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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q61-Q66):

NEW QUESTION # 61

Benchmarks provide comparative insights relative to industry averages.

- A. True
- B. False

Answer: A

Explanation:
Explanation

NEW QUESTION # 62

In the baseline configuration for change management, how do users access approved Standard Change Templates?

- A. Standard Change Proposal table
- B. Browse for Standard Changes within the Technical Catalog
- C. Apply a template to a new Change form
- D. Standard Change Catalog

Answer: D

NEW QUESTION # 63

Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

- A. Dependency View
- B. Application Menus
- C. CI Class Manager
- D. Reports

Answer: C

NEW QUESTION # 64

What type of record can be created from an incident record from the workspace view to track and manage opportunities for improving a service or process?

- A. Opportunity task
- B. Improvement initiative
- C. Opportunity initiative
- D. Improvement task

Answer: B

NEW QUESTION # 65

Which of the following is NOT a feature provided by Knowledge Management OOTB?

