www.CertBus.com

CERTBUS

CIS-ITSM^{Q&As}

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.certbus.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

Your customer wants to add a notification to the Change - Emergency - Authorize Flow. What is the first thing you would do to meet this requirement?

A. Create a backup of the baseline Change - Emergency - Authorize Flow, and eat the baseline flow

B. Unpublish the baseline Change - Emergency -Authorize flow

C. Deactivate the baseline Change - Emergency - Authorize flow

D. Create a copy of the baseline Change - Emergency -Authorize Flow, and then edit the new copy

Correct Answer: D

QUESTION 2

A new problem manager wants to know how in create reports for monitoring problem management activities.

What do you recommend they do before creating new reports?

A. Submit a request for the sn_report_creator role

B. Submit a New Report Request via the service catalog

C. Take the Performance Analytics fundamentals course

D. Turn on data collection jobs

E. Go to Reports > View/Run > All. then search for Problem reports

Correct Answer: E

QUESTION 3

What is KCS (Knowledge Centered Services)?

A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management

B. A documented methodology to provide a set of best practices for creating and maintaining knowledge

C. A dashboard with specific visualization of the different knowledge bases and categories

D. An application that helps agents and managers to create cases from Knowledge articles

Correct Answer: B

QUESTION 4

What should you use to capture data in a grid layout on a catalog item?

A. Cascade variable

B. Multi-row variable set

C. Grid variable
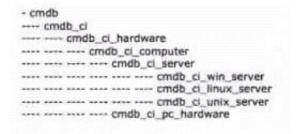
D. Enable set

Correct Answer: B

QUESTION 5

A customer wants to add a new Catalog Item to the Service Catalog.

What process would be used to ensure the new item is authorized?

A. Fulfillment Management

B. Release Management

C. Configuration Management

D. Change Management

E. Catalog Management

Correct Answer: D

QUESTION 6

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

A. CIs defined directly in cmdb_ci_computer and all parent classes

B. Just GIs defined directly in cmdb_cl_computer

C. CIs defined directly in cmdb_ci_compulet and all child classes

Correct Answer: C

QUESTION 7

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 8

Which table stores incident categories and subcategories?

A. Category [sys_category]

B. Task Category [task_category]

C. Choice [sys_choice]

D. Incident [incident]

Correct Answer: C

QUESTION 9

Where is the definition of what is provided, or not provided, for a service defined?

A. Vendor service agreements

B. Service scope

C. Service contracts

D. Service limitations

Correct Answer: B

QUESTION 10

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 Most Voted

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

Correct Answer: B

QUESTION 11

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 12

In Change Management, what does a Model State contain? (Choose two.)

A. Model State transitions conditions

B. Model State properties

C. Model State transition policies

D. Model State transitions

Correct Answer: AD

QUESTION 13

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

Correct Answer: AB

QUESTION 14

You have just upgraded your instance and have not migrated to multimodal change.

Using the default settings, when you click on Change > Create new, what page displays?

A. Change Interceptor

B. Change Form

C. Change Landing Page

D. Change Overview

Correct Answer: A

QUESTION 15

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

Correct Answer: AD

Latest CIS-ITSM Dumps   CIS-ITSM PDF Dumps   CIS-ITSM Study Guide