

Question: 1

In the event table, which field maps the external attributes from the target system?

- A. Resource
- B. Description
- C. Source
- D. Additional Information

Answer: C

Question: 2

By default, the Alert Console displays what type of alerts?

- A. All Primary, Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- B. All Primary and Secondary Open alerts and anomaly alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- C. All Primary alerts with a Severity of Critical, Major, Minor, Warning that are not in Maintenance mode
- D. All Primary, Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode
- E. All Primary and Secondary Open alerts with a Severity of Critical, Major, Minor, and Warning that are not in Maintenance mode

Answer: E

Reference: <https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/concept/alert-priority.html>

Question: 3

Which are recommended best practices for Event Management? (Choose three.)

- A. Filter out events on ServiceNow Instance for easier consolidation and aggregation.
- B. Promote all events to alerts during initial implementation until you fully understand which should be ignored.
- C. Filter out events at source rather than in the ServiceNow instance.
- D. Base-line “normal-state” events to filter out background noise.
- E. Ignore all non-critical events during initial implementation to streamline processing; add alerts over time as time and resources allow.

Answer: B,C,E

Question: 4

For an incoming event with a matching message key, what allows an existing alert to be automatically closed?

- A. In the event rule, set the Severity to 0
- B. In the alert rule, set the Severity to 0
- C. In the alert rule, set the Severity to -1
- D. In the event rule, set the Severity to -1

Answer: D

Question: 5

A support agent resolves an incident associated with an alert, but the alert does not automatically close even though the `evt_mgmt.incident_closes_alert` property is set appropriately to close the alert. What is the most likely cause of this issue?

- A. The support agent does not have the `evt_mgmt_user` role.
- B. The support agent only has the `evt_mgmt_admin` role.
- C. The support agent has the `evt_mgmt_operator` role, but not the `evt_mgmt_user` role.
- D. The support agent has the `evt_mgmt_user` role, but not the `evt_mgmt_operator` role.

Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/event-management/task/t_EMResolveCloseIncidentAlert.html