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Config Management - Ways to create CI ✓✓Manually,

Import external data,

Use ITOM Discovery

What are the baseline problems states? ✓✓New

Assess

Root Cause Analysis

Fix in Progress

Resolved

Closed

Request Fulfillment Life-cycle (4) ✓✓Submission, Approval, Fulfillment, Closure

Change Life-cycle (4) ✓✓Creation & Scope, Approval Implementation, Closure

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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q44-Q49):

NEW QUESTION # 44

Your client indicates they would like a way to designate VIP callers on an incident form. How would you accomplish this?

- A. VIP Flag field style
- B. VIP Flag action script
- C. VIP Flag reference decorator
- D. VIP flag dictionary entry

Answer: A

NEW QUESTION # 45

In Problem Management, when using the Communicate Workaround Related Link, which of the following conditions must be met for the workaround to be communicated? Select all that apply.

- A. Incident is associated with the Problem record
- B. Incident is in a State of On Hold with an On Hold Reason of Pending
- C. Problem Incident must be Active
- D. The Workaround field must be updated immediately before the user selects Communicate Workaround

Answer: A

Explanation:

Explanation

The Communicate Workaround UI Action may be used to pass Problem record comments to activeIncidents.

The UI

Action will pass only the most recent workaround.

NEW QUESTION # 46

To how many levels can categories be nested in a service catalog?

- A. 0
- B. 1
- C. 2
- D. None of the listed answers

Answer: D

Explanation:

There is no technical limit regarding the depth the categories can be nested.

NEW QUESTION # 47

Which table is used to store all the searches performed against knowledge base articles?

- A. kb_search_log
- B. ts_query_kb
- C. kb_use
- D. kb_queries

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