

ServiceNow

Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



NEW QUESTION 1

When configuring stages in Flow Designer, what are some of the options that can be done? (Choose two.)

- A. Stage labels and names can be changed
- B. States for the requested item records can be renamed
- C. Define a Service Level Agreement for a stage
- D. Estimated durations can be set

Answer: AD

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

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 4

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 5

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 6

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 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 - PIR

Answer: A

NEW QUESTION 8

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 9

What are the components of a Flow Action?

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

Answer: C

NEW QUESTION 10

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 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. Form Layouts
- B. Workspaces
- C. Forms
- D. Form Designs
- E. Views

Answer: E

NEW QUESTION 11

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

- A. % Successful Changes
- B. Count of Completed Changes per Month, by Change Type
- C. % Unauthorized Changes
- D. Count of Completed Changes per Month, by Category

Answer: AC

NEW QUESTION 13

Incident management includes limited functionality for what advanced reporting capability?

- A. Machine Learning Metrics
- B. Performance Analytics
- C. KPI Reports
- D. Analytics Dashboards

Answer: B

NEW QUESTION 14

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 15

Which role would give you access to the CI Class Manager?

- A. ecmdb_admin Most Voted
- B. ecmdb
- C. class_manager
- D. sn_class_manager

Answer: A

NEW QUESTION 18

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 22

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 23

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 27

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 31

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 34

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 39

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 44

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 48

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 49

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