

Actual exam question from ServiceNow's CIS-ITSM

Question #: 1

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

Given the class structure shown below, which types of CIs will be included in a report run against the cmdb\_ci\_computer table?

```
- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware
```

- A. Just CIs defined directly in cmdb\_ci\_computer
- B. CIs defined directly in cmdb\_ci\_computer and all parent classes
- C. CIs defined directly in cmdb\_ci\_computer and all child classes

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 2

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which field from the configuration item will automatically populate in the Assignment group field of an incident record?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 3

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following are defined for a given change model? (Choose three.)

- A. Phase transitions
- B. State model
- C. State transition conditions
- D. Phase model
- E. State transitions

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 4

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When is a change task for Post Implementation Review created for an unauthorized change?

- A. When the change request moves to Close
- B. When a change manager accepts the change
- C. When the change request moves to a state of Review
- D. When the change request moves to a state of Assess

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 5

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

- A. Reports
- B. CI Class Manager
- C. Application Menus
- D. Dependency View

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 6

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following cannot be defined or set through a Catalog UI Policy?

- A. Setting a variable to mandatory
- B. Apply a requirement to all form views
- C. Setting a catalog category to visible
- D. Setting a variable to read-only

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 7

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which type of catalog item should be used to create an incident record from the portal?

- A. Incident Template
- B. Request Item
- C. Order Guide
- D. Record Producer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 8

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which incident management roles are activated by installing the ITSM Roles plugin (com.snc.itsm.roles)? (Choose two.)

- A. sn\_incident\_read
- B. itsm\_incident\_read
- C. incident\_manager
- D. sn\_incident\_write
- E. itsm\_incident\_write

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 9

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A customer requests that when the Service Desk agent clicks on the information icon for the Caller's name, the quick view frame shows only the following fields:

User name -

Manager name -

Email Address -

Employee ID -

How would you modify the quick view frame?

- A. Update the sys\_popup view for the user table
- B. Update the sys\_quick view for the caller table
- C. Update the sys\_popup view for the caller table
- D. Update the sys\_quick view for the user table

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 10

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer has built a mature knowledge base, with articles targeted to internal audiences -which are technical. Other articles are written for end users, with simple instructions. From the Incident form, the agents would like to be able to identify which articles are visible to the callers What feature would you use, to satisfy this requirement?

- A. Internal/External Highlighting
- B. Search as User
- C. Show User Viewable
- D. User Only View

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 11

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

- A. Edit in Catalog Item Designer
- B. Edit in Item Designer
- C. Edit in Catalog Builder
- D. Edit in Form Designer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 12

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support You have confirmed that:

The Network Support group record has the Group types: Incident and Change

The Network CAB group record has the Group type: Change

What could you do on the incident form, for the Assignment Group field, to resolve this issue?

- A. Add a UI action to hide the Network CAB group from the list
- B. Add a UI action to provide an error message if the Network CAB group is selected
- C. Add Dictionary Override to specify the Incident group Reference Qualifier
- D. Modify the choice list to include only the appropriate group types

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 13

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which Agent workspace feature gives agents automatic search results that show possible solutions for records they open?

- A. Chat Bot
- B. Related Search Results
- C. Knowledge Bases
- D. Intelligent Agent
- E. Agent Assist

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 14

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which capability provides visibility to data joined between multiple tables?

- A. Database Views
- B. Metric Tables
- C. Published Reports
- D. Custom Tables
- E. Breakdown Sources

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 15

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What tools are available to the assignee to help resolve an Incident? (Choose two.)

- A. Knowledge Articles
- B. Workarounds
- C. CI Class Manager
- D. Incident Overview Dashboard
- E. Enterprise CMDB Dashboard

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 16

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

- A. New incident created from the message
- B. New interaction is created from the message
- C. Email is rejected and auto-reply sent to sender
- D. New case is created from the message

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 17

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Under what circumstances, should you use the Communicate workaround Related Link on the Problem record?

- A. The workaround is helpful information for the Callers on the Problem's related Incidents (open)
- B. The workaround should be published to a knowledge article, visible from the portal
- C. The workaround is helpful information for the members of the Problem's Assignment Group
- D. The workaround is helpful information for the members of the Problem's Work notes list

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 18

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which interface is designed for tier 1 IT agents who solve internal or external customer issues?

- A. ITSM Dashboard
- B. IT Service Management Workspace (Agent Workspace)
- C. ITIL Homepage
- D. Incident Overview

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 19

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When using Agent assist in the Agent workspace, what are examples of possible solutions can be automatically searched and displayed? (Choose five.)

- A. Runbook Actions
- B. Knowledge
- C. SQL Queries
- D. Problems
- E. Changes
- F. Cases
- G. Incidents

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 20

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which module is a useful starting point for a manager to view current state operational information for Incident management?

- A. CMDB Health Dashboard
- B. Incident > Overview
- C. Manager Workspace
- D. Critical Incidents Map

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 21

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

The Problem table is extended from what table?

- A. Task
- B. Major Incident
- C. Outage
- D. Problem Task
- E. Incident

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 22

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

The Problem Manager wants the Problem Coordinators to be able to Re-analyze a Completed Problem.  
Which module could they use to make this change?

- A. Problem > Administration » Problem Properties
- B. System UI > UI Action Groups
- C. State Management > State Models
- D. System UI > Form Actions
- E. System UI > UI Actions

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 23

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee. What feature would you use to meet this requirement?

- A. State Model
- B. Workflow Dashboard
- C. Action Modeler
- D. Task Creator
- E. Flow Designer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 24

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer needs help defining Category values for the Problem records. What approach should you suggest? (Choose two.)

- A. Re-use existing categories from legacy systems
- B. Define categories based on the customer's CMDB classes
- C. Re-use existing categories from incident management
- D. Define categories based on ITIL problem taxonomy

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 25

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When a user clicks on the Communicate fix UI action on the Problem form, what happens?

- A. Fix is written to the Comments field on any Incident associated with the problem, which is On Hold, Awaiting Problem
- B. Fix is written to the Work notes field on any Incident associated with the problem, which is Active
- C. Fix is written to the Comments field on any Incident associated with the problem, which is Active
- D. Fix is written to a draft Knowledge article

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 26

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Users with which role can Communicate a workaround or fix? (Choose two.)

- A. itil\_admin
- B. problem\_coordinator
- C. problem\_task\_analyst
- D. problem\_admin

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 27

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When a user clicks on the Communicate workaround UI action on the Problem form, what happens?

- A. Workaround is written to the Comments field on any open Incident associated with the problem
- B. Workaround is written to the Workaround field on any incident associated with the problem
- C. Workaround is written to a draft Knowledge article
- D. Workaround is written to the Work notes field on any open Incident associated with the problem

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 28

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A tester wants to submit a bug report, because they are not able to see the Communicate Fix link under the Related Links on the Problem form.

What do you recommend that they confirm, before submitting the bug report? (Choose two.)

- A. Tester is impersonating a user with communications.manager role
- B. Tester is impersonating the assignee, which has the problem\_coordinator role
- C. Tester is impersonating a user with problem\_coordinator role
- D. The Fix notes field is filled in and saved

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 29

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Problem and Problem Task records, move automatically from New to Assess states, when which fields are filled? (Choose two.)

- A. Short Descriptor
- B. State
- C. Assigned to
- D. Configuration Item

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 30

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

On a Change Approval Definition record, what does the 'wait for' condition define?

- A. Whether the change approval is sent to an individual user or a group
- B. The state the change must be in before the approval notifications can be sent
- C. The number or percentage of users from the approval group that must approve the change
- D. The fields that must be populated before the approval can be requested

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 32

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Risk is configured by default, to calculate Risk = High for a change that is scheduled with only 3 days lead time. Your customer's change policy requires that changes be requested with 5 days lead time.

How would you satisfy this requirement?

- A. Update the Risk Property for Insufficient lead time
- B. Update the Risk Assessment Matrix for Insufficient lead time
- C. Update the Calculate Risk UI Action
- D. Update the Risk Matrix for insufficient lead time
- E. Update the Risk Condition for Insufficient lead time

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 33

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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How are Releases related to Projects?

- A. Project tasks and Release tasks are interchangeable
- B. Projects can be part of one or more releases
- C. Project features are components of a release
- D. Projects need to be completed before releases can be defined
- E. Projects are used to do root cause analysis for releases

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 34

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What baseline Change Flows support the baseline Normal Change model?

- A. Change - Normal - Assess, Change - Normal - Authorize, Change - Normal - Implement Change - Implementation tasks
- B. Change - Normal - New, Change - Normal - Review, Change - Normal - Close, Change - Implementation tasks
- C. Change - Normal - New, Change - Normal - Assess, Change - Normal - Implement, Change - Implementation tasks
- D. Change - Normal - Assess, Change - Normal - Authorize, Change - Normal - Close, Change - Implementation tasks

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 35

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following Change Task Types are available by default? (Choose three.)

- A. Planning
- B. Testing
- C. Review
- D. Deployment
- E. Verification

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 37

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In the CAB workbench, what are some ways the CAB manager can identify the Change requests to be added to a particular meeting agenda? (Choose two.)

- A. Change requests meeting different conditions, like Risk level or Type
- B. Change requests planned within a certain date range
- C. Use any of the options on the Agenda Criteria Tab
- D. Change requests for a certain Change Flow Definition

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 39

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Roles control which users can perform which actions on a change record. What are actions, which cannot be performed by anyone, even an administrator? (Choose two.)

- A. Update Change Type on an existing change record
- B. Delete a Change record
- C. Delete a Standard Change Template
- D. Delete CAB Definition

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 41

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In the baseline Change - Normal model, when the Change request goes to the Review state, what happens to the implementation and testing tasks, if they have not been closed.

- A. They are automatically canceled
- B. They are automatically closed
- C. They are automatically assigned to the Change assignee and closed
- D. An error displays, requiring that the Tasks be closed before moving to Review

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 42

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

On the Unauthorized Change Properties module what can you configure? (Choose two.)

- A. Enable/Disable creation of Unauthorized changes
- B. Maximum number of unauthorized change records for a CI
- C. Unauthorized Change Dashboard
- D. CI classes to monitor

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 43

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

How do you describe the relationship between a Knowledge article and a Knowledge base category?

- A. Articles can only be published to one category
- B. Articles must be published to at least one category
- C. Articles must be approved by the selected category owner
- D. Articles can be published to a category and subcategory

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 45

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When using the Knowledge - instant Retire workflow, how does the Valid to date enact a Knowledge article?

- A. On Valid to date, article is automatically retired
- B. On Valid to date, retire notification is sent to the Knowledge article author
- C. On Valid to date, retire notification is sent to the Knowledge base owner
- D. On Valid to date, the article is archived

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 46

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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In the ServiceNow native platform, the service catalog can be accessed via the Self-Service > Service Catalog module. Your customer wants to make modifications to this home page, to add, remove and re-arrange the categories.

Users with what roles can make these edits? (Choose two.)

- A. catalog\_admin
- B. sc\_catalog\_admin
- C. catalog\_editor
- D. sn\_catalog\_homepage\_write
- E. admin

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 50

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer needs different catalogs for:

Human Resources - employee facing - for submitting requests to HR

Customer - external customer facing - for ordering company products and services

When these catalogs are created, in which table would the definition be stored?

- A. Business Services Catalog [bs\_catalog]
- B. Catalog [sc\_catalog]
- C. Service Portfolio Catalog [sc\_portfolio]
- D. Service Offering Catalog [sn\_offering]

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 53

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following are users able to do when configuring stages in Flow Designer? (Choose two.)

- A. Display the stages to the requester
- B. Create any number of stages
- C. Import a copy of a pre-defined stage set
- D. Define the stage set in a subflow

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 54

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When creating a catalog, which field specifies who is able to create, modify, and publish items in the catalog?

- A. Editors
- B. Item Admins
- C. Item Owners
- D. Authors

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 56

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In request fulfillment, approvals can be required before a request can be fulfilled. Your customer is worried about requests getting stuck in the process flow, if the approver is on extended absence from the office.

What can you suggest to alleviate this concern? (Choose two.)

- A. The approver can use the Delegate module to assign a person to approve on their behalf, while they are away from the office
- B. The approver can set their approval notifications to forward to their personal email address
- C. The approval can be defined as a group approval, where any member of the group can approve
- D. The approver can set their approval notifications to auto-reply with "approved" in the subject line

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 57

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Released in Quebec, what tool enables you to delegate the creation and maintenance of common and simple use case Catalog Items to business users?

- A. Catalog Wizard
- B. Catalog Designer
- C. Catalog Item Builder
- D. Catalog Builder

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 58

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Request fulfillment relies on three record types, Requests, Requested Items, and Catalog Tasks. The lifecycle status of these records is reflected in a combination of state and stage fields. Which status field is set by the flow?

- A. Stage on Requested item
- B. Status on Request
- C. State on Catalog Task
- D. State on Requested Item

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 59

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.

What Now Create assets do you recommend they review, to prepare? (Choose two.)

- A. Service Catalog and Request Mgmt - Workshop Preparation Guide
- B. Service Catalog and Request Mgmt - Process Guide
- C. IT Service Management - Typical Challenges and Remediation
- D. ITSM - Business Outcomes and Corresponding KPIs

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 60

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which role would give you access to the CI Class Manager?

- A. ecmdb\_admin
- B. ecmdb
- C. class\_manager
- D. sn\_class\_manager

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 61

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What module do you use to change the setting for the time between incident Resolution and Closure?

- A. ITSM Properties
- B. System Settings
- C. Incident Settings
- D. Incident Properties
- E. Resolution Properties

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 62

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

By default, when using Inbound actions, what happens if an email is received which has an Incident watermark?

- A. Incident SLA clock is un-paused
- B. Incident record is updated, per the action's script
- C. Auto-reply sent to sender, recommending they use Portal chat
- D. Incident record is re-set to state = attention required

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 63

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When using the Email Client, what is the difference between an Email Template and a Quick Message?

- A. Email Templates are like forms that can be sent to the caller for completion; Quick Messages are primarily used by the Chat Bot
- B. Email Template is defined and automatically applied when the email form launches; Quick Messages are defined and then can be manually applied by the user
- C. Email Templates are included with ITSM; Quick Messages are new with Machine Learning
- D. Email templates are defined by users with admin role; Quick Messages are defined by users with quick\_message\_admin role

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 66

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer wants to use the Service Catalog to generate task-based records for end-user inquiries. What Service Catalog capability can you use to generate these records?

- A. Execution Plans
- B. Content Items
- C. Catalog Items
- D. Record Producers

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 67

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which type of catalog item may be found in a Service Catalog?

- A. Requested Items
- B. Order guides
- C. Categories
- D. Execution Plans

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 68

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

From which table, is the Incident table extended?

- A. Task [task]
- B. Task [sn\_task]
- C. Ticket [ticket]
- D. Work [sn\_work]

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 69

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What optional Incident table is extended from the Task table?

- A. Child Incident [incident\_child]
- B. Major Incident [major\_incident]
- C. Incident Task [incident task]
- D. Parent Incident [incident\_parent]

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 70

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

- A. Too many options may confuse users and increase mis-categorization
- B. Choices have no additional metadata to drive process
- C. It is difficult to implement
- D. It is not part of the baseline instance

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 71

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When using the baseline business rule, Populate Assignment Group based on CI/SO, what behavior would you expect on an Incident form? (Choose two.)

- A. If selected CI does not have an Owner group, write the Support group from the Service Offering to the Assignment group field
- B. If selected CI has a Support group, write that group to the Assignment group field
- C. If selected CI has an Owner group, write that group to the Assignment group field
- D. If selected CI does not have a Support group, write the Support group from the Service Offering to the Assignment group field

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 72

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

On an incident record, where are the fields that appear on the caller lookup select box defined?

- A. The Caller lookup field on the [user] table
- B. The ref\_ac\_column attribute from the dictionary entry
- C. The ref\_contributions attribute on the caller lookup form
- D. The form design of the caller lookup form

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 73

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

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

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 74

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

If the Assignment group is empty on an incident record, what happens when an agent that is a member of a single user groups clicks the Assign to me UI action?

- A. The agent is prompted to select the Assignment group
- B. The Assignment group field is populated with agent's user group
- C. An error is displayed indicating the Assignment group field must be populated before executing the Assign to me UI action
- D. The Assignment group field remains empty

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 75

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A problem record is the Parent to what record?

- A. Known Error
- B. Workaround
- C. Major Incident
- D. Problem Task
- E. Related Incidents

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 76

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When you create a problem from an incident, impact, urgency and priority are automatically populated, from the incident record. Your problem management process owner wants the problem manager to be responsible for assessing the impact and urgency on the problem, so they don't want the values from incident to be copied over. What module would you use to make this adjustment?

- A. System Policy > Rules > Priority Lookup Rules
- B. Problem > Administration > Problem Properties
- C. ITSM > Administration > Properties
- D. Incident > Administration > Incident Properties

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 77

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 78

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A new problem manager wants to know how to create reports for monitoring problem management activities. What do you recommend they do before creating new reports?

- A. Submit a New Report Request via the service catalog
- B. Take the Performance Analytics fundamentals course
- C. Go to Reports > View/Run > All, then search for Problem reports
- D. Submit a request for the sn\_report\_creator role
- E. Turn on data collection jobs

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 79

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer wants to know why users with the problem\_coordinator role can Communicate workarounds, and fixes; but users with problem\_task\_analyst cannot. How do you explain this?

- A. The technical resources working on the problem investigation are focused on the technical details, and may provide information that is not useful for the callers
- B. The problem coordinator is the only role with the ability to recall a message
- C. The problem coordinator is responsible for approving or rejecting the proposed message
- D. The message will be automatically displayed on the Portal

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 80

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A user wants to know what makes the Known Error knowledge base in ServiceNow different from all other knowledge bases. How should you respond?

- A. The Known Error knowledge base documents problems that are under investigation, but not yet have a root cause
- B. Only users with sn\_known\_error\_write can create Known Error articles
- C. Users with sn\_problem\_write can create known error articles, but not articles for other knowledge bases
- D. The Known Error knowledge articles use a template, which includes the Workaround and the Cause

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 81

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Problem management provides what benefits for Incident management? (Choose two.)

- A. Solutions implemented reduce future incidents
- B. Published workarounds help quickly resolve incidents
- C. Problem investigations automatically triggered for multiple user incidents
- D. Incident managers authorize problem investigations

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 82

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A tester reports a bug, because they submitted a Known Error article from a Problem record, but it is not visible from the Known Error database. What could cause this?

- A. The article is in draft state, but has not been published
- B. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated
- C. The user criteria on the knowledge base is incorrect
- D. The tester is not impersonating an itil user

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 83

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Where can a change manager define the conditions that must be met before a change request can move from one state to another?

- A. Model State Transition Conditions
- B. Dictionary Overrides
- C. State choices
- D. State conditions

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 84

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Where can a change manager define the interval frequency for unauthorized change detection?

- A. The ci.change.unplanned business rule
- B. Event Processing Properties module
- C. Unauthorized Change Properties module
- D. Unauthorized change flow

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 85

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Prior to Quebec, when you click Change > Create New, which page is displayed?

- A. Change Landing Page
- B. Change Form
- C. Change Catalog
- D. Change Wizard
- E. Change Interceptor

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 86

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Inside a change flow, you can automate a task with a sequence of related steps, like looking up a record, creating a record, or applying a policy. What is this component of the flow called?

- A. Flow Actions
- B. Flow Activities
- C. Flow Steps
- D. Action Pills
- E. Flow Tasks

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 87

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

On the Release record, what are the available options on the Release phase list?

- A. Requirement Gathering, Design, Build, Roll-out, Unit Testing, User Acceptance, Pilot
- B. Scoping, Design, Develop, Deployment, Unit Testing, Integration, Pilot
- C. Analyze, Design, Development, Build, Roll-out, QA, User Acceptance
- D. Requirement Gathering, Design, Development, Build, Deployment, QA, User Acceptance

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 88

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

You have created a new Change model and added a new Approval Policy for that model. But the newly defined approval is not triggering. What could cause this issue?

- A. The business rule "Apply approval policy" on the change\_request table has not been updated to include the new Approval Policy.
- B. The "Apply Change Approval Policy" action in the flow created for the new change model does not reference the new Approval Policy.
- C. The workflow that triggers the Approval Policy for the new model has not been created using the workflow editor.
- D. The system property "glide.ui.approval.policies" has not been updated to include the new Approval Policy.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 89

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In the Quebec release of Change management, what new architectural features were added?

- A. Catalog builder and Change Designer
- B. Change Flows, Change Designer and Change Approval Matrix
- C. Change Models, Change Flows and State Transition Models
- D. Change PIR Assessments, Change Designer and Change Approval Policies

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 90

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In the baseline implementation, what are key relationships between Change and Configuration Item (CI) records? (Choose three.)

- A. The CI Manager is part of the change approval workflow
- B. One Change can be submitted for multiple CIs
- C. Changes should reference at least one CI
- D. The CI Support Group is responsible for change implementations
- E. A CI can be affected by a change, even if it is not the CI being changed

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 91

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In Change management, what allows customers to define condition based flows for a fit for purpose model?

- A. State Transition Models
- B. State Flows
- C. Workflows 2.0
- D. Conditional Change Models

[Show Suggested Answer](#)



Actual exam question from ServiceNow's CIS-ITSM

Question #: 92

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

By default, a business rule, causes the Assignment group to be automatically set. How is the group identified?

- A. Change group on CI record, or if empty, the Change group on the Service offering
- B. Support group on CI record, or the default assignment group for the user
- C. Support group on CI record, or if empty, the Support group on the Service
- D. Support group on CI record, or if empty, the Support group on the Service offering

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 93

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your implementation has some legacy change types with workflows, and also some new change models. What option for Change Create New will support your scenario?

A Change Landing Page

B. Change Overview

C. Change Interceptor

D. Change Catalog

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 94

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which Change request fields are used in conflict detection? (Choose three.)

- A. CI Business criticality
- B. Planned end date
- C. Risk
- D. Planned start date
- E. Configuration item

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 95

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What types of Conflicts are detected automatically on the Change request? (Choose three.)

- A. Conflict with Assignee Shift Schedule
- B. Conflict with Blackout Schedule
- C. Conflict with Company Holiday Schedule
- D. Another change for the same CI, at the same time
- E. Conflict with Maintenance Window

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 96

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

How are Releases related to Changes?

- A. Releases are comprised of one or more Changes
- B. Changes are comprised of one or more Releases
- C. Releases are implemented prior to Changes
- D. Changes are implemented prior to Releases

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 97

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which workflow is defined as: Requests approval from a manager of the knowledge base before moving the article to the retired state. The workflow is canceled and the article remains in the published state if any manager rejects the request.

- A. Knowledge – Article Retire
- B. Knowledge – Retire Authorize
- C. Knowledge – Approval Retire
- D. Knowledge – Retire-Approval Required
- E. Knowledge – Instant Retire

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 98

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What Knowledge base feature can you use to standardize the sections and fonts on a knowledge article?

- A. Article designer
- B. Coaching loops
- C. Templates
- D. Article layout

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 99

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following roles has the ability to create and manage user criteria for service catalogs?

- A. catalog\_admin
- B. itil\_admin
- C. catalog\_manager
- D. catalog\_criteria\_admin
- E. catalog\_criteria\_manager

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 100

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which catalog property allows users to save partially-completed requests to complete and submit at a later time?

- A. Edit cart layout
- B. Enable wish list
- C. Enable cart save
- D. User partial save

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 101

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

- A. Processes
- B. Flows
- C. Procedures
- D. Actions
- E. Scripts

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 102

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

- A. itil
- B. task\_worker
- C. sc\_fulfiller
- D. catalog\_fulfiller
- E. fulfiller

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 103

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 104

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What is an example of a good use case for an Order Guide?

- A. Order a set of Dishes
- B. Order a Custom Automobile
- C. Order a Technical Consultation
- D. Order a Couch
- E. Order a case of Laundry Soap

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 105

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer has a catalog item for Request VPN. They would like to adjust the cart layout for only the VPN item, so the Quantity field is not displayed. How would you meet this requirement?

- A. On the Cart Layout, Columns tab, unselect Quantity column
- B. On the Catalog Item, Columns tab, unselect Quantity column
- C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity
- D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity
- E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 106

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?

- A. Build report on SC Task table, Group by Variables for Computer > Extra memory
- B. Build report on Requested Item table, Group by Variables for Computer > Extra memory
- C. Build report on Task table, Group by Variables for Computer > Extra memory
- D. Build report on Request table, Group by Variables for Computer > Extra memory
- E. Build report on Catalog Item table, Group by Variables for Computer > Extra memory

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 107

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which record type would you use for an Ask a Question form that would generate an Incident?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 108

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which of the following objects on the Shopping Cart Widget can be displayed or hidden using Maintain Cart Layouts settings? (Choose two.)

- A. Quantity
- B. Requested by
- C. Price
- D. Shipping Address

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 109

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 110

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

- A. Sets of Variables
- B. Entitlements
- C. Icons
- D. Flows and Subflows

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 111

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Which record type would you use for a Computer request?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 112

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What are the different ways a user can locate items in a service catalog? (Choose two.)

- A. Use the search on catalog or portal
- B. Navigate through the categories
- C. Use the Top Request or Popular Items widget
- D. Use the application navigator

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 113

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 114

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Incidents are stored in what table?

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 115

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

- Default
- Major incidents
- Self Service
- Mobile

What are these UI layouts called in the Now Platform?

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 116

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

The Major Incident Management (MIM) application is linked to the Incident management process, but the records have an additional set of States. What are these MI States?

- A. Proposed, Accepted, Rejected, Cancelled
- B. Proposed, Accepted, Rejected, Reopened
- C. Proposed, Received, eCAB Convened, Closed
- D. New, Work in progress, Escalated, Communicated

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 117

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What would you use to create Incident records, based on email sent by users or systems?

- A. Record Producer
- B. Inbound Flow Action
- C. Data Collection Job
- D. Transform Map

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 118

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What tools are available to the assignee to help resolve an incident? (Choose two.)

- A. Knowledge Articles
- B. Known Errors
- C. CI Class Manager
- D. Enterprise CMDB Dashboard
- E. Incident Overview Dashboard

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-ITSM

Question #: 119

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

When you activate the ITSM Roles plugin, what additional granular roles are created for the Incident application? (Choose two.)

- A. sn\_incident\_update
- B. sn\_incident\_read
- C. sn\_incident\_write
- D. sn\_incident\_insert

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 120

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 121

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer wants to use Incident Tasks on Incident records. But for efficiency reasons, they want to automatically close all Incident Tasks when the parent Incident is closed or canceled. How could you meet this requirement? (Choose two.)

- A. On Incident Properties, for Autoclose Incident Tasks, select Yes
- B. Edit system property `com.snc.incident.autoclose.basedon.resolved_at`
- C. On Incident Properties, for Close open Incident Tasks when Incident is closed or canceled, select Yes
- D. Enable system property `com.snc.incident.incident_task.closure`

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 122

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Incident management includes limited functionality for what advanced reporting capability?

- A. Analytics Dashboards
- B. Performance Analytics
- C. Machine Learning Metrics
- D. KPI Reports

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 123

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your client indicates they would like a way to designate VIP callers on an incident form. How would you accomplish this?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 124

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

What happens if an agent hovers over the reference icon next to the caller field on an incident record and there is not a sys\_popup view defined for the [sys\_user] table?

- A. The default view of the User form is displayed
- B. An error is displayed
- C. Only dot-walked fields will be displayed
- D. There will be no reference icon if there is no sys\_popup defined

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 125

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

If the Assignment group is empty on an incident record, what happens when an agent that is a member of multiple user groups clicks the Assign to me UI action?

- A. An error is displayed indicating the agent must manually assign the incident
- B. The agent is prompted to select the Assignment group
- C. The Assignment group field automatically populates with the agent's primary group
- D. The Assignment group field will not populate

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 126

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Where are the timeframe conditions for sending an SLA breach warning notification defined?

- A. SLA definition record
- B. Default SLA flow
- C. SLA Properties application
- D. SLA trigger conditions

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 127

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Your customer wants to give secure access to business users to view problem records and reports for the products they support. When you install the ITSM roles plugin, what additional problem role is installed to support this requirement?

- A. sn\_business\_user
- B. sn\_problem\_read
- C. sn\_service\_owner
- D. sn\_problem\_write
- E. sn\_problem\_business\_user

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 128

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A new Problem Coordinator accidentally created several problem investigations that need to be deleted.

What role is required to delete a problem record?

- A. sn\_problem\_delete
- B. itil\_manager
- C. problem\_manager
- D. problem\_admin
- E. problem\_coordinator

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 129

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A tester has submitted a bug report, because at no point in the Problem lifecycle, does the Create Known Error article link appear under Related Links. Also, they notice there is no Known Error knowledge base in the instance.

What might be the cause of this?

- A. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated
- B. The customer did not pay the bill for Knowledge management
- C. Tester is not impersonating Problem Coordinator
- D. The sn\_known\_error\_write role is required to see the Create Known Error article link
- E. The requirement was not in the stories

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 130

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

A new problem manager wants a high level view of the activities in problem management.

What module do you recommend?

- A. Problem > Homepage
- B. Problem > Overview
- C. ITIL Manager > Homepage
- D. Problem > Process Health Dashboard
- E. Problem > Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 131

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

Why don't Problem records automatically move from Resolved to Closed after the fix is implemented?

- A. It is designed to follow the ITIL4 standard
- B. There is a scheduled job that automatically moves Resolved problems to Closed after 7 days
- C. There is no Closed state. Problem records are moved to Completed
- D. It is good practice to monitor fixes implemented, to ensure the underlying issues are resolved, before closing a problem record

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 132

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

---

In the life of a Problem record, there are opportunities to click the Re-Analyze button and move backwards in the lifecycle.

When you click the Re-Analyze button, what state is set on the problem record?

- A. Assess
- B. Draft
- C. Root Cause Analysis
- D. Fix in Progress

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 133

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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The key stakeholder for your ITSM implementation wants to have SLAs on every Task record.

What advice do you give regarding SLAs on Problem records?

- A. SLAs are essential to problem management, as support specialists need to quickly identify root causes
- B. SLAs may be counterproductive to problem management, as the key objective is to permanently fix an error no matter how long that may take
- C. SLAs are available for problem management, but require custom code
- D. SLAs are recommended in the ITIL framework for problem management

Show Suggested Answer







Actual exam question from ServiceNow's CIS-ITSM

Question #: 134

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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What are two effective measures of performance for the Problem Management process? (Choose two.)

- A. Problems older than 30 days by Priority and State
- B. Number of Problem that have Breached SLAs
- C. Percentage of Problem Resolution within SLA by Category
- D. Average Problem Resolution Time

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 135

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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Your customer has an external system, which is used to perform changes. Your customer wants to capture these changes in your instance for reporting and CMDB maintenance purposes.

What baseline Change Model supports this scenario?

- A. Cloud Infrastructure
- B. Automated Changes
- C. Retroactive Changes
- D. Change Registration
- E. Unauthorized Changes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 136

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 137

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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What is the trigger for the Change - Normal - Assess Flow?

- A. A Change request using the Normal Change model is moved to the Assess state
- B. A Change request using the Normal Change model is created
- C. A Change request using the Normal Change model is Low Risk, and is moved to the Assess state
- D. A Change request using the Normal Change model is Assigned to a group

Show Suggested Answer



Actual exam question from ServiceNow's CIS-ITSM

Question #: 138

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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A CAB manager is looking for a way to make their CAB meetings more organized and efficient. They want to be able to:

- Define CAB meeting agendas
- View change calendars
- Review, Approve or Reject changes directly from the change application

What feature would you recommend?

- A. Change CAB Dashboard
- B. CMDB Health Dashboard
- C. CAB Taskboard
- D. Change Overview
- E. CAB Workbench

Show Suggested Answer





Actual exam question from ServiceNow's CIS-ITSM

Question #: 139

Topic #: 1

[\[All CIS-ITSM Questions\]](#)

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What are the Release types available on the baseline release record?

- A. Standard, Normal, Prototype, Patch
- B. Major, Minor, Upgrade, Emergency, Maintenance, Patch
- C. Standard, Normal, Emergency
- D. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate

[Show Suggested Answer](#)

