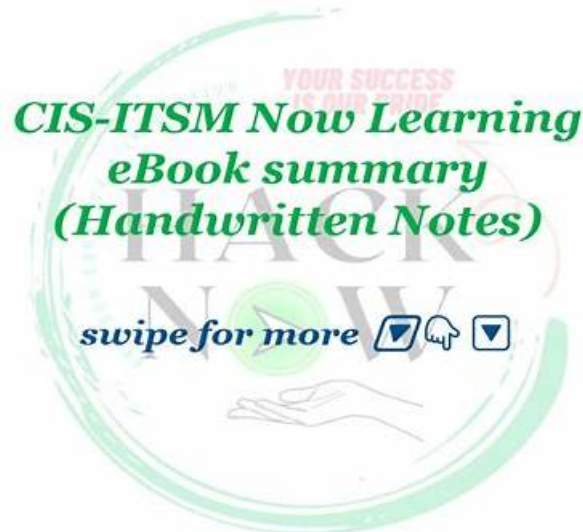


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ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q61-Q66):

NEW QUESTION # 61

Which of these can be defined using step based fulfillment in Catalog Builder? Choose 2 answers

- A. Payment processing
- B. Notifications
- C. Subflow triggers
- D. Approvals
- E. Tasks

Answer: C,E

NEW QUESTION # 62

What are the Release types available on the baseline release record?

- A. Standard, Normal, Emergency
- B. Major, Minor Upgrade, Emergency Maintenance, Patch
- C. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate
- D. Standard, Normal, Prototype, Patch

Answer: B

NEW QUESTION # 63

In Problem Management, which role is required to delete a problem record?

- A. problem_coordinator
- B. nobody
- C. problem_admin
- D. itil

Answer: C

NEW QUESTION # 64

Which of the following are valid values in the "Action Type" field of the Inbound Email Action? (Choose two.)

- A. Update Action
- B. Record Action
- C. New Action
- D. Reply Email
- E. Forward Email

