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# **ServiceNow SMC-PI**

**Micro-Certification Predictive Intelligence**



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## **Product Version**

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# Latest Version: 6.0

## Question: 1

How often should predictive models be retrained?

Response:

- A. Once every year
- B. Whenever new data patterns emerge
- C. Only during system upgrades
- D. After every prediction request

**Answer: B**

## Question: 2

How are solutions moved from Dev to Prod?

Response:

- A. Solutions are manually exported
- B. Solutions are captured in update sets
- C. Solutions are created in production
- D. Solutions are automatically deployed without version control

**Answer: B**

## Question: 3

Which ServiceNow tool is used to manage and deploy predictive models?

Response:

- A. Workflow Editor
- B. Model Builder
- C. Data Integration Hub
- D. Prediction Manager

**Answer: B**

## Question: 4

What are the frameworks of Predictive Intelligence?

Select two correct answers.

Response:

- A. NLP
- B. NLU
- C. Classification
- D. Word Corpus
- E. Similarity

**Answer: C,E**

### Question: 5

Why is data normalization important during model training?

Response:

- A. It increases system performance
- B. It ensures data consistency and improves model accuracy
- C. It reduces the size of the training dataset
- D. It eliminates the need for data validation

**Answer: B**

### Question: 6

How does the Regression Framework differ from the Classification Framework?

Response:

- A. Regression predicts continuous values, while Classification assigns labels
- B. Regression uses categorical data, while Classification uses numeric data
- C. Regression requires external APIs, while Classification does not
- D. Regression focuses on text similarity, while Classification predicts numeric data

**Answer: A**

### Question: 7

What is the purpose of the scheduler?

Response:

- A. Trains the PI models
- B. Makes predictions
- C. Requests training for models
- D. Request data from the instance

**Answer: C**

### Question: 8

Which framework is used for categorizing and routing tasks in Predictive Intelligence?

Response:

- A. Classification Framework
- B. Regression Framework
- C. Similarity Framework
- D. Forecasting Framework

**Answer: A**

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