

# Valid CIS-ITSM Test Duration | New CIS-ITSM Exam Testking



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ServiceNow CIS-ITSM Certification Exam is intended to validate the candidate's understanding of ITSM best practices and their ability to implement those practices using the ServiceNow platform. CIS-ITSM exam covers a range of topics, including ITSM process design, configuration management, service level management, and reporting and analytics. Successful completion of the exam demonstrates that the candidate has the skills and knowledge needed to implement and manage ITSM solutions using the ServiceNow platform.

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## 2026 CIS-ITSM: Reliable Valid Certified Implementation Specialist - IT Service Management Test Duration

Dumps4PDF also offers the CIS-ITSM web-based practice exam with the same characteristics as desktop simulation software but with minor differences. It is online ServiceNow Certification Exam which is accessible from any location with an active internet connection. This Certified Implementation Specialist - IT Service Management CIS-ITSM Practice Exam not only works on Windows but also on Linux, Mac, Android, and iOS. Additionally, you can attempt the OMG CIS-ITSM practice test through these browsers: Opera, Safari, Firefox, Chrome, MS Edge, and Internet Explorer.

## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q63-Q68):

### NEW QUESTION # 63

Consider the Apex controller above, that is called from a Lightning Aura Component. What is wrong with it?

- A. Line 1: class must be global
- B. Line 6: method must be static
- C. Lines 1 and 6: class and method must be global
- D. Line 8: method must first serialize the list to JSON before returning

Answer: A

#### NEW QUESTION # 64

A user has the VIP field set to true on their User [sys\_user] record. When that user is selected as the Caller on an Incident, which of the following statements are true in a baseline platform configuration? Select all that apply.

- A. The user's name is shown in red in the Caller field
- B. A 'VIP' decoration is displayed next to the Caller field
- C. SLA workflow conditions for VIP trigger additional notifications to the manager of the Assignment Group
- D. The Priority field calculation is adjusted to increase Priority by 1

**Answer: A**

Explanation:

□

#### NEW QUESTION # 65

A developer is asked to build a solution that will automatically send an email to the Customer when an Opportunity stage changes. The solution must scale to allow for 10,000 emails per day. The criteria to send the email should be evaluated after all Workflow Rules have fired.

What is the optimal way to accomplish this?

- A. Use a MassEmailMessage() with an Apex Trigger.
- B. Use a SingleEmailMessage() with an Apex Trigger.
- C. Use an Email Alert with Process Builder.
- D. Use a Workflow Email Alert.

**Answer: C**

Explanation:

Explanation

#### NEW QUESTION # 66

In the baseline platform configuration for an Emergency Change, \_\_\_\_\_ is required before a Change can be scheduled.

- A. CAB Approval
- B. Peer Approval
- C. Configuration Item identified
- D. Justification, Change Plan, Test Plan, and Execute Plan

**Answer: A**

#### NEW QUESTION # 67

ServiceNow is limited to a single Knowledge Base for all users of the platform to access.

- A. True
- B. False

**Answer: B**

Explanation:

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#### NEW QUESTION # 68

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