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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q112-Q117):

### NEW QUESTION # 112

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support. You have confirmed that:

The Network Support group record has the Group type: Incident and Change. The Network CAB group record has the Group type: Change. What could you do on the incident form, for the Assignment Group field, to resolve this issue?

- A. Modify the choice list to include only the appropriate group types
- **B. Add Dictionary Override to specify the Incident group Reference Qualifier**
- C. Add a UI action to provide an error message if the Network CAB group is selected
- D. Add a UI action to hide the Network CAB group from the list

**Answer: B**

### NEW QUESTION # 113

In a Service Catalog, Content Items can include each of the following EXCEPT:

- A. Links to Knowledge Articles
- B. Links to locations specified in a Application navigation module
- C. Templates
- **D. Cross-references to Catalog content**

**Answer: D**

### NEW QUESTION # 114

A developer is trying to decide between creating a Visualforce component or a Lightning component for a custom screen. Which functionality consideration impacts the final decision?

- A. Will the screen be accessed via a mobile app?
- B. Does the screen need to be rendered as a PDF?
- **C. Does the screen need to be accessible from the Lightning Experience UI?**
- D. Will the screen make use of a JavaScript framework?

**Answer: C**

### NEW QUESTION # 115

Which change request fields are mandatory to transition from Review to Closed in the base platform configuration? (Choose 2 options)

- **A. Close notes**
- B. Closed by
- C. Closed
- **D. Close code**

**Answer: A,D**

Explanation:

In the ServiceNow Change Management base platform configuration, the transition from the Review state to the Closed state requires specific documentation of the outcome.

\* Close code (B): This field is used to categorize the result of the change (e.g., Successful, Successful with Issues, or Unsuccessful).

\* Close notes (C): This is a mandatory text field where the implementer provides a summary of the implementation and any post-implementation observations.

While "Closed by" and "Closed" (date/time) are important for auditing, they are typically system-populated automatically when the state changes to Closed and are not manual requirements for the user to fill out to trigger the state transition.

### NEW QUESTION # 116

Which two relationship queries use the proper syntax? (Choose two.)

SELECT Id, Name, Account\_\_r.Name FROM Contact WHERE Account\_\_r.Industry

- A. SELECT Name, (SELECT LastName FROM Contacts) FROM Account
- B. 'Media'
- C. SELECT Name, (SELECT LastName FROM Contacts\_\_r) FROM Account
- D. SELECT Id, Name, Account.Name FROM Contact WHERE Account.Industry = 'Media'

Answer: A,D

## NEW QUESTION # 117

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