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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q116-Q121):

NEW QUESTION # 116

What will be the new state once you click on the "Mark Duplicate" button in the problem form?

- A. Canceled
- B. Closed

- C. Duplicated
- D. Resolved

Answer: B

NEW QUESTION # 117

What will be the next state when the "Request Approval" button is clicked in normal change form?

- A. Open
- B. Approval Requested
- C. Authorize
- **D. Assess**

Answer: D

NEW QUESTION # 118

It is possible to import multiple word documents at the same time into a knowledge base.

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

Answer: A

NEW QUESTION # 119

How to automatically show the user employee number when searching for a user in the caller field?

- A. Modify "ref_ac_column" column in the User table.
- B. Modify "ref_contributions" column in the User table.
- C. Modify "ref_contributions" attribute for the Caller field.
- **D. Modify "ref_ac_column" attribute for the Caller field.**

Answer: D

NEW QUESTION # 120

Which of the following are defined for a given change model?

Choose 3 answers

- A. State transition conditions
- **B. Phase model**
- **C. State model**
- D. Phase transitions
- **E. State transitions**

Answer: B,C,E

Explanation:

Detailed Explanation:

In ServiceNow, a change model defines how a change progresses through its lifecycle. The state model refers to the predefined states (e.g., New, Assess, Authorize) a change can transition through. State transitions are the movement between these states. Similarly, a phase model represents the different phases of the change process (such as Request, Authorization, Implementation), which can have distinct requirements and actions.

Each of these components defines a clear structure and sequence of events for managing changes effectively.

NEW QUESTION # 121

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