

ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



NEW QUESTION 1

Given the class structure shown below which types of CIs will be included in a report run against the cmdb_ci_computer table?

```
- cmdb
  ---- cmdb_ci
        ---- cmdb_ci_hardware
              ---- cmdb_ci_computer
              ---- cmdb_ci_server
                    ---- cmdb_ci_win_server
                    ---- cmdb_ci_linux_server
                    ---- cmdb_ci_unix_server
              ---- cmdb_ci_pc_hardware
```

- A. CIs defined directly in cmdb_ci_computer and all parent classes
- B. Just CIs defined directly in cmdb_ci_computer
- C. CIs defined directly in cmdb_ci_computer and all child classes

Answer: C

NEW QUESTION 2

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 3

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 4

A customer wants to add a new Catalog Item to the Service Catalog. What process would be used to ensure the new item is authorized?

- A. Fulfillment Management
- B. Release Management
- C. Configuration Management
- D. Change Management
- E. Catalog Management

Answer: D

NEW QUESTION 5

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 6

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 7

Which of the following catalog client script methods will modify the choice list options available to an end user on a catalog item?

- A. onSubmit
- B. onLoad
- C. onSave
- D. onLaunch

Answer: B

NEW QUESTION 8

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 eat 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 9

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 10

Incidents are stored what table?

- A. Incident [incident]
- B. Incident [sn_task_incident]
- C. Incident [sn_incident]
- D. Incident [task_incident]

Answer: B

NEW QUESTION 10

Where are the timeframe conditions for sending an SLA breach warning notification defined?

- A. SLA definition record
- B. Default SLA flow
- C. SLA Properties application
- D. SLA trigger conditions

Answer: B

NEW QUESTION 12

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 13

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 14

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

Answer: AD

NEW QUESTION 16

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 17

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 21

On an incident record, where are the fields that appear on the caller lookup select box defined?

- A. The ref_contributions attribute on the caller lookup form
- B. The ref_ac_column attribute from the dictionary entry
- C. The Caller lookup field on the [user] table
- D. The form design of the caller lookup form

Answer: B

NEW QUESTION 25

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 26

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 28

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 31

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 35

How is the Resource Management application activated?

- A. Installed with PPM Standard plugin
- B. Installed as part of Release Management plugin
- C. Installed as part of adding users
- D. Installed automatically as part of new system

Answer: A

NEW QUESTION 37

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 38

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 41

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