

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

Certified Implementation Specialist - IT Service Management

## Pass ServiceNow CIS-ITSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/cis-itsm.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow  
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



## QUESTION 1

Incidents are stored what table?

- A. Incident [incident]
- B. Incident [sn\_task\_incident]
- C. Incident [sn\_incident]
- D. Incident [task\_incident]

Correct Answer: B

---

## QUESTION 2

Your customer wants a catalog to contain two items:

1.  
A request with 1 approval and 2 fulfillment tasks
2.  
A link to a knowledge article

What type of item would you use to satisfy the requirement for the Construction request?

- A. Catalog Item Most Voted
- B. Content Item
- C. Record Producer
- D. Order Guide

Correct Answer: A

---

## QUESTION 3

What are some good practices for guiding your customers\' use of Notifications? (Choose three.)

- A. When possible, maximize the quality or email updates to customers
- B. Use incident itil role template as the master template to build all other ITSM templates
- C. Get input from Marketing department, regarding format of customer/caller facing notifications
- D. Make sure Notification requirements and test plans are in the project scope from the start

E. Use templates to ensure consistency and ease of configuration

Correct Answer: BCD

---

## QUESTION 4

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

- A. % Successful Changes
- B. Count of Completed Changes per Month, by Change Type
- C. % Unauthorized Changes
- D. Count of Completed Changes per Month, by Category

Correct Answer: AC

---

## QUESTION 5

Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services.

What should you do to satisfy this requirement?

- A. Add a new Policy Input to the Normal Change Approval Policy
- B. Add a new Decision to the Normal Change Approval Policy
- C. Add a new Change Approval Policy
- D. Add a new Decision to the Normal Change Workflow

Correct Answer: B

---

## QUESTION 6

Your customer wants to limit the users who are able to see internal Network requests, to members of the Network department.

Which roles would enable you to make these required changes? (Choose two.)

- A. catalog\_manager
- B. catalog\_admin
- C. user\_criteria\_admin
- D. catalog\_editor

Correct Answer: BC

---

## QUESTION 7

Where are the technical approvals defined, that are executed in the Change - Normal - Assess flow?

- A. Change Assess Approval Subflow
- B. Change Approval Policy
- C. Change Approval Subflow
- D. Change Approval Matrix

Correct Answer: A

---

## QUESTION 8

Which Service Portfolio Management phase does a service belong to when it is in operational state?

- A. Active
- B. Retired
- C. Catalog
- D. Pipeline

Correct Answer: C

There are three phases:

\*

Service pipeline: Not yet operational

\*

Service catalog: Operational

\*

Retired services: No longer operational or available for use

---

## QUESTION 9

How is the Resource Management application activated?

- A. Installed with PPM Standard plugin
- B. Installed as part of Release Management plugin

- C. Installed as part of adding users
- D. Installed automatically as part of new system

Correct Answer: A

---

## QUESTION 10

On the 'Create New\\' change landing page in Service Operations Workspace, what class label is displayed for the Emergency change model?

- A. Unauthorized
- B. Default
- C. Break/fix
- D. Out-of-the-box

Correct Answer: C

---

## QUESTION 11

Which field from the configuration item will automatically populate in the Assignment group field of a problem record?

- A. Change group
- B. Support group
- C. Managed
- D. Approval group

Correct Answer: B

---

## QUESTION 12

Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

1.  
Default
2.  
Major incidents
3.  
Self Service

4.

Mobile

What are these UI layouts called in the Now Platform?

- A. Form Layouts
- B. Workspaces
- C. Forms
- D. Form Designs
- E. Views

Correct Answer: E

---

## QUESTION 13

Your customer wants incidents to close automatically 7 days after the incident is resolved. How do you meet this requirement? (Choose two.)

- A. Modify the Incident Lifecycle flow to trigger from the Resolved date instead of the Updated date Most Voted
- B. Update the incident\_close UI action script
- C. From the Incident Properties application, set Enable auto closure of incidents based on Resolution date to Yes Most Voted
- D. Modify the Incident Lifecycle flow to expire after 7 days

Correct Answer: AD

---

## QUESTION 14

A problem investigation had been previously closed, because the risk was accepted, in favor of using the workaround, instead of applying the fix. After a couple of weeks, the issue starts to occur more frequently, so management wants to revisit the root cause analysis.

What would be the next step for this problem?

- A. If 7 days has passed, since the Problem was closed, it cannot be re-opened
- B. Problem Manager clicks Re-Analyze on the Problem record
- C. Problem Assignee clicks Re-Open on the Problem record
- D. Administrator clicks Re-Open on the Problem Record

Correct Answer: B

---

## QUESTION 15

Your client indicates they would like a way to designate VIP callers on an incident form.

How would you accomplish this?

- A. VIP Flag reference decorator
- B. VIP flag dictionary entry
- C. VIP Flag field style
- D. VIP Flag action script

Correct Answer: C

[Latest CIS-ITSM Dumps](#)

[CIS-ITSM PDF Dumps](#)

[CIS-ITSM Braindumps](#)