

# CIS-ITSM Exam Preparation: Certified Implementation Specialist - IT Service Management & CIS-ITSM Practice Labs



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## CIS-ITSM Latest Exam Questions, CIS-ITSM Reliable Test Questions

To address the problems of Certified Implementation Specialist - IT Service Management (CIS-ITSM) exam candidates who are busy, PassLeader has made the Certified Implementation Specialist - IT Service Management (CIS-ITSM) dumps PDF format of real Certified Implementation Specialist - IT Service Management (CIS-ITSM) exam questions. This format's feature to run on all smart devices saves your time. Because of this, the portability of Certified Implementation Specialist - IT Service Management (CIS-ITSM) dumps PDF aids in your preparation regardless of place and time restrictions.

### Brief Details

Following are the quick details related to the CIS-ITSM Certification Exam

- Exam Price: \$150 (USD)
- Duration: 90 minutes
- Exam type: Multiple Choice Questions
- Number of Questions: 65 Questions

### ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q49-Q54):

### NEW QUESTION # 49

Once an Incident is placed in a Resolved State, the Caller may no longer re-open the Incident.

- A. False
- B. True

**Answer: A**

Explanation:

Explanation

Closed incidents are read-only for non-administrators.

Incidents can only be reopened by users with the admin role.

Users with the itil role cannot reopen closed incidents.

ESS users have a Reopen Incident button on resolved Incidents



The screenshot shows a ServiceNow incident record for 'INC0000003'. The incident is in a 'Resolved' state. The caller is 'Joe Employee'. The short description is 'Wireless access not available on floor 3'. The 'Reopen Incident' button is highlighted with a red arrow. A red watermark 'Passleader.com' is visible across the screen. A message at the bottom states: 'Comments are mandatory when reopening an Incident.' Below the message, there is a link for 'SN Docs: Reopen incidents'.

### NEW QUESTION # 50

How can an administrator ensure article managers use specified values for custom article fields?

- A. Require a field on the page layout.
- B. Create a formula field on the article.
- C. Create different article types for different requirements.
- D. Use field dependencies on article types.

**Answer: D**

### NEW QUESTION # 51

Your customer is a data center. They have a construction department that builds out spaces for new customers. The customer account representatives are responsible for initiating the construction requests. The guidelines are extensive for how to complete the construction request documentation.

Your customer wants the catalog to contain two items:

1. Construction request
2. Getting Started with Construction Requests

The Getting Started Item should contain a link to a Knowledge Article.

What type of item would you use to satisfy the requirement for the Getting Started Item?

- A. Order Guide
- B. Catalog Item
- C. Content Item
- D. Record Producer
- E. Knowledge Item

**Answer: B**

**NEW QUESTION # 52**

Which of the following ways can be used to detect problems? (Choose all that apply.)

- A. Third-party integrations
- B. Bottom-up problem detection
- C. Reactive problem detection
- D. Proactive problem detection
- E. Top-down problem detection

**Answer: A,C,D**

**NEW QUESTION # 53**

Itil users don't have permission to move problems through their life cycles.

- A. True
- B. False

**Answer: A**

**NEW QUESTION # 54**

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If you're still learning from the traditional old ways and silently waiting for the test to come, you should be awake and ready to take the exam in a different way. Study our CIS-ITSM training materials to write "test data" is the most suitable for your choice, after recent years show that the effect of our CIS-ITSM guide dump has become a secret weapon of the examinee through qualification examination, a lot of the users of our CIS-ITSM guide dump can get unexpected results in the examination. It can be said that our CIS-ITSM study questions are the most powerful in the market at present, not only because our company is leader of other companies, but also because we have loyal users. CIS-ITSM training materials are not only the domestic market, but also the international high-end market. We are studying some learning models suitable for high-end users. Our research materials have many advantages.

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