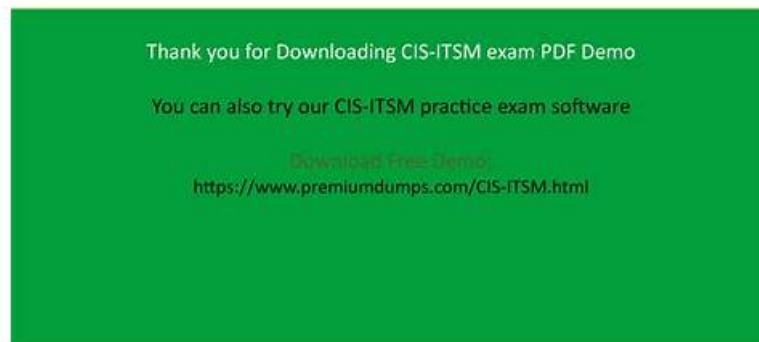


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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q40-Q45):

NEW QUESTION # 40

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

- A. The Assignment group field is populated with agent's user group
- B. An error is displayed indicating the Assignment group field must be populated before executing the Assign to me UI action
- C. The Assignment group field remains empty
- D. The agent is prompted to select the Assignment group

Answer: D

Explanation:

Reviewed code for UI Action in Tokyo/Utah/Vancouver. It just prints an error message and does nothing, so answer is A.

```
if(current.assignment_group.nil()) {
var memberGroups = new global.IncidentUtils().getMemberGroups(gs.getUserID(), 2); if(memberGroups.length > 1) {
gs.addErrorMessage(gs.getMessage("Assigned to user CIS-ITSM is member of multiple groups, please select one as Assignment group ", [gs.getUserDisplayName()])); return;
}
```

NEW QUESTION # 41

A user with role catalog_admin can manage user criteria.

- A. True
- B. False

Answer: A

Explanation:

Because the role catalog_admin includes the role user_criteria_admin, users with role catalog_admin role can manage user criteria.

NEW QUESTION # 42

When can a user (who has no assigned roles in the system) close an incident?

- A. When the user is the Caller and the incident's State is not already closed.
- B. When the user is the Caller and the incident's State is not already resolved.
- **C. When the user is the Caller and the incident's State is Resolved.**
- D. When the user is the Caller or on the Watch list and the incident's State is Resolved.

Answer: C

Explanation:

□

NEW QUESTION # 43

Which of the following statements is true regarding Group Type?

- A. None of the listed answers.
- **B. Every group can have zero or more types.**
- C. Every group can have one or more types.
- D. Every group can have one type.

Answer: B

Explanation:

Explanation/Reference:

NEW QUESTION # 44

Which one of the following represents the overall lifecycle of a Request?

- A. Approval -> Submittal -> Fulfillment -> Closure
- **B. Submittal -> Approval -> Fulfillment -> Closure**
- C. Approval -> Submittal -> Delivery -> Resolution
- D. Submittal -> Approval -> Resolution -> Closure

Answer: B

NEW QUESTION # 45

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