ServiceNow
CIS-SM
Certified Implementation Specialist - Service Mapping

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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-mappingimplementation.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-smblueprint.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/midserver/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-operationsmanagement/
page/product/service- mapping/concept/tag-based-mapping.html

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