



## **ServiceNow**

### **Exam Questions CIS-ITSM**

Certified Implementation Specialist - IT Service Management

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#### NEW QUESTION 1

From a data model perspective which Table is the base class for the configuration management database?

- A. Base Item [cmdb\_base\_item]
- B. Configuration Item [cmdb\_ci]
- C. Base Configuration Item (cmdb)
- D. Asset (asset)

**Answer:** C

#### NEW QUESTION 2

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

**Answer:** AD

#### NEW QUESTION 3

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 4

A tester has submitted a bug report because at no point in the Problem lifecycle. does the Create Known Error article link appear under Related Links Also, they notice there is no Known Error knowledge base in the Instance.  
What might be the cause of this?

- A. The Problem Management Best Practice - Madrid - Knowledge integration plugin has not been activated
- B. Tester is not impersonating Problem Coordinator
- C. The customer did not pay the bill for Knowledge management
- D. The sn\_known\_error\_write role is required to see the Create Known Error article link
- E. The requirement was not m the stories

**Answer:** A

#### NEW QUESTION 5

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

- A. itil
- B. task\_worker
- C. sc\_fulfiller
- D. catalog\_fulfiller
- E. fulfiller

**Answer:** A

#### NEW QUESTION 6

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 7

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](https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html)

**NEW QUESTION 8**

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 9**

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 10**

Your customer wants to limit the users who are able to see internal Network requests, to members of the Network department. Which roles would enable you to make these required changes? Choose 2 answers

- A. catalog\_manager
- B. catalog\_admin
- C. user\_criteria\_admin
- D. catalog\_editor

**Answer:** BC

**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 15**

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 19**

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 - PIR

**Answer:** A

**NEW QUESTION 24**

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 27**

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 28**

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

**Answer:** C

**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 34**

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 37**

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 42**

Where are the timeframe conditions for sending an SLA breach warning notification defined?

- A. SLA definition record
- B. Default SLA flow
- C. SLA Properties application
- D. SLA trigger conditions

**Answer:** B

**NEW QUESTION 44**

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 45

Where should an admin go to view all of the search queries entered by users in the knowledge search?

- A. [KD\_feedback] table
- B. [kb\_view] table
- C. Knowledge queries application
- D. Search logs application

**Answer:** C

#### 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 52

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 57

What are key relationships between Change and Problem records? Choose 2 answers

- A. A Problem must be associated with a Change, before it can be closed
- B. Changes which cause incidents should have an associated Problem
- C. A Change can cause a Problem
- D. Problem can be solved by a Change

**Answer:** CD

#### NEW QUESTION 59

What are the different ways a user can provide feedback on a knowledge article? Choose 4 answers

- A. Helpful?
- B. 10 Star scale
- C. Comment on Article
- D. Pin Article
- E. 5 Star scale
- F. Flag Article

**Answer:** CDEF

#### NEW QUESTION 64

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 69

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 74

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 75

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.mcidenttask 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 80

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

**Answer:** A

#### NEW QUESTION 81

In release management what controls the movement of the state from Scoping to Awaiting Approval?

- A. Flow
- B. State model
- C. Manual state selection
- D. Workflow

**Answer:** D

#### NEW QUESTION 86

When you activate the ITSM Roles plugin what additional granular roles are created for the Incident application?  
Choose 2 answers

- A. sn\_incident\_write
- B. sn\_incident\_insert
- C. sn\_incident\_update
- D. sn\_incident\_read

**Answer:** BC

#### NEW QUESTION 90

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 91

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 Canceled, Authorize to New, Authorize to Scheduled
- F. Authorize to Scheduled Authorize to Closed, Authorize to New

**Answer:** C

#### NEW QUESTION 96

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 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 101

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 106

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 110

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 113

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

**Answer:** B

#### NEW QUESTION 115

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 117

In what table are Change records stored?

- A. Change [change\_task]
- B. Change Request [rfc]
- C. Change Request [change\_request]
- D. Change [change]
- E. Change [task\_change]

**Answer:** C

#### NEW QUESTION 121

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 125

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