CIS-ITSM Dumps

Certified Implementation Specialist - IT Service Management

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NEW QUESTION 1
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 2
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 3
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 die Normal Change model is Low Risk and is moved to the Assess state

Answer: A

NEW QUESTION 4
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 5
Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

A. Application Menus
B. Reports
C. CI Class Manager
D. Dependency View

Answer: C

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 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 8
When using Inbound Email Actions, what happens it 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 9
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
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 10
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 15
When using the baseline business rule, Populate Assignment Group based on CI/SO, what behavior would you expect on an Incident form? (Choose two.)

A. If selected CI does not have an Owner group, write the Support group from the Service Offering to the Assignment group field
B. If selected CI has a Support group, write that group to the Assignment group field
C. If selected CI has an Owner group, write that group to the Assignment group field
D. If selected CI does not have a Support group, write the Support group from the Service Offering to the Assignment group field

Answer: BD

NEW QUESTION 17
Which baseline Change Flow automatically generates a Change task, for Post Implementation Review?

A. Change - Emergency - Review
B. Change - Emergency - Authorize
C. Change - P1 - Review
D. Change - Major Incident - Authorize
E. Change - Emergency - PIRQUESTION NO:

Answer: A

NEW QUESTION 21
What are key relationships between Change and Release Management? (Choose three.)

A. Release management application is required, to use the Change management application
B. Change includes planning and approvals; Release includes building, testing and execution of changes
C. A Release can contain one or more Changes
D. A Change can contain one or more Releases
E. Change management provides governance, which includes Release management

Answer: BCE

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 Io be set to True

Answer: C

NEW QUESTION 29
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 33
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 35
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 38
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 41
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 47
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 48
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 51
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 54
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 57
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 63
Where should an admin go to view all of the search queries entered by users in the knowledge search?

A. [KD_feedback] table
B. [kb_view] table
C. Knowledge queries application
D. Search logs application

Answer: C

NEW QUESTION 67
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 72
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 77
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 81
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 84
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 85
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 88
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 91
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 93
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 94
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 96
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 101
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 106
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 110
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 115
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 117
In release management what controls the movement of the state from Scoping to Awaiting Approval?

A. Flow
B. State model
C. Manual state selection
D. Workflow

Answer: D

NEW QUESTION 118
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 120
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 123
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 127
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 129
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 131
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 135
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 139
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 141
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 146
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 151
In what table are Change records stored?

A. Change [change_task]
B. Change Request [rfc]
C. Change Request [change_request]
D. Change [change]
E. Change [task_change]

Answer: C

NEW QUESTION 155
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