# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management

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**NEW QUESTION 1**
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 2**
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 3**
A new problem manager wants to know how in 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 > AI
F. then search for Problem reports

**Answer:** E


**NEW QUESTION 4**
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


**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**
When using Inbound Email Actions, what happens it an email is received which has no watermark or reference number?

A. New case is created from the message
B. New incident created from the message
C. New interaction is created from the message
D. Email is rejected and auto-reply sent to sender

**Answer:** B


**NEW QUESTION 9**
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 10**
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 10**
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 12**
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 - PIRQUESTION NO:

**Answer:** A


**NEW QUESTION 14**
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 16**
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 21**
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 26**
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 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 30**
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 31**
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 36**
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 39**
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 42**
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 43**
Released in Quebec, what tool enables the creation of templates for Catalog Items?

A. Template Builder
B. Template Management
C. Catalog Wizard
D. Catalog Builder
E. Catalog Template Library

**Answer:** D


**NEW QUESTION 47**
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 48**
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 50**
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 55**
Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee.
What feature would you use to meet this requirement?

A. State Model
B. Workflow Dashboard
C. Action Modeler
D. Task Creator
E. Flow Designer

**Answer:** E


**NEW QUESTION 57**

Your customer wants Problem records to be assigned automatically to the Support group associated with the CI on the problem record.
Which business rule already satisfies this requirement?

A. Populate Assignment Group based on CI/SO
B. Populate Assignment Group based on CI Support Group
C. Problem Assignment Group based on CI Support Group
D. ITSM Best Practice Group Assignment

**Answer:** A


**NEW QUESTION 61**
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 62**
Which record type would you use for a View Company Policies link that would redirect to a Knowledge Article?

A. Content Item
B. Record Producer
C. Knowledge Item
D. Order Guide
E. Catalog Item

**Answer:** A


**NEW QUESTION 66**
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 69**
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 72**
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 76**
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 80
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 82
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 85
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 86
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 90
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 93
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 95

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 100**
When defining SLAs for the service catalog at what level is the SLA typically defined?

A. Catalog Task
B. Requested Item
C. Request
D. Service Catalog

**Answer:** B


**NEW QUESTION 105**
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 109**
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 111**
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 116**
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 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 119**

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 124**
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