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Earning the CIS-ITSM certification demonstrates that an IT professional has the skills and knowledge required to implement ITSM processes using ServiceNow effectively. It is an excellent credential for professionals who want to advance their careers in ITSM and work with ServiceNow. Additionally, CIS-ITSM certified professionals can help organizations in effectively managing IT services, improving service quality, and increasing customer satisfaction.

The CIS-ITSM exam is a challenging test that requires a strong foundation in ITSM concepts and ServiceNow platform knowledge. It is recommended that you have at least six months of experience working with ServiceNow ITSM applications before attempting the exam. You should also have a good understanding of ITIL (Information Technology Infrastructure Library) best practices, as ServiceNow ITSM is aligned with ITIL.

ServiceNow CIS-ITSM Certification is designed for IT professionals with a minimum of six months of experience working with the ServiceNow platform. CIS-ITSM exam tests the individual's knowledge and skills in areas such as Incident Management, Problem Management, Change Management, Service Catalog Management, and Service Level Management. Certified Implementation Specialist - IT Service Management certification is intended for those looking to improve their knowledge and skills in ITSM and become more competent in delivering IT services.

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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q72-Q77):

NEW QUESTION # 72

g_scratchpad CANNOT be used in catalog items.

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

Answer: B

NEW QUESTION # 73

You can create a standard change from an incident by clicking on the "Create Standard Change" UI Action in an incident form.

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

Answer: B

NEW QUESTION # 74

A developer gets an error saying "Maximum Trigger Depth Exceeded."

What is a possible reason to get this error message?

- A. There are numerous DML operations in the trigger logic.
- B. A Process Builder is running that sends mass emails.
- **C. A trigger is recursively invoked more than 16 times.**
- D. The SOQL governor limits are being hit.

Answer: C

Explanation:

Explanation/Reference:

NEW QUESTION # 75

Incidents are stored in what table?

- **A. Incident [incident]**
- B. Incident [task_incident]
- C. Incident [sn_task_incident]
- D. Incident [sn_incident]

Answer: A

NEW QUESTION # 76

Which platform feature is used to determine whether an incident meets the conditions for First Call Resolution?

- **A. Metric**
- B. Business Rule
- C. Benchmark
- D. First Call Resolution field

Answer: A

NEW QUESTION # 77

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