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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q38-Q43):

NEW QUESTION # 38

Which of the following record types would you use in order to view company policies?

- A. Catalog Item
- B. Order Guide
- C. Content Item
- D. Record Producer

Answer: C

Explanation:

Explanation

Content Item can contain information or a link to a page so it is the best option to use when the content of the catalog item is static.

NEW QUESTION # 39

Which of the following record types would you use in order to set up a new hired employee?

- A. Order Guide
- B. Catalog Item
- C. Content Item
- D. Record Producer

Answer: A

Explanation:

Because setting up a new hired employee involves several requests like getting a laptop, installing software, ...etc and Order Guide should be used to combine several requests.

NEW QUESTION # 40

The purpose of Change Management in ServiceNow is to plan and manage releases and make sure software deployments are done correctly.

- A. True
- B. False

Answer: B

Explanation:

Explanation

Change Management should not be used as a release management tool. It is not meant to be so.

NEW QUESTION # 41

A manager asks how to determine which Incidents were routed to multiple groups before being resolved. What field could this manager add to their list view or report filter criteria to identify these records?

- A. Reassignment count
- B. Reopen count

- C. Assignment group count
- D. Activity stream
- E. On call escalation count

Answer: A

Explanation:

In ServiceNow ITSM, the Reassignment count field (found on the incident table) is an integer field that automatically increments every time the Assignment group is changed. This field is specifically designed to measure "bounce" or "ping-pong" effects between different support tiers or departments. By filtering for records where Reassignment count > 1, a manager can easily identify Incidents that were routed to multiple groups before reaching a resolution, which is a key metric for measuring First Call Resolution (FCR) and routing efficiency.

NEW QUESTION # 42

A user with role catalog_admin can manage user criteria.

- A. False
- **B. True**

Answer: B

Explanation:

Because the role catalog_admin includes the role user_criteria_admin, users with role catalog_admin role can manage user criteria.

NEW QUESTION # 43

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