



**"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."**

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Warning: Keep connected with our support team for latest updates

### Question: 1

Which of the following represents the skills needed that a Service Mapping administrator or implementer should have? (Choose four.)

- A. Understanding of XML, Regex, Delimited text, and JSON
- B. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST
- C. Scripting capabilities with respect to Unix and Windows commands
- D. Intermediate or above Windows and Unix administration skills
- E. Sufficient skills to build an enterprise web site
- F. Understanding of relational database theory

**Answer: A,B,C,D**

Explanation:

Reference: <https://www.servicenow.com/services/training-and-certification/service-mapping-implementation.html>

### Question: 2

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. Incident Management: Mean Time to Resolve
- C. Event Management: Signal to Noise Ratio
- D. Change Management: Number of Major Changes

**Answer: B**

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-sm-blueprint.pdf>

### Question: 3

How many ServiceNow instances can one MID Server connect to?

- A. 1
- B. 5

- C. Up to 255
- D. Unlimited

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/madrid-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerConnectionPrerequisites.html](https://docs.servicenow.com/bundle/madrid-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html)

### Question: 4

When a Windows Server is reclassified from the Server [cmdb\_ci\_server] table to the Windows Server [cmdb\_ci\_win\_server] table, which one of the following describes the process that occurred?

- A. Class Change
- B. Class Upgrade
- C. Class Switch
- D. Class Downgrade

**Answer: C**

Explanation:

Reference: <https://servicenowhelpdesk.com/configuration-management-data-base-cmdb/>

### Question: 5

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->

## Question: 6

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
- B. Faster service issue resolution and reduced downtime due to better root cause analysis
- C. Improved Software Asset Management capabilities
- D. Reduction in effort to create service maps
- E. Reduction in change related incidents due to improved service visibility during change planning
- F. More accurate alerts from monitoring tools

**Answer: C,D,E,F**

Explanation:

## Question: 7

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.

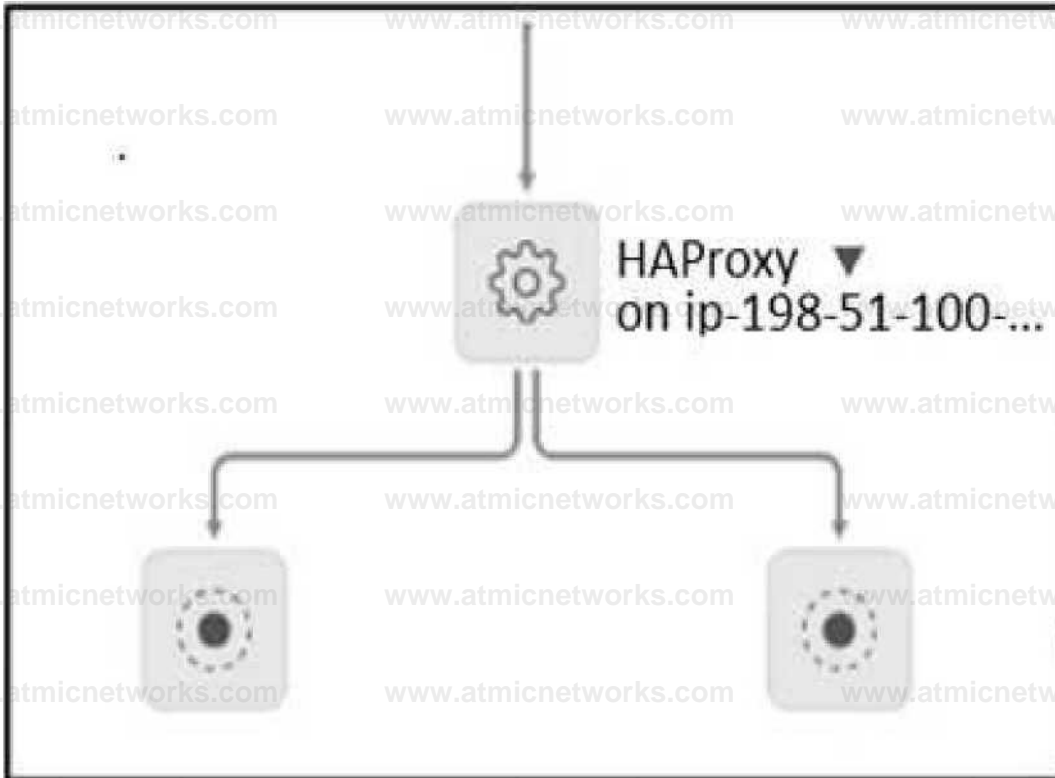
**Answer: C**

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations->

**Question: 8**

In the image, which one of the following best describes the lower icons?



- A. The connections from HAProxy are to other CIs that had errors during discovery.
- B. The connections from HAProxy are application clusters.
- C. The connections from HAProxy could not be identified and are marked as a Generic Application.
- D. The connections from HAProxy are marked as boundaries.

**Answer: A**

Explanation:

**Question: 9**

Assuming Reconciliation Rules (Reconciliation Definitions) were configured exactly the same for both Data Sources, ServiceNow and ServiceWatch, for the Application [cmdb\_ci\_appl] table and the following Data Source Precedence Rules are configured.

— Data Source Precedences **New** Go to Order

larch

1 to 2 of 2 ▶▶▶

Search	Data source	S Order	S Active
Cffldb ci ?ppl	ServiceWatch		100 true
cmdt? ci appl	ServiceNow		200 true

Which one of the following is true?

- A. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.
- B. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, ServiceNow, an update will be allowed.
- C. If an Application CI is discovered with a Data Source, ServiceNow, then if the same Application CI is discovered by the Data Source, ServiceWatch, an update will be allowed.
- D. If an Application CI is discovered with a Data Source, ServiceWatch, then if the same Application CI is discovered by the Data Source, Altiris, an update will be allowed.

**Answer: A**

Explanation:

### Question: 10

Service Mapping provides visibility to the Operator in Agent Workspace without leaving the Workspace UI. This visibility includes what items associated with the CI? (Choose two.)

- A. Releases
- B. Problems
- C. Incidents
- D. Alerts

**Answer: B,C**

Explanation:

### Question: 11

In ServiceNow Discovery, which one of the following phases is the server RAM value discovered?

- A. Port scan
- B. Classification
- C. Classification and Identification
- D. Identification and Exploration

**Answer: C**

Explanation:

### Question: 12

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

**Answer: C**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_DefineConnecSectionPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_DefineConnecSectionPatDef.html)

### Question: 13

Which one of the following best describes the definition of an Entry Point?

- A. A method by which a user interacts with a service or a CI interacts with another CI
- B. A type of communication taking place between applications
- C. A template of attributes that define a communication type between applications
- D. A Host::Hosted on relation between CIs

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/reference/r\\_EntryPointsforBizSvcDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/reference/r_EntryPointsforBizSvcDef.html)

## Question: 14

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.

**Answer: B**

Explanation:

## Question: 15

Which one of the following Linux commands can be used by a non root user to return the process ID listening on port 8080?

- A. `sudo netstat -an -p TCP | grep :8080`
- B. `sudo netstat -anp | grep :8080`
- C. `netstat -anp | grep :8080`
- D. `netstat -an -pid * | grep :8080`

**Answer: C**

Explanation:

Reference:

[https://old.wiki/index.php/ServiceNow\\_ServiceWatch\\_Discovery\\_Credentials\\_and\\_Connectivity](https://old.wiki/index.php/ServiceNow_ServiceWatch_Discovery_Credentials_and_Connectivity)

## Question: 16

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.
- 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.

**Answer: B**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerSelector.html](https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/mid-server/concept/c_MIDServerSelector.html)

### Question: 17

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

- A. Alert Management
- B. Event
- C. Task
- D. Alert Correlation

**Answer: A**

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow/other-documents/training/cis-event-management-blueprint.pdf>

### Question: 18

During ServiceNow Discovery, which one of the following is the approximate number of host IPs that are port scanned with a Discovery Schedule configured with an IP network as shown?

180.181.0.0/16

- A. ~5 million
- B. ~1 million
- C. ~65 thousand
- D. ~500,000 thousand

**Answer: C**

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations->

management/page/product/discovery/reference/discovery-ip-address-configuration.html

### Question: 19

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: A**

Explanation:

### Question: 20

Which one of the following is true for variables defined in an Identification Section?

- A. Identification Section variables can also be used in all other Identification Sections in any pattern.
- B. Identification Section variables can also be used in Parent CI Types.
- C. Identification Section variables can also be used in all other Identification Sections in the same pattern.
- D. Identification Section variables can also be used in Connection Sections for any pattern.
- E. Identification Section variables can also be used in Connection Sections for the same pattern.

**Answer: C**

Explanation:

### Question: 21

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

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.
- 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.

**Answer: D**

Explanation:

### Question: 22

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**

Explanation:

### Question: 23

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.
- 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.

**Answer: D**

Explanation:

### Question: 24

Which one of the following is a public IP Address?

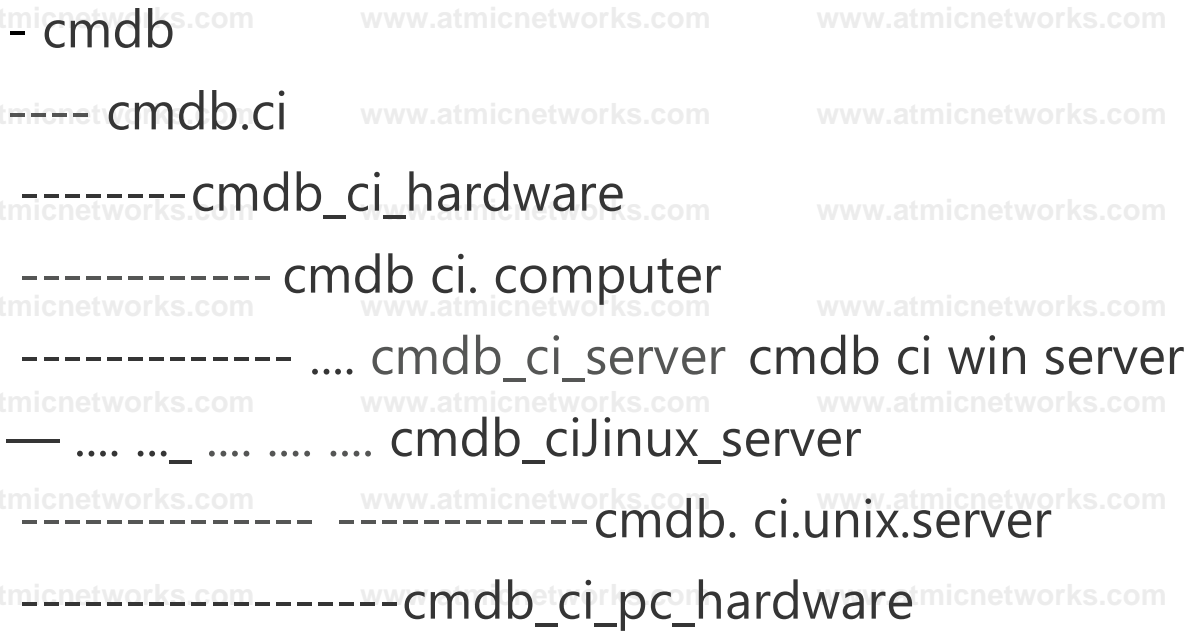
- A. 172.20.5.9
- B. 225.16.0.5
- C. 192.168.100.100
- D. 10.0.6.8

**Answer: C**

Explanation:

**Question: 25**

Given the CMDB class structure shown, which types of Configuration Items (CIs) will be included in a report run against the Server [cmdb\_ci\_server] table?



- A. CIs defined directly in Server [cmdb\_ci\_server] table and all parent classes
- B. CIs defined directly in Server [cmdb\_ci\_server] table and all child classes
- C. CIs defined directly in the Server [cmdb\_ci\_server] table

**Answer: C**

Explanation:

**Question: 26**

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.
- 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.

**Answer: B**

Explanation:

### Question: 27

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

**Answer: A**

Explanation:

### Question: 28

Assuming the Apache Web Server Identification Rule (CI Identifier) is configured as shown with the following Criterion attributes:

Class  
Configuration file  
Version

Identifier Entry

Identifier cmdb\_ci\_apache\_web\_server

Active

Search on table Apache Web Server «

Criterion attributes . Class, Configuration file, Version

Allow null attribute

Priority

100

Allow fallback to parent's rules

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.  
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.

**Answer: C**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t\\_CreateCITypeForSM.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/t_CreateCITypeForSM.html)

### Question: 29

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. Application [cmdb\_ci\_appl]
- E. Licenses [cmdb\_ci\_license]

**Answer: D**

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

### Question: 30

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.

**Answer: A**

Explanation:

### Question: 31

When using the Pattern Designer, a Regular Expression parsing strategy is available from which Operation?

- A. Set variable
- B. Match
- C. Create connection
- D. Parse file

**Answer: D**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c\\_ParsingStrategiesPatDef.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c_ParsingStrategiesPatDef.html)

### Question: 32

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

**Answer: D**

Explanation:

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0756521#:~:text=If%20the%20Message%20Key%20is,fields%20populate%20the%20Message%20Key.](https://hi.service-now.com/kb_view.do?sysparm_article=KB0756521#:~:text=If%20the%20Message%20Key%20is,fields%20populate%20the%20Message%20Key.)

### Question: 33

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

- A. Management IP address
- B. MAC address
- C. Public IP address
- D. MIB address

**Answer: A**

Explanation:

### Question: 34

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+)
- C. Version (\d+)
- D. Version (\d+).\d+.\d+

**Answer: A**

Explanation:

Reference: [https://community.servicenow.com/community?id=community\\_QUESTION\\_NO:&sys\\_id=7dac1ed1db8b5494190b1ea6689619cc\\_](https://community.servicenow.com/community?id=community_QUESTION_NO:&sys_id=7dac1ed1db8b5494190b1ea6689619cc_)

### Question: 35

In Service Mapping, which one of the following best represents the process flow of discovery?

- A. Process Detection > Application Identification > Create Outgoing Connection(s) > Impact Calculation
- B. Host Detection > Process Detection > Application Identification > Create Outgoing Connection(s)
- C. Process Detection > Host Detection > Application Identification > Create Outgoing Connection(s)
- D. Host Identification > CI Reconciliation > Application Identification > Change Record Created > Create Outgoing Connection(s)

**Answer: B**

Explanation:

### Question: 36

Which of the following reasons would a prospect consider purchasing ServiceNow Event Management? (Choose three.)

- A. Determine impacted services from a given event/alert.
- B. Provide software deployment capabilities to patch problem infrastructure.
- C. Automatically generate incidents for certain classes of alerts.
- D. Provide state of the art monitoring capabilities across a wide array of different types of infrastructure.
- E. Consolidate events from disparate monitoring tools into a consolidated central system.

**Answer: A,B,E**

Explanation:

### Question: 37

When running Service Mapping discovery, which of the following represents the root cause of the error?

“Failed to access target system. Access is denied”

- A. SSO authentication error
- B. CLI permissions error
- C. Applicative permissions error
- D. Windows authentication error

**Answer: B**

Explanation:

### Question: 38

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
- C. Output, Pending
- D. Output, Ready

**Answer: D**

Explanation:

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0855595](https://hi.service-now.com/kb_view.do?sysparm_article=KB0855595)

### Question: 39

Assume an Apache Web Server Identifier Entry is configured as shown:



Criterion  
attributes

Class, Configuration file, Version

Allow null attribute

Priority

100

Allow fallback to  
parent's rules

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.
- 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.

**Answer: C**

Explanation:

### Question: 40

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

**Answer: B**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerConfiguration.html](https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/mid-server/concept/c_MIDServerConfiguration.html)

### Question: 41

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

**Answer: C**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c\\_MappingPatternsCustomization.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/concept/c_MappingPatternsCustomization.html)

### Question: 42

Which one of the following is a valid format when entering SSH Private Key credentials?

- A. PEM
- B. PGP
- C. PDP
- D. PMI

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/credentials/reference/r\\_SSHCredentialsForm.html](https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/credentials/reference/r_SSHCredentialsForm.html)

### Question: 43

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.
- D. All three MID Servers will be used during the Identification phase and only one will be used during the exploration phase.

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/task/t\\_CreateADiscoverySchedule.html](https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/discovery/task/t_CreateADiscoverySchedule.html)

### Question: 44

In the following image of the Discovery Log, the green S represents which one of the following?

#### Discovery Log

- Q IIS Virtual Directory

+ Q Identification for IIS Website entry point type(s)

MySQL connectivity

Q find jdbc in all files

O find jdbc connection in urls

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

**Answer: B**

Explanation:

### Question: 45

In Service Mapping, which one of the following icons represents a credential error on the Service map?

- A. Yellow triangle
- B. Generic application
- C. Question: 46
- D. Red stop sign

**Answer: A**

Explanation:

Section: (none)

### Question: 46

Which feature allows an administrator to efficiently collect multiple CIs against a single host?

- A. Discovery Schedules
- B. Quick Discovery
- C. Probe
- D. Pattern

**Answer: B**

Explanation:

### Question: 47

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.
- B. Map multiple services by importing entry points from a CSV file.
- C. Map a single service defined by configuring an entry point.
- D. Map services suggested by the discovery of MID Servers in an enterprise.
- E. Map services based on Assets stored in the CMDB.

**Answer: A,C,D**

Explanation:

### Question: 48

In Service Mapping, which one of the following can be useful in determining which Patterns, Identification Sections, Connection Sections, and Steps are tried?

- A. Workflow Log
- B. Discovery Log
- C. System Log
- D. ECC Log

**Answer: B**

Explanation:

### Question: 49

Which one of the following represents what the MID stands for in MID Server?

- A. Monitoring, Integration, and Discovery
- B. Management, Integration, and Discovery
- C. Management, Instrumentation, and Discovery
- D. Monitoring, Instrumentation, and Discovery
- E. MID is not an acronym.

**Answer: C**

Explanation:

Reference: [https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c\\_MIDServer.html](https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c_MIDServer.html)

### Question: 50

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.
- D. Customer is not using Active Directory for credential authentication.

**Answer: A**

Explanation:

Reference: [https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c\\_MIDServerConnectionPrerequisites.html](https://docs.servicenow.com/bundle/london-servicenow-platform/page/product/mid-server/concept/c_MIDServerConnectionPrerequisites.html)

### Question: 51

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**

Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/configuration-management/concept/c\\_CIRelationships.html](https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html)

### Question: 52

Which of the following are benefits a service map can bring during an Incident resolution? (Choose three.)

- A. Quickly identifies any recent incidents that occurred on components of the impacted service.
- B. Narrows down possible affected components when a service is impacted.
- C. Helps reduce the number of unplanned changes in a customer environment.
- D. Helps pinpoint code errors after a faulty application is identified.
- E. Quickly identifies any recent changes performed on components of the impacted service.

**Answer: C,D,E**

Explanation:

### Question: 53

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

### Question: 54

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?



T

. .7. Apache ▼

on ip-198-51-240

- 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.

**Answer: A**

Explanation:

### Question: 55

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
- B. Fix
- C. Approve
- D. Completed
- E. Review

**Answer: B**

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations->

### Question: 56

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
- E. Hardware, Licenses, CI Relationships

**Answer: C**

Explanation:

### Question: 57

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

**Answer: D**

Explanation:

### Question: 58

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
- B. CI Type/Class, Process Classifier, Identification Rule
- C. Process Classifier, Connection Section, Discovery Pattern
- D. Identification Rule, CI Class/Class, Identification Section

**Answer: A**

Explanation:

Section: (none)

Explanation

### Question: 59

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
- D. Delimiter of 2014 and position 1

**Answer: D**

Explanation:

### Question: 60

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.
- 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.

**Answer: D**

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-it-operations-management/page/product/service-mapping/task/modify-pattern-using-extensions.htmlc>

### Question: 61

During ServiceNow Discovery, which one of the following protocols is used to extract data from printers?

- A. WMI
- B. PowerShell
- C. SSH
- D. SNMP

**Answer: D**

Explanation:

### Question: 62

What is the function of the Unified Map feature in the Service Mapping Workspace?

- A. To monitor the performance of application services
- B. To visually display hierarchical relationships between configuration items
- C. To automatically add traffic-based connections to maps
- D. To provide a list of unmapped servers and their classifications

**Answer: B**

Explanation:

### Question: 63

Service Mapping uses which table to build tag-based maps from?

- A. Application Service [cmdb\_ci\_service\_discovered]
- B. Application [cmdb\_ci\_app]
- C. Key Value [cmdb\_key\_value]
- D. Servers [cmdb\_ci\_server]

**Answer: C**

Explanation:

### Question: 64

Which one of the following Identification Rule (CI Identifier) fields, when selected, determines CMDB update/inserts based on the configuration item's (CI) own attributes, without taking other CIs or relationships into consideration?

- A. Search on table
- B. Allow fallback to parent's rule
- C. Independent
- D. Application

**Answer: C**

Explanation:

**Question: 65**

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 (\d+)
- B. Version (\d+).0\d+.\d+
- C. Version\s+(\d+.\d+.\d+)
- D. Version (.A)

**Answer: C**

Explanation:

**Question: 66**

Cloud Dimensions has data centers, services, and servers represented in the image.

Assuming each data center contains minimum one subnet, which one of the following is the best number of MID Servers Tur Cloud Dimensions to start with?



- A. 1 (one for all data centers)
- B. 4 (one for each data center)

- C. 5 (one for each service)
- D. 46 (one for each server)

**Answer: B**

Explanation:

**Question: 67**

During ServiceNow Discovery, credentials are stored in memory in which one of the following?

- A. MID Server
- B. SNMP Agent
- C. ServiceNow Instance
- D. Collector

**Answer: A**

Explanation:

**Question: 68**

When configuring SNMP credentials, which of the following is true?

Choose 2 answers

- A. SNMP v1/2/3 is supported
- B. SNMP Read Only account is required
- C. SNMP Read/Write account is required
- D. Only SNMP v1/2 is supported

**Answer: A,B**

Explanation:

**Question: 69**

When planning for a Service Mapping engagement and deploying MID Servers into a customer environment, which outbound port must be open from the customer environment to allow the MID Server(s) to communicate to the customer ServiceNow instance hosted in the ServiceNow cloud?

- A. 80
- B. 443
- C. 636
- D. 8080

E. 25

**Answer: B**

Explanation:

### Question: 70

In Service Mapping, what is the flow to support the discovery of a new application?

- A. Create Probes and Sensors, CI Type, Discovery Pattern
- B. Create a CI Type, Reconciliation Definition, Discovery Pattern
- C. Create CI Type, Metadata Containment Rule, Discovery Pattern
- D. Create a CI Type, CI Identifier, Discovery Pattern

**Answer: D**

Explanation:

### Question: 71

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

- A. The customer is not using Active Directory for credential authentication
- B. The customer external firewall only communicates on outbound port 80 and 443
- C. The customer security team is not made aware early enough in the engagement of the credential requirements
- D. The MID Server resource requirements are beyond capacity of the customer

**Answer: C**

Explanation:

### Question: 72

A customer has recently placed check scanners in some of their branches across Europe. The scanners send the scanned images of the checks to the bank's data center through a web service that goes through an F5 load balancer. The images then go through the bank's Apache web servers and are processed by an application server named ImageSmart. Eventually, the images are stored in a cluster of Oracle databases.

The bank's tellers log into ImageSmart through a Citrix Portal and have the capability to review the checks and approve them.

Which one of the following represents most accurately how many business services and entry points are involved in this process?

- A. Two services and two entry points

- B. One service and one entry point
- C. Two services and one entry point
- D. One service and two entry points

**Answer: A**

Explanation:

### Question: 73

What is the purpose of the Application Readiness Dashboard in the Service Mapping Workspace?

- A. To monitor the performance of all mapped application services
- B. To provide reports on mapping status, application fingerprints, training status, and discovered connection suggestions
- C. To automatically add traffic-based connections and training status to application service maps
- D. To display a hierarchical map of configuration items and their relationships

**Answer: B**

Explanation:

### Question: 74

Which one of the following Regular Expressions could be used to parse "San Diego" from the string "Location San Diego"?

- A. Location (\W) (\w)
- B. Location (L\*)
- C. Location (\w+ \w+)
- D. Location (W)

**Answer: C**

Explanation:

### Question: 75

Which one of the following platforms is a MID Server most commonly installed on?

- A. Windows Server
- B. UNIX Server
- C. Network Device
- D. ESX Server

**Answer: A**

Explanation:

### Question: 76

What are the roles of the Application Service Readiness Dashboard in ML-powered Service Mapping?

Choose 2 answers

- A. To clearly display the detailed mapping status of all discovered application services
- B. To list prerequisites and their readiness status for application service mapping
- C. To monitor the performance of all active scheduled jobs
- D. To configure Predictive Intelligence plugins and ADME probes

**Answer: A,B**

Explanation:

### Question: 77

Which one of the following is the recommended starting point to resolve errors in bulk from the Service Mapping Home page under the Fix tile?

- A. Resolve errors under the Credentials tile and continue to resolve errors under the tiles to the left
- B. Resolve errors under the Configuration tile and continue to resolve errors under the tiles to the right
- C. Resolve errors under the CMDB tile and continue to resolve errors under the tile above
- D. Resolve errors under the Configuration tile and continue to resolve errors under the tile below

**Answer: B**

Explanation:

### Question: 78

What component does Apache Tomcat represent in the following top-down topology?

Cisco ACE ^ Apache Tomcat cluster ^ JBoss cluster ^ Oracle database

- A. Authentication provider
- B. The function of the Apache Tomcat in this example is not conclusive
- C. Monitoring server
- D. Web server

**Answer: D**

Explanation:

### Question: 79

Which of the following commands does Service Mapping run on Linux-based targets that requires elevated privileges (i.e. sudo)?

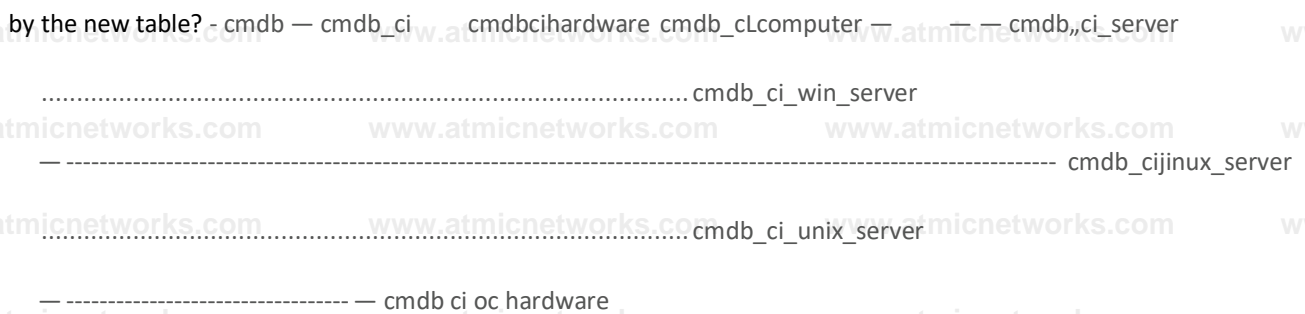
- A. dir
- B. type
- C. service
- D. netstat

**Answer: D**

Explanation:

### Question: 80

Given the CMDDB class structure shown below, if an implementer were to extend the Server [cmdb\_ci\_server] table, which one of the following best describes the fields that would be inherited



- A. All fields configured for the Server [cmdb\_ci\_server] table and its child classes would be inherited.
- B. All fields configured for the Server [cmdb\_ci\_server] table and its parent and child classes would be inherited.
- C. No fields would be inherited from any class.
- D. All fields configured for the Server [cmdb\_ci\_server] table and its parent classes would be inherited.

**Answer: D**

Explanation:

### Question: 81

When using Service Mapping Pattern Designer, which one of the following is the result when using the Parse command output operation with the following command?

```
cat /etc/haproxy/haproxy.cfg
```

- A. Search for the file haproxy.cfg
- B. List all files in the haproxy.cfg directory
- C. Display lines with cat in the file haproxy.cfg

D. Display the contents of the file haproxy.cfg

**Answer: D**

Explanation:

### **Question: 82**

A CI Type is also known as which one of the following?

- A. Table
- B. Discovery Pattern
- C. Service Group
- D. CI Identifier / Identification Rule

**Answer: A**

Explanation:

### **Question: 83**

Which represents the skills needed that a Service Mapping administrator or implementer should have?  
Choose 4 answers

- A. Understanding of relational database theory
- B. Understanding of XML, Regex, Delimited text, and JSON
- C. Intermediate or above Windows and Unix administration skills
- D. Scripting capabilities with respect to Unix and Windows commands
- E. Sufficient skills to build an enterprise website
- F. Understanding of protocols such as HTTP, TCP, SNMP, SOAP, and REST

**Answer: A,B,C,F**

Explanation:

### **Question: 84**

In ServiceNow Discovery, which one of the following ports is used during the Port Scan phase?

- A. UDP Port 23
- B. TCP Port 136
- C. TCP Port 135
- D. UDP Port 22

**Answer: C**

Explanation:

### Question: 85

In Service Mapping, which one of the following is true if host discovery fails on the entry point configuration item?

- A. Service Mapping will stop until the discovery of the host is successful
- B. Service Mapping will continue to discover just the applications comprising the service
- C. Service Mapping will continue to discover just the connections comprising the service
- D. Service Mapping will continue to discover applications and connections comprising the service

**Answer: A**

Explanation:

### Question: 86

In order for Service Mapping to successfully discover UNIX targets, which SSH credential can be granted with limited privileges to a user?

- A. RDP privileges
- B. Root privileges
- C. WMI privileges
- D. Selective sudo (or sudo equivalent) access
- E. Domain access and local administrator privileges

**Answer: D**

Explanation:

### Question: 87

Reconciliation Rules for the Application [cmdb\_ci\_appl] table are configured exactly the same for both ServiceNow and SCCM data sources and the following priorities are configured:

ServiceNow Priority: 100

SCCM Priority: 200

Which of the following is true?

Choose 3 answers:

- A. Applications discovered by Altiris can be updated by SCCM
- B. Applications discovered by SCCM can be updated by Altiris
- C. Applications discovered by ServiceNow can be updated by SCCM
- D. Applications discovered by Altiris can create application CIs in the CMDB
- E. Applications discovered by SCCM can create application CIs in the CMDB

**Answer: B,D,E**

Explanation:

### Question: 88

Which omitted action will keep changes to a discovery pattern connection section from taking effect?

- A. Exporting the updated pattern
- B. Saving the updated connection section
- C. Publishing the updated pattern
- D. Saving the updated pattern

**Answer: C**

Explanation:

### Question: 89

Predictive Intelligence provides which one of the following benefits?

- A. Suggests which application services need pattern extensions
- B. Helps reduce noise from traffic-based connections
- C. Detects performance problems in application mapping
- D. Shows CI suggestions for Dynamic CI Groups

**Answer: B**

Explanation:

### Question: 90

Which one of the following is the baseline Identification Rule (CI Identifier) used to determine inserts or updates to all servers discovered by ServiceNow Discovery or Service Mapping?

- A. Application Rule
- B. Server Rule
- C. Hardware Rule
- D. Device Rule

**Answer: B**

Explanation:

### Question: 91

Which file on the MID Server is configured with the customer's ServiceNow instance URL?

- A. config.xml
- B. config.json
- C. wrapper.conf
- D. server.xml

**Answer: A**

Explanation:

### Question: 92

Which one of the following represents the path in the following URL?

`http://somehost.com:8080/comics/marvel/index.html?name=x-men#DOWNLOADING`

- A. name=x-men
- B. comics/marvel/index.html
- C. somehost.com:8080
- D. /comics/marvel/

**Answer: B**

Explanation:

### Question: 93

When resolving duplicate CIs, ServiceNow suggests a Master CI which includes which of the following criteria?

- A. Newest created CI and CI with most relationships
- B. Oldest created CI and CI with most relationships
- C. Oldest created CI and CI with least related items
- D. Newest created CI and CI with least related items

**Answer: B**

Explanation:

### Question: 94

From Pattern Designer under the CI Attributes section, next to the name field, the key displayed in this example represents?

- A. Tabular variable
- B. Coalesce key
- C. Criterion attribute
- D. Custom variable

**Answer: B**

Explanation:

**Question: 95**

During Service Mapping discovery, which one of the following is used to uniquely identify a configuration item to determine updates or inserts into the CMDB?

- A. Identification Rules
- B. Reconciliation Rules
- C. Coalesce Values
- D. Reconciliation Keys

**Answer: A**

Explanation:

**Question: 96**

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

**Answer: D**

Explanation:

**Question: 97**

In the following image, the 5x next to Citrix XenA represents which one of the following?



- A. Five errors while identifying the CI
- B. Five discovery executions on the CI
- C. Five members of a cluster
- D. Five outgoing connections from the cluster

**Answer: C**

Explanation:

### Question: 98

In Service Mapping, which one of the following is used to discover the applications and outbound connections to other applications that appear on a Service map?

- A. Identification Rules
- B. Process Classifiers
- C. Patterns
- D. Metadata Rules

**Answer: C**

Explanation:

### Question: 99

What is the recommended approach to map a heavily containerized service in a production environment?

- A. Apply top-down discovery
- B. Leverage tag-based mapping
- C. Use a dynamic CI group
- D. Use manual application services

**Answer: B**

Explanation:

### Question: 100

What describes the main feature offered by Service Mapping Plus?

- A. A suite of quick start tests that can be run to verify Service Mapping still works as expected after upgrades and deployments
- B. A collection of connection rules that are used to automatically add CIs to one or more application services
- C. Enables Kubernetes and cloud components to be added to service maps during tag-based discovery
- D. An enhanced version of mapping based on Machine Learning (Predictive Intelligence)

**Answer: D**

Explanation:

### Question: 101

From the Service Mapping service map, which one of the following best describes the difference between the options Resume discovery and Run discovery?

- A. Resume discovery continues a canceled discovery while Run discovery discovers part of the service map
- B. Resume discovery and Run discovery are functionally identical
- C. Resume discovery discovers part of the service map while Run discovery discovers the entire service map
- D. Resume discovery discovers the entire service map while Run discovery discovers part of the service map

**Answer: C**

Explanation:

### Question: 102

Which best describes what Identification Rules are?

- A. Used to track duplicate CIs until resolved
- B. Consists of one or more identifier entries that specify the criterion attributes that uniquely identify a CI
- C. Used by the coalesce field when importing data into ServiceNow using a transform map
- D. Allows the ability to assign a priority to data sources if multiple data sources are authorized to

update the same table or table attributes

**Answer: B**

Explanation:

### Question: 103

When using Pattern Designer, which one of the following best describes a variable `$proxy_urls[+].host`?

- A. The `proxy_urls` value for the first row of the host table
- B. The `proxy_urls` values from all rows of the host table
- C. The host field values from all rows of the `proxy_urls` table
- D. The host field value for the first row of the table `proxy_urls`

**Answer: C**

Explanation:

### Question: 104

The application stack is as follows: IIS Web Server with an inclusion connection to an IIS Virtual Directory, and an outbound connection from the IIS Virtual Directory to an MSSQL database.

Which describes the correct number of Discovery Pattern Identification and Connection Sections that evaluate to true when Service Mapping discovers a service with this application stack?

- A. 3 Identification Sections and 2 Connection Sections
- B. 2 Identification Sections and 1 Connection Section
- C. 2 Identification Sections and 2 Connection Sections
- D. 3 Identification Sections and 1 Connection Section

**Answer: C**

Explanation:

### Question: 105

Which one of the following is the output returned from the following Linux command? `ls /*.xml`

- A. A list of all XML files on the file system
- B. A list of all XML files in the current directory and all subdirectories
- C. The command syntax is invalid
- D. A list of all XML files in the current directory

**Answer: D**

Explanation:

## Question: 106

Using Pattern Designer, when configuring the first step in an Identification Section, which one of the following is considered a good practice?

- A. Create a table for the process parameters
- B. Check if connectivity variables are defined
- C. Use a Parse file operation to extract necessary information from a configuration file
- D. Use a Match operation on the process executable or command variable

**Answer: D**

Explanation: