

CIS-ITSM Dumps

Certified Implementation Specialist - IT Service Management

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NEW QUESTION 1

In Change Management, what does a Model State contain? (Choose two.)

- A. Model State transitions conditions
- B. Model State properties
- C. Model State transition policies
- D. Model State transitions

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

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 > All
- F. then search for Problem reports

Answer: E

NEW QUESTION 4

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 5

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 6

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 7

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 8

In the life of a Problem record there are opportunities to click the Re-Analyze button and move backwards in the lifecycle. When you click the Re-Analyze button, what state is set on the problem record?

- A. Assess
- B. Root Cause Analysis
- C. Fix in Progress
- D. Draft

Answer: B

NEW QUESTION 9

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 10

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 the change models
- C. New change models are only visible to Change Managers
- D. New change model needs Active to be set to True

Answer: C

NEW QUESTION 10

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 11

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 15

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 19

Which of the following cannot be defined or set through a Catalog UI Policy?

- A. Apply a requirement to all form views
- B. Setting a variable to mandatory
- C. Reverse UI Policy if conditions are false
- D. Setting a variable to read-only

Answer: A

NEW QUESTION 23

What are the components of a Flow Action?

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

Answer: C

NEW QUESTION 25

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 26

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 30

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 31

Which type of catalog item may be found in a Service Catalog?

- A. Categories
- B. Content Items
- C. Requested Items
- D. Execution Plans

Answer: B

NEW QUESTION 32

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 testing and execution of changes

Answer: CDE

NEW QUESTION 33

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 35

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 37

The Major Incident Management (MIM) application is linked at the Incident management process but the records have in additional set of States. What are these MI States?

- A. Ne
- B. Work: m progress Escalated Communicated
- C. Propose
- D. Accepted Rejected Cancelled
- E. Proposed Received eCAB Convened Closed
- F. Proposed Accepted Reacted Reopened

Answer: B

NEW QUESTION 38

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 41

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 45

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 47

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 51

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 53

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 54

On a Normal Change Model what are some examples of the Model State Transitions that are defined for the Authorize state?

- A. Authorize to Draft
- B. Authorize to Assess
- C. Authorize to Review
- D. Authorize to Implement, Authorize to Assess, Authorize to Review
- E. Authorize to Cancelled, Authorize to New, Authorize to Scheduled
- F. Authorize to Scheduled Authorize to Closed, Authorize to New

Answer: C

NEW QUESTION 55

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 57

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 62

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 66

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 67

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