

**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 again 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**

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**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**

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**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:**

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**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: in 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

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**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**

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**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

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**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](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 Stale 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:**

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