

Exam Code: CIS-ITSM

Exam Name: Certified Implementation Specialist - IT Service Management



Exam A

QUESTION 1

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

Correct Answer: C, D, E

Section:

QUESTION 2

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

Correct Answer: D

Section:

QUESTION 3

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

Correct Answer: C, D

Section:

QUESTION 4

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

Correct Answer: C

Section:

QUESTION 5

Your customer wants to add a notification to the Change - Emergency - Authorize Flow. What is the first thing you would do to meet this requirement?

- A. Create a backup of the baseline Change - Emergency - Authorize Flow, and edit the baseline flow
- B. Unpublish the baseline Change - Emergency - Authorize flow
- C. Deactivate the baseline Change - Emergency - Authorize flow
- D. Create a copy of the baseline Change - Emergency - Authorize Flow, and then edit the new copy

Correct Answer: D

Section:

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

Correct Answer: A

Section:

QUESTION 7

How is granular read and write access for a specific change model defined?

- A. Setting Advanced Security to true and applying user criteria
- B. Configuring ACL's on the Create New landing page
- C. Change properties
- D. Configuring ACL's on the chge_model table

Correct Answer: A

Section:

QUESTION 8

When a Service Desk agent shares a 'How to' item with a customer what type of record is being shared?

- A. Knowledge article
- B. Content object
- C. How to document
- D. Information item

Correct Answer: A



Section:

QUESTION 9

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

Correct Answer: C, D, E, F

Section:

QUESTION 10

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

Correct Answer: C

Section:

QUESTION 11

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

Correct Answer: B

Section:

QUESTION 12

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

Correct Answer: A



Section:

QUESTION 13

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

Correct Answer: A, D

Section:

QUESTION 14

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

Correct Answer: A

Section:

QUESTION 15

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

Correct Answer: C

Section:

QUESTION 16

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

- A. % Successful Changes
- B. Count of Completed Changes per Month, by Change Type
- C. % Unauthorized Changes
- D. Count of Completed Changes per Month, by Category

Correct Answer: A, C

Section:



QUESTION 17

What is an example of a good use case for an Order Guide?

- A. Order a set of Dishes
- B. Order a Custom Automobile
- C. Order a Technical Consultation
- D. Order a Couch
- E. Order a case of Laundry Soap

Correct Answer: A

Section:

QUESTION 18

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

Correct Answer: A

Section:

QUESTION 19

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

Correct Answer: A

Section:

QUESTION 20

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

Correct Answer: A

Section:



QUESTION 21

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

Correct Answer: C

Section:

QUESTION 22

What would you use to define a common grouping of configuration items such as all web servers in Miami?

- A. CI class
- B. Dependent group
- C. CSDM component group
- D. Dynamic CI group

Correct Answer: D

Section:

QUESTION 23

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

Correct Answer: B, C, E

Section:

QUESTION 24

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

Section:



QUESTION 25

Incidents are stored what table?

- A. Incident [incident]
- B. Incident [sn_task_incident]
- C. Incident [sn_incident]
- D. Incident [task_incident]

Correct Answer: B

Section:

QUESTION 26

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

Correct Answer: D

Section:

QUESTION 27

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

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

Correct Answer: B

Section:

QUESTION 28

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 <https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder.html>



Correct Answer: A

Section:

QUESTION 29

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

Correct Answer: C

Section:

QUESTION 30

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

Correct Answer: C, E

Section:



QUESTION 31

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

Correct Answer: B

Section:

QUESTION 32

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

Correct Answer: B, C

Section:

QUESTION 33

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

Correct Answer: B, C, D

Section:

QUESTION 34

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



Correct Answer: C, D

Section:

QUESTION 35

Incident management includes limited functionality for what advanced reporting capability?

- A. Machine Learning Metrics
- B. Performance Analytics
- C. KPI Reports
- D. Analytics Dashboards

Correct Answer: B

Section:

QUESTION 36

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

Correct Answer: B

Section:

QUESTION 37

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

Correct Answer: C

Section:

QUESTION 38

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

Correct Answer: A

Section:

QUESTION 39

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

Correct Answer: B

Section:

QUESTION 40

A new Problem Coordinator accidentally created several problem investigations that need to be deleted. What role is required to delete a problem record?

- A. problem_admin
- B. problem_coordinator
- C. so_problem_delete
- D. RH_manager
- E. problem_manager

Correct Answer: A



Section:

QUESTION 41

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

Correct Answer: A

Section:

QUESTION 42

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

Section:

QUESTION 43

A new problem manager wants to know how in 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 > All. then search for Problem reports

Correct Answer: E

Section:

QUESTION 44

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 state. Problem records are moved to Completed

Correct Answer: C

Section:

QUESTION 45

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

Correct Answer: B

Section:

QUESTION 46

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

Correct Answer: B

Section:

Explanation:

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

QUESTION 47

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

Correct Answer: B, D

Section:

QUESTION 48

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

Correct Answer: D

Section:

QUESTION 49

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

Section:

QUESTION 50

What is the trigger for the Change - Normal - Assess Flow?

- A. A Change request using the Normal Change model is moved to the Assess state
- B. A Change request using the Normal Change model is Assigned to a group
- C. A Change request using the Normal Change model is created
- D. A Change request using die Normal Change model is Low Risk and is moved to the Assess state



Correct Answer: A

Section:

QUESTION 51

What are the Release types available on the baseline release record?

- A. Standard, Normal, Prototype, Patch
- B. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate
- C. Standard, Normal, Emergency
- D. Major, Minor Upgrade, Emergency Maintenance, Patch

Correct Answer: D

Section:

QUESTION 52

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. Authorize to Assess. Authorize to Review
- B. Authorize to Implement, Authorize to Assess, Authorize *o Review
- C. Authorize to Canceled, Authorize to New, Authorize to Scheduled

D. Authorize to Scheduled Authorize to Closed, Authorize to New

Correct Answer: C

Section:

QUESTION 53

What baseline Change Flows support the baseline Normal Change model?

- A. Change - Normal - Assess- Change - Normal -Authorize- Change- Normal-Close. Change - Implementation tasks
- B. Change - Normal - New, Change - Normal -Assess, Change - Normal - Implement Change - Implementation tasks
- C. Change-Normal-Assess, Change-Normal-Authorize, Change- Normal - Implement Change - Implementation tasks
- D. Change - Normal - New Change - Normal - Review, Change - Normal - Close. Change - implementation tasks

Correct Answer: C

Section:

