

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### NEW QUESTION 1

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 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

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

- A. itil
- B. task\_worker
- C. sc\_fulfiller
- D. catalog\_fulfiller
- E. fulfiller

**Answer: A**

#### NEW QUESTION 4

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 5

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](https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html)

#### NEW QUESTION 6

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 7

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 8

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 9

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 10

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 the 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

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 14

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 16

Your customer wants to add a notification to the Change - Emergency - Authorize Flow. What is the first thing you would do to meet this requirement?

- A. Create a backup of the baseline Change - Emergency - Authorize Flow, and edit the baseline flow
- B. Unpublish the baseline Change - Emergency - Authorize flow
- C. Deactivate the baseline Change - Emergency - Authorize flow
- D. Create a copy of the baseline Change - Emergency - Authorize Flow, and then edit the new copy

**Answer:** D

#### NEW QUESTION 21

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

**Answer: B**

#### NEW QUESTION 24

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 29

Incident management includes limited functionality for what advanced reporting capability?

- A. Machine Learning Metrics
- B. Performance Analytics
- C. KPI Reports
- D. Analytics Dashboards

**Answer: B**

#### NEW QUESTION 32

What are the components of a Flow Action?

- A. Processes, Subprocess and Action Steps
- B. Indexes, Processes and Outputs
- C. Inputs Action Steps and Outputs
- D. Inputs Processes, Subprocesses and Outputs

**Answer: C**

#### NEW QUESTION 34

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 38

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 40

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 44

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 47**

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 48**

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 53**

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 54**

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 56**

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 60**

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 61**

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 65**

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 66**

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 71**

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