



# CIS-ITSM<sup>Q&As</sup>

Certified Implementation Specialist - IT Service Management

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**QUESTION 1**

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

Correct Answer: C

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**QUESTION 2**

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support You have confirmed that:

1.

The Network Support group record has the Group types: Incident and Change

2.

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

Correct Answer: C

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**QUESTION 3**

Which role has the ability to configure and manage Incident Management properties?

- A. incident\_admin
- B. itil
- C. itil\_admin



D. incident\_manager

Correct Answer: D

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#### QUESTION 4

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

Correct Answer: A

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#### 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: CD

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#### QUESTION 6

Your customer has an external system, which is used to perform changes. Your customer wants to capture these changes in your instance for reporting and CMDB maintenance purposes. What baseline Change Model supports this scenario?

A. Automated Changes

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- B. Cloud Infrastructure
- C. Unauthorized Changes
- D. Change Registration
- E. Retroactive Changes

Correct Answer: D

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#### QUESTION 7

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

Correct Answer: A

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#### QUESTION 8

What module do you use to change the setting for the time between incident Resolution and Closure?

- A. Resolution Properties
- B. ITSM Properties
- C. Incident Properties
- D. System Settings
- E. incident Settings

Correct Answer: C

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#### QUESTION 9

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

Correct Answer: C

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#### 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 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

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#### QUESTION 11

What are two effective measures of performance for the Problem Management process? (Choose two.)

- 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

Correct Answer: BD

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#### QUESTION 12

A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?

- A. Build report on SC Task table, Group by Variables for Computer > Extra memory
- B. Build report on Requested Item table, Group by Variables for Computer > Extra memory
- C. Build report on Task table, Group by Variables for Computer > Extra memory
- D. Build report on Request table, Group by Variables for Computer > Extra memory
- E. Build report on Catalog Item table, Group by Variables for Computer > Extra memory



Correct Answer: B

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### QUESTION 13

When configuring stages in Flow Designer, what are some of the options that can be done? (Choose two.)

- A. Stage labels and names can be changed
- B. States for the requested item records can be renamed
- C. Define a Service Level Agreement for a stage
- D. Estimated durations can be set

Correct Answer: AD

<https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/concept/flow-designer-stages.html>

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### QUESTION 14

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

Correct Answer: B

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### QUESTION 15

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