

# 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?

```
- 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 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 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 3

A tester has submitted a bug report because at no point in the Problem lifecycle, does the Create Known Error article link appear under Related Links. Also, they notice there is no Known Error knowledge base in the Instance. What might be the cause of this?

- A. The Problem Management Best Practice - Madrid - Knowledge integration plugin has not been activated
- B. Tester is not impersonating Problem Coordinator
- C. The customer did not pay the bill for Knowledge management
- D. The sn\_known\_error\_write role is required to see the Create Known Error article link
- E. The requirement was not in the stories

**Answer: A**

#### NEW QUESTION 4

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 5

Your customer would like to add a field to the Something is Broken record producer form. Which formatter would you use to add the field?

- A. Form Designer
- B. VEditor
- C. Variable Designer
- D. Record Producer Form Designer
- E. Default Variables Editor

**Answer: D**

#### NEW QUESTION 6

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 7

Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services. What should you do to satisfy this requirement?

- A. Add a new Policy Input to the Normal Change Approval Policy
- B. Add a new Decision to the Normal Change Approval Policy
- C. Add a new Change Approval Policy
- D. Add a new Decision to the Normal Change Workflow

**Answer:** B

#### NEW QUESTION 8

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 9

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

**Answer:** D

#### NEW QUESTION 10

Incidents are stored in what table?

- A. Incident [incident]
- B. Incident [sn\_task\_incident]
- C. Incident [sn\_incident]
- D. Incident [task\_incident]

**Answer:** B

#### NEW QUESTION 12

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 13**

What are key relationships between Change and Problem records? Choose 2 answers

- A. A Problem must be associated with a Change, before it can be closed
- B. Changes which cause incidents should have an associated Problem
- C. A Change can cause a Problem
- D. Problem can be solved by a Change

**Answer:** CD

**NEW QUESTION 16**

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 19**

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 23**

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

**Answer:** AD

**NEW QUESTION 28**

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 31**

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 32**

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 36**

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 40**

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 45**

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 48**

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 49**

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 52**

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