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
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
Prior to Quebec, when you click Change > Create New, which page is displayed?

A. Change Landing Page
B. Change Form
C. Change Catalog
D. Change Wizard
E. Change Interceptor

Answer: E

NEW QUESTION 4
A new problem manager wants to know how in 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 5
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 m the stories

Answer: A

NEW QUESTION 6
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 7
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 8
What would you use to create Incident records based on email sent by users or systems?

A. Transform Map
B. Record Producer
C. Inbound Flow Action
D. Data Collection Job

Answer: C

NEW QUESTION 9
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 10
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 10
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 15
Users with which role can Communicate a workaround or fix? (Choose two.)

A. itil_admin
B. problem_coordinator
C. problem_task_analyst
D. problem_admin

Answer: BD

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
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 29
Your customer has an external system, which is used to perform changes. Your customer
wants to capture these changes in your instance for reporting and CMDB maintenance purposes. What baseline Change Model supports this scenario?

A. Automated Changes
B. Cloud Infrastructure
C. Unauthorized Changes
D. Change Registration
E. Retroactive Changes

Answer: D

NEW QUESTION 32
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 36
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 39
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 49
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 50
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 52
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 53
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
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 58
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 62
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 63
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 68
Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding

incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee.
What feature would you use to meet this requirement?

A. State Model
B. Workflow Dashboard
C. Action Modeler
D. Task Creator
E. Flow Designer

Answer: E

NEW QUESTION 71
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 72
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 76
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 77
Which role would give you access to the CI Class Manager?

A. ecmdb_admin Most Voted
B. ecmdb
C. class_manager
D. sn_class_manager

Answer: A

NEW QUESTION 78
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 80
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 84
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 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 94
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 99
On an incident record, where are the fields fiat appear on the caller lookup select box defined?

A. The ref_contributions attribute on the caller lookup form
B. The ref_ac_column attribute from the dictionary entry
C. The Caller lookup field on the [user] table
D. The form design of the caller lookup form

Answer: B

NEW QUESTION 103
Your customer has a catalog item for Request VPN. They would like to adjust the cart layout for only the VPN item, so the Quantity field is not displayed. How would you meet this requirement?

A. On the Cart Layout, Columns tab, unselect Quantity column
B. On the Catalog Item, Columns tab, unselect Quantity column
C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity Most Voted
D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity
E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Answer: C

NEW QUESTION 105
On a Normal Change Model what are some examples of the Model Stale Transitions that are defined for the Authorize state?

A. Authorize to Draf
B. Authorize to Asses

C. Authorize to Review
D. Authorize to Implement, Authorize to Assess, Authorize *o Review
E. Authorize to Canceled, Authorize to New, Authorize to Scheduled
F. Authorize to Scheduled Authorize to Closed, Authorize to New

Answer: C

NEW QUESTION 109
What tools are available to the assignee to help resolve an incident? Choose 2 answers

A. Knowledge Articles
B. Known Errors
C. Class Manager
D. Enterprise CMDB Dashboard
E. Incident Overview Dashboard

Answer: CE

NEW QUESTION 112
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 115
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 120
What are two effective measures of performance for the Problem Management process? Choose 2 answers

A. Number of Problem that have Breached SLAs
B. Average Problem Resolution Time
C. Percentage of Problem Resolution within SLA by Category
D. Problems older than 30 days by Priority and State

Answer: BD

NEW QUESTION 124
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 129
Why don't Problem records automatically move from Resolved to Closed after the fix is implemented.

A. It is designed to follow the ITIL4 standard
B. There is a scheduled job that automatically moves Resolved problems to Closed after 7 days
C. It is good practice to monitor fixes implemented, to ensure the underlying issues are resolved, before closing a problem record
D. There is no Closed stat
E. Problem records are moved to Completed

Answer: C

NEW QUESTION 131
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