



Vendor: ServiceNow

Exam Code: CIS-ITSM

Exam Name: Certified Implementation Specialist - IT
Service Management

Version: DEMO

QUESTION 1

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

Answer: D

QUESTION 2

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 to Review
- C. Authorize to Canceled, Authorize to New, Authorize to Scheduled
- D. Authorize to Scheduled Authorize to Closed, Authorize to New

Answer: C

QUESTION 3

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

Answer: C

QUESTION 4

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

QUESTION 5

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

Explanation:

A change task is a piece of work related to the change request. For example, there can be tasks to plan the change, implement the change, and test, and review the work.

QUESTION 6

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

QUESTION 7

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

QUESTION 8

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

QUESTION 9

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 me 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

QUESTION 10

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

Answer: D

QUESTION 11

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

QUESTION 12

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

Answer: A

QUESTION 13

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

Answer: A

QUESTION 14

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

QUESTION 15

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

QUESTION 16

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

QUESTION 17

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

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