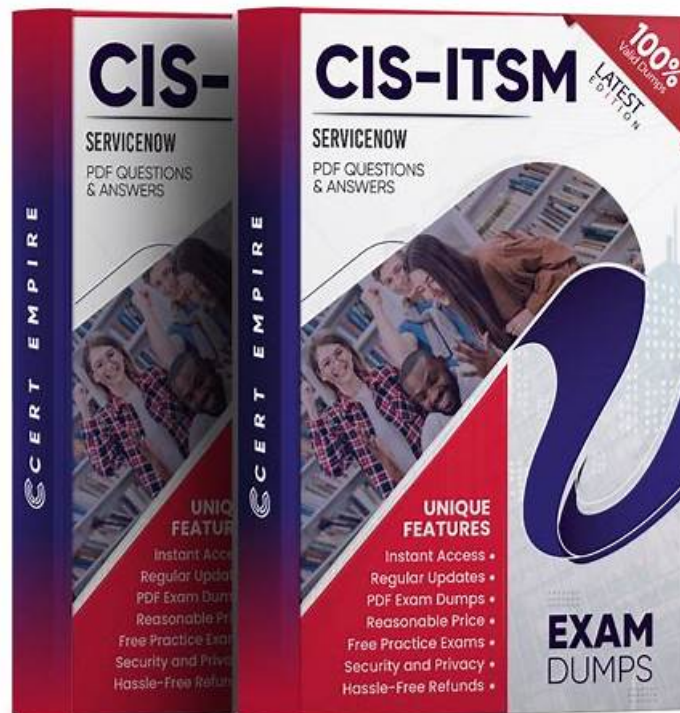


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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q172-Q177):

### NEW QUESTION # 172

Which of the following roles can delete a CAB definition?

- A. cab\_manager
- B. change\_manager
- C. None of the listed answers
- D. itil\_admin

**Answer: C**

Explanation:

Explanation/Reference:

Explanation:

Only system admin can delete CAB Definitions.

### NEW QUESTION # 173

Which of the following is NOT a valid Requested Item Catalog Task state?

- A. Work In Progress
- B. Closed Skipped
- C. Closed Rejected
- D. Pending

**Answer: C**

### NEW QUESTION # 174

Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee.

What feature would you use to meet this requirement?

- A. Flow Designer
- B. Workflow Dashboard
- C. State Model
- D. Action Modeler
- E. Task Creator

**Answer: A**

### NEW QUESTION # 175

It is possible to import multiple word documents at the same time into a knowledge base.

- A. False
- B. True

**Answer: B**

