



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

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 3

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 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 the Normal Change model is Low Risk and is moved to the Assess state

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: DE

NEW QUESTION 6

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 7

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 8

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 9

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 10

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 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 14

How is granular read and write access for a specific change model defined?

- A. Setting Advanced Security to true and applying user criteria
- B. Configuring ACL's on the Create New landing page
- C. Change properties
- D. Configuring ACL's on the chge_model table

Answer: A

NEW QUESTION 19

What is an example of a good use case for an Order Guide?

- A. Order a set of Dishes
- B. Order a Custom Automobile
- C. Order a Technical Consultation
- D. Order a Couch
- E. Order a case of Laundry Soap

Answer: A

NEW QUESTION 22

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 23

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 28

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 32

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 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 35

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 39

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 40

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 43

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

A new Problem Coordinator accidentally created several problem investigations that need to be deleted. What role is required to delete a problem record?

- A. problem_admin
- B. problem_coordinator
- C. so_problem_delete
- D. RH_manager
- E. problem_manager

Answer: A

NEW QUESTION 51

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 55

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.

What Now Create assets do you recommend they review, to prepare? (Choose two.)

- A. Service Catalog and Request Mgmt - Workshop Preparation Guide
- B. Service Catalog and Request Mgmt - Process Guide
- C. IT Service Management - Typical Challenges and Remediation
- D. ITSM - Business Outcomes and Corresponding KPIs

Answer: AB

NEW QUESTION 58

On a Normal Change Model what are some examples of the Model State 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 59

What functionality can be used to define the sequence of activities that should be taken to complete catalog items? Choose 2 answers

- A. Workflow
- B. Activity Map
- C. Flow
- D. State Transitions

Answer: AC

NEW QUESTION 63

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 65

Your customer wants a catalog to contain two items:

- * 1. A request with 1 approval and 2 fulfillment tasks
- * 2. A link to a knowledge article

What type of item would you use to satisfy the requirement for the Construction request?

- A. Catalog Item Most Voted
- B. Content Item
- C. Record Producer
- D. Order Guide

Answer: A

NEW QUESTION 66

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 71

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 75

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