

ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



NEW QUESTION 1

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 2

A new problem manager wants to know how to create reports for monitoring problem management activities. What do you recommend they do before creating new reports?

- A. Submit a request for the sn_report_creator role
- B. Submit a New Report Request via the service catalog
- C. Take the Performance Analytics fundamentals course
- D. Turn on data collection jobs
- E. Go to Reports > View/Run > AI
- F. then search for Problem reports

Answer: E

NEW QUESTION 3

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 4

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 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

Inside a change flow, you can automate a task with a sequence of related steps, like looking up a record, creating a record, or applying a policy. What is this component of the flow called?

- A. Flow Actions
- B. Flow Activities
- C. Flow Steps
- D. Action Pills
- E. Flow Tasks

Answer: A

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

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 to be set to True

Answer: C

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 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 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 15

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 16

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 20

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 eat 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 22

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B

NEW QUESTION 26

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 29

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 30

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 34

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 37

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 resting and execution of changes

Answer: CDE

NEW QUESTION 39

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 44

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 47

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 49

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 54

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 56

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 61

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 63

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 64

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 67

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 70

Your client indicates they would like a way to designate VIP callers on an incident form. How would you accomplish this?

- A. VIP Flag reference decorator
- B. VIP flag dictionary entry
- C. VIP Flag field style
- D. VIP Flag action script

Answer: C

NEW QUESTION 71

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 72

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 77

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 81

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