

# Exam CIS-ITSM Syllabus | CIS-ITSM Reliable Test Online



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Our ServiceNow CIS-ITSM training materials are compiled by professional experts. All the necessary points have been mentioned in our Certified Implementation Specialist - IT Service Management CIS-ITSM practice engine particularly. About some tough questions or important points, they left notes under them. Besides, our experts will concern about changes happened in Certified Implementation Specialist - IT Service Management CIS-ITSM study prep all the time.

The CIS-ITSM certification exam covers a range of topics, including incident management, problem management, change management, service catalog, and service level management. CIS-ITSM exam also covers the integration of ServiceNow ITSM with other ITSM tools and systems. CIS-ITSM Exam Questions are designed to test the candidate's ability to configure and customize the ServiceNow ITSM platform according to the organization's requirements.

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## ServiceNow Certified Implementation Specialist - IT Service Management Sample Questions (Q145-Q150):

### NEW QUESTION # 145

As of Quebec. Problem task records will move automatically from one state, to another state, provided the required fields are filled.

What are those states?

- A. Work in Progress to Closed
- **B. Draft to Assess**
- C. Assess to Work in Progress
- D. New to Assess
- E. On Hold to Work in Progress

**Answer: B**

#### **NEW QUESTION # 146**

Which module can you use to see a list of search keywords used to search for articles in knowledge base?

- A. Knowledge > Administration > Keywords
- B. Knowledge > Administration > Search
- **C. Knowledge > Administration > Search Log**
- D. Knowledge > Administration > Search History

**Answer: C**

#### **NEW QUESTION # 147**

Where do you enable the Search as feature for an incident?

- A. Incident Properties application
- **B. Related Search Results table configuration**
- C. Incident form design
- D. incident.deflection system property

**Answer: B**

Explanation:

[https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/task/t\\_DefineContextualSearchForForm.html](https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/task/t_DefineContextualSearchForForm.html)

#### **NEW QUESTION # 148**

Which of the following are available Topic Blocks for ITSM Virtual Agent? Select 3 Answers from the below options

- **A. Create Incident**
- B. Create Change
- **C. Search Catalog Item**
- **D. Request Catalog**
- E. Create Problem

**Answer: A,C,D**

#### **NEW QUESTION # 149**

In which situation would an Order Guide be used?

- A. Administrators prefer user-friendly forms with questions and answers
- B. Administrators choose not to use Workflow
- **C. Multiple items are typically ordered together**
- D. Items have a complex fulfillment process

**Answer: C**

Explanation:

Explanation

Order Guides allow organizations to group multiple items typically ordered together. One common use of Order Guides is to onboard a new employee. This process may involve provisioning a computer with appropriate software, access to key systems, telephone setup, etc. Order Guides may standardize the process and allow hiring managers to track progress for each component to ensure on-time delivery

## NEW QUESTION # 150

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