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ServiceNow is a leading platform that provides IT Service Management (ITSM) solutions to organizations across the globe. ITSM plays a crucial role in ensuring that IT services are delivered efficiently and effectively to meet the needs of the business. As a result, ServiceNow CIS-ITSM (Certified Implementation Specialist - IT Service Management) certification exam is designed to validate the skills and knowledge of IT professionals who are responsible for the implementation and management of ITSM solutions on the ServiceNow platform.

ServiceNow CIS-ITSM (Certified Implementation Specialist - IT Service Management) Exam is a certification exam that measures the competency of IT professionals in the implementation of IT Service Management solutions using ServiceNow. CIS-ITSM exam is designed to assess an individual's knowledge and skills in the areas of ServiceNow ITSM architecture, configuration, administration, and customization.

ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q127-Q132):

NEW QUESTION # 127

Which of the following are valid states for Standard Change requests? (Choose all that apply.)

- A. Assess
- B. Authorize
- C. Implement
- D. Review
- E. Scheduled

Answer: C,D,E

Explanation:
Explanation

NEW QUESTION # 128

What Knowledge Management capability allows users to ask and answer questions amongst peers within a Knowledge Base?

- A. Feedback
- B. Collaboration
- C. Connect Chat
- D. Social Q&A

Answer: D

NEW QUESTION # 129

* Label: Fix in Progress

* Value: 104

* Constant: ProblemState.FIX_IN_PROGRESS

Which script is used to add a pre-requisite for transitioning from the Fix in Progress state?

- A. ProblemStateChange
- B. ProblemStateUtils
- C. ProblemStateChangeSNC
- D. ProblemStateUtilsSNC

Answer: B

Explanation:

In ServiceNow's Problem Management application, state transitions and their associated logic are governed by Script Includes. Following ServiceNow's architectural best practices, the logic is split into two parts:

* ProblemStateUtilsSNC: This contains the read-only, "out-of-the-box" (OOTB) logic provided by ServiceNow.

* ProblemStateUtils (B): This script include extends the SNC version and is intended for customer customizations.

If an administrator needs to add a custom pre-requisite (such as ensuring a specific field is filled or a related record is closed) before a problem can move out of the Fix in Progress state, they must modify the ProblemStateUtils script. This ensures that their changes are preserved during platform upgrades.

NEW QUESTION # 130

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

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

Answer: B

NEW QUESTION # 131

Which of these can be associated with a service within the service portfolio taxonomy?

- A. Node
- B. Node layer
- C. Node level
- **D. Leaf node**

Answer: D

Explanation:

Step by Step Comprehensive Detailed Explanation: In the context of ServiceNow IT Service Management, specifically within the service portfolio taxonomy, a 'leaf node' can be associated with a service. The service portfolio taxonomy is a hierarchical structure that organizes the services offered by an organization. At the top of this hierarchy are broad categories or 'nodes,' which are then broken down into more specific 'leaf nodes.' These leaf nodes represent individual services or offerings that are the most granular level within the taxonomy. Associating a service with a leaf node allows for detailed tracking and management of that particular service within the larger portfolio.

References: The information is based on the ServiceNow product documentation and resources available on their official support and documentation portals, which detail the service portfolio management taxonomy and its components¹²³.

NEW QUESTION # 132

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