



## **ServiceNow**

### **Exam Questions CIS-ITSM**

Certified Implementation Specialist - IT Service Management

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#### 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

A new problem manager wants to know how to 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 4

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support. You have confirmed that:

The Network Support group record has the Group types: Incident and Change. The Network CAB group record has the Group type: Change. What could you do on the incident form, for the Assignment Group field, to resolve this issue?

- A. Add a UI action to hide the Network CAB group from the list
- B. Add a UI action to provide an error message if the Network CAB group is selected
- C. Add Dictionary Override to specify the Incident group Reference Qualifier
- D. Modify the choice list to include only the appropriate group types

**Answer: C**

#### NEW QUESTION 5

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 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

When using Inbound Email Actions, what happens if 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 8**

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 9**

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 10**

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 10**

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 14**

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 19**

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 20**

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 24

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 28

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 32

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 36

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 41

When using the Email Client, what is the difference between an Email Template and a Quick Message?

- A. Email Templates are like forms that can be sent to the caller for completion; Quick Messages are primarily used by the Chat Bot
- B. Email Template is defined and automatically applied when the email form launches; Quick Messages are defined and then can be manually applied by the user
- C. Email Templates are included with ITSM; Quick Messages are new with Machine Learning
- D. Email templates are defined by users with admin role; Quick Messages are defined by users with quick\_message\_admin role

**Answer:** B

#### NEW QUESTION 46

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 50

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 55

When a Service Desk again shares a "How to" item with a customer what type of record is being shared?

- A. Knowledge article
- B. Content object
- C. How to document
- D. Information item

**Answer:** A

#### NEW QUESTION 56

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 59

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 60

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 63

When you activate the ITSM Roles plugin what additional granular roles are created for the Incident application?

Choose 2 answers

- A. sn\_incident\_write
- B. sn\_incident\_insert
- C. sn\_incident\_update
- D. sn\_incident\_read

**Answer:** BC

#### NEW QUESTION 64

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 67

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 Canceled, Authorize to New, Authorize to Scheduled
- F. Authorize to Scheduled Authorize to Closed, Authorize to New

**Answer: C**

#### NEW QUESTION 70

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 74

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 79

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 82

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 84

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 86

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 91**

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 93**

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