CIS-EM^Q&As

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QUESTION 1

Which is not a valid method for accessing alert intelligence?

A. In the right-click menu of an alert list, select Open in Workspace

B. By appending/workspace to your instance URL

C. The application navigator Alerts Console menu item

D. The application navigator Alert Intelligence menu item

E. Within an open alert record, click the Open in Workspace button

F. Select the Lists tab in operator workspace

Correct Answer: C

https:///nav_to.do?uri=%2F$sa_alerts_console_view

QUESTION 2

Where would you find the Priority Breakdown for an Alert?

A. Under the More Information section

B. Under the Activities section

C. Under the History section

D. Under the CI Problems section

Correct Answer: A

QUESTION 3

What ServiceNow feature is an aid to rapid implementation of your Event Management and Operational Intelligence features?

A. Deployment wizard

B. Step-by-step guide

C. Checklist application

D. Guided setup

Correct Answer: D

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMConfiguration.html

QUESTION 4

If the Message Key is not populated, the default value is created from which fields?

A. Source, type. node, resource, and metric name

B. Source, source instance, node, and resource

C. Source, type. node, and metric name

D. Source, source instance, node, and type

E. Source, type. node, resource, and time of event

Correct Answer: A

https://docs.servicenow.com/en-US/bundle/tokyo-it-operations-management/page/product/event-management/concept/c_EMEventIdentifier.html

QUESTION 5

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

A. In the event rule, set the Severity to 0

B. In the alert rule, set the Severity to 0

C. In the alert rule, set the Severity to-1

D. In the event rule, set the Severity to-1

Correct Answer: A

https://www.servicenow.com/community/itom-forum/incomming-events-are-missing-value-in-severity-field-how-do-i/m-p/968110