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ServiceNow CIS-ITSM Exam Prep

_____ is primarily focused on the details needed to manage and operate hardware and software. _____ is primarily focused on the financial aspects of hardware and software. - THE CORRECT ANSWER IS Configuration Management, Asset Management

A customer has a requirement to include a Catalog Item to order Microsoft Access in several Categories so that users can find it easily. What is the best way to do this? - THE CORRECT ANSWER IS Add additional Categories in the Catalog Item's Categories Related List

A customer would like to modify the wording that appears when a user selects Change > Create New. Which type of record must be adjusted? - THE CORRECT ANSWER IS Interceptor

A Parent Incident is updated to reflect a new Priority and a new Assignment Group. Which of the following represents corresponding updates made automatically to child Incidents? - THE CORRECT ANSWER IS No automatic updates are made to child Incidents

A user has the VIP field set to true on their User [sys_user] record. When that user is selected as the Caller on an Incident, which of the following statements are true in a baseline platform configuration? Select all that apply. - THE CORRECT ANSWER IS - The user's name is shown in red in the Caller field - A 'VIP' decoration is displayed next to the Caller field

An Order Guide can include multiple Items. Items have common variables, such as Shipping Location, and Requester. Which field on the Order Guide, when set to true, automatically copies the common variable values to corresponding variables on each included Item? - THE CORRECT ANSWER IS Cascade Variables

Best Practices for using Service Catalog Categories include _____. - THE CORRECT ANSWER IS - Organize Categories in a way that your audience will understand

Change Conflict Detection Scheduled jobs run with increasing frequency as a Change approaches the Planned start date. - THE CORRECT ANSWER IS TRUE

Change Tasks generated by the Change Request - Normal Change tasks workflow should include: - THE CORRECT ANSWER IS Standard, administrative tasks common to all Normal Changes

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Scope

This certificate verifies the fundamental knowledge to become a development consultant ensuring if the candidate is skilled enough of practically applying the knowledge gained through pieces of training and practical experience of working within the projects.

ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q161-Q166):

NEW QUESTION # 161

What is the purpose of the Knowledge check box in Incident form?

- A. If checked, it will append the text in the Resolution note to the work notes.
- B. If checked, it will create a draft knowledge article once the incident is resolved.
- C. If checked, it means that this incident is of type Knowledge Article.
- **D. If checked, it will create a draft knowledge article once the incident is closed.**

Answer: D

NEW QUESTION # 162

What is the purpose of "time_worked" field in incident table?

- A. It stores total elapsed time since the incident state changed to "In Progress".
- B. It stores total elapsed time since the incident was created (it only counts the elapsed time during business working hours).
- **C. This is a cumulative time logged by the users.**
- D. It stores total elapsed time since the incident was created.

Answer: C

Explanation:

This is a field that, if made visible on the form, can be filled by users and ServiceNow will accumulate the values entered by all users.

NEW QUESTION # 163

Which of the following roles can delete a CAB definition?

- **A. None of the listed answers**
- B. itil_admin
- C. cab_manager
- D. change_manager

Answer: A

Explanation:

Explanation

Only system admin can delete CAB Definitions.

NEW QUESTION # 164

Which of the following are valid channels to create incidents? (Choose three.)

- **A. Service portal**
- **B. Inbound Email**
- **C. Support Chat**
- D. Social Media
- E. SMS

Answer: A,B,C

Explanation:

SMS & Social media are not OOTB channels to create incidents.

NEW QUESTION # 165

Your customer is a data center. They have a construction department that builds out spaces for new customers. The customer account representatives are responsible for initiating the construction requests. The guidelines are extensive for how to complete the construction request documentation.

Your customer wants the catalog to contain two items:

1. Construction request
2. Getting Started with Construction Requests

The Getting Started Item should contain a link to a Knowledge Article.

What type of item would you use to satisfy the requirement for the Getting Started Item?

- A. Order Guide
- B. Catalog Item
- C. Content Item Most Voted
- D. Record Producer
- E. Knowledge Item

Answer: C

NEW QUESTION # 166

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