

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

Certified Implementation Specialist - IT Service Management

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## QUESTION 1

Which of the following roles is allowed to create a new CI class? (Choose two.)

- A. itil\_admin
- B. itil
- C. admin
- D. cmdb\_read

Correct Answer: AC

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## QUESTION 2

Which one of the following workshops identifies the technical requirements for implementation?

- A. Implementation workshop
- B. Roadmap workshop
- C. Technical workshop
- D. Process workshop

Correct Answer: C

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## QUESTION 3

Which of these are considered configuration base items? (Choose three.)

- A. Printers
- B. Database Catalogs
- C. Out-of-Band Devices
- D. Network Gears
- E. Cluster Nodes

Correct Answer: ACD

configuration base items include: -Servers -Computers -Workstations -Out-of-band devices -Network gear -Printers -Communication Devices -UPSs -Accessories -Computer Peripherals -Software

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## QUESTION 4

To how many levels can categories be nested in a service catalog?

- A. 3
- B. 2
- C. 1
- D. None of the listed answers

Correct Answer: D

There is no technical limit regarding the depth the categories can be nested.

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## QUESTION 5

An administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile.

Which two approaches could be used to meet this request? (Choose two.)

- A. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object.
- B. Change the access levels in the marketing user standard profile to read, create and edit for the product object.
- C. Create a permission set with read and write access for the product object and assign it to the marketing users.
- D. Create a permission set with read, create and edit access for the product object and assign it to the marketing users.

Correct Answer: AD

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