

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### NEW QUESTION 1

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 2

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 3

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 4

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 5

What would you use to define a common grouping of configuration items such as all web servers in Miami?

- A. CI class
- B. Dependent group
- C. CSDM component group
- D. Dynamic CI group

**Answer:** D

#### NEW QUESTION 6

Users with which role can Communicate a workaround or fix? (Choose two.)

- A. itil\_admin
- B. problem\_coordinator
- C. problem\_task\_analyst
- D. problem\_admin

**Answer:** BD

#### NEW QUESTION 7

In the life of a Problem record there are opportunities to click the Re-Analyze button and move backwards in the lifecycle. When you click the Re-Analyze button, what state Is set on the problem record?

- A. Assess
- B. Root Cause Analysis
- C. Fix in Progress
- D. Draft

**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 of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Trigger conditions
- D. Anonymize responses

**Answer:** BD

#### NEW QUESTION 10

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 15

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 edit 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

Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

- Default
- Major incidents
- Self Service
- Mobile

What are these UI layouts called in the Now Platform?

- A. Form Layouts
- B. Workspaces
- C. Forms
- D. Form Designs
- E. Views

**Answer:** E

#### NEW QUESTION 21

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 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 29**

Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee.

What feature would you use to meet this requirement?

- A. State Model
- B. Workflow Dashboard
- C. Action Modeler
- D. Task Creator
- E. Flow Designer

**Answer:** E

**NEW QUESTION 34**

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 36**

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 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 41**

What are key relationships between Change and Release Management? Choose 3 answers

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

**Answer:** CDE

**NEW QUESTION 43**

If the Assignment group is empty on an incident record what happens when an agent that is a member of multiple user groups clicks the Assign to the UI action?

- A. The agent is prompted to select the Assignment group
- B. An error is displayed indicating the agent must manually assign the incident
- C. The Assignment group field will not populate
- D. The Assignment group field automatically populates with the agent's primary group

**Answer:** A

#### NEW QUESTION 48

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 53

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

- A. Ne
- B. Work: in progress Escalated Communicated
- C. Propose
- D. Accepted Rejected Cancelled
- E. Proposed Received eCAB Convened Closed
- F. Proposed Accepted Reacted Reopened

**Answer:** B

#### NEW QUESTION 56

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 59

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 63

Which property on an order guide will pass variables from one item to another item with equivalent variables?

- A. Cascade Variables
- B. Share Variables
- C. Waterfall Variables
- D. Mirror Variables

**Answer:** A

#### NEW QUESTION 65

Where are the technical approvals defined, that are executed in the Change - Normal - Assess flow?

- A. Change Assess Approval Subflow
- B. Change Approval Policy
- C. Change Approval Subflow
- D. Change Approval Matrix

**Answer:** A

#### NEW QUESTION 68

When building out a service catalog categorizing items helps users navigate and search in the catalog. Which roles would allow you to create and maintain categories?

Choose 3 answers

- A. catalog\_manager
- B. itil\_admin
- C. catalog\_builder\_editor
- D. catalog\_editor
- E. catalog\_admin

**Answer:** ADE

#### NEW QUESTION 72

Your customer is a data center. They have a construction department that builds out spaces for new customers. The customer account representatives are responsible for initiating the construction requests. The guidelines are extensive for how to complete the construction request documentation.

Your customer wants the catalog to contain two items:

- \* 1. Construction request
- \* 2. Getting Started with Construction Requests

The Getting Started Item should contain a link to a Knowledge Article.

What type of item would you use to satisfy the requirement for the Getting Started Item?

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

**Answer:** C

#### NEW QUESTION 74

In release management what controls the movement of the state from Scoping to Awaiting Approval?

- A. Flow
- B. State model
- C. Manual state selection
- D. Workflow

**Answer:** D

#### NEW QUESTION 75

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

- A. Too many options may confuse users and increase mis-categorization
- B. Choices have no additional metadata to drive process
- C. It is difficult to implement
- D. It is not part of the baseline instance

**Answer:** AB

#### NEW QUESTION 76

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 81

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

- A. Authorize to Draf
- B. Authorize to Asses
- C. Authorize to Review
- D. Authorize to Implement, Authorize to Assess, Authorize \*o 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 85

What functionality can be used to define the sequence of activities that should be taken to complete catalog items?

Choose 2 answers

- A. Workflow
- B. Activity Map
- C. Flow
- D. State Transitions

**Answer:** AC

**NEW QUESTION 89**

What actions can a user with the itil\_admin role take in support of Change Management? (Choose three.)

- A. Manage Risk Assessments
- B. Delete CAB Definition
- C. Manage Risk Conditions
- D. Delete Change
- E. Create and manage Approval Policies

**Answer:** ACD

**NEW QUESTION 91**

When defining SLAs for the service catalog at what level is the SLA typically defined?

- A. Catalog Task
- B. Requested Item
- C. Request
- D. Service Catalog

**Answer:** B

**NEW QUESTION 96**

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 97**

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 101**

In the baseline Change - Normal model how can Change Tasks be added? (Choose two.)

- A. Automatically via the Change - Implementation subflow
- B. Manually by the user during New, Assess, and Authorized states
- C. Automatically depending on the category selected on the Change Request
- D. Manually by the user during all states, except Closed or Canceled

**Answer:** AD

**NEW QUESTION 104**

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 105**

A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?



- A. Build report on SC Task table, Group by Variables for Computer > Extra memory
- B. Build report on Requested Item table, Group by Variables for Computer > Extra memory
- C. Build report on Task table, Group by Variables for Computer > Extra memory
- D. Build report on Request table, Group by Variables for Computer > Extra memory
- E. Build report on Catalog Item table, Group by Variables for Computer > Extra memory

**Answer:** B

**NEW QUESTION 107**

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 109**

.....



## Thank You for Trying Our Product

### We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### CIS-ITSM Practice Exam Features:

- \* CIS-ITSM Questions and Answers Updated Frequently
- \* CIS-ITSM Practice Questions Verified by Expert Senior Certified Staff
- \* CIS-ITSM Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* CIS-ITSM Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The CIS-ITSM Practice Test Here](#)**