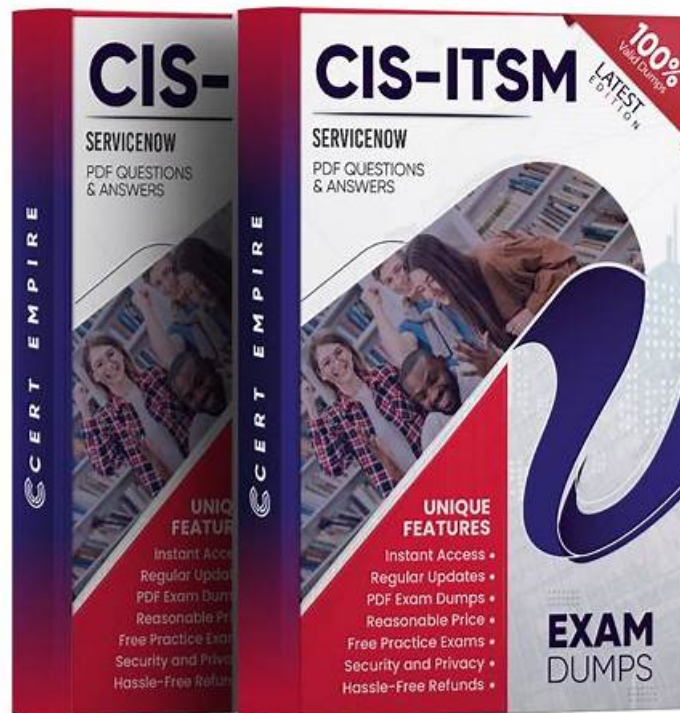


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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q83-Q88):

### NEW QUESTION # 83

Which of the following properties is used to decide which knowledge base will be used to create known error articles for problems?

- A. problem.knowledge.known\_error\_article
- B. problem.known\_error\_article
- C. problem.knowledgebase.known\_error\_article
- D. knowledgebase.known\_error\_article

**Answer: C**

### NEW QUESTION # 84

Which of the following actions within the Major Incident Management (MIM) process can be performed by a user with only the role?

- A. Propose a Major Incident candidate
- B. Resolve a Major Incident
- C. Promote a Major Incident candidate
- D. Publish Major Incident communication updates

**Answer: A**

Explanation:

The Major Incident Management (MIM) workflow has specific role restrictions to ensure high-visibility issues are handled by authorized personnel.

\* Proposing a Major Incident (C) is a function available to any user with the itil role. This allows technical staff to flag a critical issue they believe meets Major Incident criteria.

\* Promoting (D) a candidate to a full Major Incident or Resolving (B) one requires the major\_incident\_manager role.

\* Publishing updates (A) typically requires the communications\_manager or major\_incident\_manager role.

Therefore, the ITIL user acts as the "eyes on the ground" who identifies and proposes potential major incidents for review.

### NEW QUESTION # 85

The Close Incident button doesn't appear for itil users.

- A. True
- B. False

**Answer: A**

Explanation:

Users with itil roles don't have permission to close incidents. Incidents can be closed by the user who opened them or by the itil admin.

### NEW QUESTION # 86

Change Tasks generated by the Change Request - Normal Change tasks workflow should include:

- A. Standard, administrative tasks common to all Normal Changes
- B. Approval and scheduling tasks for Normal Changes
- C. Automated tasks to be completed by the System Scheduler
- D. All implementation tasks for a specific Change

Answer: A

Explanation:

Explanation

Change tasks may be created manually or may be created automatically when Changes enter the Implement phase and the workflow triggers a Change Request - <type> change tasks sub-workflow.

Change tasks that relate to the specific Change being implemented should be created manually prior to entering the Assess or Authorize States, so the specific Change Tasks involved may be incorporated into the review process.

Automatically-generated tasks may include standard, administrative tasks common to all Changes of a specific type. Automatically generated tasks per Change type include:

Emergency

\* Implement

\* Post implementation testing

Normal

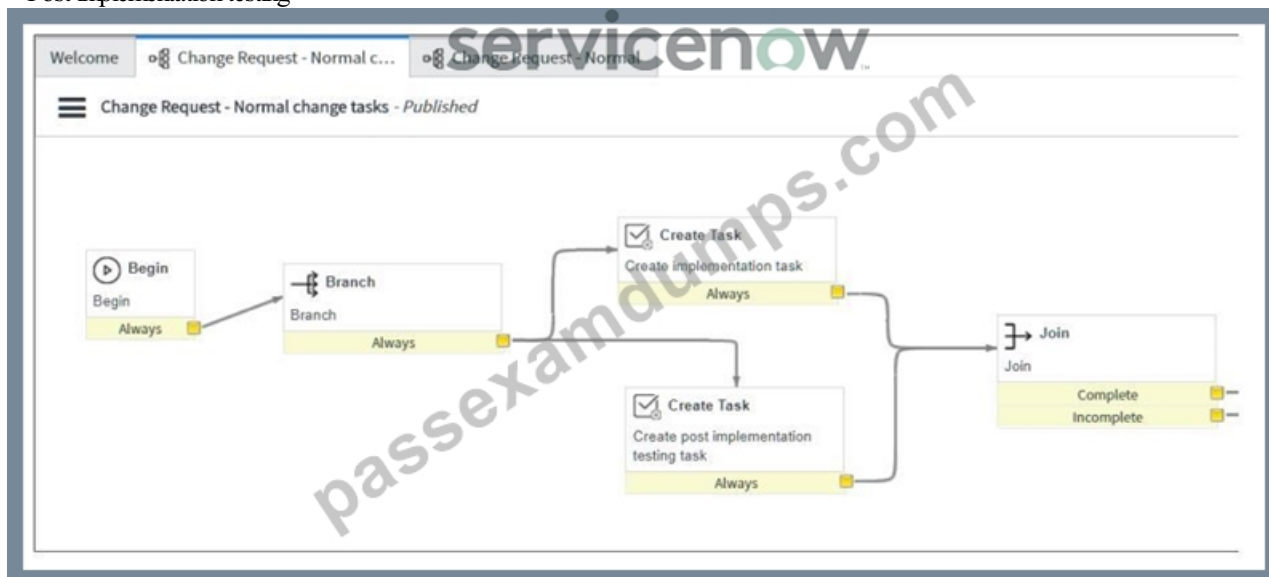
\* Implement

\* Post implementation testing

Standard

\* Implement

\* Post implementation testing



#### NEW QUESTION # 87

In the baseline platform configuration, a Configuration Item must be specified before Approvals are requested for a Change Request.

- A. False
- B. True

Answer: A

Explanation:

Explanation

From dev instance - "Assignment Group" is required to request approval on a Change. Approvals go to Assignment Group and CAB.

#### NEW QUESTION # 88

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