

CIS-ITSM Dumps

Certified Implementation Specialist - IT Service Management

<https://www.certleader.com/CIS-ITSM-dumps.html>



NEW QUESTION 1

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 2

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 3

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 4

What is KCS (Knowledge Centered Services)?

- A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management
- B. A documented methodology to provide a set of best practices for creating and maintaining knowledge
- C. A dashboard with specific visualization of the different knowledge bases and categories
- D. An application that helps agents and managers to create cases from Knowledge articles

Answer: B

NEW QUESTION 5

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 6

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 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

NEW QUESTION 8

What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, and consistent source of data is provided?

- A. Service portfolio management
- B. Catalog item management
- C. Service mapping
- D. Service catalog management

Answer: D

NEW 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

Answer: C

NEW QUESTION 10

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 10

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 14

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

- A. New case is created from the message
- B. New incident created from the message
- C. New interaction is created from the message
- D. Email is rejected and auto-reply sent to sender

Answer: B

NEW QUESTION 15

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 18

What are key relationships between Change and Release Management? (Choose three.)

- A. Release management application is required, to use the Change management application
- B. Change includes planning and approvals; Release includes building, testing and execution of changes
- C. A Release can contain one or more Changes
- D. A Change can contain one or more Releases
- E. Change management provides governance, which includes Release management

Answer: BCE

NEW QUESTION 23

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 28

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

Answer: D

NEW QUESTION 31

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 32

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 33

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 35

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 39

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 44

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 47

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. Forms
- B. Form Designs
- C. Form Layouts
- D. Views
- E. Workspaces

Answer: D

NEW QUESTION 52

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 56

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 61

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 63

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 68

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 73

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 78

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 81

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 84

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 89

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 94

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 97

On a request form, the requester needs to indicate when they need to receive the item. What Variable type would you use for this information?

- A. Duration
- B. Due Date
- C. Date Picker
- D. Date

Answer: C

NEW QUESTION 100

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 103

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 104

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 106

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

Answer: B

NEW QUESTION 111

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 113

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 118

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 119

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 124

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 128

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 131

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 135

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 136

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 137

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 141

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 145

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 147

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 148

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 150

In the baseline Change - Normal model how can Change Tasks be added? (Choose two.)

- A. Automatically via the Change - Implementation subflow
- B. Manually by the user during New, Assess, and Authorized states
- C. Automatically depending on the category selected on the Change Request
- D. Manually by the user during all states, except Closed or Canceled

Answer: AD

NEW QUESTION 155

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 160

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 164

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