CIS-ITSM^{Q&As}

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QUESTION 1

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

Correct Answer: B

QUESTION 2

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

Correct Answer: C

QUESTION 3

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

Correct Answer: D

QUESTION 4

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

Correct Answer: B

QUESTION 5

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

Correct Answer: BD

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