ServiceNow Discovery Implementation Certification Practice Exam (Sample)

Study Guide

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Questions

1. What is primarily executed by a MID Server during the Discovery process?

A. Data reporting tasks

B. Probes and sensors

C. Network diagnostics

D. Cloud service management

2. What is the function of the 'Test' option in the step of a pattern?

A. It finalizes the step

B. It allows to test a step without advancing further

C. It automatically saves changes made to the step

D. It executes the entire pattern

3. For discovering MS SQL Server, which of the following is NOT a requirement?

A. Install PowerShell v3 on the Mid Server host computer

B. Enable the remote registry service on target computers

C. Install .Net framework versions on the Mid Server

D. Add the Windows user to the MS SQL Server instance

4. What will happen if a CI identifier is created for a child table?

A. It will always overwrite the parent identifier

B. It will be ignored

C. The parent identifier will be bypassed

D. The child identifier will be tried first

5. What is the primary function of the Identification Phase in ServiceNow Discovery?

A. To create new CIs based on patterns

B. To match information against CMDB records

C. To gather detailed attributes of discovered devices

D. To execute probes and return results

6. To view device history useful for troubleshooting, which command should be used in the filter navigator?

- **A. discovery_device_history.log**
- **B. discovery_device_history.list**
- **C. discovery_logs.view**
- **D. output_artifacts.history**

7. What must be done after modifying a pattern for horizontal discovery?

- **A. Run a full system scan**
- **B. Update the Horizontal Pattern probe**
- **C. Test the pattern with dummy data**
- **D. Save and bind it to a classifier**

8. What should you prioritize when designing patterns regarding information acquisition?

- **A. To hard code all variable values**
- **B. To use information queried from target devices**
- **C. To always use the same patterns**
- **D. To rely on predefined variable names**

9. What information does the ECC Queue tab display within the Discovery Status?

- **A. End-user feedback on the discovery**
- **B. Statistics of successfully completed discoveries**
- **C. Phases and messages exchanged between the instance and the MID Server**
- **D. Configuration settings for the MID Server**

10. What do Discovery Behaviors determine in a network discovery process?

- **A. Which devices can connect to the MID server**
- **B. What probes are launched and from which MID Server**
- **C. How to prioritize device classification**
- **D. The speed of data transfer during discovery**

Answers

1. B
2. B
3. A
4. D
5. B
6. B
7. D
8. B
9. C
10. B

Explanations

1. What is primarily executed by a MID Server during the Discovery process?

A. Data reporting tasks

B. Probes and sensors

C. Network diagnostics

D. Cloud service management

The primary role of a MID Server during the Discovery process is to execute probes and sensors. Probes are scripts that collect data from network devices, servers, and applications, whereas sensors process that data and populate the ServiceNow configuration management database (CMDB) with the relevant information. This interaction is vital for accurately identifying configuration items (CIs) within an organization's infrastructure. By executing probes, the MID Server gathers crucial information, such as IP addresses, operating system details, software titles, and other attributes of the discovered CIs. Sensors then interpret this data to enrich the CMDB, which is fundamental for maintaining an up-to-date inventory of all assets and their relationships. In the context of the Discovery process, the effective execution of probes and sensors ensures that the data collected is both comprehensive and reliable, allowing organizations to manage their IT assets effectively.

2. What is the function of the 'Test' option in the step of a pattern?

A. It finalizes the step

B. It allows to test a step without advancing further

C. It automatically saves changes made to the step

D. It executes the entire pattern

The function of the 'Test' option in a step of a pattern allows for the evaluation of that specific step without proceeding to the next steps in the pattern. This feature is particularly useful during the development and troubleshooting of patterns within ServiceNow Discovery, as it enables the developer to validate the logic or behavior of a single step in isolation. By using the 'Test' option, the developer can monitor the output and assess whether the step performs as expected, thus facilitating a more efficient debugging process before incorporating the step into the larger pattern. This approach significantly aids in minimizing the potential for errors in the overall pattern by allowing for targeted assessments and adjustments. In contrast, other options such as finalizing a step, saving changes, or executing the entire pattern do not accurately describe the function of the 'Test' option. Each of these actions serves a different purpose in the pattern development workflow and does not provide the same level of focused testing.

3. For discovering MS SQL Server, which of the following is NOT a requirement?

A. Install PowerShell v3 on the Mid Server host computer

B. Enable the remote registry service on target computers

C. Install .Net framework versions on the Mid Server

D. Add the Windows user to the MS SQL Server instance

In the context of discovering Microsoft SQL Server, it is essential to understand the requirements for proper functionality and communication with the target SQL Server instances. The requirement of having PowerShell v3 installed on the Mid Server host computer is not a necessary condition for reaching out to SQL Server during the discovery process. While PowerShell can be a useful tool in various administrative tasks and automation, it is not directly tied to the discovery mechanism of SQL Servers themselves when using ServiceNow Discovery. To successfully discover MS SQL Server instances, enabling the remote registry service on target computers is crucial. This allows the Mid Server to read certain registry keys that provide information about the SQL Server instances running on those machines. Similarly, having the appropriate .NET Framework installed on the Mid Server is important as it may be required for components that interact with SQL Server. Finally, adding the Windows user to the SQL Server instance is necessary for allowing the Mid Server to connect and authenticate against the SQL Database, which is fundamental for successful discovery. In summary, while other options address important requirements for effective SQL Server discovery, the installation of PowerShell v3 on the Mid Server host is not a necessity in this scenario.

4. What will happen if a CI identifier is created for a child table?

A. It will always overwrite the parent identifier

B. It will be ignored

C. The parent identifier will be bypassed

D. The child identifier will be tried first

When a CI (Configuration Item) identifier is created for a child table, the process of identification prioritizes the child identifier over the parent identifier. This means that if both a parent and a child CI exist, the system will first attempt to utilize the child identifier for discovery. This behavior ensures that more specific information related to the child table is considered before falling back on the broader category indicated by the parent identifier. By using the child identifier first, the discovery process can leverage detailed attributes and context pertaining to the specific child CI, providing a more accurate representation of the overall configuration items within the ServiceNow landscape. This prioritization is essential for maintaining accurate relationships and dependencies between CIs, ensuring that any updates or insights gleaned from the discovery process reflect the actual state of the environment more precisely. Understanding this mechanism is crucial for effective configuration management, as it allows for more granular control and reporting capabilities within ServiceNow. In scenarios where both identifiers exist, the child identifier will be the focus of identification efforts, aiding in proper CI relationships and lineage tracking.

5. What is the primary function of the Identification Phase in ServiceNow Discovery?

A. To create new CIs based on patterns

B. To match information against CMDB records

C. To gather detailed attributes of discovered devices

D. To execute probes and return results

The primary function of the Identification Phase in ServiceNow Discovery is to match information against existing Configuration Management Database (CMDB) records. During this phase, ServiceNow Discovery assesses the data collected from the network to see if any of the discovered items correspond to existing configuration item (CI) records. This matching process is crucial because it allows the system to recognize whether a new device is already represented in the CMDB or if it should be indexed as a new CI. By successfully matching discovered devices with existing records, organizations can ensure that their CMDB remains accurate and up-to-date. This phase helps to maintain data integrity and avoid duplication of records, which can lead to confusion and inefficiencies within IT management processes. The other options, while relevant in the context of the overall Discovery process, do not accurately describe the specific, primary function of the Identification Phase. Creating new CIs, gathering detailed attributes, and executing probes are all subsequent steps or components that occur in relation to identification but are not the defining purpose of that particular phase.

6. To view device history useful for troubleshooting, which command should be used in the filter navigator?

A. discovery_device_history.log

B. discovery_device_history.list

C. discovery_logs.view

D. output_artifacts.history

Using the command "discovery_device_history.list" in the filter navigator allows users to access a comprehensive list of device history records within ServiceNow Discovery. This list is crucial for troubleshooting as it presents the historical data related to devices discovered on the network. These records may include information about previous states of the devices, changes in their configurations, and any issues that have been encountered during discovery attempts. The functionality provided by this command is central to effective troubleshooting, enabling users to diagnose potential problems by reviewing changes over time, understanding patterns, and identifying anomalies. Such insights are invaluable for IT operations teams as they work to maintain and optimize the network infrastructure. In contrast, the other commands do not primarily focus on providing a historical list of device contexts necessary for troubleshooting. For example, "discovery_device_history.log" could imply a log file format rather than a user interface list, while "discovery_logs.view" might produce a more generalized set of logs without a focus on device history. The "output_artifacts.history" could refer to output from processes, but it doesn't align directly with the needs for viewing device history specifically. Thus, "discovery_device_history.list" is the most appropriate and relevant command for this purpose.

7. What must be done after modifying a pattern for horizontal discovery?

A. Run a full system scan

B. Update the Horizontal Pattern probe

C. Test the pattern with dummy data

D. Save and bind it to a classifier

After modifying a pattern for horizontal discovery, the essential step is to save and bind it to a classifier. This process ensures that the changes made to the pattern are not only retained but are also associated with the appropriate classifier in the ServiceNow environment. Binding the updated pattern to a classifier enables the platform to correctly identify and classify the discovered items based on the modified parameters, leading to accurate data gathering and inventory reporting in the discovery process. This step is crucial because patterns are directly linked to how the discovery process interprets and categorizes devices and applications within the system. Without saving and binding the new or altered pattern, those changes would not take effect, and the discovery results may not reflect the desired modifications, potentially leading to inaccurate or incomplete data.

8. What should you prioritize when designing patterns regarding information acquisition?

A. To hard code all variable values

B. To use information queried from target devices

C. To always use the same patterns

D. To rely on predefined variable names

When designing patterns for information acquisition in ServiceNow Discovery, prioritizing the use of information queried from target devices is crucial. This approach allows for dynamic data collection that reflects the actual properties and configurations of the devices being monitored. By querying real-time information, the patterns become adaptable to different environments and conditions, fostering more accurate data representation and enhancing the overall effectiveness of the discovery process. Utilizing information directly from target devices ensures that the patterns remain relevant and reliable, as they are based on the current state of the infrastructure. This method also supports a more agile and flexible discovery process, accommodating changes in the target environment without the need for constant manual updates to hardcoded values or patterns. The other options do not align with the goal of effective information acquisition. Hardcoding variable values creates rigidity that can lead to outdated or inaccurate information. Relying solely on predefined variable names limits flexibility and may not encompass the diverse naming conventions or configurations present in different organizational setups. Similarly, using the same patterns universally can hinder adaptability to unique system architectures and configurations. Therefore, leveraging real-time, queried information is the best approach to ensure an effective and responsive discovery process.

9. What information does the ECC Queue tab display within the Discovery Status?

A. End-user feedback on the discovery

B. Statistics of successfully completed discoveries

C. Phases and messages exchanged between the instance and the MID Server

D. Configuration settings for the MID Server

The ECC Queue tab within the Discovery Status provides crucial insights into the communication processes that occur between the ServiceNow instance and the MID Server. Specifically, it displays the phases and messages exchanged during the execution of discovery scans. This includes details about the various stages of the discovery process, such as initialization, execution, and completion, along with any relevant messages that indicate the status of the process or any errors encountered. Understanding these messages is vital for troubleshooting and optimizing the discovery process, as it allows administrators to see exactly what is occurring during data collection and processing. In contrast to the other options, the ECC Queue focuses specifically on the interaction between the ServiceNow instance and the MID Server rather than user feedback, general statistics, or configuration settings. This makes it a key tool for ensuring that the discovery process is functioning correctly and efficiently.

10. What do Discovery Behaviors determine in a network discovery process?

A. Which devices can connect to the MID server

B. What probes are launched and from which MID Server

C. How to prioritize device classification

D. The speed of data transfer during discovery

Discovery Behaviors play a crucial role in defining the operational parameters during the network discovery process in ServiceNow. They essentially dictate what types of probes are initiated and the particular MID Server from which these probes are launched. This is significant because each device type may require specific probes to extract relevant information, and Discovery Behaviors ensure that the correct probes are utilized for each device class. By determining the initiation of different probes based on the Discovery Behavior settings, organizations can tailor their discovery processes to efficiently uncover the specific details needed for various devices within the network. This capability enhances the effectiveness of the MID Server's role, ensuring that the discovery process is not only accurate but also optimized for the specific environment being scanned. In summary, Discovery Behaviors are integral in guiding the discovery process, specifically regarding which probes are executed and the selection of the appropriate MID Server, thereby facilitating accurate and efficient data collection from networked devices.