

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### NEW QUESTION 1

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 > All
- F. then search for Problem reports

**Answer:** E

#### 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 are recommended in the ITIL framework for problem management
- B. SLAs are 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 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

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 6

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 7

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 8**

What baseline Change Flows support the baseline Normal Change model?

- A. Change - Normal - Assess- Change - Normal -Authorize- Change- Normal-Clos
- B. Change - Implementation tasks
- C. Change - Normal - New, Change - Normal -Assess, Change - Normal - Implement Change - Implementation tasks
- D. Change-Normal-Assess, Change-Normal-Authorize, Change- Normal - Implement Change - Implementation tasks
- E. Change - Normal - New Change - Normal - Review, Change - Normal - Clos
- F. Change - implementation tasks

**Answer:** C

#### **NEW QUESTION 9**

What module do you use to change the setting for the time between incident Resolution and Closure?

- A. Resolution Properties
- B. ITSM Properties
- C. Incident Properties
- D. System Settings
- E. incident Settings

**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 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 13**

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 15**

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 19**

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 24**

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 26**

What are key relationships between Change and Release Management? Choose 3 answers

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

**Answer:** CDE

**NEW QUESTION 27**

ServiceNow contains a resource with information about all services. It is used to support the sale and delivery of services to employees and customers. It includes information about deliverables, options, prices, delivery and performance targets.

What is this resource called?

- A. Service Portal
- B. Service Dashboard
- C. Service Map
- D. Service One Stop Shop
- E. Service Catalog

**Answer:** E

**NEW QUESTION 32**

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 35**

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 38

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 40

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 42

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 45

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 46

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 49

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 53

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 \*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 57**

The ability to authorize requests is enabled using a role which requires a user license. What is this role?

- A. sn\_approval\_write
- B. sc\_approver
- C. approver
- D. approver\_user

**Answer: D**

**NEW QUESTION 62**

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 65**

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 70**

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 75**

Your customer wants incidents to close automatically 7 days after the incident is resolved. How do you meet this requirement? (Choose two.)

- A. Modify the Incident Lifecycle flow to trigger from the Resolved date instead of the Updated date Most Voted
- B. Update the incident\_close UI action script
- C. From the Incident Properties application, set Enable auto closure of incidents based on Resolution date to Yes Most Voted
- D. Modify the Incident Lifecycle flow to expire after 7 days

**Answer: AD**

**NEW QUESTION 80**

.....

## **Thank You for Trying Our Product**

### **We offer two products:**

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### **CIS-ITSM Practice Exam Features:**

- \* CIS-ITSM Questions and Answers Updated Frequently
- \* CIS-ITSM Practice Questions Verified by Expert Senior Certified Staff
- \* CIS-ITSM Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* CIS-ITSM Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The CIS-ITSM Practice Test Here](#)**