

# True CIS-ITSM Exam Extraordinary Practice For the CIS-ITSM Exam

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## SERVICENOW CIS-ITSM 2024 EXAM AND PRACTICE EXAM 500 QUESTIONS WITH DETAILED VERIFIED ANSWERS AND RATIONALES (100% CORRECT) /A+ GRADE ASSURED/NEWEST!!

What would you use to create a new hire employee request which would allow you to order your workstation and company mobile?

- a) knowledge item
- b) record producer
- c) catalog item
- d) **order guide**
- e) content item - ...ANSWER...d) order guide

Which tool allows process owners to use natural language to automate approvals, tasks notifications and other record operations with little to no code?

- a) workflow mapper
- b) workflow manager
- c) **flow designer**
- d) flow dashboard
- e) process designer - ...ANSWER...c) flow designer

What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, consistent source of data is provided?

- a) service portfolio management

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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q68-Q73):

### NEW QUESTION # 68

A Lightning Component functions in preview mode and needs to be used inside a Lightning App Builder page, but it is not available. What change should be applied to the component?

- A. Look for errors in the logic in the JavaScript controller.
- B. Delete the component, metadata, and Apex controller and recreate them.
- C. Refresh the sandbox and upgrade it to the latest API version.
- D. **Expose it in the markup using the implements and access attributes.**

**Answer: D**

### NEW QUESTION # 69

How to add restriction on moving incidents from one state to another?

- A. Modify records in the Records State Transition table.
- B. **Modify the IncidentState script include.**
- C. Modify the IncidentState UI Policy.
- D. Modify the script of the Save UI Action.

**Answer: B**

### NEW QUESTION # 70

A developer wants to call an Apex Server-side Controller from a Lightning Aura Component. What are two limitations to the data being returned by the Controller? (Choose two.)

- A. **Basic data types are supported, but defaults, such as maximum size for a number, are defined by the objects that they map to.**
- B. Lists of Custom Apex Classes cannot be returned by Apex Controllers called by Lightning Aura Components.
- C. **A custom Apex Class can be returned, but only the values of public instance properties and methods annotated with @AuraEnabled are serialized and returned.**
- D. Only Basic data types and sObjects are supported as return types for Apex Controllers called by Lightning Aura Components.

**Answer: A,C**

### NEW QUESTION # 71

A Knowledge Article can be associated with multiple Knowledge Bases.

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

**Answer: B**

