Exam Code: CIS-EM
Exam Name: Certified Implementation Specialist - Event Mangement

Exam A

QUESTION 1
The default polling time to collect events from an event source is:

A. 5 seconds

B. 30 seconds

C. 60 seconds

D. 120 seconds

Correct Answer: D
Section:

QUESTION 2
Which two methods can be used to improve the processing of events in large network environments? (Choose two.)

A. Enable multi-node processing

B. Increase the source polling interval

C. Ensure the bucket value in the event table is greater than 0

D. Increase the number of scheduled jobs processing events

Correct Answer: A, C
Section:

QUESTION 3
The Event Management operator workspace can display all of the following except?

A. Alert groups

B. Manual application services

C. Discovered application services from Service Mapping

D. Correlation groups

E. Technical services

Correct Answer: B
Section:

QUESTION 4
Within an event rule, how would you parse a nodename out of your raw event data?

A. JavaScript

B. Groovy script

C. PowerShell script

D. Regex statement

Correct Answer: A
Section:

QUESTION 5
Which attribute is responsible for de-duplication?

A. Metric_name
B. Message_key
C. Short_description
D. Additional_info
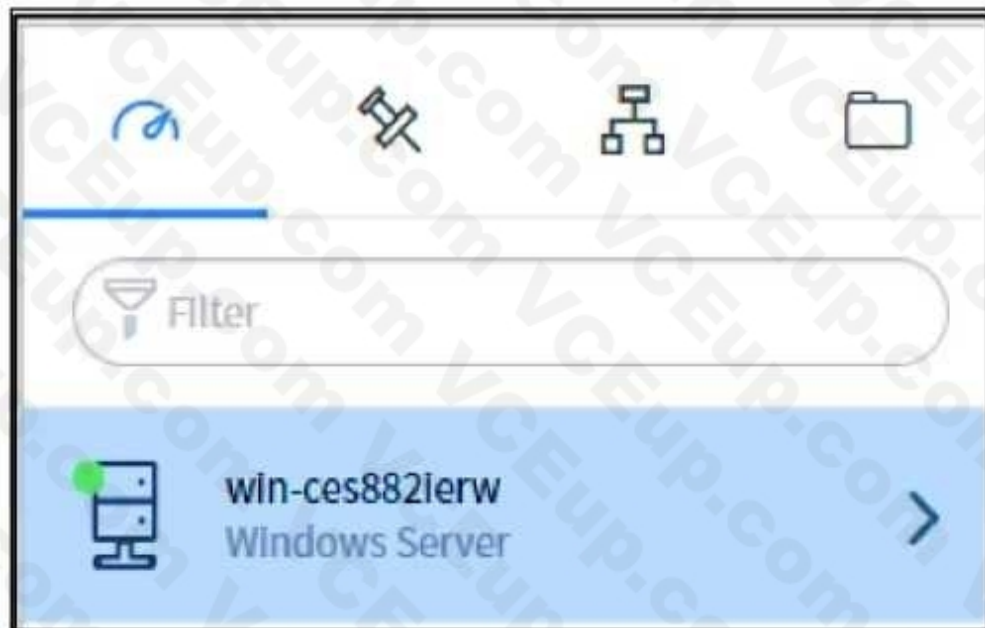
Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/reference/r_EMBestPractice.html
Explanation:

QUESTION 6
How would you interpret the following data in the Operational Intelligence Insights Explorer?

A. win-ces882ierw is one of your hottest Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately
B. win-ces882ierw is one of your hottest Configuration Items (CIs), but is currently experiencing a low probability of anomalies
C. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs) that is currently experiencing a high probability of anomalies and should be checked immediately
D. win-ces882ierw is one of your customized list of monitored Configuration Items (CIs), but is currently experiencing a low probability of anomalies

Correct Answer: D
Section:

QUESTION 7
What is the default collection/polling interval applied to all event connectors?

A. Every 120 seconds

B. Every 5 seconds

C. Every 40 seconds

D. Every 60 seconds

E. Every 10 seconds

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-servicenowplatform/page/use/collaboration/task/ t_ConfigureThePollingInterval.html
Explanation:

QUESTION 8
Where can you look to determine what event rule created an alert? (Choose two.)

A. Alert Activity

B. Event Additional Information

C. Event Processing Notes

D. Alert Message Key

E. Alert Source

Correct Answer: A, E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMViewRuleApply.html
Explanation:

QUESTION 9
What feature would you use to trigger a workflow or automatically generate tasks via templates?

A. Event rules

B. Task rules

C. Alert management rules

D. Alert correlation rules

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/kingston-it-operations-management/page/product/event- management/task/create-task-template-from-existing-alert.html
Explanation:

QUESTION 10
What are the valid states an alert can be in during its lifecycle?

A. Open, Reopen, Flapping, Closed

B. New, Updating, Waiting, Complete

C. Open, Updating, Swinging, Closed

D. Open, Warning, Flapping, Clear

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMSetTheAlertActiveInterval.html
Explanation:

QUESTION 11
What Event Management module allows for configuration of automatic task creation?

A. Alert management rules

B. Task rules

C. Event rules

D. Alert correlation rules

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/newyork-it-operationsmanagement/page/product/event- management/task/create-alert-management-rule.html
Explanation:

QUESTION 12
You have a system configured with a MID Web Server using Basic authentication to enable Operational Management Intelligence (OI) to push raw metric data to the MID Server. No data is getting through to the MID Server. What is the most likely cause of the issue?

A. The MID Web Server needs to be Restarted

B. The MID Web Server needs to be Started

C. An invalid secret key is being passed in the header information of the URL for the REST request

D. An invalid password is set in the MID Web Server Context

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/configure-midwebserver-extension-metricdata.html
Explanation:

QUESTION 13
In the event table, which field maps the external attributes from the target system?

A. Resource

B. Description

C. Source

D. Additional Information

Correct Answer: C
Section:

QUESTION 14
By default, the Alert Console displays what type of alerts?

A. All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

B. All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

C. All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode

D. All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

E. All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/concept/alert-priority.html
Explanation:

QUESTION 15
Which are recommended best practices for Event Management? (Choose three.)

A. Filter out events on ServiceNow Instance for easier consolidation and aggregation.

B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.

C. Filter out events at source rather than in the ServiceNow instance.

D. Base-line "normal-state" events to filter out background noise.

E. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

Correct Answer: B, C, E
Section:

QUESTION 16
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: D
Section:
Explanation:
Explanation:

QUESTION 17
A support agent resolves an incident associated with an alert, but the alert does automatically close even though the evt_mgmt.incident_closes_alert property is set appropriately to close the alert.
What is the most likely cause of this issue?

A. The support agent does not have the evt_mgmt_user role.

B. The support agent only has the evt_mgmt_admin role.

C. The support agent has the evt_mgmt_operator role, but not the evt_mgmt_user role.

D. The support agent has the evt_mgmt_user role, but not the evt_mgmt_operator role.

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMResolveCloseIncidentAlert.html
Explanation:

QUESTION 18
What are the two most accurate statements regarding the ServiceNow CMDB (configuration management database) and CIs (configuration items)?

A. The CMDB is a series of tables that contain only key hardware components located in critical paths within your platform that must be managed.
B. The CMDB is a dynamic list that tracks both the CIs within your platform and the relationship between those items.
C. All CIs stored in the CMDB must have an assigned IP address within your infrastructure.
D. A CI is any component within your infrastructure that needs to be managed in order to deliver Services.

Correct Answer: B, D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-servicenowplatform/page/product/configuration- management/concept/c_CIRelationships.html
Explanation:

QUESTION 19
What would you use as a central location to explore the CMDB class hierarchy, CI table definitions, and CIs?

A. CI Remediations
B. CI Relation Types
C. CI Identifiers
D. Process to CI Type Mapping
E. CI Class Manager

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-servicenowplatform/page/product/configuration- management/concept/c_CMDBClassifications.html
Explanation:

QUESTION 20
A four node cluster makes up the components (CIs) of a Business Service. The impact influence for the cluster is set to 60%.
How many members of the cluster must be in a Critical state in order for the Business Service to display as Critical in the Impact Tree?

A. 1
B. 2
C. 3
D. 4

Correct Answer: C
Section:

QUESTION 21

Which the following alert promotion rule defined in your ServiceNow instance, which of the anomalies below would be automatically promoted into IT alerts on the Alert Console?

Alert promotion rule
MetricOne

Alert promotion rules define the criteria for anomaly events to create IT alerts.

Name	MetricOne	Active	✔
Promotion Type	MetricName ▼	Minimal Score	9.5
Source	MetricOne		
MetricName	CPU_Util		

A)

Description	CPU Util for C:\ value: 24.000000 exceeds the threshold range:[0.000000]-[36.869789] and has anomaly score: 9.047626
Message key	sa_920bc51e186113007f44b91107733cba-dcdb055718e553007f44b91107733c05

Additional information	{
	  "anomaly_score" : "9.047625541687012",
	  "metric_lower_bound" : "0.0",
	  "metric_upper_bound" : "36.869789123535156",
	  "metric_value" : "24.0",
	  "promotion_parameter" : "",
	  "source_metric_type" : "CPU_Util"
	}

A

B)

Description	CPU_Util for C:\ value: 100.000000 exceeds the threshold range:[0.000000]-[35.410248] and has anomaly score: 9.985986
Message key	sa_e1efd05c985213001f44ad63cf1b07fb-fd174d9498d213007f44ad63cf1b07f7

Additional information	{
	  "anomaly_score" : "9.98598575592041",
	  "metric_lower_bound" : "0.0",
	  "metric_upper_bound" : "35.410247802734375",
	  "metric_value" : "100.0",
	  "promotion_parameter" : "",
	  "source_metric_type" : "CPU_Util"
	}

B

C)
Both anomaly A and anomaly B
D)
Neither anomaly A or anomaly B

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A
Section:
Explanation:
Reference https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/create-alert-promotion-rule.html
Explanation:

QUESTION 22
By default, Event Management tries to bind an alert to CI (configuration item), by matching the node name in the event to which three items in the CMDB (configuration management database)?

A. CI name, Fully qualified domain name, IP or MAC address
B. CI name, Webserver name, IP or MAC address
C. CI name, Fully qualified domain name, SSH public host keys
D. System class name, Fully qualified domain name, IP or MAC address

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event- management/reference/r_EMHowAlertsBindCI.html
Explanation:

QUESTION 23
The MID Server requires an outbound connection on which port?

A. 445
B. 161
C. 443
D. 143

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/midserver/concept/ c_MIDServerConnectionPrerequisites.html
Explanation:

QUESTION 24
If more than one event rule applies to a particular event or metric, which of the event rules will run based upon the Order of execution number?

A. Only the event rule with the highest Order of execution number will run.
B. Only the event rule with the lowest Order of execution number will run.
C. All event rules will run, from the lowest to the highest Order of execution numbers.
D. All event rules will run, from the highest to the lowest Order of execution numbers.

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMViewEventRule.html

Explanation:

QUESTION 25
When creating event rules, is it best practice to create:

A. Two rules for every event
B. As many rules as possible
C. As few rules as possible
D. One rule for every event

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/concept/create-event-rules.html
Explanation:

QUESTION 26
During processing of the event and if the event Severity is blank, the state of the event is set to:

A. Ready
B. Ignored
C. Error
D. Processing

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/concept/c_EMIntegrateRequirementEvent.html
Explanation:

QUESTION 27
What two key steps must be performed after creating a new connector instance? (Choose two.)

A. Assign a MID Server to the connector
B. Enter credentials for the connector
C. Debug the connector
D. Test the connector
E. Activate the connector

Correct Answer: D, E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/event- management/task/t_EMConfigureConnectorInstance.html
Explanation:

QUESTION 28
A customer informs you that they already have monitoring and event management tools.
Which of the following describes the extra value that ServiceNow Event Management provides?

(Choose four.)

A. ServiceNow Event Management Alerts, Incidents, Problems, and changes are automatically correlated with CIs and Business Services that can be visualized in Business Service maps.

B. ServiceNow Event Management manages relationships between alerts and related incidents to maintain an end-to-end event management lifecycle.

C. ServiceNow Event Management provides a business-centric platform and single system of record for service monitoring and remediation results, to better control and manage performance and availability.

D. ServiceNow Event Management provides state-of-the-art performance monitoring capabilities across a wide array of different types of infrastructures.

E. ServiceNow Event Management utilizes the power of integration with leading monitoring systems to automatically create actionable alerts.

Correct Answer: A, B, C, E
Section:

QUESTION 29
You have an event with a Source of 'Trap from Enterprise 111', but the alert created for this event shows a Source of 'Oracle EM'. If you want to change what this is set to, where in the event rule would you do this?

A. Transform and Compose Alert Output lab

B. Event rule info tab

C. CI Binding tab

D. Event Filter tab

Correct Answer: B
Section:

QUESTION 30
Copies of checks that have been included in Agent Client Collector policies are known as what?

A. Check definitions

B. Check models

C. Check clones

D. Check mirrors

E. Check instances

Correct Answer: E
Section:

QUESTION 31
How often do baseline event connectors retrieve events?

A. Every 30 seconds

B. Every 2 minutes

C. Every 10 minutes

D. Every 1 minute

E. Every 5 minutes

Correct Answer: B
Section:
Explanation:
Explanation:

QUESTION 32
Which attribute correlates multiple events to one alert?

A. Additional_info
B. Message_key
C. Metric_name
D. Short_description

Correct Answer: B
Section:
Explanation:
Explanation:

QUESTION 33
What attribute is used to consolidate events into a single alert?

A. Event Rules
B. Message Key
C. Alert Priority
D. Severity

Correct Answer: B
Section:
Explanation:
Explanation:

QUESTION 34
Which attribute within an event needs to be exactly the same to allow for deduplication?

A. Metric Name
B. Message Key
C. Type & Node
D. Description
E. Correlation ID

Correct Answer: B
Section:
Explanation:
Explanation:

QUESTION 35
In default configuration using baseline connectors, how often is event data collected from event sources?

A. Once every minute
B. Every 2 minutes
C. Twice every minute
D. Every 5 minutes

Correct Answer: B
Section:
Explanation:
Explanation:

QUESTION 36
What applications are included in the ITOM Health product?

A. Event Management and Operational Intelligence
B. ITOM Visibility
C. Discovery and Service Mapping
D. Cloud Management

Correct Answer: A
Section:
Explanation:
Explanation:

QUESTION 37
What is one of the main benefits of using Event Management and Operational Intelligence?

A. To improve service availability by helping IT staff pinpoint service issue causes and evaluate the impact of planned changes.
B. To increase service agility and produce fast, predictable results by automating manual, routine, error-prone tasks.
C. To rapidly configure and launch secure, agentless discovery of hardware and software resources and their relationships.
D. To proactively warn against possible service outages using a range of advanced predictive machine learning methods.

Correct Answer: D
Section:
Explanation:
Explanation:

QUESTION 38
MID Servers provide important functions in your ITOM Health deployment.
What does MID stand for?

A. Management, Instrumentation, and Discovery
B. Messaging, Integration, and Data
C. Monitoring, Insight, and Domain
D. Maintenance, Information, and Distribution

Correct Answer: A
Section:
Explanation:
Explanation:

QUESTION 39
HOTSPOT
In what sequence are events processed?

Hot Area:

Does the event Source match the event rule?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Does the event message key match an existing alert?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Is the event filtered out?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Is a severity defined?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Answer Area:

Does the event Source match the event rule?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Does the event message key match an existing alert?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Is the event filtered out?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

Is a severity defined?
```
                              ▼
                    1
                    2
                    3
                    4
                    5
```

QUESTION 40
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
Section:

QUESTION 41
To determine the top incidents for the CI associated with an alert, where is the best place to look?

A. Alert Insights
B. Incident List View
C. CMDB Health Dashboard
D. Event Management Overview page

Correct Answer: A
Section:

QUESTION 42
Agent Client Collector is built on what framework that enables you to adopt and extend monitoring checks from the community?

A. Icinga
B. Sensu
C. SolarWinds
D. Nagios
E. Zabbix

Correct Answer: B
Section:

QUESTION 43
Based on the information shown, which of the following three alerts should be processed first?

A. The Alert Priority score 3106020.001 was calculated according to the following factors, ordered by their respective priority (2018-06-01 19:34:01 GMT) Category (Score, Weight)
B. Business services – (3.0, 1000000)
C. Severity – (1.0, 100000)
D. CI type – (60.0, 100) 4. Role – (2.0, 10)

E. Secondary – (0)

F. State – (1.0, 0.001)

G. The Alert Priority score 4406020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 20:04:47 GMT) Category (Score, Weight)

H. Business services – (4.0, 1000000.0)

I. Severity – (4.0, 100000.0)

J. CI type – (60.0, 100.0)

K. Role – (2.0, 10.0)

L. Secondary – (0)

M. State – (1.0, 0.001)

N. The Alert Priority score 3306020.001 was calculated according to the following factors, ordered by their respective priority (2018-05-31 19:56:54 GMT) Category (Score, Weight)

O. Business services – (3.0, 1000000.0)

P. Severity – (3.0, 100000.0)

Q. CI type – (60.0, 100.0)

R. Role – (2.0, 10.0)

S. Secondary – (0)

T. State – (1.0, 0.001)

U. They should be processed in the order in which they were received.

Correct Answer: B
Section:

QUESTION 44
Applying recommended Event Management best practice guidelines, which of the following events should generate an alert?

A. Every event should generate an alert so you have the opportunity to resolve them all.

B. Only events that necessitate action should generate an alert.

C. Only the most critical events on every CI in the CMDB should generate an alert.

D. Every event on every critical CI in the CMDB should generate an alert.

Correct Answer: B
Section:

QUESTION 45
What makes all ServiceNow metrics, tasks, services, configuration items, assets, people, locations, and information a single system of record for IT and business processes?

A. ServiceNow is installed within your datacenter providing you complete control

B. All applications are built on the Oracle database standard, providing uniformity across products

C. All applications that are built by ServiceNow utilize the same data model and code base

D. ServiceNow runs on supported Windows servers and is managed through Windows Update

E. A single table houses all data elements within ServiceNow

F. ServiceNow utilizes the AWS MariaDB cloud database structure, providing a single system of record

Correct Answer: B
Section:

QUESTION 46
You have a very large networking environment and have noticed that your event notifications are either not being triggered or are delayed.
What are best options to try to resolve this issue? (Choose two.)

A. Ensure all Event Management – process events jobs are set to a Ready state
B. Verify that the Bucket field in the event table is set to zero (0)
C. Add additional event processor jobs
D. Ensure multi-node event processing is disabled

Correct Answer: A, C
Section:

QUESTION 47
What event value will auto close an alert?

A. Severity of -1/OK
B. Type of Clear
C. Resolution State of Closing
D. Resolution State of Clear
E. Severity of 0/Clear

Correct Answer: C
Section:

QUESTION 48
Given the following Impact settings and Alerts in a three node cluster that makes up the components of a Business Service, what is the overall service health of this Business Service?

A. Critical
B. Error
C. Major
D. Minor
E. Warning
F. Clear

Correct Answer: F
Section:

QUESTION 49
What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

A. Correctness

B. Completeness

C. Configuration

D. Conciseness

E. Conformity

F. Compliance

Correct Answer: A, B, F
Section:

QUESTION 50
When sending data from the monitoring source to the additional_info field, what format is supported?

A. XML

B. JSON

C. YAML

D. Comma separated

Correct Answer: B
Section:

QUESTION 51
Which step in the event rule configuration process enables you to ignore events and prevent alert generation?

A. Transform and compose alert output

B. Event filter

C. Event options

D. Threshold

Correct Answer: D
Section:

QUESTION 52
What is an alert called that moves from an open to a closed state multiple times within a designated time-frame?

A. Fluctuating

B. Swinging

C. Flipping

D. Flapping

Correct Answer: D
Section:

QUESTION 53

Which is the best option to reduce latency issues when receiving events?

A. Verify bucket field in em_event table > 0
B. Verify event_processor_job_count = 2
C. Verify event_processor_job_count = 0
D. Verify event_processor_enable_multi_node = 2

Correct Answer: D
Section:

QUESTION 54
If events are not matching to alerts as you would like, what field should be changed?

A. Resource
B. Message Key
C. Node
D. Metric Name

Correct Answer: D
Section:

QUESTION 55
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
Section:

QUESTION 56
Processing on an event will create a state of error if what value is not set?

A. Node
B. Source
C. Severity
D. Message Key
E. Resource

Correct Answer: B
Section:

QUESTION 57
How would you ensure the quality of data in your Configuration Management Database (CMDB) over time?

A. Manually inventorying configuration items in the CMDB and eliminating duplicate configuration items (CIs)
B. Only use the ServiceNow Discovery application to populate your CMDB
C. Using only scripts to automatically monitor for and remediate duplicate configuration items (CIs)
D. Having well-defined Identification, Reconciliation, and Relationship rules

Correct Answer: D
Section:

QUESTION 58
Which is an invalid state for an alert?

A. Flapping
B. Closed
C. Reopen
D. Processed

Correct Answer: D
Section:

QUESTION 59
A support agent resolves an incident associated with an alert. What is the best method to close the alert?

A. Set the evt_mgmt.incident_closes_alert
B. Set the evt_mgmt.alert_closes_incident
C. Switch over to the alert form and close the alert manually
D. Create a business rule on the alert table to match the associated Incident with its respective alert
E. Create a business rule on the incident table

Correct Answer: A
Section:

QUESTION 60
A Service is not viewable in Operator Workspace. What could be the issue?

A. The service is a manual service
B. The service is not set to operational
C. The service was created through Service Mapping
D. The service is a technical service

Correct Answer: B
Section:

QUESTION 61
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: C
Section:

QUESTION 62
The ServiceNow standard and shared set of service-related definitions that enable and support true service level reporting is known as what?

A. Service level data model

B. Business service data model

C. Application service data model

D. Common service data model

Correct Answer: C
Section:

QUESTION 63
A monitoring tool notification of a notable occurrence is known as what?

A. An alarm

B. An alert

C. An incident

D. A notice

E. An event

F. A metric

Correct Answer: C
Section:

QUESTION 64
When performing CI Binding, what fields does Event Management match to the Node?

A. CI Name, DNS, IP, MAC Address

B. System class name, FQDN, IP or MAC address

C. CI name, FQDN, SSH public host keys

D. CI Name, FQDN, IP, MAC Address

Correct Answer: C
Section:

QUESTION 65
Applying recommended Event Management best practice guidelines, which of the following alerts should be processed first?

☰ Number	☰ Group	☰ Severity	☰ Priority ▼
Search	Search	!=5	Search
Alert0010003		🟧 Major	7306
Alert0010042		🟥 Critical	400
Alert0010075		🟥 Critical	400
Alert0010074		🟧 Major	300

A. Alert00l0042
B. Alert0010003
C. Alert00l0075
D. Alert00l0074

Correct Answer: B
Section: