



ITTEST

QUESTION & ANSWER

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Exam : **CIS-SM**

Title : Certified Implementation
Specialist -Service Mapping

Version : DEMO

- 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

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/configuration-management/task/t_DefineDataSourcePrecedence.html

- 2.To begin the configuration of tag-based services, tag values must be defined where?
- A. Tag categories
 - B. Tag catalogs
 - C. Tag-based service families
 - D. Tag libraries

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/tag-based-mapping.html>

- 3.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.

Answer: B

- 4.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
 - D. Windows DNS Servers

Answer: D

- 5.Using Pattern Designer, which one of the following Delimited Text Parsing Strategies could be used to parse CO from the string?

Location,Denver,CO

- A. Delimiter of a comma and position 3
- B. Delimiter of Location, and position 2
- C. Delimiter of Denver and position 2
- D. Delimiter of a comma and position 2

Answer: B