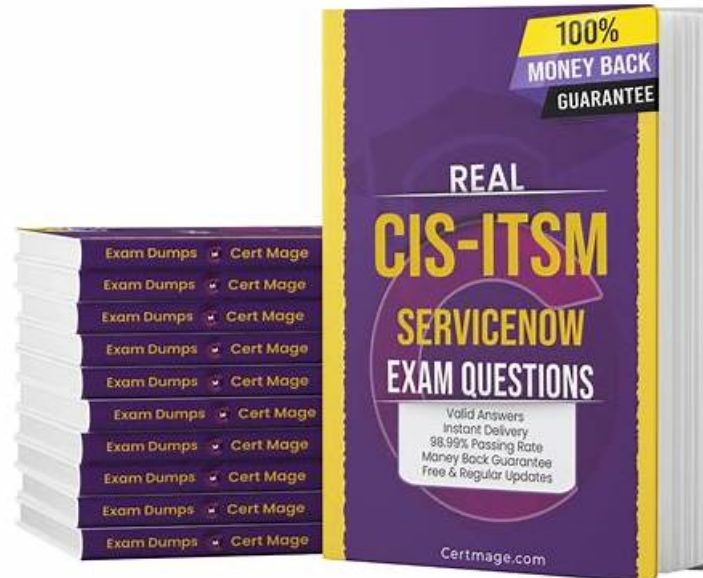


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- Exam Name: Certified Implementation Specialist - ServiceNow Training and Certification
- Exam type: Multiple Choice Questions
- Exam Code: ServiceNow CIS-ITSM Certification Exam
- Valid Attempts: Candidates failing to pass the exam, can register again to take the exam up to three times.
- Exam Mode: On-line Proctored Exam.Candidates can take the examination from any place at any time as per their convenience. Candidates also have the option to give exams at any of the authorized training centers. Candidates can select the exam mode based on their convenience at the time of registration. In both testing venues, the exam is conducted through a consistent, friendly, user interface customized for ServiceNow tests.
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### ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q52-Q57):

#### NEW QUESTION # 52

Universal Containers uses Big Objects to store almost a billion customer transactions called Customer\_Transaction\_\_b.

These are the fields on Customer\_Transaction\_\_b:

Account\_\_c

Program\_\_c

Points\_Earned\_\_c

Location\_\_c

Transaction\_Date\_\_c

The following fields have been identified as Index Fields for the Customer\_Transaction\_\_b object: Account\_\_c, Program\_\_c, and Transaction\_Date\_\_c.

Which SOQL query is valid on the Customer\_Transaction\_\_b Big Object?

- A. SELECT Account\_\_c, Program\_\_c, Transaction\_Date\_\_c FROM Customer\_Transaction\_\_b WHERE Account\_\_c = '001R000000302D3' AND Program\_\_c LIKE 'Shop%' AND Transaction\_Date\_\_c=2019-05-31T00:00Z
- B. SELECT Account\_\_c, Program\_\_c, Transaction\_Date\_\_c FROM Customer\_Transaction\_\_b WHERE Account\_\_c = '001R000000302D3' AND Program\_\_c EXCLUDES ('Shoppers', 'Womens') AND Transaction\_Date\_\_c=2019-05-31T00:00Z
- C. SELECT Account\_\_c, Program\_\_c, Transaction\_Date\_\_c FROM Customer\_Transaction\_\_b WHERE Account\_\_c = '001R000000302D3' AND Program\_\_c INCLUDES ('Shoppers', 'Womens') AND Transaction\_Date\_\_c=2019-05-31T00:00Z
- D. SELECT Account\_\_c, Program\_\_c, Transaction\_Date\_\_c FROM Customer\_Transaction\_\_b WHERE Account\_\_c = '001R000000302D3' AND Program\_\_c ='Shoppers' AND Transaction\_Date\_\_c=2019-05-31T00:00Z

**Answer: D**

Explanation:

Explanation

#### NEW QUESTION # 53

Where are the timeframe conditions for sending an SLA breach warning notification defined?

- A. Default SLA flow
- B. SLA Properties application
- C. SLA trigger conditions
- D. SLA definition record

**Answer: A**

#### NEW QUESTION # 54

It is recommended to use "Changes to" instead of "Is" in notification conditions.

- A. True
- B. False

**Answer: A**

### NEW QUESTION # 55

Which one of the following is NOT included in foundation data?

- A. Companies
- B. Locations
- C. Assets
- D. Groups

**Answer: C**

Explanation:

Assets are considered configuration items, not foundation data.

### NEW QUESTION # 56

In the baseline platform configuration, if a change approver rejects an approval for a normal change, what will the state of the change be set to?

- A. Assess
- B. Closed Incomplete
- C. Rejected
- D. New

**Answer: D**

Explanation:

Explanation

"If one group member rejects, a notice is sent to the requester and the change is updated with a State = New and Approval = Rejected."

### NEW QUESTION # 57

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