

# ServiceNow

## Exam Questions CIS-ITSM

Certified Implementation Specialist - IT Service Management



#### 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

A new problem manager wants to know how to 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

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 in 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 are recommended in the ITIL framework for problem management
- B. SLAs are 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**

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 9**

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**

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 15**

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 the change models
- C. New change models are only visible to Change Managers
- D. New change model needs Active to be set to True

**Answer:** C

**NEW QUESTION 18**

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

**Answer:** BD

**NEW QUESTION 20**

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 25**

When a user submits a service request from a catalog what actions are triggered based on the flow definition?  
Choose 3 answers

- A. Approvals
- B. Notifications
- C. Tasks
- D. Action Specs
- E. Access Controls

Answer: ABC

**NEW QUESTION 26**

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 27**

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 29**

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 34**

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 38**

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 42

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 45

FILL IN THE BLANK

Your implementation has some legacy change types with workflows, and also some new change models. What option for Change Create New will support your scenario?

A Change Landing Page

- A. Change Overview
- B. Change Interceptor
- C. Change Catalog

**Answer: D**

#### NEW QUESTION 50

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 51

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 55

What are the components of a Flow Action?

- A. Processes, Subprocess and Action Steps
- B. Indexes, Processes and Outputs
- C. Inputs Action Steps and Outputs
- D. Inputs Processes, Subprocesses and Outputs

**Answer: C**

#### NEW QUESTION 60

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 65

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 66**

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 68**

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

Answer: AD

**NEW QUESTION 71**

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 76**

Which type of catalog item may be found in a Service Catalog?

- A. Categories
- B. Content Items
- C. Requested Items
- D. Execution Plans

Answer: B

**NEW QUESTION 78**

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 testing and execution of changes

Answer: CDE

**NEW QUESTION 81**

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 84**

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 85**

In the Quebec release of Change management, what new architectural features were added?

- A. Catalog builder and Change Designer
- B. Change Flows, Change Designer and Change Approval Matrix
- C. Change Models, Change Flows and State Transition Models
- D. Change PIR Assessments, Change Designer and Change Approval Policies

Answer: C

**NEW QUESTION 88**

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 91**

When building out a service catalog categorizing items helps users navigate and search in the catalog. Which roles would allow you to create and maintain categories?

Choose 3 answers

- A. catalog\_manager
- B. itil\_admin
- C. catalog\_builder\_editor
- D. catalog\_editor
- E. catalog\_admin

Answer: ADE

**NEW QUESTION 94**

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 96**

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

- A. Too many options may confuse users and increase mis-categorization
- B. Choices have no additional metadata to drive process
- C. It is difficult to implement
- D. It is not part of the baseline instance

Answer: AB

**NEW QUESTION 99**

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.

What Now Create assets do you recommend they review, to prepare? (Choose two.)

- A. Service Catalog and Request Mgmt - Workshop Preparation Guide
- B. Service Catalog and Request Mgmt - Process Guide
- C. IT Service Management - Typical Challenges and Remediation
- D. ITSM - Business Outcomes and Corresponding KPIs

Answer: AB

**NEW QUESTION 103**

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 105

The Major Incident Management (MIM) application is linked to the Incident management process, but the records have an additional set of States. What are these MI States?

- A. Proposed, Accepted, Rejected, Cancelled
- B. Proposed, Accepted, Rejected, Reopened
- C. Proposed, Received, eCAB Convened, Closed
- D. New, Work in progress, Escalated, Communicated

**Answer: A**

#### NEW QUESTION 110

Your customer has a catalog item for Request VPN. They would like to adjust the cart layout for only the VPN item, so the Quantity field is not displayed. How would you meet this requirement?

- A. On the Cart Layout, Columns tab, unselect Quantity column
- B. On the Catalog Item, Columns tab, unselect Quantity column
- C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity Most Voted
- D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity
- E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

**Answer: C**

#### NEW QUESTION 112

Your client indicates they would like a way to designate VIP callers on an incident form. How would you accomplish this?

- A. VIP Flag reference decorator
- B. VIP flag dictionary entry
- C. VIP Flag field style
- D. VIP Flag action script

**Answer: C**

#### NEW QUESTION 115

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 117

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 120

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 121

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 123

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 124

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 128

How is the Resource Management application activated?

- A. Installed with PPM Standard plugin
- B. Installed as part of Release Management plugin
- C. Installed as part of adding users
- D. Installed automatically as part of new system

**Answer:** A

#### NEW QUESTION 132

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 133

On the Release record, what are the available options on the Release phase list?

- A. Requirement Gathering, Design, Build, Roll-out, Unit Testing, User Acceptance, Pilot
- B. Scoping, Design, Develop, Deployment, Unit Testing, Integration, Pilot
- C. Analyze, Design, Development, Build, Roll-out, QA, User Acceptance
- D. Requirement Gathering, Design, Development, Build, Deployment, QA, User Acceptance

**Answer:** D

#### NEW QUESTION 135

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 138

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