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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q147-Q152):

NEW QUESTION # 147

Which of the following statements is true regarding conflict detection for change requests?

- **A. All the mentioned statements are true.**
- B. Conflict detection is executed every time an active change request is updated.
- C. There is a scheduled job to update conflicts that runs on a periodic basis.
- D. Conflict detection can be run manually.

Answer: A

NEW QUESTION # 148

A new Problem Coordinator accidentally created several problem investigations that need to be deleted. What role is required to delete a problem record?

- A. so_problem_delete

- B. problem_manager
- C. RH_manager
- D. problem_coordinator
- E. problem_admin

Answer: E

NEW QUESTION # 149

Which of the following statements are correct for standard changes? (Choose two.)

- A. Standard changes are typically low risk and have detailed procedures.
- B. Standard change procedures must be stored in the Knowledge base.
- C. Standard changes can be automated.
- D. Standard changes do not have change tasks.

Answer: A,C

NEW QUESTION # 150

What happens when "Communicate Workaround" is clicked in problem form?

- A. Workaround is copied to comments of all incidents that are linked to the problem where the incidents' states are "On Hold" and the On Hold reason is "Awaiting Problem".
- B. Workaround is copied to comments of all incidents that are linked to the problem where the incidents' states are "On Hold".
- C. Workaround is copied to comments of all incidents that are linked to the problem except incidents with state "On Hold".
- D. Workaround is copied to comments of all incidents that are linked to the problem.

Answer: D

Explanation:

Explanation

This behavior has changed in New York release and now the workaround is copied to all linked incidents, not only those with state equals to On Hold.

NEW QUESTION # 151

On an incident, which of the following conditions will trigger the Reopen Count field value to be incremented?

- A. State changes from Resolved to On Hold
- B. Assignment group changes from Service Desk to Software Group
- C. Submission of an incident by the same Caller with an identical short description
- D. Update to an associated problem record

Answer: A

NEW QUESTION # 152

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