customer.
* C. Customer security team is not made aware early enough in the engagement of the credential requirements. **Most Voted**
* D. Customer is not using Active Directory for credential authentication.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

C (100%)

Question #51*Topic 1*

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

Question #53*Topic 1*

Which one of the following in the CMDB Identification and Reconciliation application allows a CMDB administrator to specify authorized data sources that can update a CMDB table or a set of table attributes?

* A. Reclassification Tasks
* B. Identification Rules
* C. Datasource Precedence Rules
* D. Reconciliation Rules

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

Question #54*Topic 1*

You have run Service Mapping discovery against a customer service and discovered the CI in the image. The customer indicates that Apache should have an outgoing connection to Tomcat. Which one of the following could be the issue?  
A computer screen shot of a computer

Description automatically generated

* A. No Connection Section is defined for Apache to Tomcat.
* B. Process is offline for Tomcat.
* C. No Tomcat CI Type is defined.
* D. No Identification Rule is defined for Tomcat.
* E. Credentials are not configured for Tomcat.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

Question #55*Topic 1*

After discovering load balancers in a customer environment, service candidates may appear on the Service Mapping Home page under which one of the following tiles?

* A. Map **Most Voted**
* B. Fix
* C. Approve
* D. Completed
* E. Review

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

A (100%)

Question #56*Topic 1*

Which one of the following best represents the breadth of types of Configuration Items (CIs) discovered by running Service Mapping?

* A. Hardware, Installed Software, Network Gear
* B. Physical Components, Logical Components, Certificates
* C. Applications, Licenses, IP Addresses
* D. Cloud Services, Applications, CI Relationships **Most Voted**
* E. Hardware, Licenses, CI Relationships

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

D (100%)

Question #57*Topic 1*

When building a Discovery Pattern, which one of the following operations results in a termination of the Identification or Connection Section if a condition is not met?

* A. Set Parameter Value
* B. Merge Table
* C. Filter Table
* D. Match

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

Question #58*Topic 1*

Which of the following are created automatically when using the map option Create pattern from generic application?

* A. Discovery Pattern, CI Type/Class, Process Classifier **Most Voted**
* B. CI Type/Class, Process Classifier, Identification Rule
* C. Process Classifier, Connection Section, Discovery Pattern
* D. Identification Rule, CI Class/Class, Identification Section

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

A (100%)

Question #59*Topic 1*

When using a Delimited Text Parsing Strategy, what delimiter and position will parse 2014 from the string?  
2014/02/07-17:49:36

* A. Delimiter of space and position 1
* B. Delimiter of / and position 0
* C. Delimiter of / and position of 1 **Most Voted**
* D. Delimiter of 2014 and position 1

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

C (100%)

Question #60*Topic 1*

In Service Mapping, which one of the following best describes the process of discovery after an Entry Point is configured?

* A. For each pattern that supports the Entry Point Type, run all the Identification Sections and run all Extension Sections.
* B. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run all Extension Sections for the pattern. **Most Voted**
* C. For each pattern that supports the Entry Point Type, run all the Identification Sections that finish successfully and then run each Extension Section for the pattern.
* D. For each pattern that supports the Entry Point Type, run Identification Sections until one finishes successfully and then run Extensions Sections until one finishes successfully.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sm/view/4/)

*Community vote distribution*

B (100%)