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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q41-Q46):

NEW QUESTION # 41

What are the most common ways to create problems? (Choose two.)

- A. Using the Create Problem Virtual Agent Conversation.
- B. Using the Create Problem UI action on an incident.
- C. Manually using the Problems related list on a change.
- D. Manually using the Create New module.
- E. Using a third-party integration.

Answer: B,D

NEW QUESTION # 42

Which of the following tables does the change_task_sla database view join? (Choose all that apply.)

- A. change_sla
- B. change_request
- C. task_sla
- D. metric_instance
- E. change_task

Answer: C,E

NEW QUESTION # 43

The root cause, workaround, and a fix to a problem have been identified, but management has decided not to implement the solution. Which action does the problem coordinator take regarding the problem record?

- A. Communicate Fix
- B. Accept Risk
- C. Assess Risk
- D. Resolve

Answer: B

Explanation:

In the Problem Management lifecycle within ServiceNow, when a permanent fix is identified but cannot be implemented—due to cost, high risk of downtime, or business priority—the organization must formally acknowledge this decision. By selecting Accept Risk, the Problem record moves to a "Closed" state with a resolution code indicating the risk has been accepted. This ensures the Known Error remains documented in the system (often via an associated Knowledge Article) so that the Service Desk is aware of the workaround, even though a permanent resolution will not be applied.

NEW QUESTION # 44

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

Answer: D

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 # 45

How to modify the attributes copied from a problem into a change when creating a change from a problem?

- A. Modify the UI Action script that is used to create change
- B. Modify the "com.snc.problem.create_change.attributes" property in Problem properties
- C. Modify the "com.snc.change.create_from_problem.attributes" property in Change properties
- D. Modify the "com.snc.change.copy_from_from.attributes" property in Change properties

