

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### NEW QUESTION 1

In Change Management, what does a Model State contain? (Choose two.)

- A. Model State transitions conditions
- B. Model State properties
- C. Model State transition policies
- D. Model State transitions

**Answer:** AD

#### NEW QUESTION 2

A tester has submitted a bug report because at no point in the Problem lifecycle. does the Create Known Error article link appear under Related Links Also, they notice there is no Known Error knowledge base in the Instance.  
What might be the cause of this?

- A. The Problem Management Best Practice - Madrid - Knowledge integration plugin has not been activated
- B. Tester is not impersonating Problem Coordinator
- C. The customer did not pay the bill for Knowledge management
- D. The sn\_known\_error\_write role is required to see the Create Known Error article link
- E. The requirement was not m the stories

**Answer:** A

#### NEW QUESTION 3

What is the trigger for the Change - Normal - Assess Flow?

- A. A Change request using the Normal Change model is moved to the Assess state
- B. A Change request using the Normal Change model is Assigned to a group
- C. A Change request using the Normal Change model is created
- D. A Change request using die Normal Change model is Low Risk and is moved to the Assess state

**Answer:** A

#### NEW QUESTION 4

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support You have confirmed that:

The Network Support group record has the Group types: Incident and Change The Network CAB group record has the Group type: Change  
What could you do on the incident form, for the Assignment Group field, to resolve this issue?

- A. Add a UI action to hide the Network CAB group from the list
- B. Add a UI action to provide an error message if the Network CAB group is selected
- C. Add Dictionary Override to specify the Incident group Reference Qualifier
- D. Modify the choice list to include only the appropriate group types

**Answer:** C

#### NEW QUESTION 5

The key stakeholder for your ITSM implementation wants to have SLAs on every Task record.  
What advice do you give regarding SLAs on Problem records?

- A. SLAs re recommended in the ITIL framework for problem management
- B. SLAs are be counterproductive to problem management, as the key objective is to permanently fix an error no matter how long that may take
- C. SLAs are available for problem management, but require custom code
- D. SLAs are essential to problem management, as support specialists need to quickly identify root causes

**Answer:** B

#### Explanation:

[https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c\\_ProblemManagementProcess.html](https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html)

#### NEW QUESTION 6

Your customer would like to add a field to the Something is Broken record producer form. Which formatter would you use to add the field?

- A. Form Designer
- B. VEditor
- C. Variable Designer
- D. Record Producer Form Designer
- E. Default Variables Editor

**Answer:** DE

#### NEW QUESTION 7

What baseline Change Flows support the baseline Normal Change model?

- A. Change - Normal - Assess- Change - Normal -Authorize- Change- Normal-Clos
- B. Change - Implementation tasks
- C. Change - Normal - New, Change - Normal -Assess, Change - Normal - Implement Change - Implementation tasks
- D. Change-Normal-Assess, Change-Normal-Authorize, Change- Normal - Implement Change - Implementation tasks
- E. Change - Normal - New Change - Normal - Review, Change - Normal - Clos
- F. Change - implementation tasks

**Answer:** C

#### NEW QUESTION 8

What is the Business Rule that triggers automatic group assignment on Incident, Problem or Change requests?

- A. USM Assignment Lookup Rule
- B. Automatic Assignment for ITSM
- C. Populate Assignment Group based on CI/SO
- D. Auto-populate ITSM Assignment Groups

**Answer:** C

#### NEW QUESTION 9

What are the Release types available on the baseline release record?

- A. Standard, Normal, Prototype, Patch
- B. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate
- C. Standard, Normal, Emergency
- D. Major, Minor Upgrade, Emergency Maintenance, Patch

**Answer:** D

#### NEW QUESTION 10

Which of the following catalog client script methods will modify the choice list options available to an end user on a catalog item?

- A. onSubmit
- B. onLoad
- C. onSave
- D. onLaunch

**Answer:** B

#### NEW QUESTION 10

A problem investigation had been previously closed, because the risk was accepted, in favor of using the workaround, instead of applying the fix. After a couple of weeks, the issue starts to occur more frequently, so management wants to re-visit the root cause analysis.

What would be the next step for this problem?

- A. If 7 days has passed, since the Problem was closed, it cannot be re-opened
- B. Problem Manager clicks Re-Analyze on the Problem record
- C. Problem Assignee clicks Re-Open on the Problem record
- D. Administrator clicks Re-Open on the Problem Record

**Answer:** B

#### NEW QUESTION 13

Your customer wants to add a notification to the Change - Emergency - Authorize Flow. What is the first thing you would do to meet this requirement?

- A. Create a backup of the baseline Change - Emergency - Authorize Flow, and eat the baseline flow
- B. Unpublish the baseline Change - Emergency -Authorize flow
- C. Deactivate the baseline Change - Emergency - Authorize flow
- D. Create a copy of the baseline Change - Emergency -Authorize Flow, and then edit the new copy

**Answer:** D

#### NEW QUESTION 16

Where should an admin go to view all of the search queries entered by users in the knowledge search?

- A. [KD\_feedback] table
- B. [kb\_view] table
- C. Knowledge queries application
- D. Search logs application

**Answer:** C

#### NEW QUESTION 20

Which record type would you use for a View Company Policies link that would redirect to a Knowledge Article?

- A. Content Item

- B. Record Producer
- C. Knowledge Item
- D. Order Guide
- E. Catalog Item

**Answer:** A

#### NEW QUESTION 25

Which role would give you access to the CI Class Manager?

- A. ecmdb\_admin Most Voted
- B. ecmdb
- C. class\_manager
- D. sn\_class\_manager

**Answer:** A

#### NEW QUESTION 26

What should you use to capture data in a grid layout on a catalog item?

- A. Cascade variable
- B. Multi-row variable set
- C. Grid variable
- D. Enable set

**Answer:** B

#### NEW QUESTION 27

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.

What Now Create assets do you recommend they review, to prepare? (Choose two.)

- A. Service Catalog and Request Mgmt - Workshop Preparation Guide
- B. Service Catalog and Request Mgmt - Process Guide
- C. IT Service Management - Typical Challenges and Remediation
- D. ITSM - Business Outcomes and Corresponding KPIs

**Answer:** AB

#### NEW QUESTION 29

The Major Incident Management (MIM) application is linked to the Incident management process, but the records have an additional set of States. What are these MI States?

- A. Proposed, Accepted, Rejected, Cancelled
- B. Proposed, Accepted, Rejected, Reopened
- C. Proposed, Received, eCAB Convened, Closed
- D. New, Work in progress, Escalated, Communicated

**Answer:** A

#### NEW QUESTION 34

A new problem manager wants a high level view of the activities in problem management. What module do you recommend?

- A. Problem > Dashboard
- B. Problem > Overview
- C. Problem > Process Health Dashboard
- D. Problem > Homepage
- E. ITIL Manager > Homepage

**Answer:** B

#### NEW QUESTION 36

Your customer wants a catalog to contain two items:

- \* 1. A request with 1 approval and 2 fulfillment tasks
- \* 2. A link to a knowledge article

What type of item would you use to satisfy the requirement for the Construction request?

- A. Catalog Item Most Voted
- B. Content Item
- C. Record Producer
- D. Order Guide

**Answer:** A

#### NEW QUESTION 37

On the Release record, what are the available options on the Release phase list?

- A. Requirement Gathering, Design, Build, Roll-out, Unit Testing, User Acceptance, Pilot
- B. Scoping, Design, Develop, Deployment, Unit Testing, Integration, Pilot
- C. Analyze, Design, Development, Build, Roll-out, QA, User Acceptance
- D. Requirement Gathering, Design, Development, Build, Deployment, QA, User Acceptance

**Answer:** D

#### **NEW QUESTION 38**

In what table are Change records stored?

- A. Change [change\_task]
- B. Change Request [rfc]
- C. Change Request [change\_request]
- D. Change [change]
- E. Change [task\_change]

**Answer:** C

#### **NEW QUESTION 42**

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