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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q40-Q45):

### NEW QUESTION # 40

Which role is required to edit the Type field on a Change

- A. admin
- B. itil
- C. nobody
- D. change\_manager

**Answer: C**

Explanation:

Explanation

Kind of a trick question. Nobody role can't \*really\* be assigned to edit the 'type' field.

### NEW QUESTION # 41

If importing CI data for business services and servers on which they are deployed from excel, how many transform maps are needed to fully import data?

- A. 0
- B. 1
- C. 2
- D. 3

**Answer: C**

Explanation:

\*Transform map to populate business services in the Business Service [cmdb\_ci\_service] table \*Transform map to populate servers in the Server [cmdb\_ci\_server] table \*Transform map to populate the relationship between each business service and server

### NEW QUESTION # 42

When documenting requirements, it is important to include the customer preferred designed choices.

- A. False
- B. True

**Answer: A**

Explanation:

It is not recommended to include design choices in the requirements documents.

### NEW QUESTION # 43

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates? (Choose two.)

- A. Customize Entitlements
- B. Customize Application
- C. Manage Entitlements
- D. Manage Milestones

**Answer: B,C**

### NEW QUESTION # 44

A user has the VIP field set to true on their User [sys\_user] record. When that user is selected as the Caller on an Incident, which of

the following statements are true in a baseline platform configuration? Select all that apply.

- A. SLA workflow conditions for VIP trigger additional notifications to the manager of the Assignment Group
- B. The Priority field calculation is adjusted to increase Priority by 1
- C. A 'VIP' decoration is displayed next to the Caller field
- **D. The user's name is shown in red in the Caller field**

**Answer: D**

Explanation:

□

## NEW QUESTION # 45

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