

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

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 3

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 4

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: DE

NEW QUESTION 5

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 6

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 7

Your customer wants to limit the users who are 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 8

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 9

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 10

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 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 13

What are the different ways a user can provide feedback on a knowledge article? Choose 4 answers

- A. Helpful?
- B. 10 Star scale
- C. Comment on Article
- D. Pin Article
- E. 5 Star scale
- F. Flag Article

Answer: CDEF

NEW QUESTION 18

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 22

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 25

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 27

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 31

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 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

On a Normal Change Model what are some examples of the Model State Transitions that are defined for the Authorize state?

- A. Authorize to Draft
- B. Authorize to Assess
- C. Authorize to Review
- D. Authorize to Implement, Authorize to Assess, Authorize to Review
- E. Authorize to Cancelled, Authorize to New, Authorize to Scheduled
- F. Authorize to Scheduled Authorize to Closed, Authorize to New

Answer: C

NEW QUESTION 45

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 47

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

In the baseline Change - Normal model how can Change Tasks be added? (Choose two.)

- A. Automatically via the Change - Implementation subflow
- B. Manually by the user during New, Assess, and Authorized states
- C. Automatically depending on the category selected on the Change Request
- D. Manually by the user during all states, except Closed or Canceled

Answer: AD

NEW QUESTION 53

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 55

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