

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### 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

Given the class structure shown below which types of CIs will be included in a report run against the cmdb\_ci\_computer table?

```

- cmdb
  ---- cmdb_ci
        ---- cmdb_ci_hardware
              ---- cmdb_ci_computer
                    ---- cmdb_ci_server
                          ---- cmdb_ci_win_server
                                ---- cmdb_ci_linux_server
                                      ---- cmdb_ci_unix_server
                                            ---- cmdb_ci_pc_hardware
  
```

- A. CIs defined directly in cmdb\_ci\_computer and all parent classes
- B. Just CIs defined directly in cmdb\_ci\_computer
- C. CIs defined directly in cmdb\_ci\_computer and all child classes

Answer: C

#### 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

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

What would you use to define a common grouping of configuration items such as all web servers in Miami?

- A. CI class
- B. Dependent group
- C. CSDM component group
- D. Dynamic CI group

Answer: D

#### NEW QUESTION 6

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 7

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 8

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 9

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 10

What is the Business Rule that triggers automatic group assignment on Incident, Problem or Change requests?

- A. USM Assignment Lookup Rule
- B. Automatic Assignment for ITSM
- C. Populate Assignment Group based on CI/SO
- D. Auto-populate ITSM Assignment Groups

**Answer: C**

#### NEW QUESTION 10

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 11

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 14

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 19

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 21

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 23

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 24

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 27

Your customer wants to use Incident Tasks on Incident Records But for efficiency reasons they want to automatically close all Incident Tasks when the parent Incident is closed or canceled. How could you meet this requirement?

Choose 2 answers

- A. On Incident Properties, for Close Open Incident Tasks when Incident is closed or canceled, select Yes
- B. Enable system property com.snc.incident.mcidentjask closure
- C. Edit system property com.snc.incident.autoclose basedon resolved\_at
- D. On Incident Properties, for Autoclose Incident Tasks, select Yes

**Answer: CD**

#### NEW QUESTION 31

Which property on an order guide will pass variables from one item to another item with equivalent variables?

- A. Cascade Variables
- B. Share Variables
- C. Waterfall Variables

D. Mirror Variables

**Answer:** A

**NEW QUESTION 36**

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 39**

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 43**

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 46**

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 50**

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 54**

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 56**

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 57**

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 59**

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 61**

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