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What would you use to create a new hire employee request which would allow you to order your workstation and company mobile?

- a) knowledge item
- b) record producer
- c) catalog item
- d) **order guide**
- e) content item - ...ANSWER...d) order guide

Which tool allows process owners to use natural language to automate approvals, tasks notifications and other record operations with little to no code?

- a) workflow mapper
- b) workflow manager
- c) **flow designer**
- d) flow dashboard
- e) process designer - ...ANSWER...c) flow designer

What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, consistent source of data is provided?

- a) service portfolio management

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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q21-Q26):

NEW QUESTION # 21

An administrator has unchecked the "Enable content pack creation" checkbox after users had created content packs. What is the impact of this change?

- A. Users can modify the description and title of existing packs.
- B. The Clone & Customize button will continue to be available.
- C. All existing content packs will be deleted.
- D. Users can continue to edit the contents of existing packs.

Answer: A

NEW QUESTION # 22

Users who approve changes require ServiceNow license unless they do the approval through email.

- A. False
- B. True

Answer: A

Explanation:

License is needed for approval even if the approval is done via email.

NEW QUESTION # 23

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

- A. Edit in Form Designer
- B. Edit in Item Designer
- C. Edit in Catalog Item Designer
- D. Edit in Catalog Builder

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder.html>

NEW QUESTION # 24

It is possible to create incidents automatically based on alerts from Event Management.

- A. False
- B. True

Answer: B

NEW QUESTION # 25

The data in the Schedule section of the change request is just to aid reviewers and implementers. No process logic is driven off of values in these fields.

- A. False
- B. True

Answer: A

Explanation:

Explanation

This data is used for conflict detection and risk assessment.

NEW QUESTION # 26

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