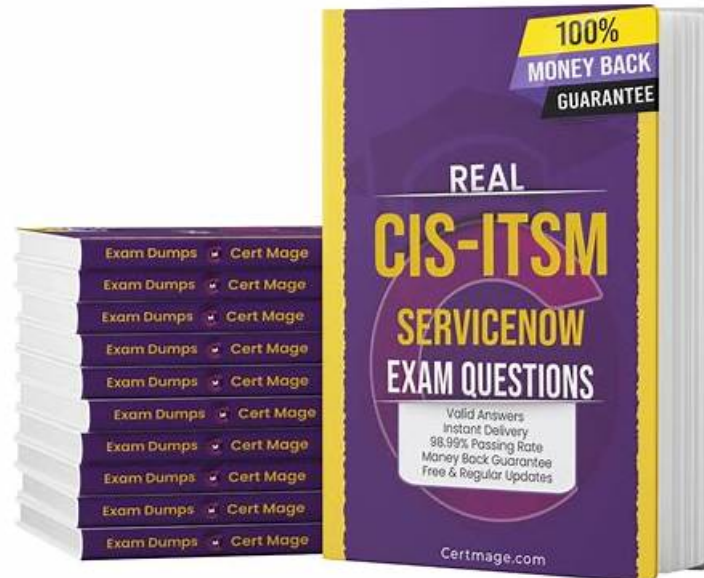


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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q94-Q99):

NEW QUESTION # 94

REVIEW

Which key performance indicators can be influenced by effective Problem Management? Select all that apply.

- A. % of Incidents Resolved on First Contact
- B. Average Time to Resolve a High Priority Incident
- C. Average time to close a Problem
- D. % of high priority Problems

Answer: C,D

NEW QUESTION # 95

Universal Containers uses Big Objects to store almost a billion customer transactions called Customer_Transaction__b.

These are the fields on Customer_Transaction__b:

Account__c

Program__c

Points_Earned__c

Location__c

Transaction_Date__c

The following fields have been identified as Index Fields for the Customer_Transaction__b object:

Account__c, Program__c, and Transaction_Date__c.

Which SOQL query is valid on the Customer_Transaction__b Big Object?

- A. **SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c = 'Shoppers' AND Transaction_Date__c = 2019-05-31T00:00Z**
- B. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c EXCLUDES ('Shoppers', 'Womens') AND Transaction_Date__c = 2019-05-31T00:00Z
- C. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c LIKE 'Shop%' AND Transaction_Date__c = 2019-05-31T00:00Z
- D. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '001R000000302D3' AND Program__c INCLUDES ('Shoppers', 'Womens') AND Transaction_Date__c = 2019-05-31T00:00Z

Answer: A

NEW QUESTION # 96

How to automatically show the user employee number when searching for a user in the caller field?

- A. Modify "ref_contributions" column in the User table.
- B. Modify "ref_ac_column" column in the User table.
- C. Modify "ref_contributions" attribute for the Caller field.
- D. **Modify "ref_ac_column" attribute for the Caller field.**

Answer: D

NEW QUESTION # 97

Which plugin should be activated to enable Article Versioning in Knowledge Management?

- A. Knowledge Management Versioning
- B. **Knowledge Management Advanced Installer**
- C. None of the listed answers
- D. Knowledge Management Advanced Features

Answer: B

Explanation:

The Knowledge Management Advanced Installer is available to be enabled by system administrators. It is available since Jakarta

release.

NEW QUESTION # 98

Incidents are stored what table?

- A. Incident [sn_incident]
- B. Incident [incident]
- C. Incident [task_incident]
- **D. Incident [sn_task_incident]**

Answer: D

NEW QUESTION # 99

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