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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q190-Q195):

NEW QUESTION # 190

Which of the following CANNOT be performed by catalog_manager role?

- A. Update Catalog.manager
- B. Maintain Catalog Item
- C. Create Catalog Task

- D. Maintain Categories

Answer: C

Explanation:

Creating a catalog task can be done by a user with catalog_admin role.

NEW QUESTION # 191

Under which circumstances would a knowledge article author set the Display Attachments field to false on an article that has attachments?

- A. The attachments should be downloaded/opened immediately rather without the article text being displayed.
- B. The attachments are files that the author would like to display as links for on the article rather than having those files open/download automatically.
- C. The attachments are referenced knowledge articles.
- **D. The attachments are images embedded and displayed within the article text.**

Answer: D

NEW QUESTION # 192

Configuration items can be created via the change management process.

- A. False
- **B. True**

Answer: B

Explanation:

Explanation

Creating CI can be done in any of the following ways:

1. Manual creation via the Configuration application modules
2. Via service catalog fulfillment processes
3. Import from external source
4. Integration with 3rd party systems
5. Automated discovery tool(s)
6. Creation triggered from asset management
7. Via change management process

NEW QUESTION # 193

Which of the following statements is true regarding incident categorization driven by configuration item?

- A. Categorization driven by configuration item is recommended when the project timeline is too short.
- B. Categorization driven by configuration item is recommended for all customers.
- C. Categorization driven by configuration item is recommended for customers who don't have logic in place for incident assignment rules.
- **D. Categorization driven by configuration item is recommended for customers with robust and Mature CMDB.**

Answer: D

NEW QUESTION # 194

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

- A. False
- **B. True**

Answer: B

