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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q19-Q24):

NEW QUESTION # 19

When viewing a list of Tasks, which field identifies whether the Task is an Incident, Problem, Change, etc.?

- A. Correlation ID [correlation_id]
- B. Number [number]
- C. Task Type [sys_class_name]
- D. Domain [sys_domain]

Answer: C

NEW QUESTION # 20

Where are the technical approvals defined, that are executed in the Change - Normal - Assess flow?

- A. Change Approval Matrix
- B. Change Approval Policy
- C. Change Approval Subflow
- D. Change Assess Approval Subflow

Answer: D

NEW QUESTION # 21

What are three benefits of using declarative customizations over code? (Choose three.)

- A. Declarative customizations will automatically update with each Salesforce release.
- B. Declarative customizations do not require user testing.
- C. Declarative customizations cannot generate run time errors.
- D. Declarative customizations are not subject to governor limits.
- E. Declarative customizations generally require less maintenance.

Answer: A,D,E

NEW QUESTION # 22

On an Incident form, Category and Subcategory fields include a drop-down list of potential field values to allow users to categorize Incidents. Which table stores the list of potential field values displayed in these two fields?

- A. Incident [incident]
- B. Variable Category [item_option_category]
- C. Choice [sys_choice]
- D. Category [category] table and the Subcategory [subcategory]

Answer: C

Explanation:

Explanation

Choices are stored in the Choice [sys_choice] table, which also contains choices for EVERY choice field in the system.

NEW QUESTION # 23

It is possible to create two different sets of priority rules for incidents and problems.

- A. False

- **B. True**

Answer: B

NEW QUESTION # 24

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