

ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



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

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

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 5

A tester has submitted a bug report because at no point in the Problem lifecycle, does the Create Known Error article link appear under Related Links. Also, they notice there is no Known Error knowledge base in the Instance. What might be the cause of this?

- A. The Problem Management Best Practice - Madrid - Knowledge integration plugin has not been activated
- B. Tester is not impersonating Problem Coordinator
- C. The customer did not pay the bill for Knowledge management
- D. The sn_known_error_write role is required to see the Create Known Error article link
- E. The requirement was not in the stories

Answer: A

NEW QUESTION 6

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 7

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 8

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 9

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

NEW QUESTION 10

What would you use to create Incident records based on email sent by users or systems?

- A. Transform Map
- B. Record Producer
- C. Inbound Flow Action
- D. Data Collection Job

Answer: C

NEW QUESTION 10

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 13

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 15

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 16

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 17

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 21

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 - PIR
- QUESTION NO:

Answer: A

NEW QUESTION 23

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 25

What is the Business Rule that triggers automatic group assignment on Incident, Problem or Change requests?

- A. USM Assignment Lookup Rule
- B. Automatic Assignment for ITSM
- C. Populate Assignment Group based on CI/SO
- D. Auto-populate ITSM Assignment Groups

Answer: C

NEW QUESTION 26

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 30

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 edit 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 34

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 35

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 38

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 39

Released in Quebec, what tool enables the creation of templates for Catalog Items?

- A. Template Builder
- B. Template Management
- C. Catalog Wizard
- D. Catalog Builder
- E. Catalog Template Library

Answer: D

NEW QUESTION 43

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 46

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 47

Where should an admin go to view all of the search queries entered by users in the knowledge search?

- A. [KD_feedback] table
- B. [kb_view] table
- C. Knowledge queries application
- D. Search logs application

Answer: C

NEW QUESTION 48

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 53

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 56

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 60

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 65

Which record type would you use for a View Company Policies link that would redirect to a Knowledge Article?

- A. Content Item
- B. Record Producer
- C. Knowledge Item
- D. Order Guide
- E. Catalog Item

Answer: A

NEW QUESTION 68

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 71

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 76

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 78

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 83

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 84

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 85

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 90

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 92

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 94

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 96

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 97

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 100

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 104

What are two effective measures of performance for the Problem Management process? Choose 2 answers

- A. Number of Problem that have Breached SLAs
- B. Average Problem Resolution Time
- C. Percentage of Problem Resolution within SLA by Category
- D. Problems older than 30 days by Priority and State

Answer: BD

NEW QUESTION 106

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 110

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 113

By default, when using Inbound actions, what happens if an email is received which has an Incident watermark?

- A. Incident SLA clock is un-paused
- B. Incident record is updated, per the action's script Most Voted
- C. Auto-reply sent to sender, recommending they use Portal chat
- D. Incident record is re-set to state = attention required

Answer: B

NEW QUESTION 118

On the Release record, what are the available options on the Release phase list?

- A. Requirement Gathering, Design, Build, Roll-out, Unit Testing, User Acceptance, Pilot
- B. Scoping, Design, Develop, Deployment, Unit Testing, Integration, Pilot
- C. Analyze, Design, Development, Build, Roll-out, QA, User Acceptance
- D. Requirement Gathering, Design, Development, Build, Deployment, QA, User Acceptance

Answer: D

NEW QUESTION 123

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 125

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 130

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