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
A new problem manager wants to know how in 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
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 5
What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, and consistent source of data is provided?

A. Service portfolio management
B. Catalog item management
C. Service mapping
D. Service catalog management

Answer: D

NEW QUESTION 6
Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services.
What should you do to satisfy this requirement?

A. Add a new Policy Input to the Normal Change Approval Policy
B. Add a new Decision to the Normal Change Approval Policy
C. Add a new Change Approval Policy
D. Add a new Decision to the Normal Change Workflow

Answer: B

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
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 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 key relationships between Change and Release Management? (Choose three.)

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

Answer: BCE

NEW QUESTION 10
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 13
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 14
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 17
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 20
Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

A. Edit in Catalog Builder
B. Edit in Item Designer
C. Edit in Catalog Item Designer
D. Edit in Form Designer

Answer: A

Explanation:
 https://docs.servicenow.com/bundle/utah-servicenow- platform/page/product/service-catalog-management/concept/catalog-builder.html

NEW QUESTION 22
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 26
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 31
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 32
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 34
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 39
The current status of a problem record is tracked in the State field. Each state has a label, value and constant. This example is for Fix in Progress state:
Your customer wants to add a prerequisite for moving out of the Fix in Progress state. When you update the script include which value is better to use in the script?

A. 104
B. "Fix in Progress"
C. ProblemState.STATES.FIX_IN_PROGRESS
D. 104.ProblemState.STATES.FIX_IN_PROGRESS

Answer: C

NEW QUESTION 43
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 48
In the Quebec release of Change management, what new architectural features were added?

A. Catalog builder and Change Designer
B. Change Flows, Change Designer and Change Approval Matrix
C. Change Models, Change Flows and State Transition Models
D. Change PIR Assessments, Change Designer and Change Approval Policies

Answer: C

NEW QUESTION 49
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 50
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 51
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
What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

A. Publish Workaround
B. Document a Known error
C. Complete Investigation
D. Complete RCA
E. Document Five Whys

Answer: A

NEW QUESTION 55
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 59
On a Normal Change Model what are some examples of the Model Stale 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 62
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 63
What tools are available to the assignee to help resolve an incident? Choose 2 answers

A. Knowledge Articles
B. Known Errors
C. Class Manager
D. Enterprise CMDB Dashboard
E. Incident Overview Dashboard

Answer: CE

NEW QUESTION 68
When defining SLAs for the service catalog at what level is the SLA typically defined?

A. Catalog Task
B. Requested Item
C. Request
D. Service Catalog

Answer: B

NEW QUESTION 72
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 73
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 75
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 78
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 81
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