

ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



NEW QUESTION 1

From a data model perspective which Table is the base class for the configuration management database?

- A. Base Item [cmdb_base_item]
- B. Configuration Item [cmdb_ci]
- C. Base Configuration Item (cmdb)
- D. Asset (asset)

Answer: C

NEW QUESTION 2

Prior to Quebec, when you click Change > Create New, which page is displayed?

- A. Change Landing Page
- B. Change Form
- C. Change Catalog
- D. Change Wizard
- E. Change Interceptor

Answer: E

NEW QUESTION 3

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 4

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

- A. itil
- B. task_worker
- C. sc_fulfiller
- D. catalog_fulfiller
- E. fulfiller

Answer: A

NEW QUESTION 5

What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, and consistent source of data is provided?

- A. Service portfolio management
- B. Catalog item management
- C. Service mapping
- D. Service catalog management

Answer: D

NEW QUESTION 6

Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

- A. Application Menus
- B. Reports
- C. CI Class Manager
- D. Dependency View

Answer: C

NEW QUESTION 7

Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services. What should you do to satisfy this requirement?

- A. Add a new Policy Input to the Normal Change Approval Policy
- B. Add a new Decision to the Normal Change Approval Policy
- C. Add a new Change Approval Policy
- D. Add a new Decision to the Normal Change Workflow

Answer: B

NEW QUESTION 8

What are key relationships between Change and Release Management? (Choose three.)

- A. Release management application is required, to use the Change management application
- B. Change includes planning and approvals; Release includes building, testing and execution of changes
- C. A Release can contain one or more Changes
- D. A Change can contain one or more Releases
- E. Change management provides governance, which includes Release management

Answer: BCE

NEW QUESTION 9

Which field from the configuration item will automatically populate in the Assignment group field of a problem record?

- A. Change group
- B. Support group
- C. Managed
- D. Approval group

Answer: B

NEW QUESTION 10

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 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 11

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

- A. Edit in Catalog Builder
- B. Edit in Item Designer
- C. Edit in Catalog Item Designer
- D. Edit in Form Designer

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder.html>

NEW QUESTION 14

What is an example of a good use case for an Order Guide?

- A. Order a set of Dishes
- B. Order a Custom Automobile
- C. Order a Technical Consultation
- D. Order a Couch
- E. Order a case of Laundry Soap

Answer: A

NEW QUESTION 16

Released in Quebec, what tool enables the creation of templates for Catalog Items?

- A. Template Builder
- B. Template Management
- C. Catalog Wizard
- D. Catalog Builder
- E. Catalog Template Library

Answer: D

NEW QUESTION 18

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

- A. % Successful Changes
- B. Count of Completed Changes per Month, by Change Type
- C. % Unauthorized Changes
- D. Count of Completed Changes per Month, by Category

Answer: AC

NEW QUESTION 20

Which of the following cannot be defined or set through a Catalog UI Policy?

- A. Apply a requirement to all form views
- B. Setting a variable to mandatory
- C. Reverse UI Policy if conditions are false
- D. Setting a variable to read-only

Answer: A

NEW QUESTION 24

What are the different ways a user can provide feedback on a knowledge article? Choose 4 answers

- A. Helpful?
- B. 10 Star scale
- C. Comment on Article
- D. Pin Article
- E. 5 Star scale
- F. Flag Article

Answer: CDEF

NEW QUESTION 25

What are the components of a Flow Action?

- A. Processes, Subprocess and Action Steps
- B. Indexes, Processes and Outputs
- C. Inputs Action Steps and Outputs
- D. Inputs Processes, Subprocesses and Outputs

Answer: C

NEW QUESTION 27

On a request form, the requester needs to indicate when they need to receive the item. What Variable type would you use for this information?

- A. Duration
- B. Due Date
- C. Date Picker
- D. Date

Answer: C

NEW QUESTION 30

Your customer wants to give secure access to business users to view problem records and reports for the products they support. When you install the ITSM roles plugin, what additional problem role is installed to support this requirement?

- A. sn_business_user
- B. sn_problem_read
- C. sn_service_owner
- D. sn_problem_write
- E. sn_problem_business_user

Answer: B

NEW QUESTION 35

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

Answer: AD

NEW QUESTION 39

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 43

When using the Email Client, what is the difference between an Email Template and a Quick Message?

- A. Email Templates are like forms that can be sent to the caller for completion; Quick Messages are primarily used by the Chat Bot
- B. Email Template is defined and automatically applied when the email form launches; Quick Messages are defined and then can be manually applied by the user
- C. Email Templates are included with ITSM; Quick Messages are new with Machine Learning
- D. Email templates are defined by users with admin role; Quick Messages are defined by users with quick_message_admin role

Answer: B

NEW QUESTION 48

Which type of catalog item may be found in a Service Catalog?

- A. Categories
- B. Content Items
- C. Requested Items
- D. Execution Plans

Answer: B

NEW QUESTION 49

Your customer wants to use Incident Tasks on Incident Records But for efficiency reasons they want to automatically close all Incident Tasks when the parent Incident is closed or canceled. How could you meet this requirement?
Choose 2 answers

- A. On Incident Properties, for Close Open Incident Tasks when Incident is closed or canceled, select Yes
- B. Enable system property com.snc.incident.mcidenttask closure
- C. Edit system property com.snc.incident.autoclose basedon resolved_at
- D. On Incident Properties, for Autoclose Incident Tasks, select Yes

Answer: CD

NEW QUESTION 51

In the Quebec release of Change management, what new architectural features were added?

- A. Catalog builder and Change Designer
- B. Change Flows, Change Designer and Change Approval Matrix
- C. Change Models, Change Flows and State Transition Models
- D. Change PIR Assessments, Change Designer and Change Approval Policies

Answer: C

NEW QUESTION 56

When a Service Desk again shares a "How to" item with a customer what type of record is being shared?

- A. Knowledge article
- B. Content object
- C. How to document
- D. Information item

Answer: A

NEW QUESTION 61

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 64

A new Problem Coordinator accidentally created several problem investigations that need to be deleted.

What role is required to delete a problem record?

- A. problem_admin
- B. problem_coordinator
- C. so_problem_delete
- D. RH_manager
- E. problem_manager

Answer: A

NEW QUESTION 67

On an incident record, where are the fields that appear on the caller lookup select box defined?

- A. The ref_contributions attribute on the caller lookup form
- B. The ref_ac_column attribute from the dictionary entry
- C. The Caller lookup field on the [user] table
- D. The form design of the caller lookup form

Answer: B

NEW QUESTION 70

On a Normal Change Model what are some examples of the Model State Transitions that are defined for the Authorize state?

- A. Authorize to Draft
- B. Authorize to Assess
- C. Authorize to Review
- D. Authorize to Implement, Authorize to Assess, Authorize to Review
- E. Authorize to Canceled, Authorize to New, Authorize to Scheduled
- F. Authorize to Scheduled Authorize to Closed, Authorize to New

Answer: C

NEW QUESTION 72

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 73

The ability to authorize requests is enabled using a role which requires a user license. What is this role?

- A. sn_approval_write
- B. sc_approver
- C. approver
- D. approver_user

Answer: D

NEW QUESTION 74

Your customer wants incidents to close automatically 7 days after the incident is resolved. How do you meet this requirement? (Choose two.)

- A. Modify the Incident Lifecycle flow to trigger from the Resolved date instead of the Updated date Most Voted
- B. Update the incident_close UI action script
- C. From the Incident Properties application, set Enable auto closure of incidents based on Resolution date to Yes Most Voted
- D. Modify the Incident Lifecycle flow to expire after 7 days

Answer: AD

NEW QUESTION 75

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