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SERVICENOW CIS-CSM EXAM 2024/2025 WITH 100% ACCURATE SOLUTIONS

Timeline above case record? - Precise Answer ✓✓ Resolution shaper

What does the blue circle represent on the Resolution Shaper? - Precise Answer ✓✓ A state Change

What does a ticket / line represent on the resolution shaper? - Precise Answer ✓✓ Any activity other than state change

What is the difference between a customer / agent update on the resolution shaper ? - Precise Answer ✓✓ Customer are below, agents are above

What are the types of Cases in CSM? - Precise Answer ✓✓ Product, Order

An Agent Can create case from Customer Service Application using what methods? - Precise Answer ✓✓ Any associated Entities (account, contract, entitlements, assets, etc..) or from a customer chat session

Which internal processes can be linked to CSM ? - Precise Answer ✓✓ Problem, Change, Field Service, Asset, Configuration

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ServiceNow CIS-SPM Exam Syllabus Topics:

Topic	Details
Topic 1	Identity and Access Management: This section explores authentication methods and technologies, authorization and access control models, and the identity management lifecycle.
Topic 2	Privacy Management: This section covers privacy principles and regulations, privacy impact assessments, data protection techniques, and the concepts of privacy by design.
Topic 3	Regulatory Compliance and Legal Issues: This section addresses risk management and risk assessment methodologies, including threat modeling and vulnerability assessment. It also explores various risk mitigation strategies.
Topic 4	Asset Security: This section focuses on information and asset classification, data security controls, privacy protection measures, and intellectual property protection.
Topic 5	Security Operations: In this section, the focus is on security monitoring and analytics, incident response and management, forensics and investigations, and patch and vulnerability management.
Topic 6	Security Architecture and Engineering: This section examines security models and design principles, system and application security, as well as cryptography and key management.

ServiceNow Certified Implementation Specialist - Strategic Portfolio Management Sample Questions (Q83-Q88):

NEW QUESTION # 83

What does the project status report allow project managers to do?
Choose 2 answers

- A. Show historical trend of project KPI's
- B. Print as a PDF attachment
- C. View the WBS
- D. View the project Gantt chart

Answer: A,B

Explanation:

The project status report allows project managers to do the following:

Show historical trend of project KPI's: The project status report displays the key performance indicators (KPIs) of the project, such as schedule variance, cost variance, and earned value. It also shows the historical trend of these KPIs over time, which helps project managers monitor the progress and performance of the project. You can find more information about the project status report KPIs in the Product Documentation for ServiceNow.

Print as a PDF attachment: The project status report can be printed as a PDF attachment and sent to the stakeholders or sponsors of the project. This helps project managers communicate the status and health of the project in a clear and concise format. You can find more information about the project status report PDF attachment in the Product Documentation for ServiceNow.

NEW QUESTION # 84

Can an it_project_manager convert a task to a milestone?

- A. Yes, if the task is assigned to the project manager.
- B. No, this can only be done by a system admin.

- C. Yes, by right-clicking on the task in the Planning Console.
- D. No, the PPS admin role is also required.

Answer: C

Explanation:

Explanation

According to the Planning Console document, an it_project_manager can convert a task to a milestone by right-clicking on the task in the Planning Console and selecting Convert to Milestone. The other options are not correct, as they are not the ways to convert a task to a milestone. A system admin or a PPS admin role is not required for this action. The task assignment is not relevant for this action.

NEW QUESTION # 85

The project property to update actual effort from time card is controlled at what level?

- A. Project Level.
- B. Portfolio Level.
- C. Program Level.
- D. Application Level (Global).

Answer: A

Explanation:

According to the ServiceNow documentation¹, the project property to update actual effort from time card is controlled at the project level. This property is called Update actual effort from time card and it determines if the Actual effort field on the Dates tab should be updated based on the hours entered from time cards for the project. If set to Yes, the Actual effort field is read-only on the Project and Project Task forms. If set to No, the Actual effort field is editable on the Project and Project Task forms.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Properties.html

NEW QUESTION # 86

A checklist item record provides a name and what other element?

- A. Complete field.
- B. Status field.
- C. Short description field.
- D. Percent complete field.

Answer: A

Explanation:

A checklist item record provides a name and a complete field. The name field is the label of the checklist item, and the complete field is a checkbox that indicates whether the checklist item is done or not. You can find more information about checklist items in the Product Documentation for ServiceNow.

NEW QUESTION # 87

Which artifacts can be linked to either a program, a portfolio, both, or neither?

Choose 2 answers

- A. Projects
- B. Test cases
- C. Operational plans
- D. Stories
- E. Demands

Answer: A,E

NEW QUESTION # 88

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