

ServiceNow

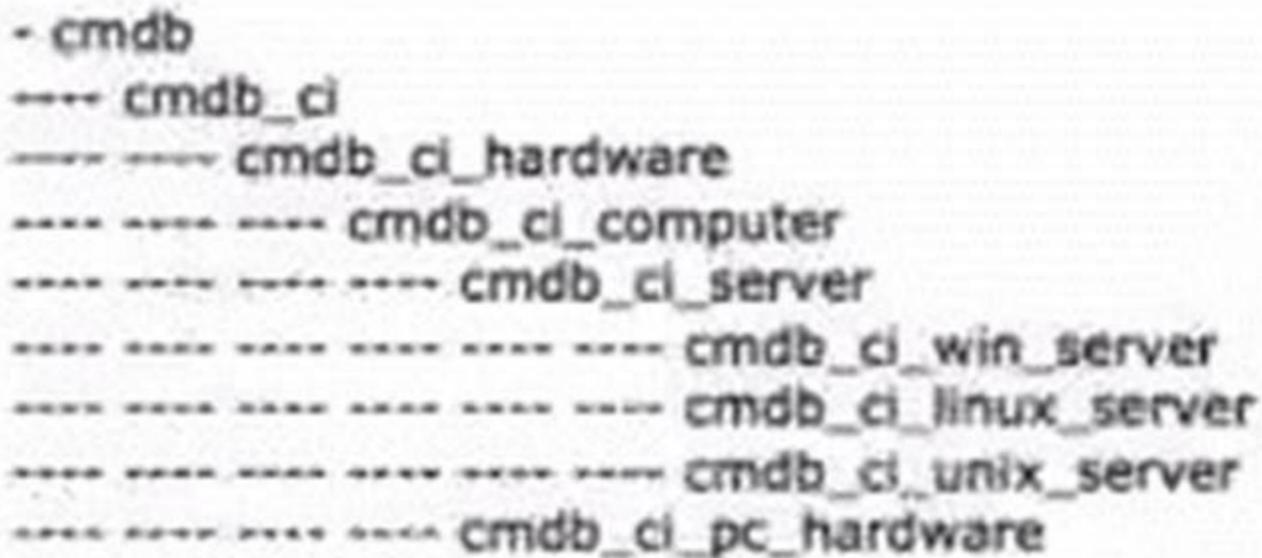
Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



NEW QUESTION 1

Given the class structure shown below which types of CIs will be included in a report run against the cmdb_ci_computer table?



- A. CIs defined directly in cmdb_ci_computer and all parent classes
- B. Just CIs defined directly in cmdb_ci_computer
- C. CIs defined directly in cmdb_ci_computer and all child classes

Answer: C

NEW QUESTION 2

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 the Normal Change model is Low Risk and is moved to the Assess state

Answer: A

NEW QUESTION 3

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 are recommended in the ITIL framework for problem management
- B. SLAs are 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

NEW QUESTION 4

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

- A. New case is created from the message
- B. New incident created from the message
- C. New interaction is created from the message
- D. Email is rejected and auto-reply sent to sender

Answer: B

NEW QUESTION 5

Your customer wants to limit the users who are able to see internal Network requests, to members of the Network department. Which roles would enable you to make these required changes? Choose 2 answers

- A. catalog_manager
- B. catalog_admin
- C. user_criteria_admin
- D. catalog_editor

Answer: BC

NEW QUESTION 6

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 7

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 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

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 12

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 15

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 18

FILL IN THE BLANK

Your implementation has some legacy change types with workflows, and also some new change models. What option for Change Create New will support your scenario?

A Change Landing Page

- A. Change Overview
- B. Change Interceptor
- C. Change Catalog

Answer: D

NEW QUESTION 23

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

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 28

Which of the following elements are automatically included in the name of the update set for items published via Catalog Builder?

Choose 2 answers

- A. timestamp
- B. item author
- C. variables
- D. catalog(s)
- E. item name

Answer: DE

NEW QUESTION 32

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 35

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 40

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 43

The current status of a problem record is tracked in the State field. Each state has a label, value and constant. This example is for Fix in Progress state: Your customer wants to add a prerequisite for moving out of the Fix in Progress state. When you update the script include which value is better to use in the script?

- A. 104
- B. "Fix in Progress"
- C. ProblemState.STATES.FIX_IN_PROGRESS
- D. 104.ProblemState.STATES.FIX_IN_PROGRESS

Answer: C

NEW QUESTION 48

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: m progress Escalated Communicated
- C. Propose
- D. Accepted Rejected Cancelled
- E. Proposed Received eCAB Convened Closed
- F. Proposed Accepted Reacted Reopened

Answer: B

NEW QUESTION 50

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 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 56

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 60

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 64

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 67

How is the Resource Management application activated?

- A. Installed with PPM Standard plugin
- B. Installed as part of Release Management plugin
- C. Installed as part of adding users
- D. Installed automatically as part of new system

Answer: A

NEW QUESTION 68

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 71

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