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# **Q&A**

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**Exam** : **CIS-SM**

**Title** : Certified Implementation  
Specialist -Service Mapping

**Version** : DEMO

- 1.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)

- 2.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-management/page/product/service-mapping/concept/tag-based-mapping.html>

- 3.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**

- 4.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: D**

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

**Answer: B**