ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management

NEW QUESTION 1
What is KCS (Knowledge Centered Services)?

A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
B. A documented methodology to provide a set of best practices for creating and maintaining knowledge
C. A dashboard with specific visualization of the different knowledge bases and categories
D. An application that helps agents and managers to create cases from Knowledge articles

Answer: B

NEW QUESTION 2
A customer wants to add a new Catalog Item to the Service Catalog. What process would be used to ensure the new item is authorized?

A. Fulfillment Management
B. Release Management
C. Configuration Management
D. Change Management
E. Catalog Management

Answer: D

NEW QUESTION 3
When using the baseline business rule, Populate Assignment Group based on CI/SO, what behavior would you expect on an Incident form? (Choose two.)

A. If selected CI does not have an Owner group, write the Support group from the Service Offering to the Assignment group field
B. If selected CI has a Support group, write that group to the Assignment group field
C. If selected CI has an Owner group, write that group to the Assignment group field
D. If selected CI does not have a Support group, write the Support group from the Service Offering to the Assignment group field

Answer: BD

NEW QUESTION 4
You have just released a new Change Model to the testers. Testers report they can see the old change models but cannot see the new change model on the change landing page. What could cause this?

A. Workflow has not been published
B. Testers need itil role to see me change models
C. New change models are only visible to Change Managers
D. New change model needs Active lo be set to True

Answer: C

NEW QUESTION 5
What module do you use to change the setting for the time between incident Resolution and Closure?

A. Resolution Properties
B. ITSM Properties
C. Incident Properties
D. System Settings
E. incident Settings

Answer: C

NEW QUESTION 6
What are the components of a Flow Action?

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

Answer: C

NEW QUESTION 7
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 8
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 9
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 10
How is granular read and write access for a specific change model defined?

A. Setting Advanced Security to true and applying user criteria
B. Configuring ACL's on the Create New landing page
C. Change properties
D. Configuring ACL's on the chge_model table

Answer: A

NEW QUESTION 10
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 15
Your customer wants to change the way Priority on Problem records is calculated based on Impact and Urgency.
Which module should you use to locate and update the Priority Problem Lookup record?

A. Priority Matrix
B. Choice Lists
C. Data Lookup Definitions
D. Priority Rule Definitions

Answer: C

NEW QUESTION 19
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 22
Your customer wants Problem records to be assigned automatically to the Support group associated with the CI on the problem record.
Which business rule already satisfies this requirement?

A. Populate Assignment Group based on CI/SO
B. Populate Assignment Group based on CI Support Group
C. Problem Assignment Group based on CI Support Group
D. ITSM Best Practice Group Assignment

Answer: A

NEW QUESTION 24
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 26
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 30
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 34
ServiceNow contains a resource with information about all services. It is used to support the sale and delivery of services to employees and customers. It includes information about deliverables, options, prices, delivery and performance targets.
What is this resource called?

A. Service Portal
B. Service Dashboard
C. Service Map
D. Service One Stop Shop
E. Service Catalog

Answer: E

NEW QUESTION 38
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 42
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.mcidentjask 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 45
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 49
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 53
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 55
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 57
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 60
On an incident record, where are the fields fiat 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 61
What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

A. Publish Workaround
B. Document a Known error
C. Complete Investigation
D. Complete RCA
E. Document Five Whys

Answer: A

NEW QUESTION 65
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 68
On a Normal Change Model what are some examples of the Model Stale 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 69
Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

A. Processes
B. Flows
C. Procedures
D. Actions
E. Scripts

Answer: B

NEW QUESTION 71
What tools are available to the assignee to help resolve an incident? Choose 2 answers

A. Knowledge Articles
B. Known Errors
C. Class Manager
D. Enterprise CMDB Dashboard
E. Incident Overview Dashboard

Answer: CE

NEW QUESTION 73
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 76
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 80
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 84
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 88
What are two effective measures of performance for the Problem Management process? Choose 2 answers

A. Number of Problem that have Breached SLAs
B. Average Problem Resolution Time
C. Percentage of Problem Resolution within SLA by Category
D. Problems older than 30 days by Priority and State

Answer: BD

NEW QUESTION 93
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 97
You have just upgraded your instance and have not migrated to multimodal change. Using the default settings, when you click on Change > Create new, what page displays?

A. Change Interceptor
B. Change Form
C. Change Landing Page
D. Change Overview

Answer: A

NEW QUESTION 99
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 100
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 102
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 104
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