ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management

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


```
- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware
```

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 4
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 5
How are Features related to Products and Releases?

A. Products have associated features, which are organized into releases
B. Products use features to define release types
C. Features are included in releases, not associated with products
D. Emergency releases can include products and features

Answer: A

NEW QUESTION 6
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 7
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 8
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 9
Incidents are stored what table?

A. Incident [incident]
B. Incident [sn_task_incident]
C. Incident [sn_incident]
D. Incident [task_incident]

Answer: B

NEW QUESTION 10
Where are the timeframe conditions for sending an SLA breach warning notification defined?

A. SLA definition record
B. Default SLA flow
C. SLA Properties application
D. SLA trigger conditions

Answer: B

NEW QUESTION 10
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 15
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 20
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
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 29
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 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 39
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 42
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 46
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 51
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 54
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 58
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 63
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 65
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 70
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 74
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 75
What are some good practices for guiding your customers' use of Notifications? Choose 3 answers

A. When possible, maximize the quality or email updates to customers
B. Use incident itil role template as the master template to build all other ITSM templates
C. Get input from Marketing department, regarding format of customer/caller facing notifications
D. Make sure Notification requirements and test plans are in the project scope from the start
E. Use templates to ensure consistency and ease of configuration

Answer: BCD

NEW QUESTION 76
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 81
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