NEW

Actual exam question from ServiceNow's CIS-ITSM

Question #: 1

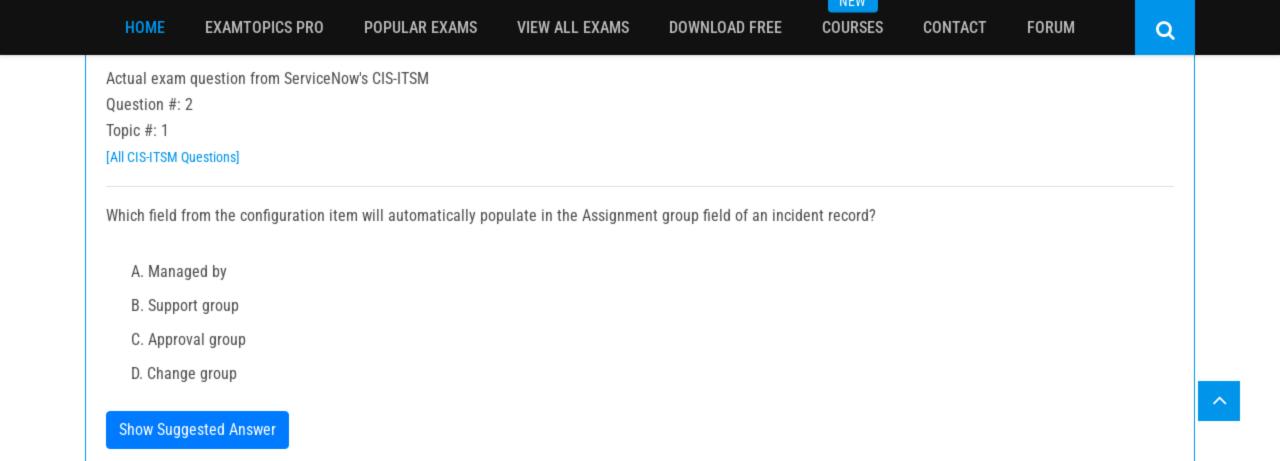
Topic #: 1

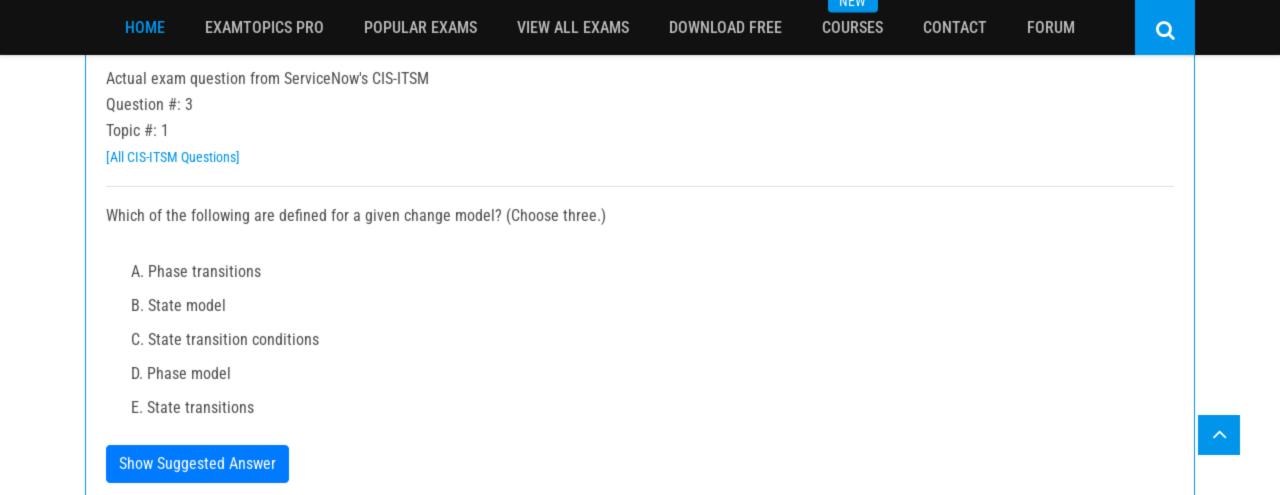
[All CIS-ITSM Questions]

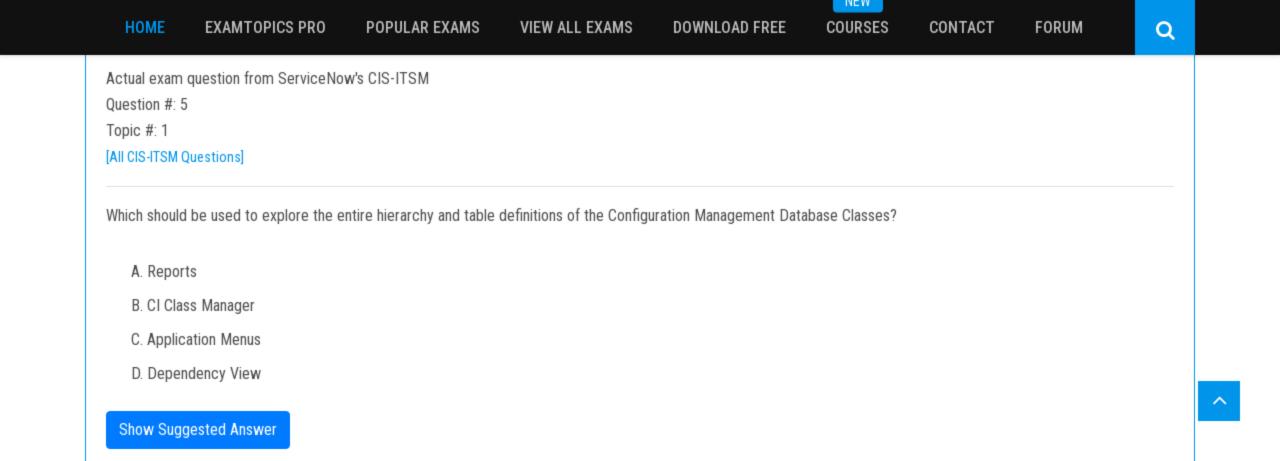
Given the class structure shown below, which types of CIs will be included in a report run against the cmdb_ci_computer table?

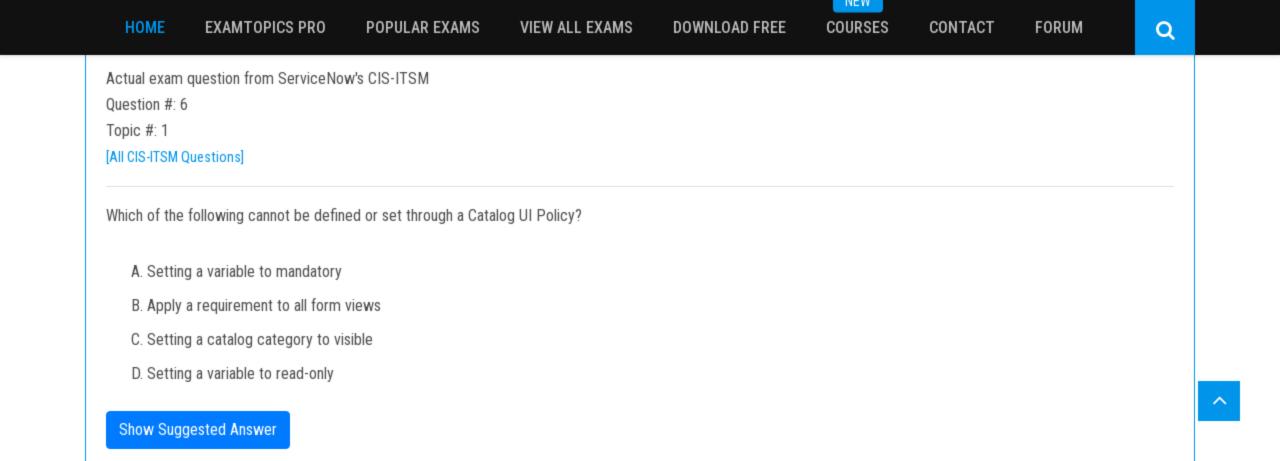
```
- cmdb
---- cmdb_ci
---- cmdb_ci_hardware
---- cmdb_ci_computer
---- cmdb_ci_server
---- cmdb_ci_server
---- cmdb_ci_linux_server
---- cmdb_ci_unix_server
---- cmdb_ci_unix_server
```

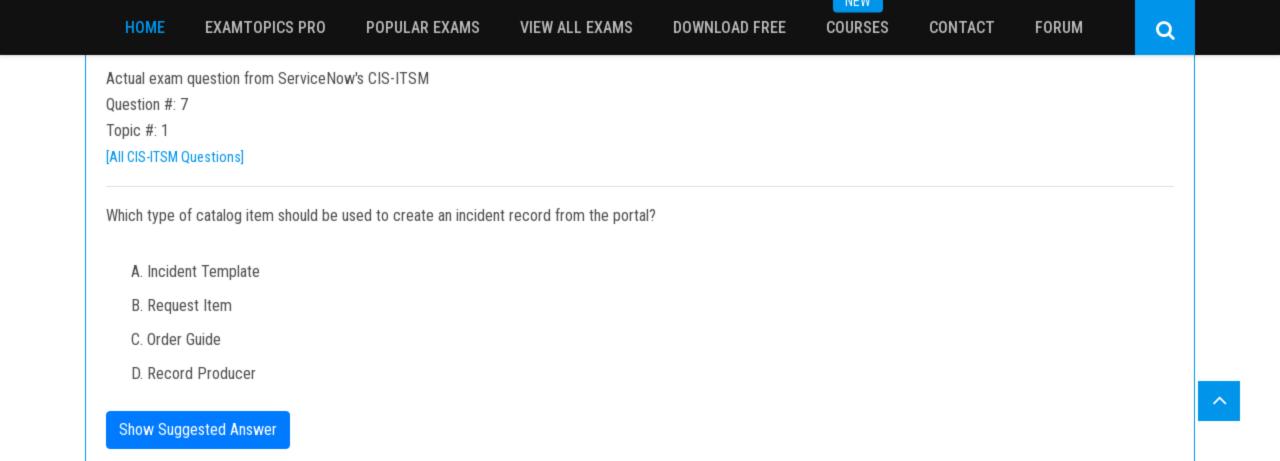
- A. Just CIs defined directly in cmdb_ci_computer
- B. Cls defined directly in cmdb_ci_computer and all parent classes
- C. Cls defined directly in cmdb_ci_computer and all child classes

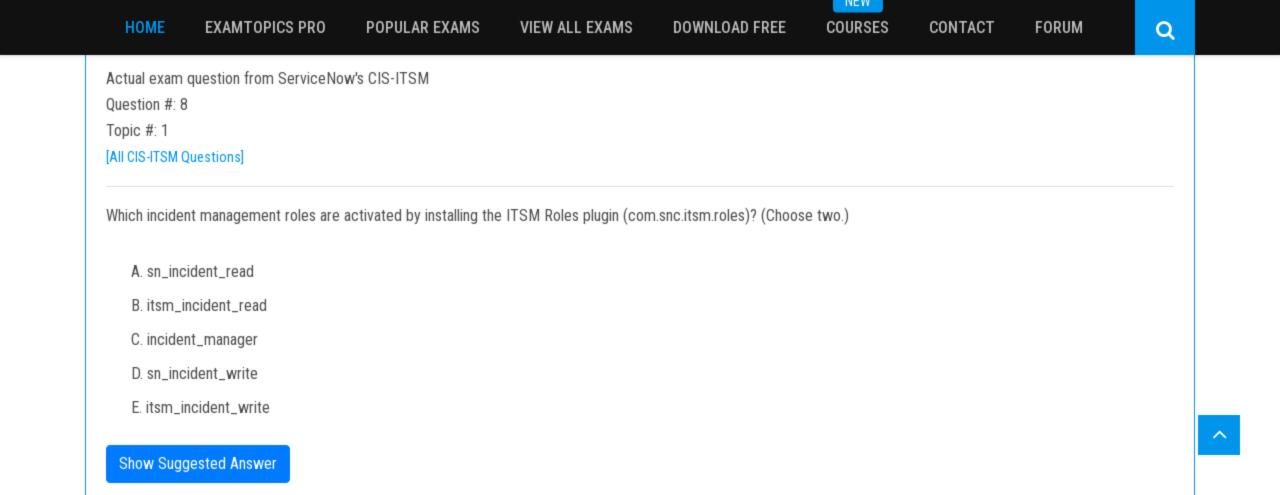












Actual exam question from ServiceNow's CIS-ITSM

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 -

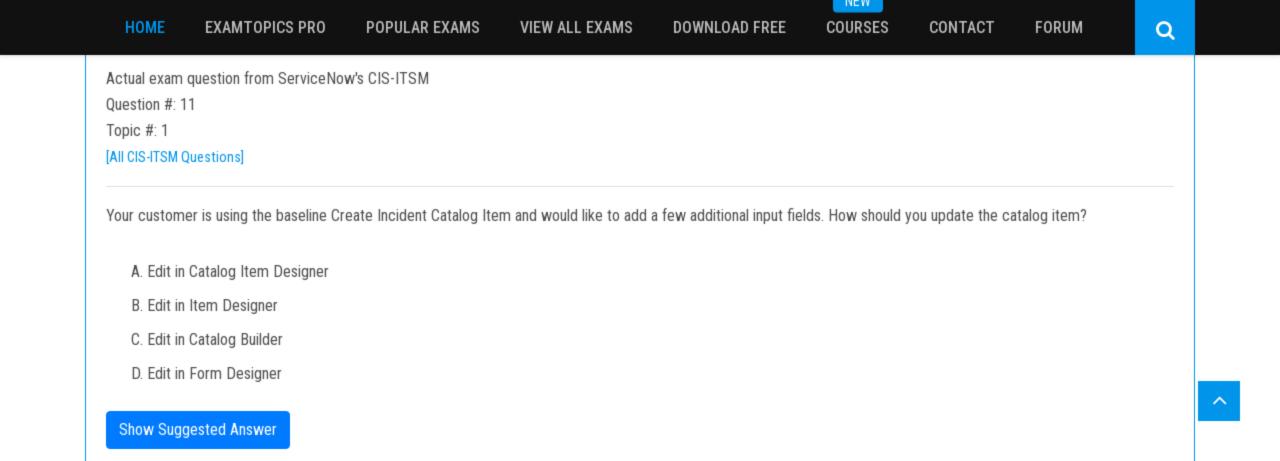
Manager name -

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



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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:

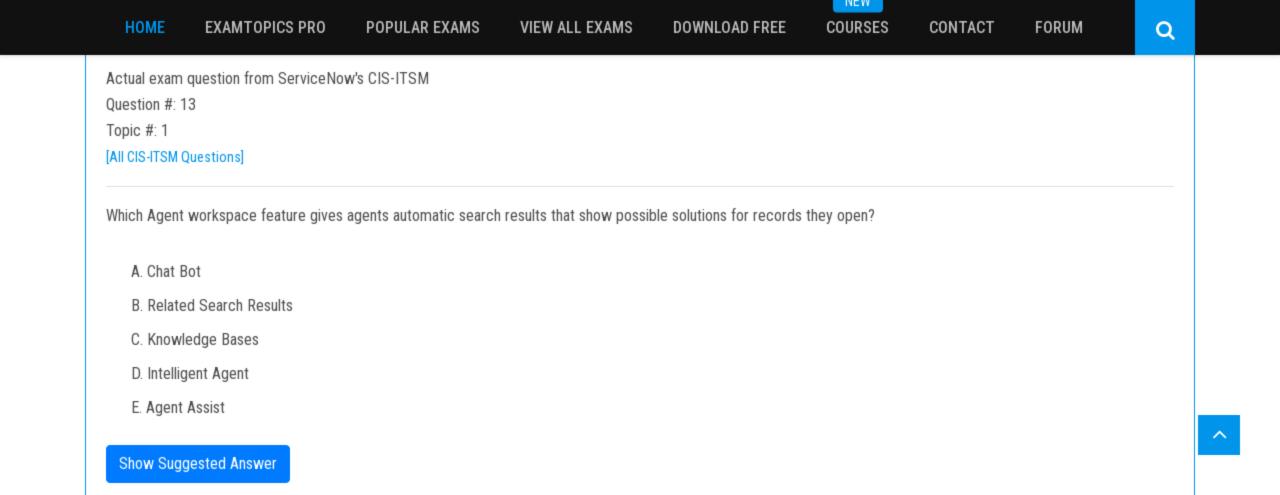
The Network Support group record has the Group types: Incident and Change

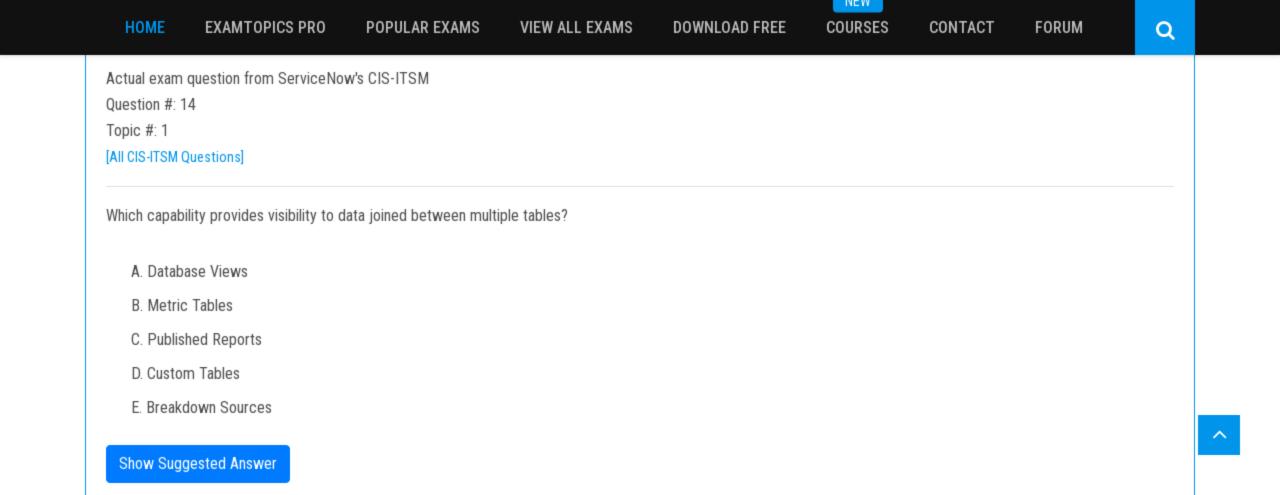
The Network CAB group record has the Group type: Change

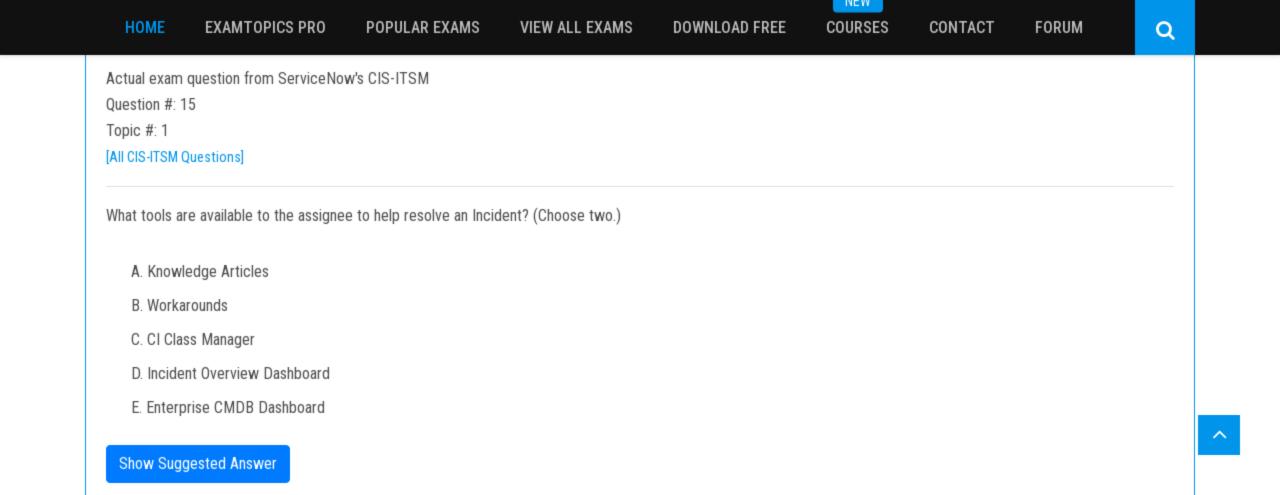
What could you do on the incident form, for the Assignment Group field, to resolve this issue?

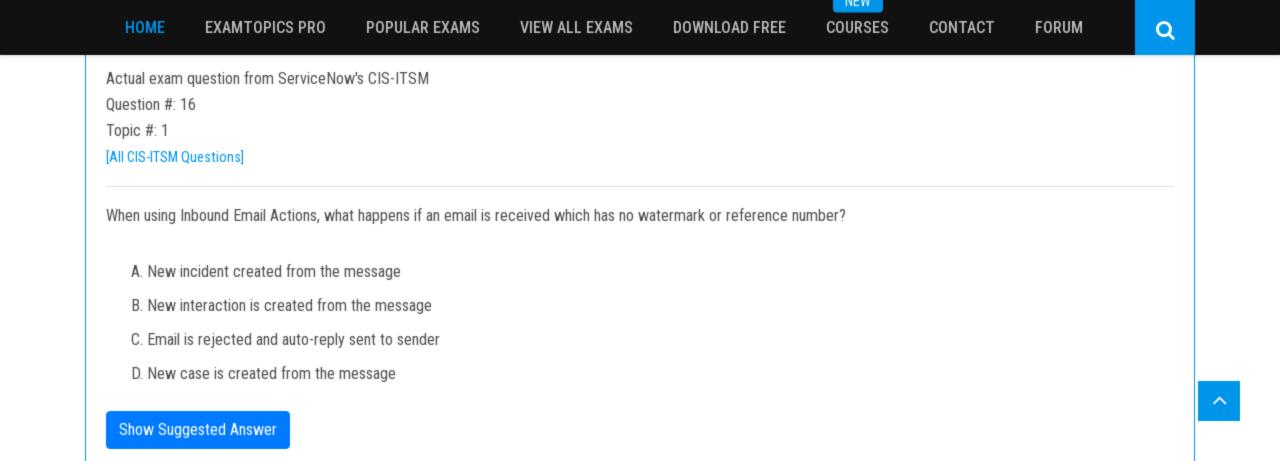
- A. Add a UI action to hide the Network CAB group from the list
- B. Add a UI action to provide an error message if the Network CAB group is selected
- C. Add Dictionary Override to specify the Incident group Reference Qualifier
- D. Modify the choice list to include only the appropriate group types

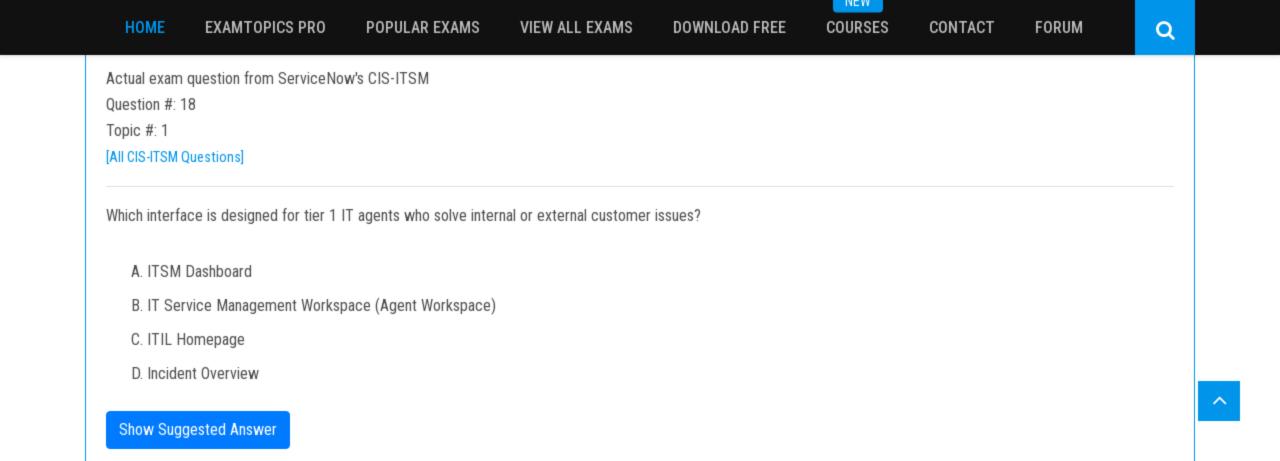
Show Suggested Answer

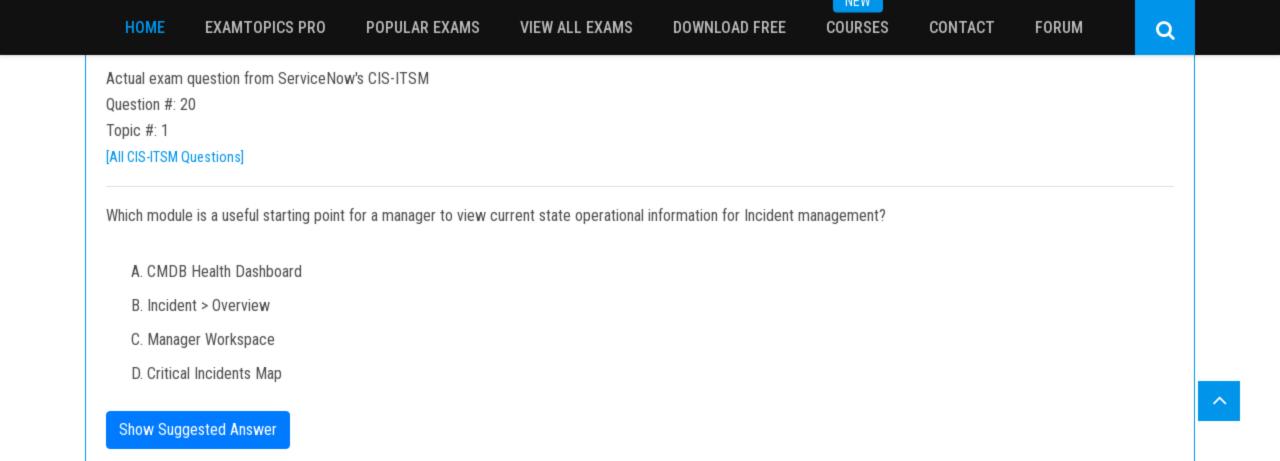


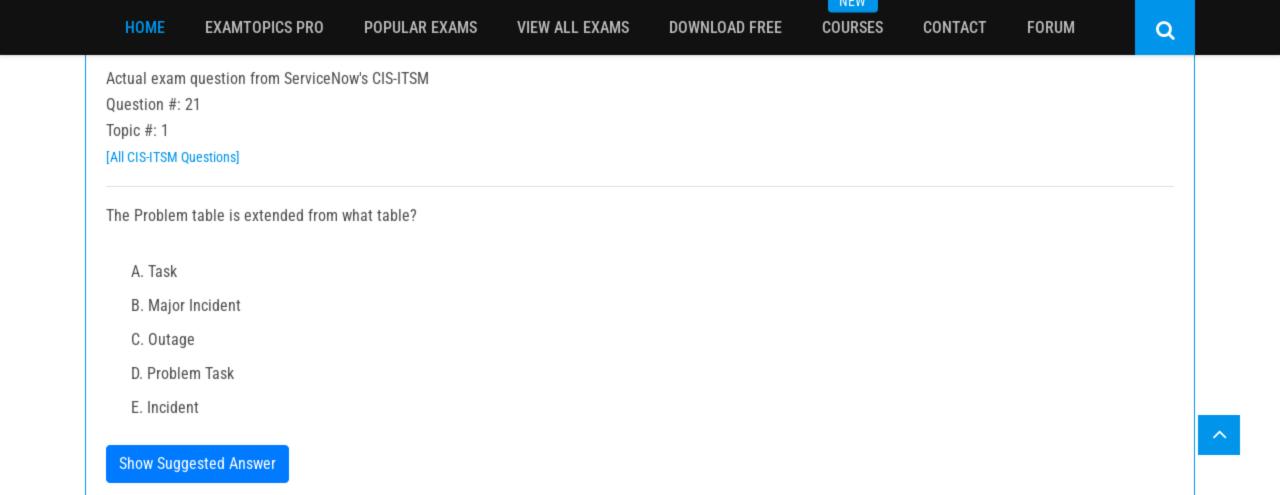












Actual exam question from ServiceNow's CIS-ITSM

Question #: 23

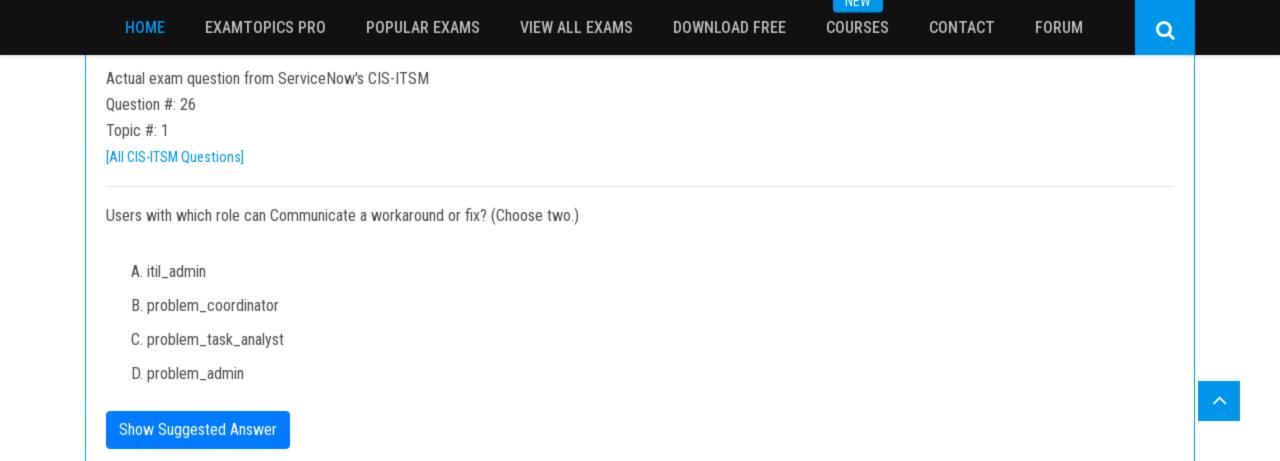
Topic #: 1

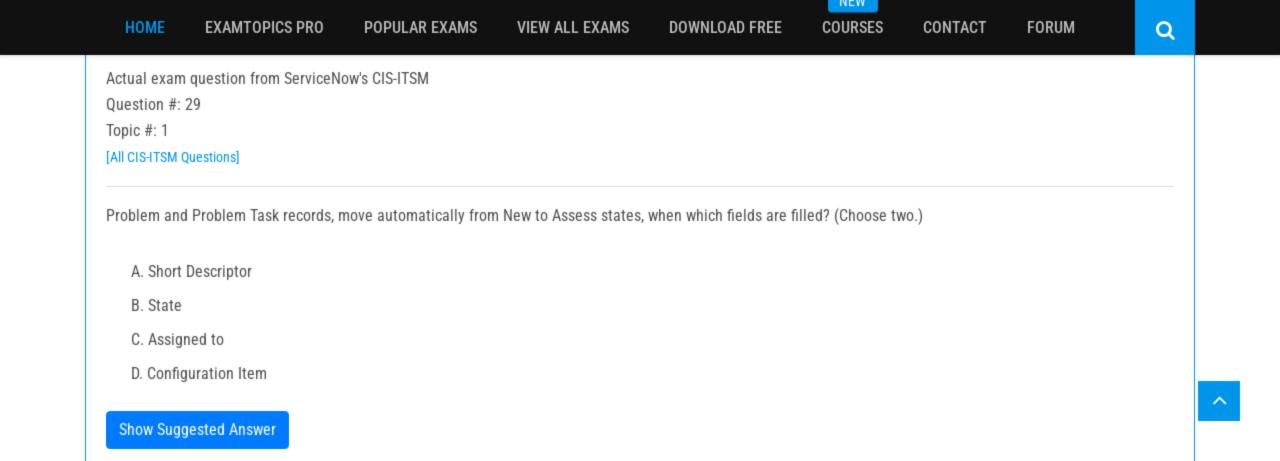
[All CIS-ITSM Questions]

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





Q

Actual exam question from ServiceNow's CIS-ITSM

Question #: 32

Topic #: 1

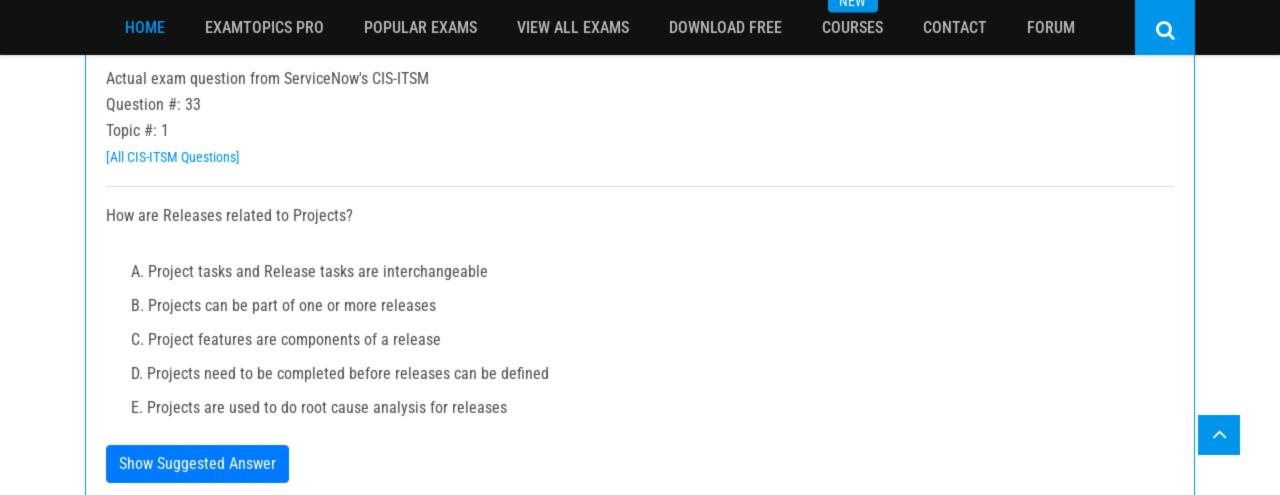
[All CIS-ITSM Questions]

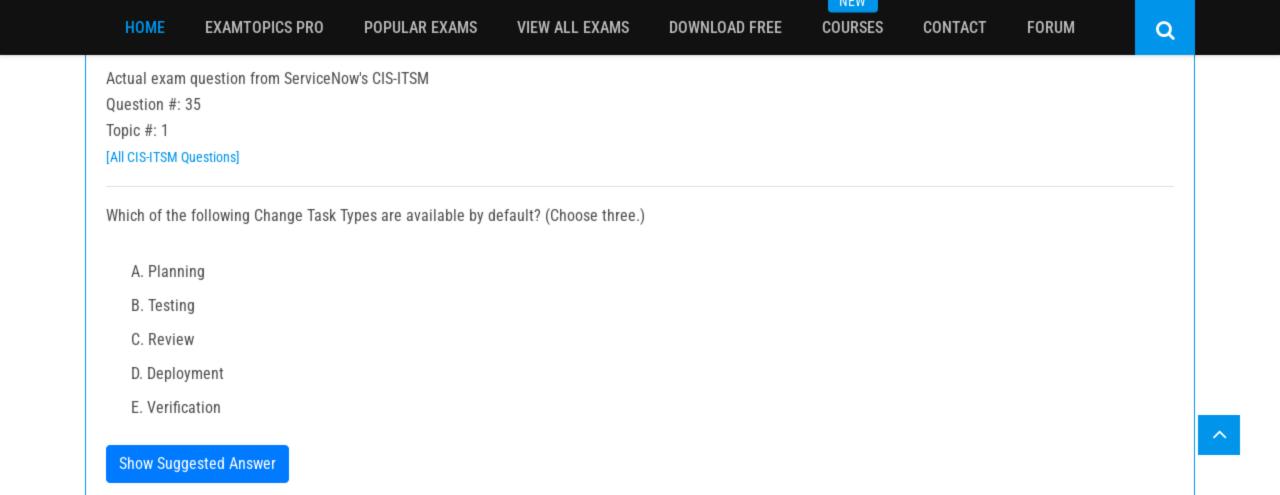
Risk is configured by default, to calculate Risk = High for a change that is scheduled with only 3 days lead time. Your customer's change policy requires that changes be requested with 5 days lead time.

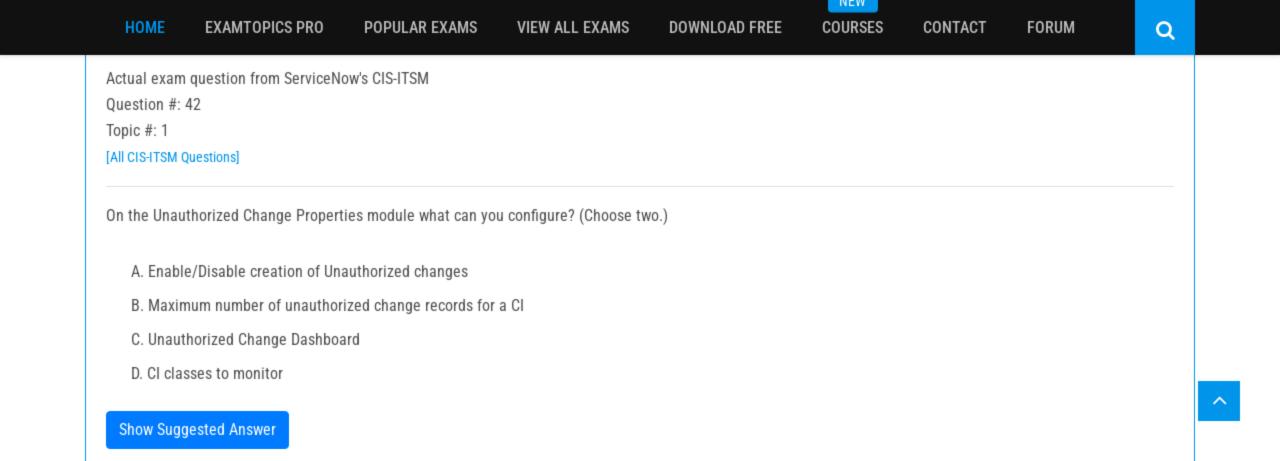
How would you satisfy this requirement?

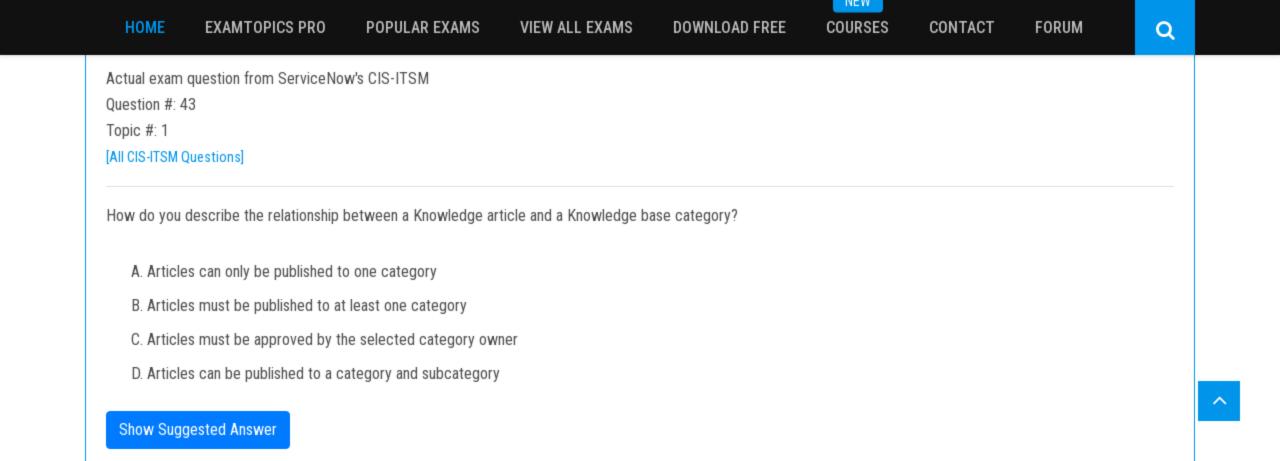
- A. Update the Risk Property for Insufficient lead time
- B. Update the Risk Assessment Matrix for Insufficient lead time
- C. Update the Calculate Risk UI Action
- D. Update the Risk Matrix for insufficient lead time
- E. Update the Risk Condition for Insufficient lead time

Show Suggested Answer







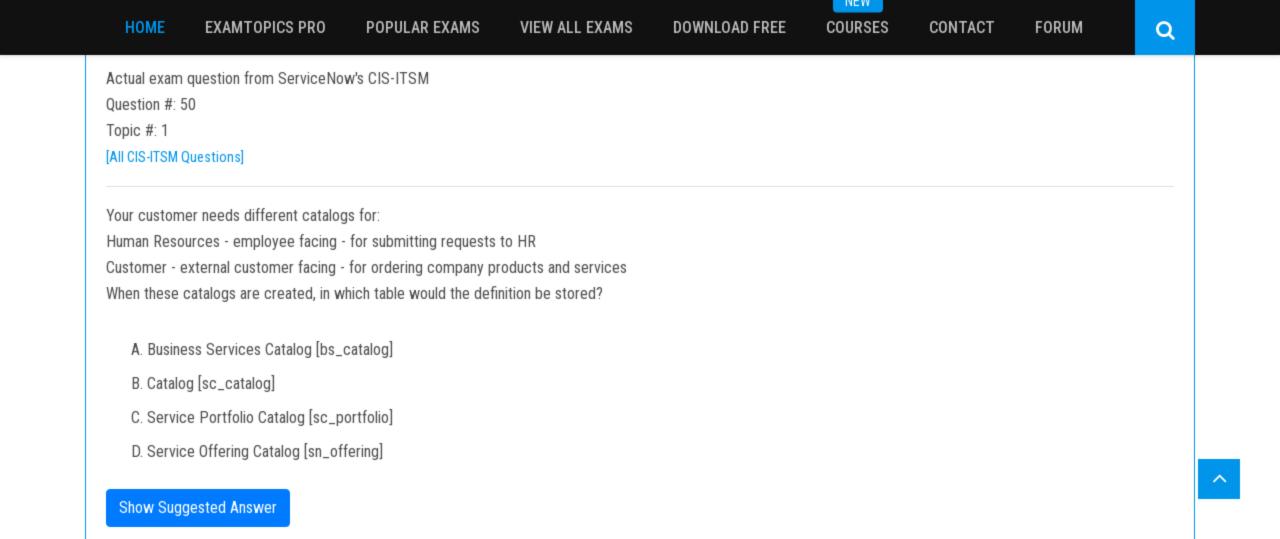


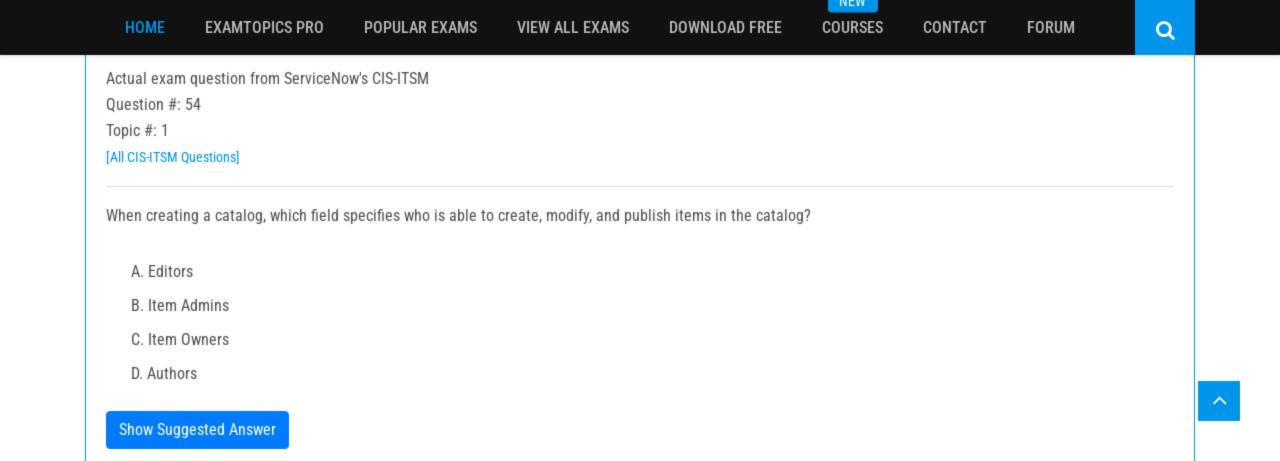
In the ServiceNow native platform, the service catalog can be accessed via the Self-Service > Service Catalog module. Your customer wants to make modifications to this home page, to add, remove and re-arrange the categories.

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

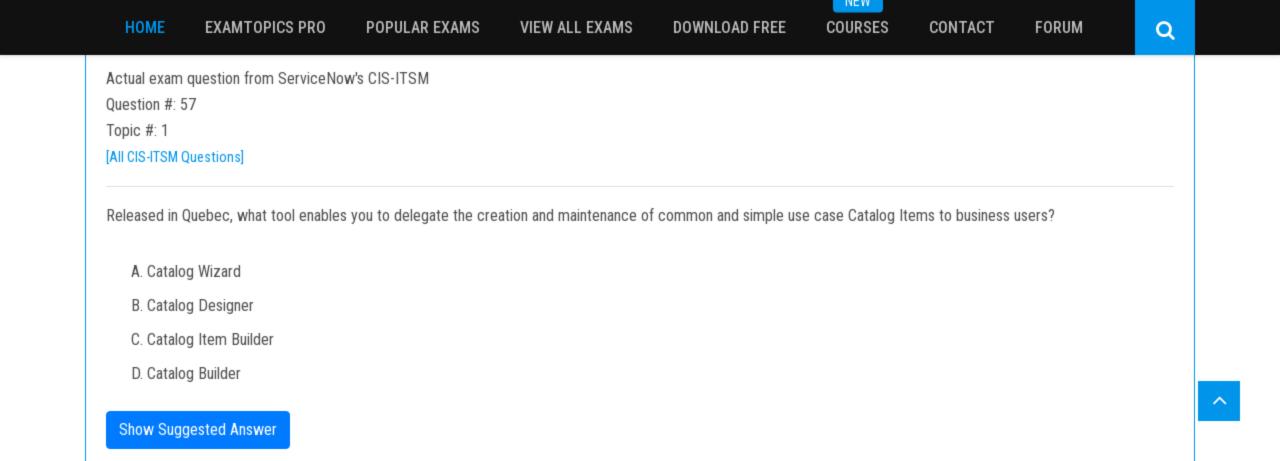
Show Suggested Answer

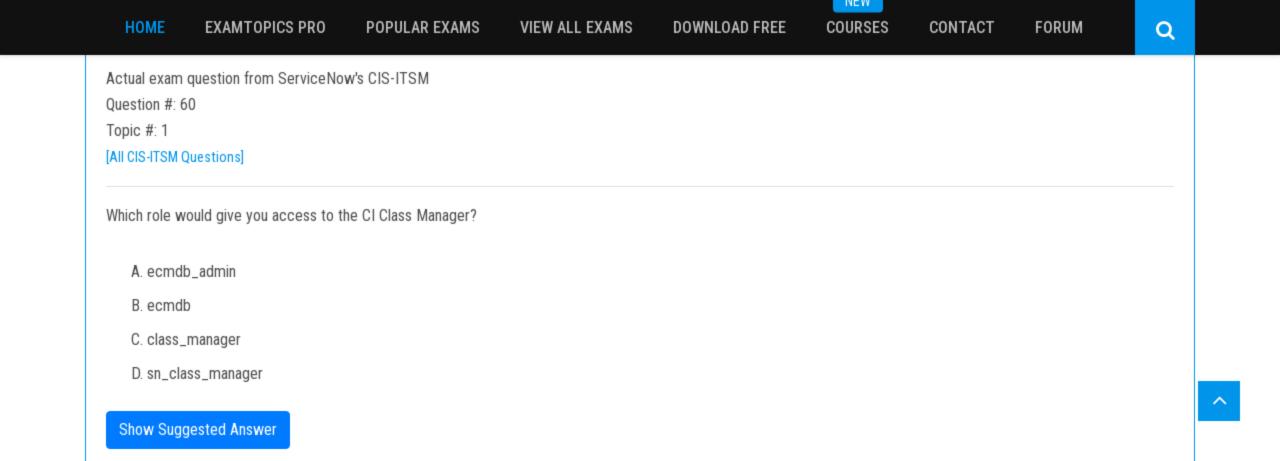


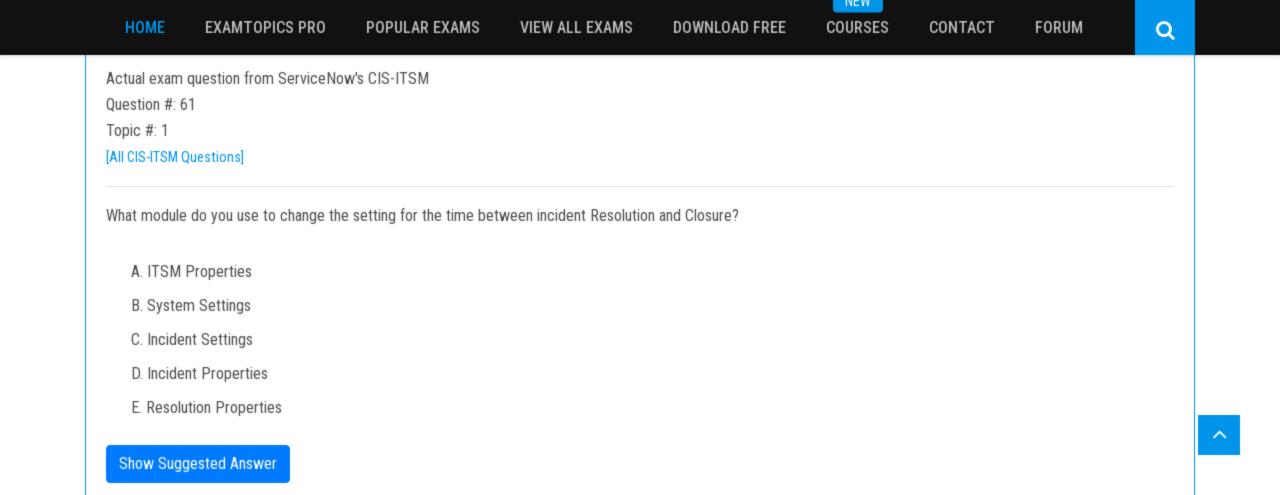


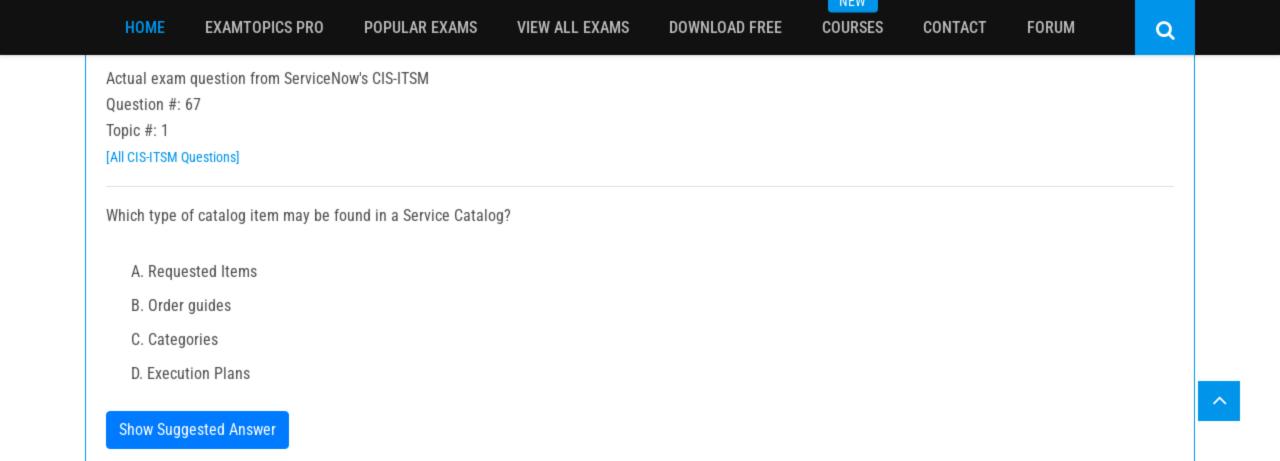
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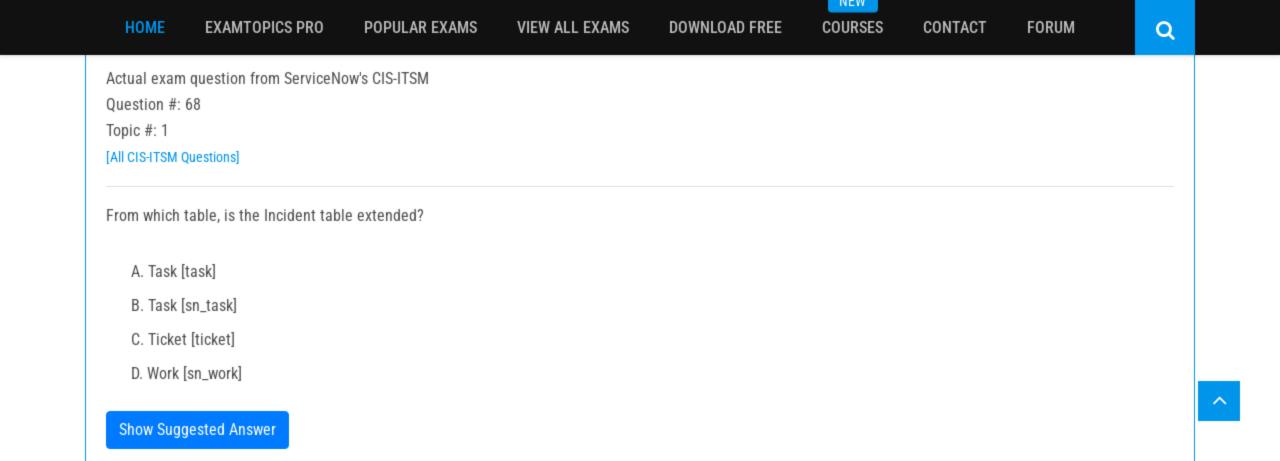
D. The approver can set their approval notifications to auto-reply with "approved" in the subject line

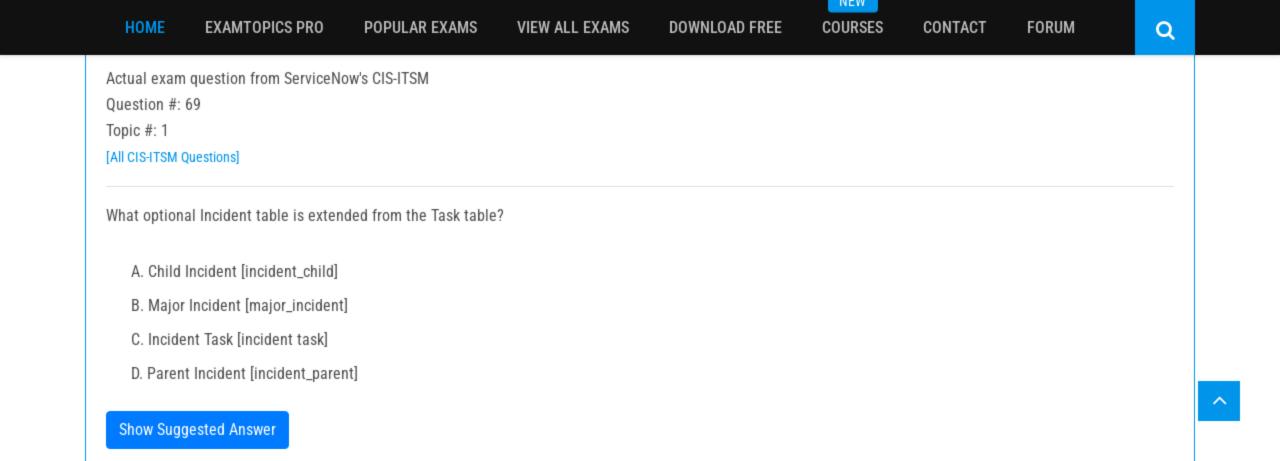


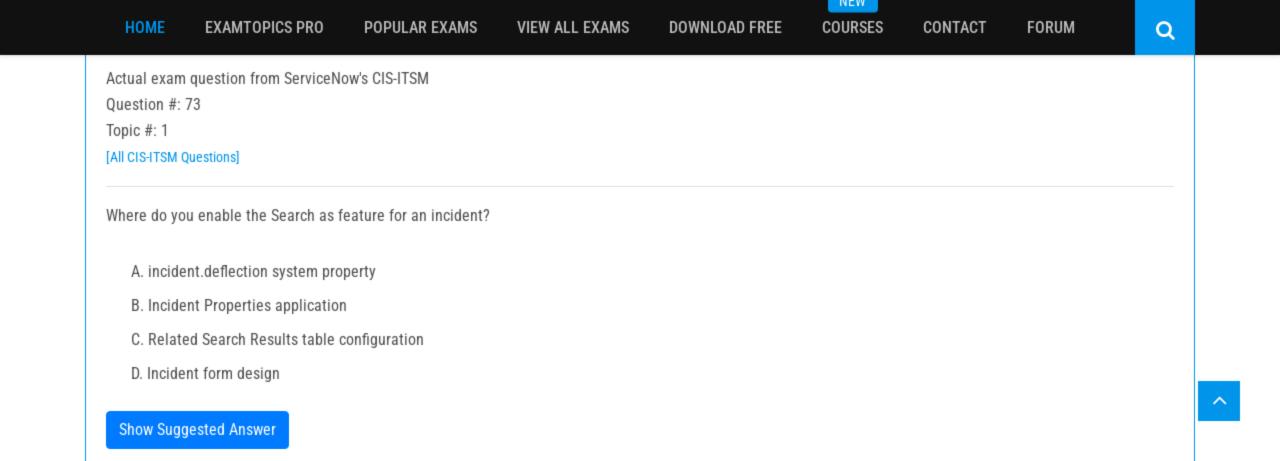


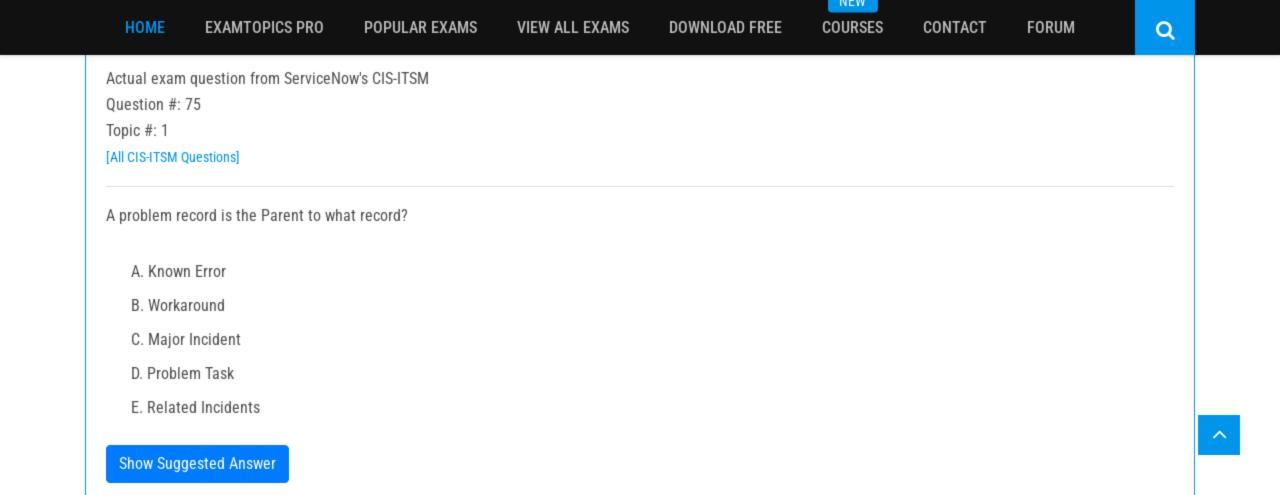










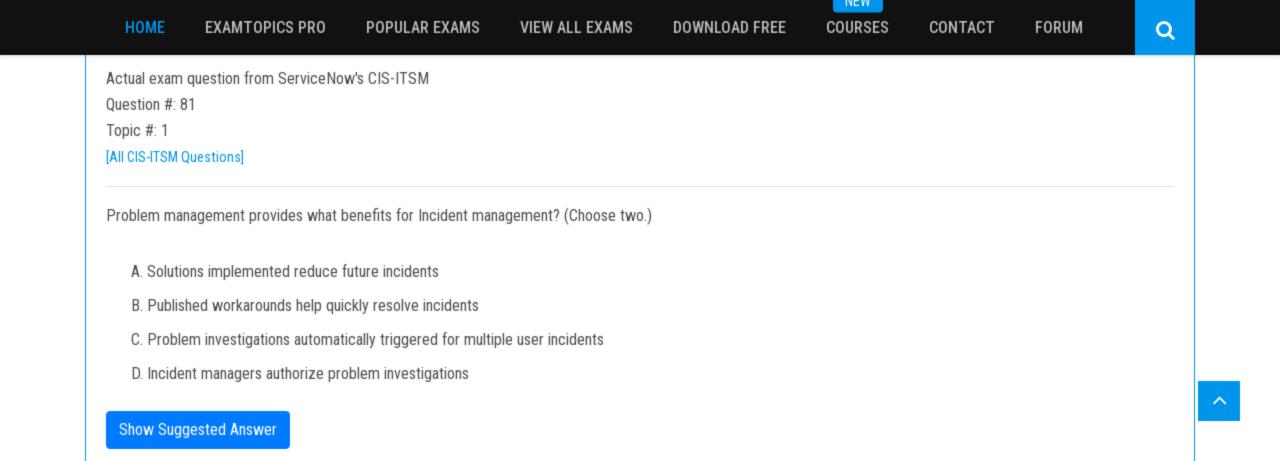


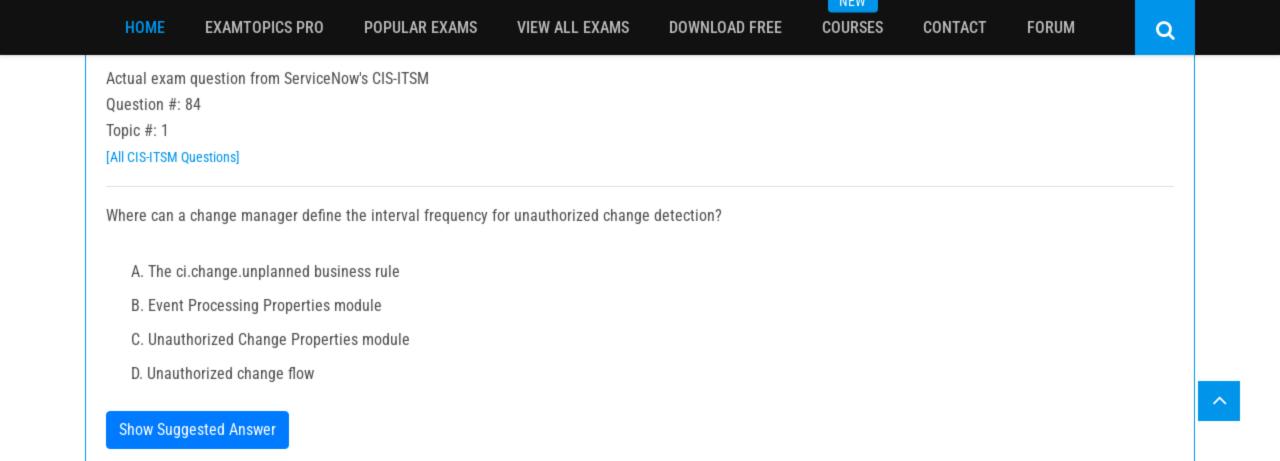
When you create a problem from an incident, impact, urgency and priority are automatically populated, from the incident record. Your problem management process owner wants the problem manager to be responsible for assessing the impact and urgency on the problem, so they don't want the values from incident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

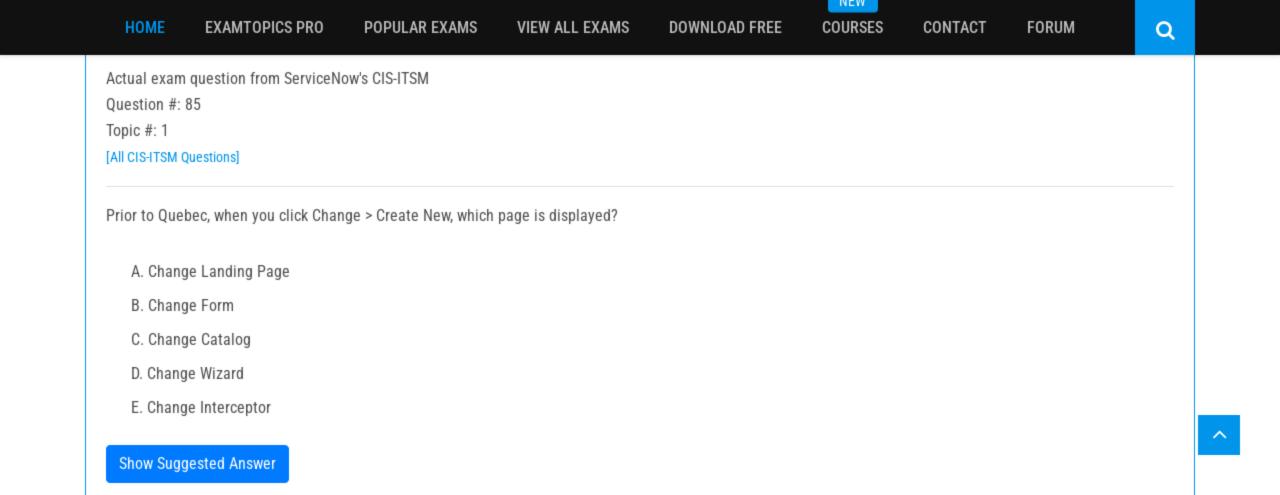
What module would you use to make this adjustment?

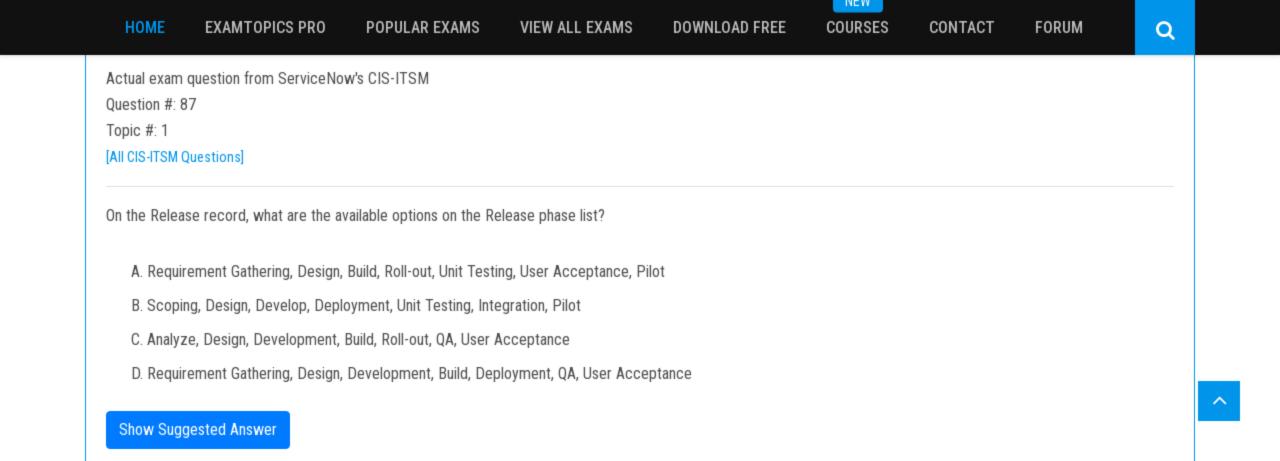
- A. System Policy > Rules > Priority Lookup Rules
- B. Problem > Administration > Problem Properties
- C. ITSM > Administration > Properties
- D. Incident > Administration > Incident Properties

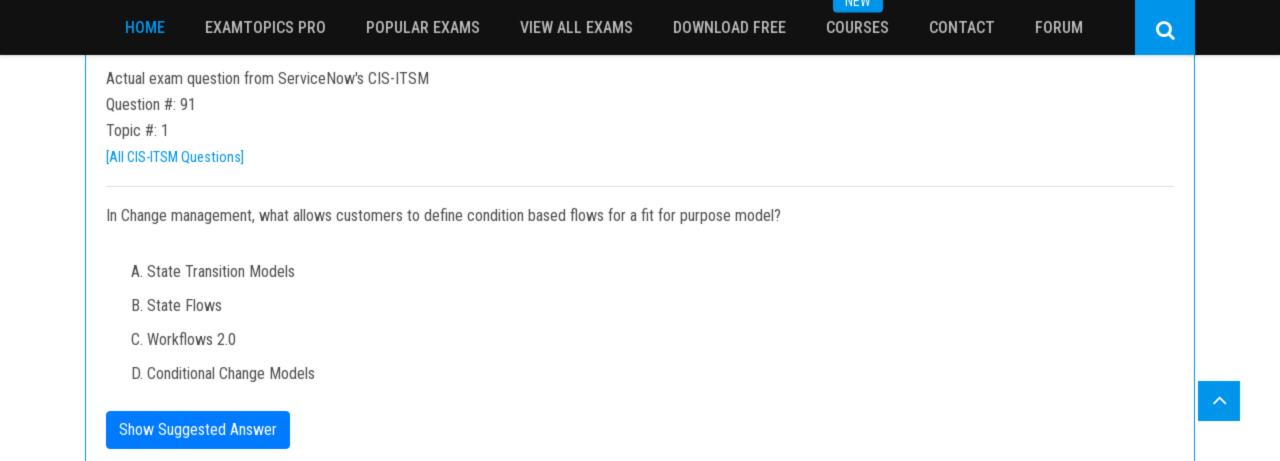
Show Suggested Answer

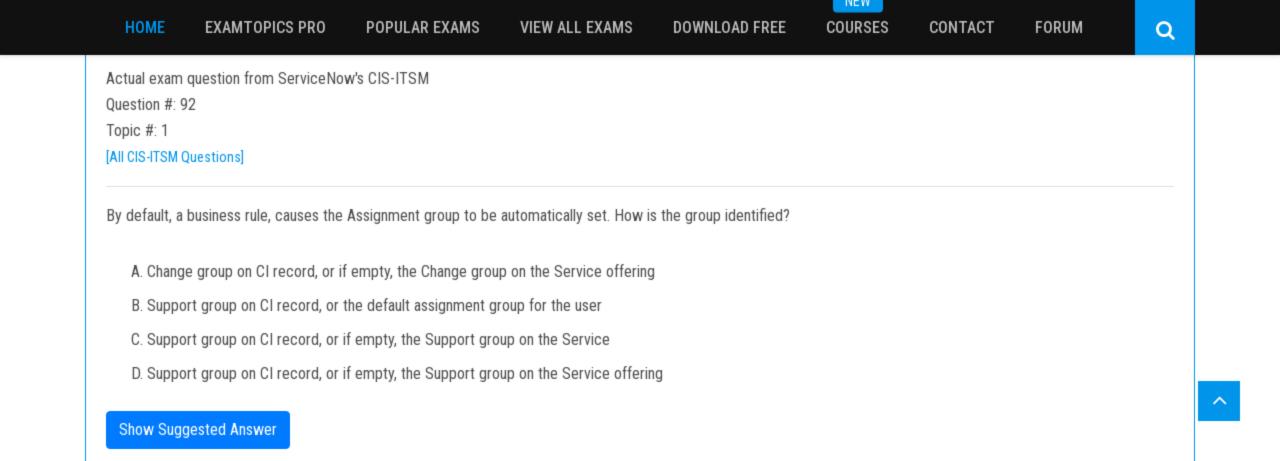


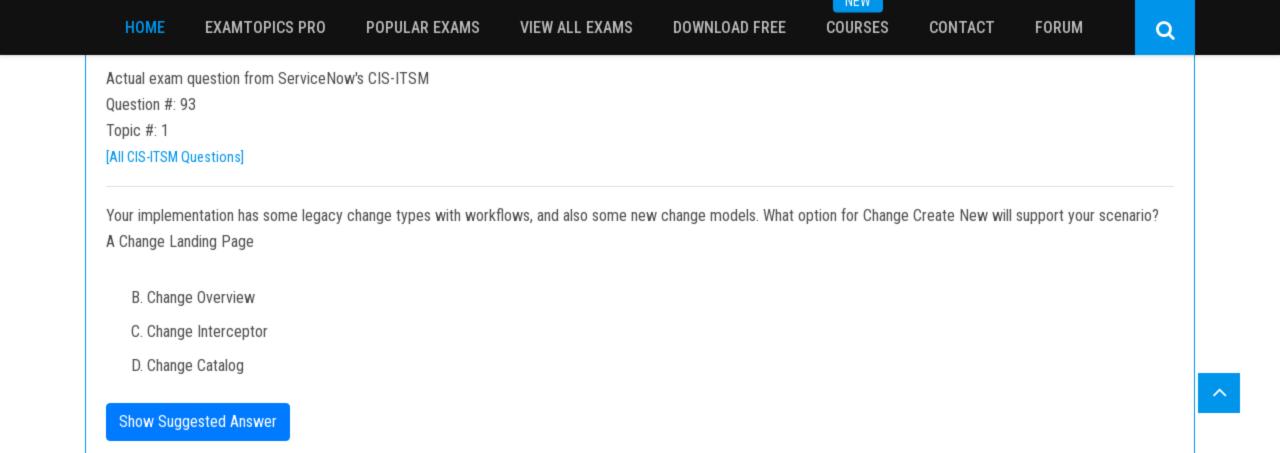


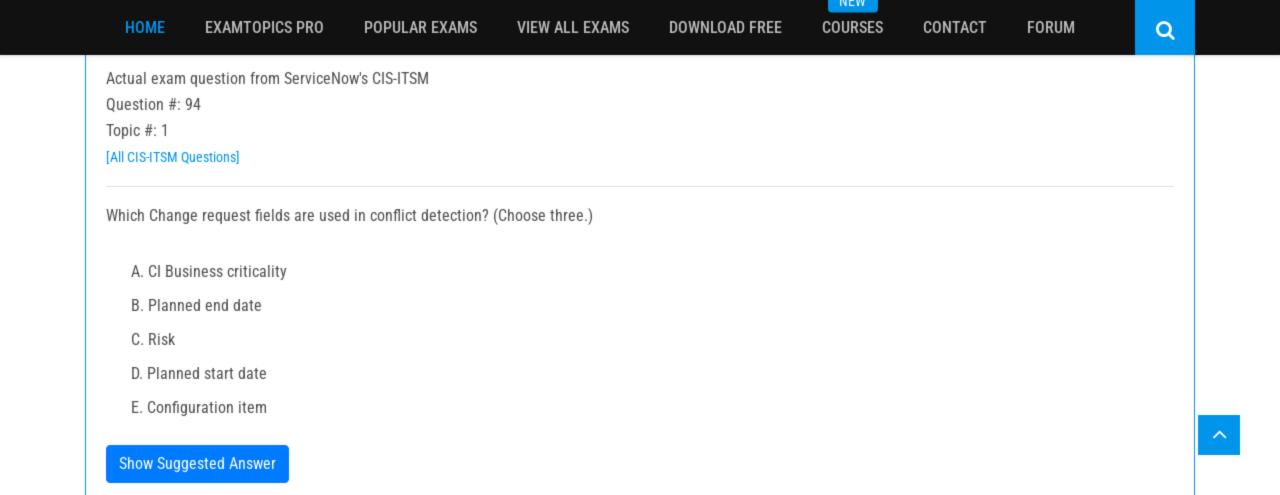


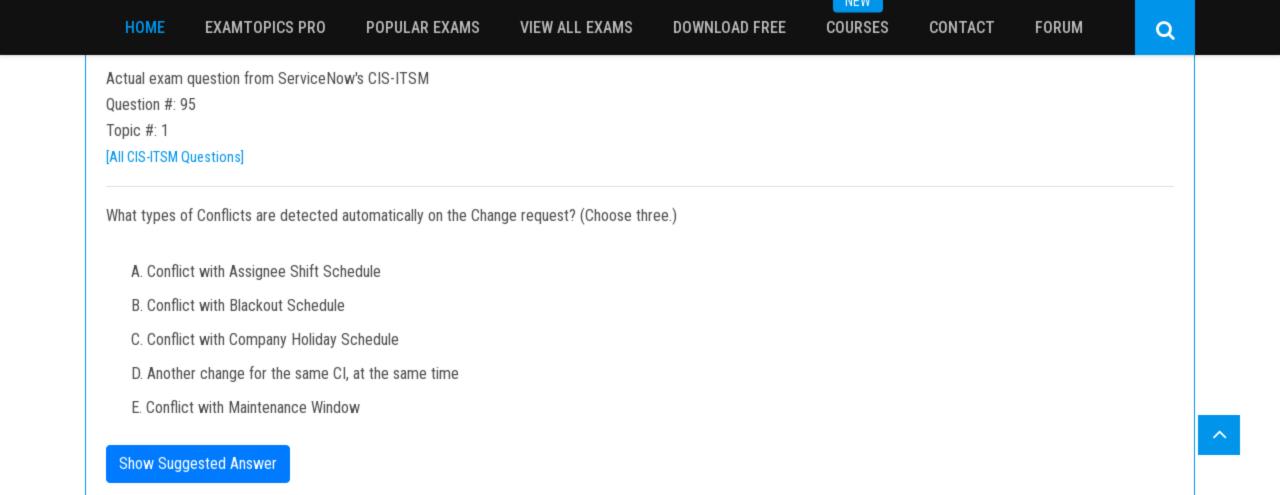


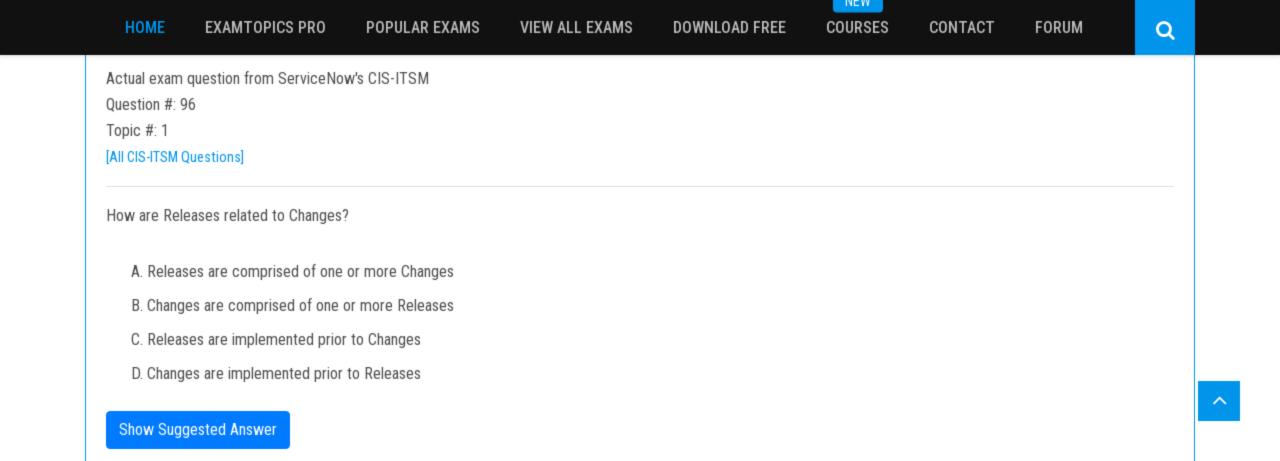






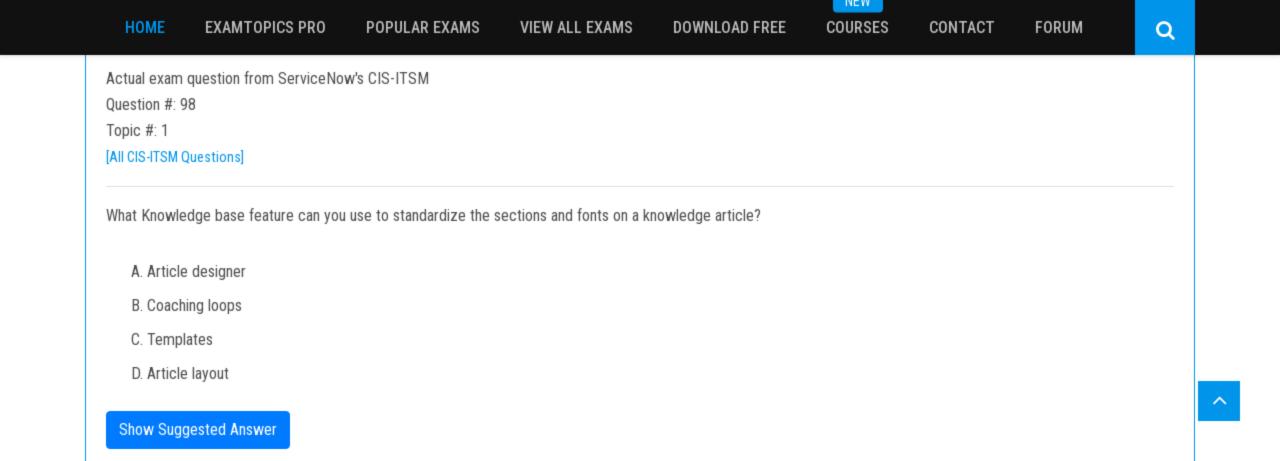


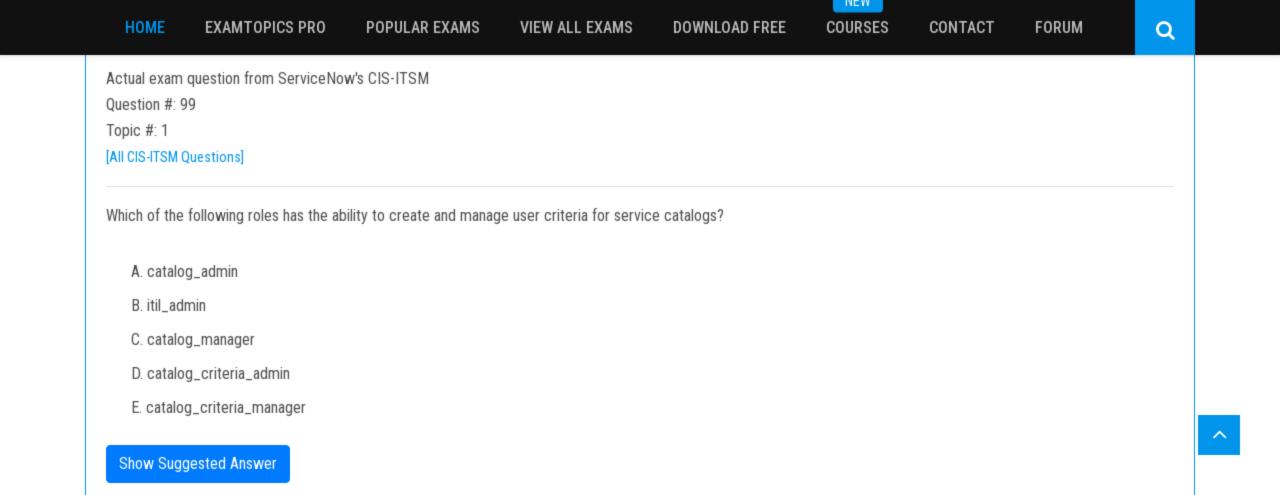


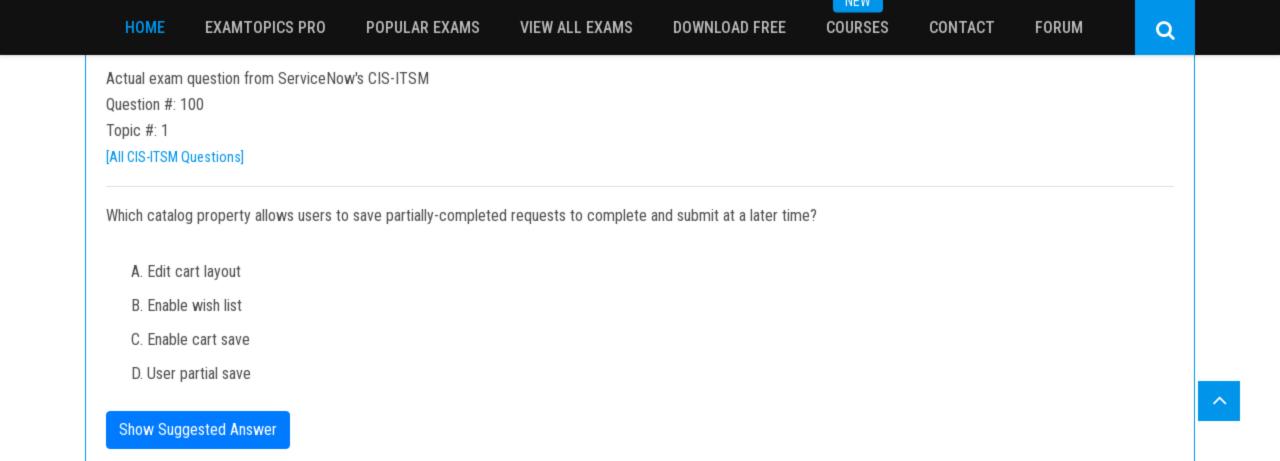


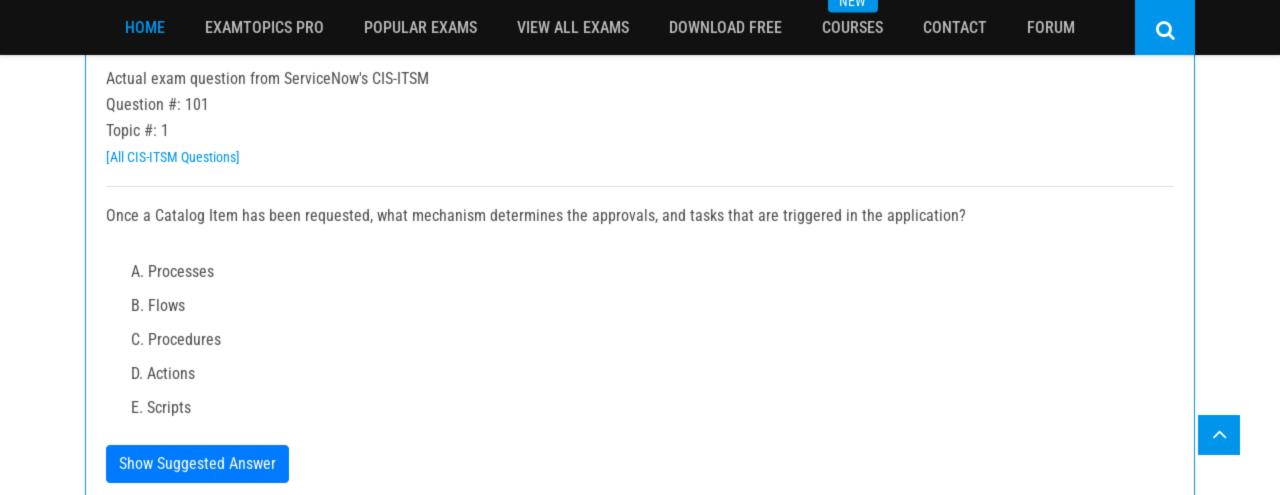
- A. Knowledge Article Retire
- B. Knowledge Retire Authorize
- C. Knowledge Approval Retire
- D. Knowledge Retire-Approval Required
- E. Knowledge Instant Retire

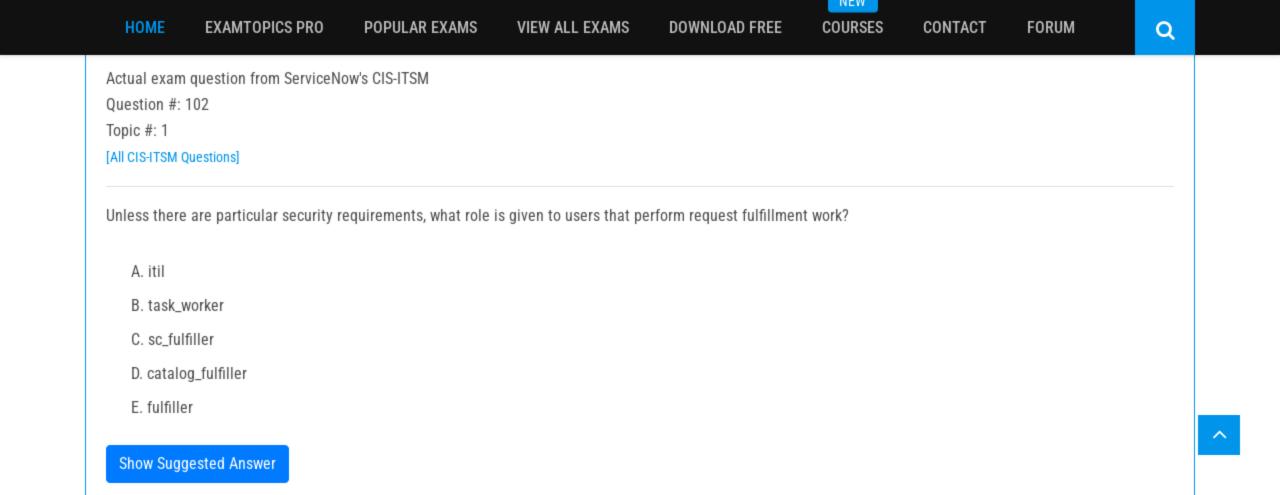
Show Suggested Answer











ES CONTACT FORUM

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:

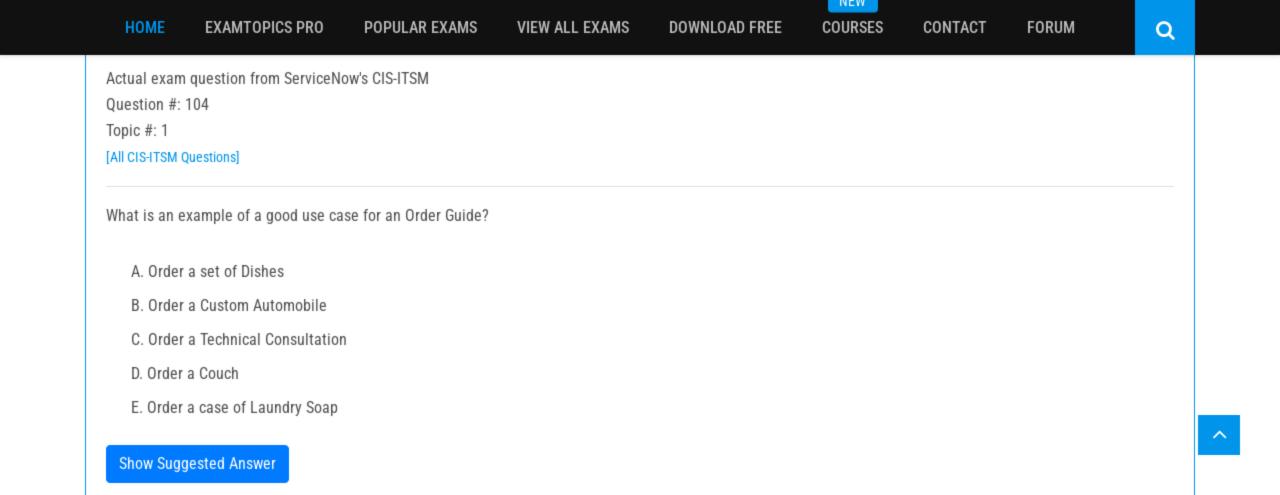
- 1. Construction request
- 2. Getting Started with Construction Requests

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

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- 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

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 106

Topic #: 1

[All CIS-ITSM Questions]

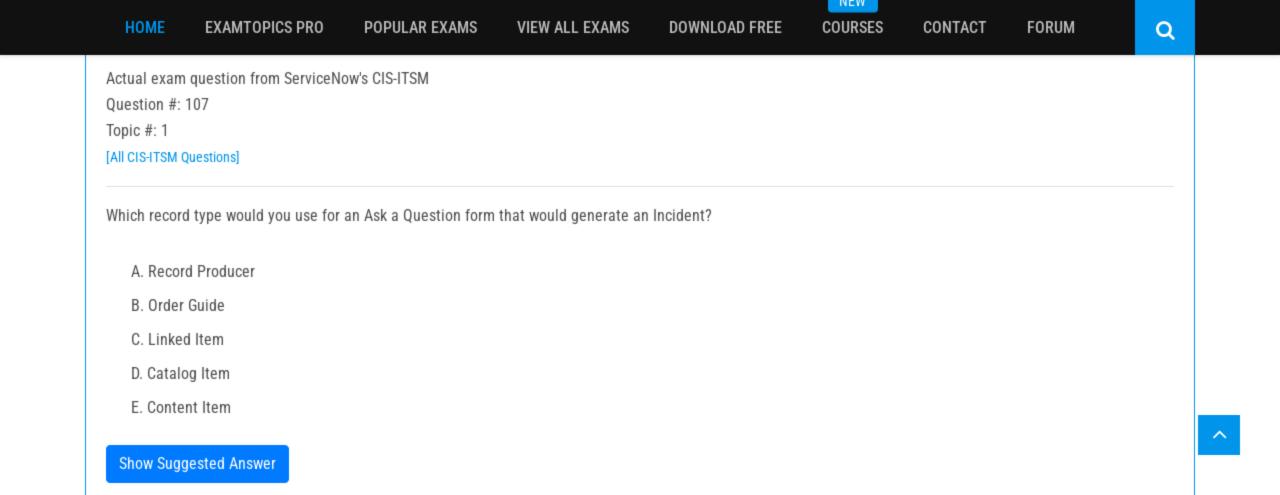
A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?

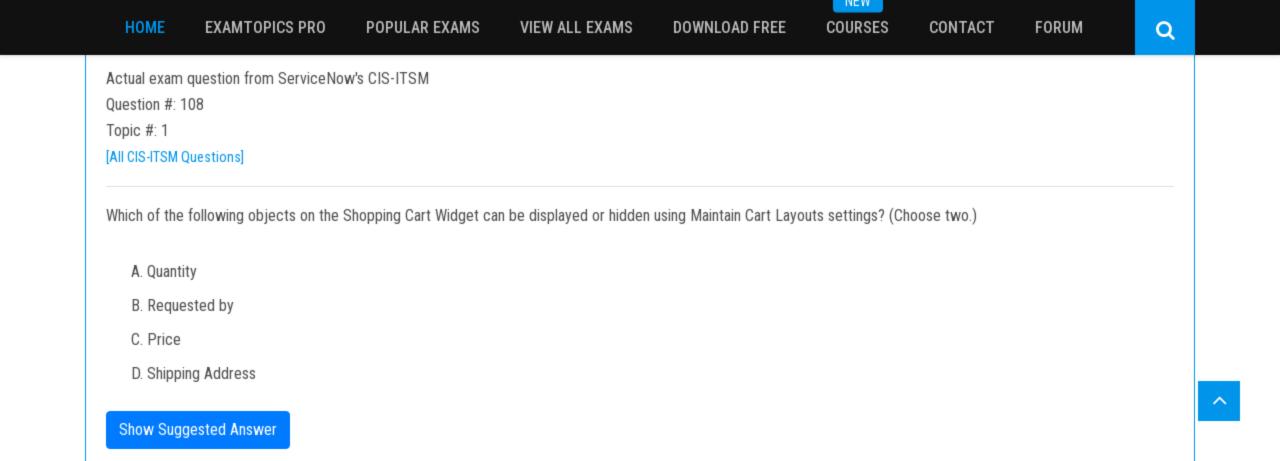
- A. Build report on SC Task table, Group by Variables for Computer > Extra memory
- B. Build report on Requested Item table, Group by Variables for Computer > Extra memory
- C. Build report on Task table, Group by Variables for Computer > Extra memory
- D. Build report on Request table, Group by Variables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

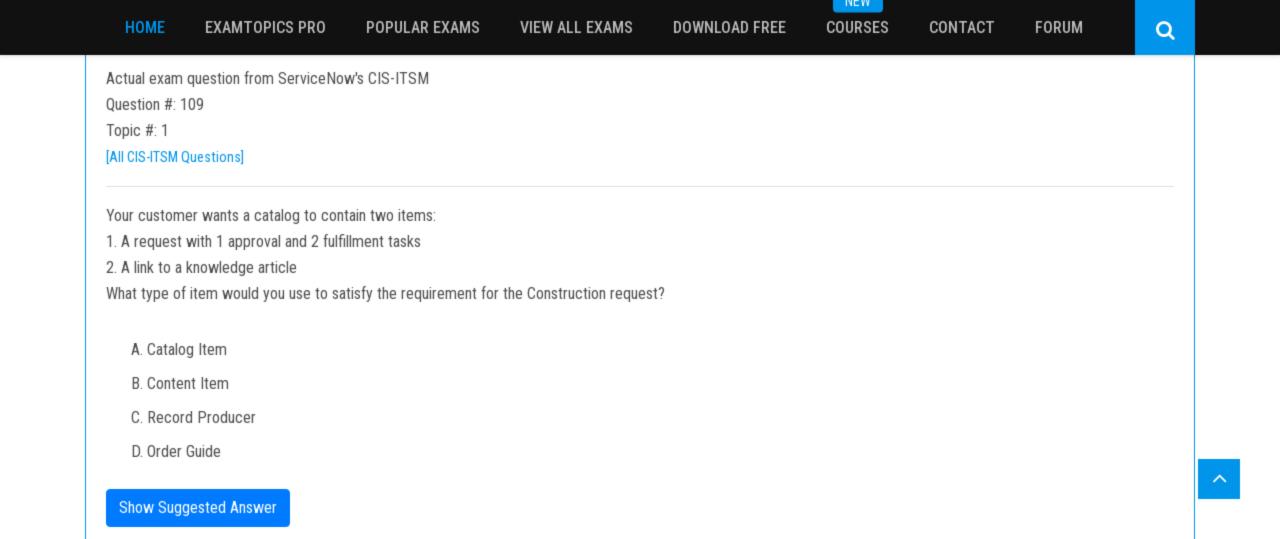
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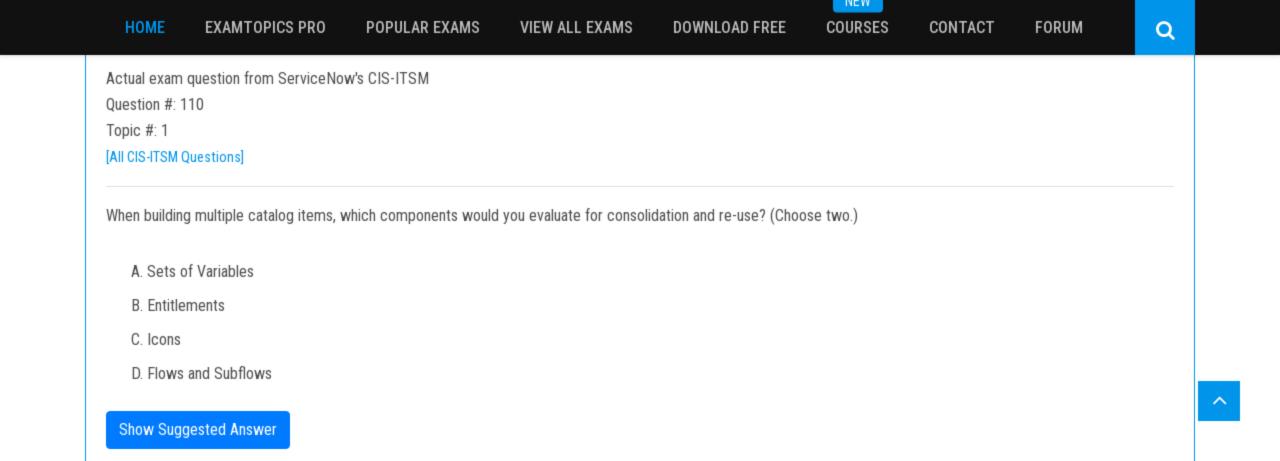
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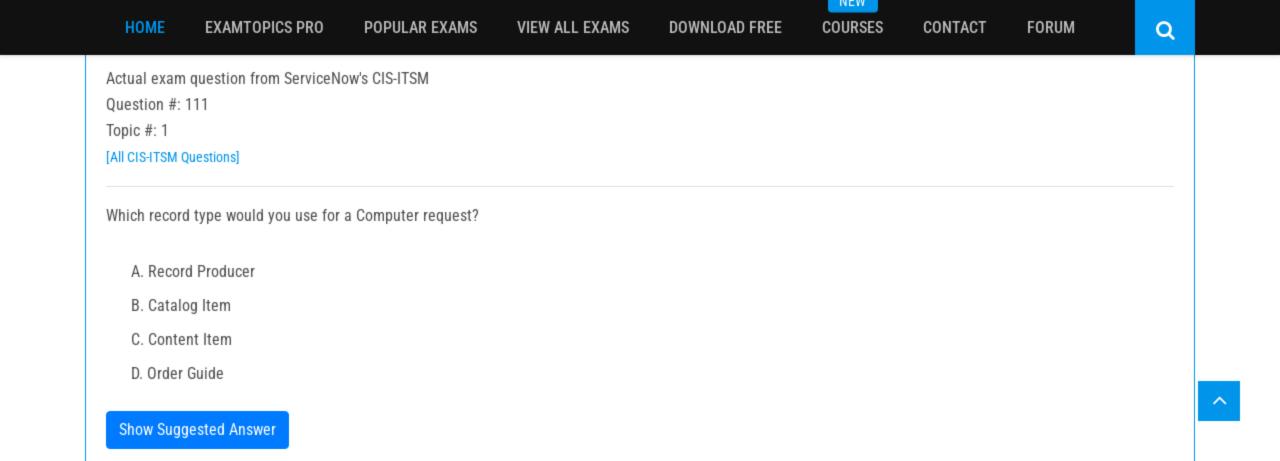
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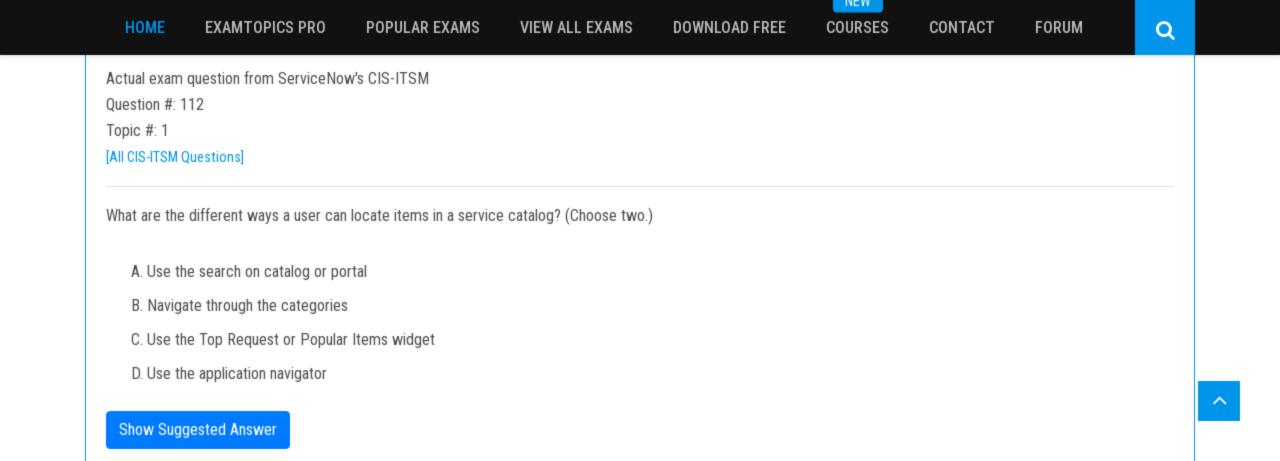












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Actual exam question from ServiceNow's CIS-ITSM

Question #: 113

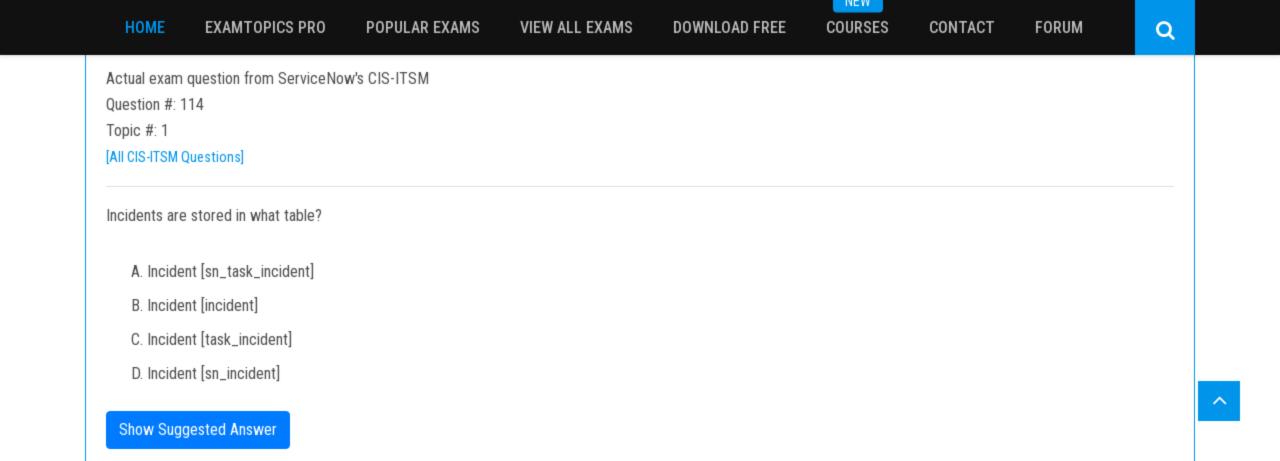
Topic #: 1

[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



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Question #: 115

Topic #: 1

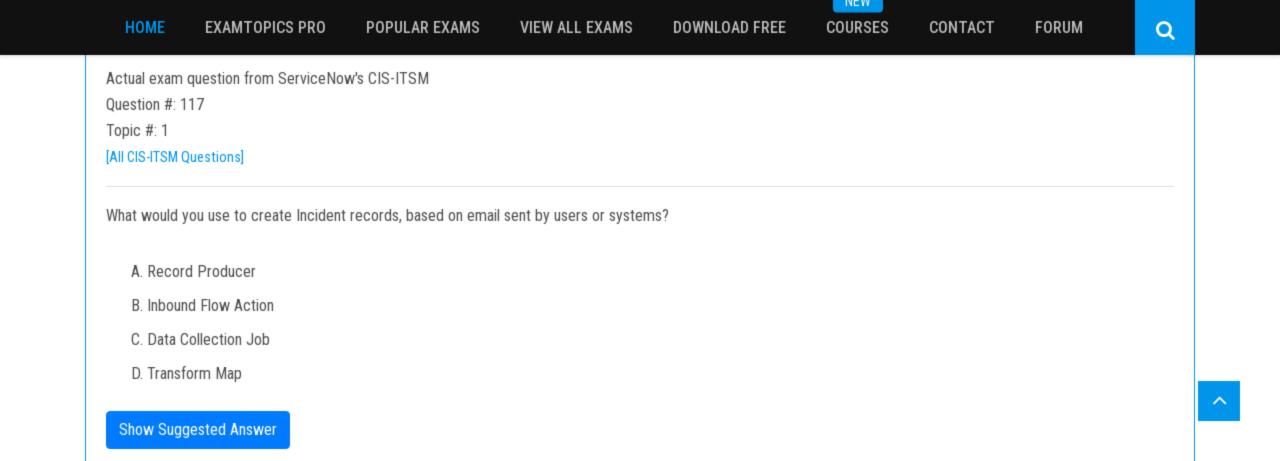
[All CIS-ITSM Questions]

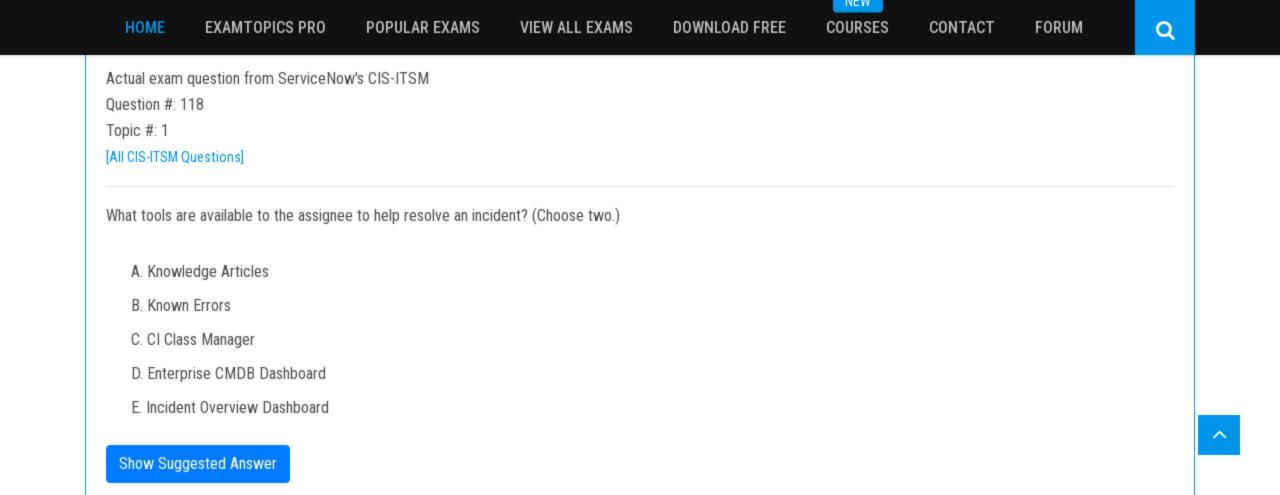
Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

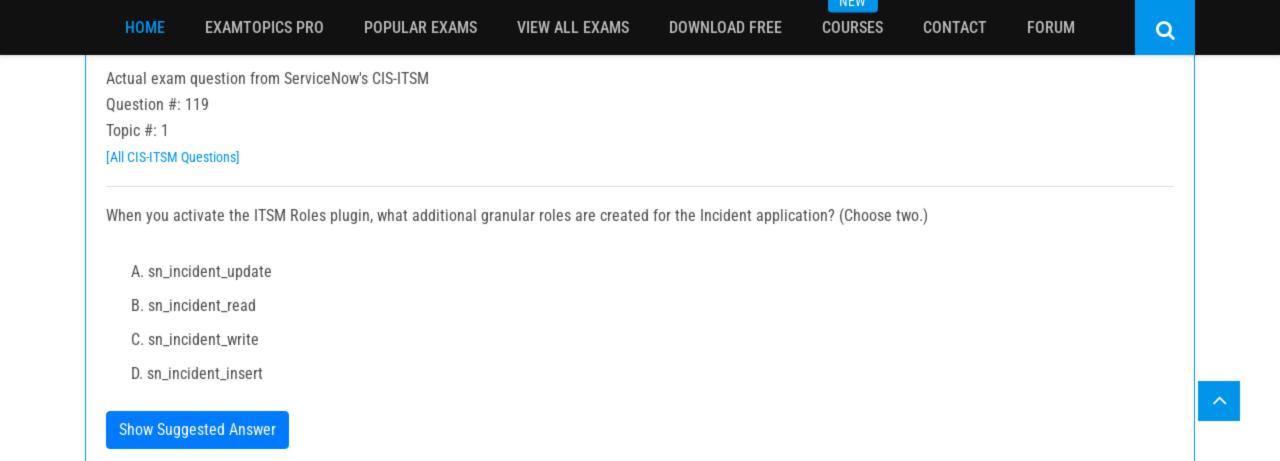
- Default
- Major incidents
- · Self Service
- Mobile

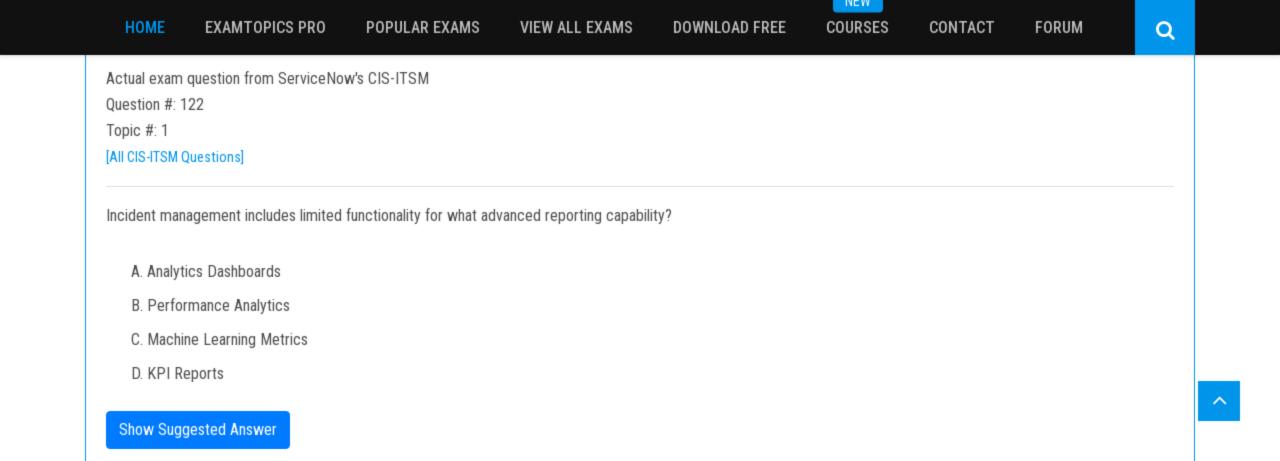
What are these UI layouts called in the Now Platform?

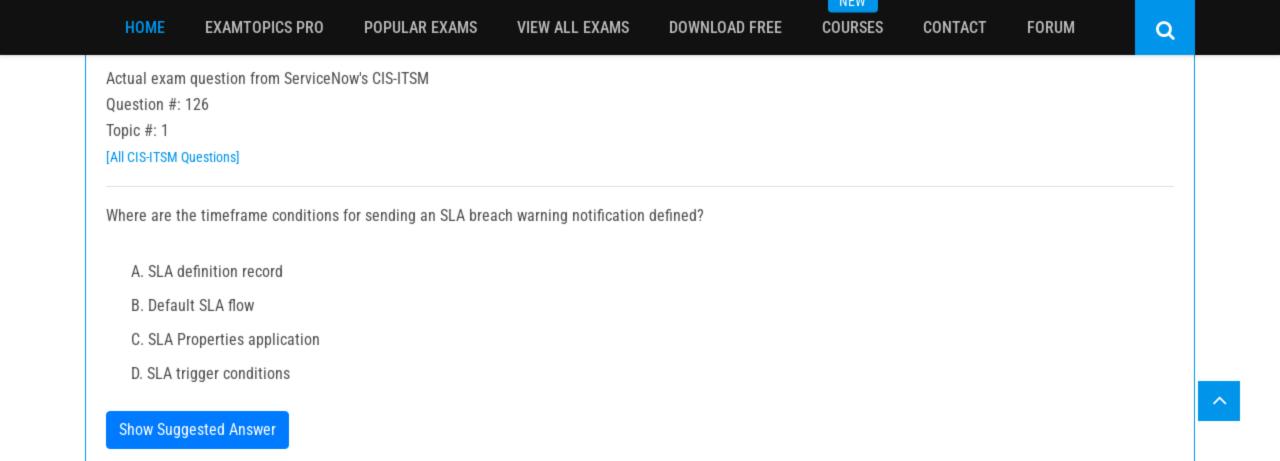
- A. Form Layouts
- B. Workspaces
- C. Forms
- D. Form Designs
- E. Views

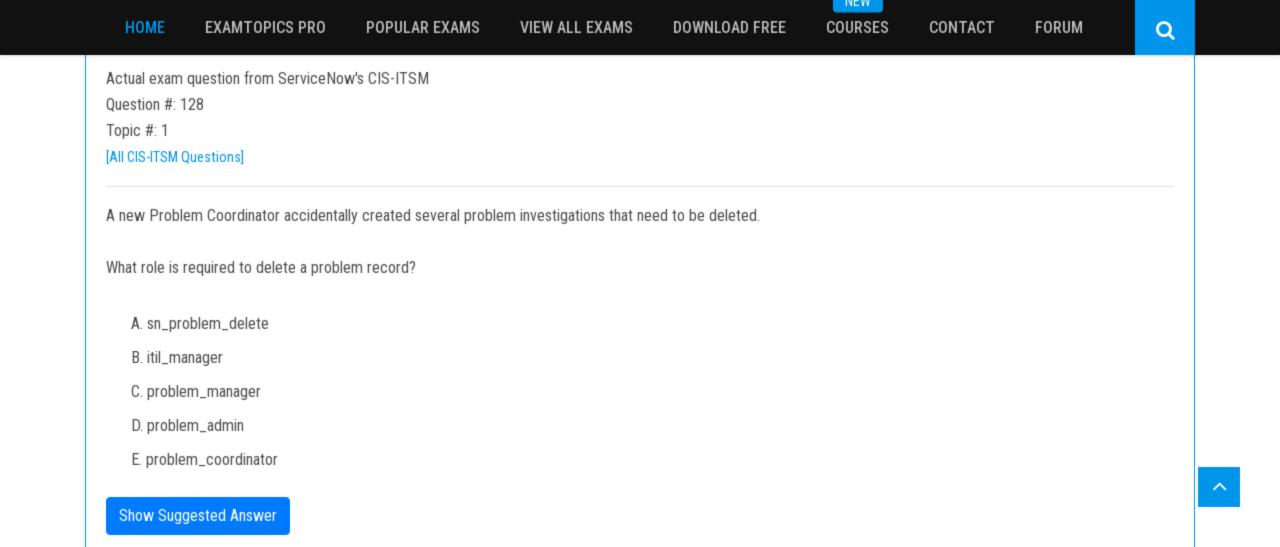












FORUM

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 129

Topic #: 1

[All CIS-ITSM Questions]

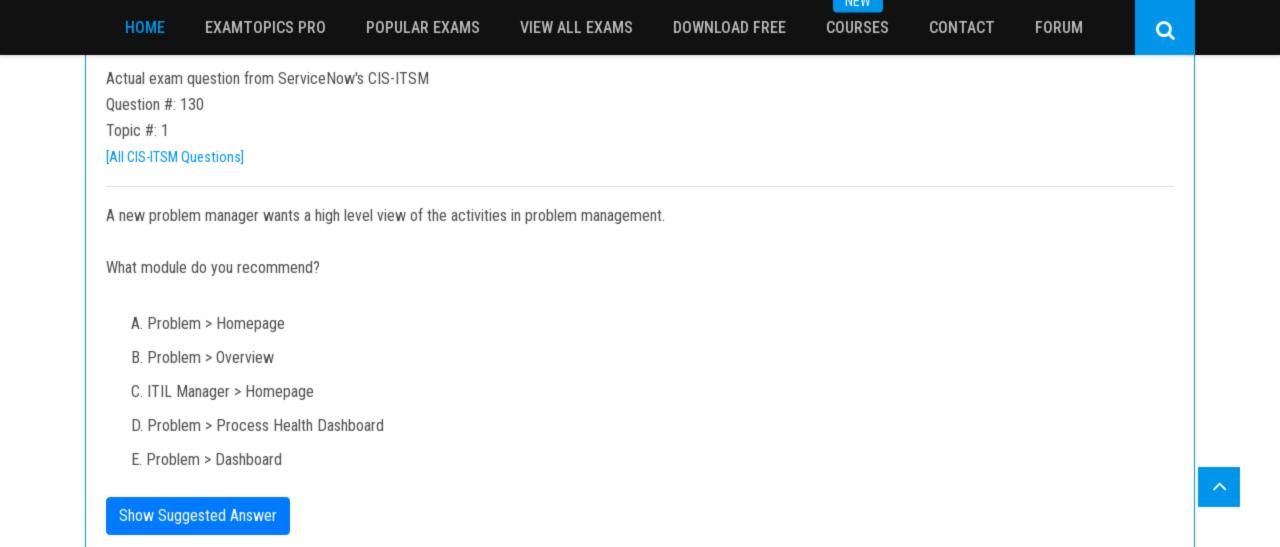
A tester has submitted a bug report, because at no point in the Problem lifecycle, does the Create Known Error article link appear under Related Links. Also, they notice there is no Known Error knowledge base in the instance.

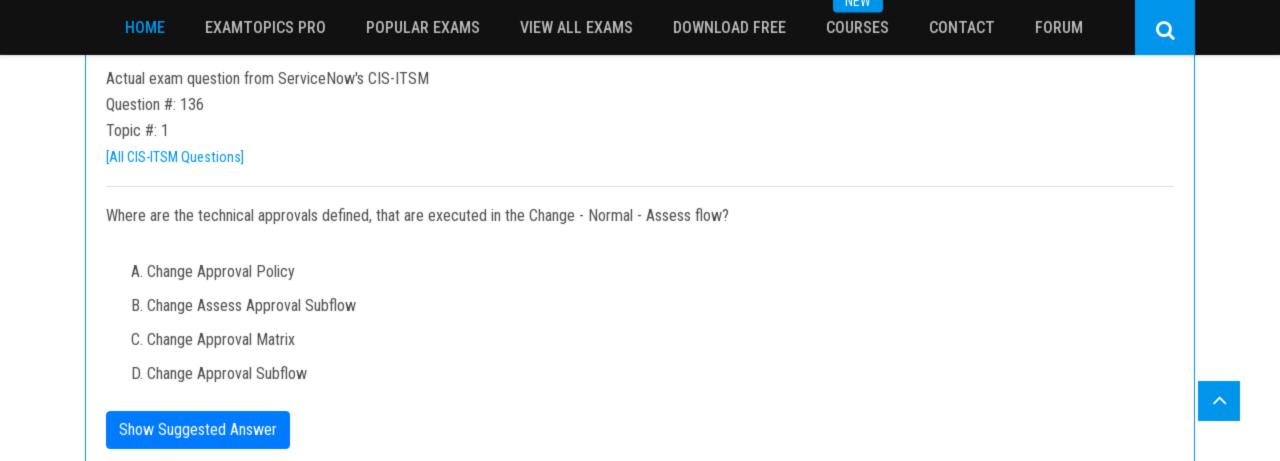
What might be the cause of this?

- 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

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Actual exam question from ServiceNow's CIS-ITSM

Question #: 138

Topic #: 1

[All CIS-ITSM Questions]

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

