Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management

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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
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
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 die Normal Change model is Low Risk and is moved to the Assess state

Answer: A

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
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 7
Which of the following options can a survey administrator define on an individual survey? (Choose two.)

A. The ability for end users to decline survey assignments
B. Number of survey reminder notifications
C. Trigger conditions
D. Anonymize responses

Answer: BD

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 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 10
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 10
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 aid Action Steps
B. Indexes, Processes and Outputs
C. Inputs Action Steps and Outputs
D. Inputs Processes, Subprocesses and Outputs

Answer: C

NEW QUESTION 16
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 19
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 20
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 21
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 25
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 28
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 29
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 34
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 38

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 41
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 45
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 48
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 50
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 54
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 56
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 57
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