



# 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

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 3

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 re recommended in the ITIL framework for problem management
- B. SLAs are be 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](https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html)

#### 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

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 7

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 8

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 9

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 10

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 10

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 11

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 13

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 18

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 19

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 24

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 29

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 32

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 34

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 37

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

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 43

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 48

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 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 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

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 63

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 65

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 69

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 73

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 77

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

- A. Too many options may confuse users and increase mis-categorization
- B. Choices have no additional metadata to drive process
- C. It is difficult to implement
- D. It is not part of the baseline instance

**Answer:** AB

#### NEW QUESTION 78

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 81

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.

What Now Create assets do you recommend they review, to prepare? (Choose two.)

- A. Service Catalog and Request Mgmt - Workshop Preparation Guide
- B. Service Catalog and Request Mgmt - Process Guide
- C. IT Service Management - Typical Challenges and Remediation
- D. ITSM - Business Outcomes and Corresponding KPIs

**Answer:** AB

#### NEW QUESTION 86

On an incident record, where are the fields that appear on the caller lookup select box defined?

- A. The ref\_contributions attribute on the caller lookup form
- B. The ref\_ac\_column attribute from the dictionary entry
- C. The Caller lookup field on the [user] table
- D. The form design of the caller lookup form

**Answer:** B

#### NEW QUESTION 90

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 92

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

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 99

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 103

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 107

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 109

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 110

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 112**

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 117**

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 121**

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 122**

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 127**

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