

## CIS-ITSM<sup>Q&As</sup>

Certified Implementation Specialist - IT Service Management

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## QUESTION 1

A developer is trying to access org data from within a test class.

Which sObject type requires the test class to have the (seeAllData=true) annotation?

- A. Report
- B. User
- C. Profile
- D. RecordType

Correct Answer: C

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## QUESTION 2

The VP of Finance wants to ensure that once an opportunity is closed, it cannot be modified by any user.

How can an administrator meet this requirement?

- A. Create a workflow field update to update the IsClosed field to True if a closed opportunity is modified.
- B. Set the Do Not Modify Closed Opportunity permission for all profiles.
- C. Set all fields to Read-Only on the standard Closed Opportunity page layout.
- D. Create an opportunity validation rule with the formula: PRIORVALUE( IsClosed ) = True.

Correct Answer: D

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## QUESTION 3

Which of the following may NOT be published in a Service Catalog?

- A. Requested Item
- B. Record Producer
- C. Order Guide
- D. Content Item

Correct Answer: A

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## QUESTION 4

In the baseline configuration, ONLY Emergency Changes require a PostImplementation Review (PIR).

A. True

B. False

Correct Answer: B

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## QUESTION 5

Under which circumstances is it appropriate to accept the risk of a problem?

A. A vendor is actively investigating the problem.

B. The permanent fix will be implemented in a future patch or release.

C. A change request is pending implementation.

D. The permanent fix is too costly and the documented workaround is sufficient.

Correct Answer: D

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