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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q106-Q111):

NEW QUESTION # 106

Which of the following approaches is used to display a variable from a requested item on a Catalog Task form?

- A. In the Catalog item, set Display Variables in Catalog Tasks to true.
- B. In the Catalog item, set Cascade Variables to true.
- C. In the Catalog Task Activity within the Item's fulfillment workflow, write a Script to retrieve and set Catalog Task field values.
- **D. In the Catalog Task Activity within the Item's fulfillment workflow, select variables to be displayed in the Variables on Task Form field.**

Answer: D

NEW QUESTION # 107

What is the default number of days (integer) after which Resolved Incidents are automatically closed?

- A. One Day
- B. Five Days
- C. Three Days
- **D. Five working days**

Answer: D

Explanation:

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NEW QUESTION # 108

Configuration items can be created from asset management.

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

Answer: A

Explanation:

One of the channels to create configuration items is from asset management.

NEW QUESTION # 109

Your customer wants to limit the users who are able to see internal Network requests, to members of the Network department. Which roles would enable you to make these required changes?

Choose 2 answers

- **A. user_criteria_admin**
- **B. catalog_admin**
- C. catalog_manager
- D. catalog_editor

Answer: A,B

NEW QUESTION # 110

Which of the following is NOT a valid On Hold reason?

- A. Awaiting Change
- B. Awaiting Vendor
- C. Awaiting Caller
- **D. Awaiting Info**

Answer: D

NEW QUESTION # 111

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