Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management

https://www.2passeasy.com/dumps/CIS-ITSM/

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
When configuring stages in Flow Designer, what are some of the options that can be done? (Choose two.)

A. Stage labels and names can be changed
B. States for the requested item records can be renamed
C. Define a Service Level Agreement for a stage
D. Estimated durations can be set

Answer: AD

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
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 GIs defined directly in cmdb_cl_computer
C. CIs defined directly in cmdb_ci_compulet and all child classes

Answer: C

NEW QUESTION 5
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 6
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 7
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

NEW QUESTION 8
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 9
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 10
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 10
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 15
Your customer wants to limit the users who ate 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 19
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 24
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 28
Which baseline Change Flow automatically generates a Change task, for Post Implementation Review?

A. Change - Emergency - Review
B. Change - Emergency - Authorize
C. Change - P1 - Review
D. Change - Major Incident - Authorize
E. Change - Emergency - PIRQUESTION NO:

Answer: A

NEW QUESTION 31
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 35
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 39
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 43
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 44
When a user submits a service request from a catalog what actions are triggered based on the flow definition?
Choose 3 answers

A. Approvals

B. Notifications
C. Tasks
D. Action Specs
E. Access Controls

Answer: ABC

NEW QUESTION 48
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 49
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 Ul layouts called in the Now Platform?

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

Answer: D

NEW QUESTION 54
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 55
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 59
What are the components of a Flow Action?

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

Answer: C

NEW QUESTION 64
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 68
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 69
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 73
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 76
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 79
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 81
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 85
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 88
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 90
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 93
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 96
When you activate the ITSM Roles plugin what additional granular roles are created for the Incident application?
Choose 2 answers

A. sn_incident_write
B. sn_incident_insert
C. sn_incident_update
D. sn_incident_read

Answer: BC

NEW QUESTION 99
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 101
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 104
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 109
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 112
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 117
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 121
Where can a change manager define the interval frequency for unauthorized change detection?

A. The ci.change.unplanned business rule
B. Event Processing Properties module
C. Unauthorized Change Properties module
D. Unauthorized change flow

Answer: C

NEW QUESTION 126
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 127
By default, when using Inbound actions, what happens if an email is received which has an Incident watermark?

A. Incident SLA clock is un-paused
B. Incident record is updated, per the action's script Most Voted
C. Auto-reply sent to sender, recommending they use Portal chat
D. Incident record is re-set to state = attention required

Answer: B

NEW QUESTION 128
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 132
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 137
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