

# **ServiceNow**

## **CIS-SM Exam**

**Certified Implementation Specialist - Service Mapping**

**Questions & Answers  
Demo**

# Version: 4.0

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**Question: 1**

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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

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**Answer: ABCD**

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

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**Question: 2**

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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

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**Answer: B**

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

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**Question: 3**

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How many ServiceNow instances can one MID Server connect to?

- A. 1
- B. 5

- C. Up to 255
- D. Unlimited

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**Answer: A**

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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)

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**Question: 4**

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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

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**Answer: B**

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

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**Question: 5**

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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

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**Answer: A**

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