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Brief Details

Following are the quick details related to the CIS-ITSM Certification Exam

- Exam Price: \$150 (USD)
- Duration: 90 minutes
- Exam type: Multiple Choice Questions
- Exam Name: Certified Implementation Specialist - ServiceNow Training and Certification
- Number of Questions: 65 Questions
- Exam Code: ServiceNow CIS-ITSM Certification Exam

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ServiceNow CIS-ITSM certification can guarantee you have good job prospects, because ServiceNow certification CIS-ITSM exam is a difficult test of IT knowledge, passing ServiceNow Certification CIS-ITSM Exam proves that your IT expertise is strong and you can be qualified for a good job.

Topics to Cover

ServiceNow CIS-ITSM Exam is based on the learnings, key topics, and activities encountered during ServiceNow implementations.

Following are the major modules, learning domain, sub-skills along with their weight-age in the examination, giving you a clear view of which topics and skills are inclusive, you should focus on for the certification. Note: The list and details are not an all-inclusive content

list. ServiceNow reserves the right to change and update the content (topics, sub-skills, and weight-age) at any point in time.

- Incident Management: 25%
- Request Fulfillment Management: 25%
- Change and Release Management: 25%
- Configuration Management Database: 5%
- Knowledge Management: 10%

For each ITSM application, the candidate must know the following for each module

- Baseline Application FunctionalityBasic and advanced features in baseline installationNew functionality and features added or changedState model and default process flowBasic and advanced operations performed by users and system
- Architecture and SecurityKey tables used in applicationsRelationships among tablesRoles and default access controlsPrimary application components including Scripts, Business Rules, etcIntegration capabilities
- Proven Practices for ImplementationImplementation approach to meet requirements to preserve upgradability, scalability, and maintainabilityImplementation solutions to work in conjunction with application functionality
- Business Cases / Use CasesValue propositionKPIs and BenchmarksAppropriate features and functions basis business requirements

Based on the above-mentioned syllabus and their related weight-age, it is clear that there is no one topic a candidate should focus on or a candidate can leave while preparing for the examination. The candidate needs to go through and be proficient in every topic.

ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q76-Q81):

NEW QUESTION # 76

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

- A. It is difficult to implement
- B. Too many options may confuse users and increase mis-categorization
- C. Choices have no additional metadata to drive process
- D. It is not part of the baseline instance

Answer: B,C

NEW QUESTION # 77

Which catalog properly allows users to save partially-completed requests to complete and submit at a later time?

- A. Enable wish list
- B. Enable cart save
- C. User partial save
- D. Edit cart layout

Answer: A

Explanation:

<https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-items-wishlist.html>

NEW QUESTION # 78

When you create a problem from an incident. Impact, urgency and priority are automatically populated, from the incident record. Your problem management process owner wants the problem manager to be responsible for assessing the impact and urgency on the problem, so they don't want the values from incident to be copied over. What module would you use to make this adjustment?

- A. Incident > Administration > Incident Properties

- B. System Policy > Rules > Priority Lookup Rules
- C. ITSM > Administration > Properties
- D. Problem > Administration > Problem Properties

Answer: D

NEW QUESTION # 79

Database views must be used to report on Catalog Item Variables.

- A. True
- B. False

Answer: B

NEW QUESTION # 80

Which of the following roles can delete a problem task? (Choose all that apply.)

- A. admin
- B. problem_admin
- C. problem_manager
- D. itil
- E. problem_task_analyst

Answer: A,B

Explanation:

Explanation/Reference:

NEW QUESTION # 81

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