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Exam : **CIS-ITSM**

Title : Certified Implementation
Specialist - IT Service
Management

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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q100-Q105):

NEW QUESTION # 100

On an incident record, where are the fields that appear on the caller lookup select box defined?

- A. The `ref_ac_column` attribute from the dictionary entry
- B. The `ref_contributions` attribute on the caller lookup form
- C. The Caller lookup field on the [user] table
- D. The form design of the caller lookup form

Answer: A

NEW QUESTION # 101

Why it takes time for the workaround to appear in the linked incidents' comments when the "Communicate Workaround" is clicked in a problem?

- A. The query used to filter linked incidents is very complex and it takes time to run.
- B. There's a scheduled job that runs every day at midnight to add the comment to linked incidents.
- C. The system waits an action from the user to close the problem and then the workaround will be copied.
- D. The "Communicate Workaround" uses an event which must be processed.

Answer: D

NEW QUESTION # 102

In the baseline platform configuration, which of these are required when closing a Normal Change? Select all that apply.

- A. Post-Implementation Review
- B. Close Notes
- C. CAB Approval
- D. Close Code

Answer: B,D

Explanation:

Explanation

By the time you arrive at the juncture where you would close the change request, the approval has already occurred, and the Post-Implementation Review (task) has also transpired.

All that's left are:

"Close Code",

"Close Notes"

CAB Approval - TRICK ANSWER. It's already been approved by the time

you go to close the change

Close Code - These occur at time of CR close.

Close Notes - These occur at time of CR close.

TRICK ANSWER. This is a task that's already been dealt with.

NEW QUESTION # 103

If the Assignment group is empty on an incident record what happens when an agent that is a member of multiple user groups clicks the Assign to the UI action?

- A. An error is displayed indicating the agent must manually assign the incident
- B. The Assignment group field will not populate
- **C. The agent is prompted to select the Assignment group**
- D. The Assignment group field automatically populates with the agent's primary group

Answer: C

NEW QUESTION # 104

What is the minimum number of members in a group?

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

Answer: A

Explanation:

A group can have zero or more members.

NEW QUESTION # 105

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