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
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 GIs defined directly in cmdb_cl_computer
C. CIs defined directly in cmdb_ci_compulet and all child classes

Answer: C

NEW QUESTION 4
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 m the stories

Answer: A

NEW QUESTION 5
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 6
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 7
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 8
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 9
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 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 10
Your customer wants to limit the users who ate 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 11
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 14
You have just released a new Change Model to the testers. Testers report they can see the old change models but cannot see the new change model on the change landing page. What could cause this?

A. Workflow has not been published
B. Testers need itil role to see me change models
C. New change models are only visible to Change Managers
D. New change model needs Active lo be set to True

Answer: C

NEW QUESTION 17
Which field from the configuration item will automatically populate in the Assignment group field of a problem record?

A. Change group
B. Support group
C. Managed
D. Approval group

Answer: B

NEW QUESTION 22
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 25
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 29
When a user submits a service request from a catalog what actions are triggered based on the flow definition?
Choose 3 answers

A. Approvals
B. Notifications
C. Tasks
D. Action Specs
E. Access Controls

Answer: ABC

NEW QUESTION 33
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 38
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 42
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 43
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 45
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 49
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 54
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 55
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 56
What are the components of a Flow Action?

A. Processes, Subprocess aid Action Steps
B. Indexes, Processes and Outputs
C. Inputs Action Steps and Outputs
D. Inputs Processes, Subprocesses and Outputs

Answer: C

NEW QUESTION 58
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 61
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 65
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 resting and execution of changes

Answer: CDE

NEW QUESTION 66
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 69
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 70
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 71
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 73
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 75
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 77
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 82
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 83
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 84
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 85
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 89
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 91
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 94
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 99
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 104
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 108
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 109
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 111
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 113
......

Thank You for Trying Our Product

We offer two products:

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

2nd - Questons 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