

ServiceNow CIS-ITSM

SERVICENOW CIS-IT SERVICE MANAGEMENT CERTIFICATION
QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

CIS-ITSM

ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)

60 Questions Exam – Duration of 90 minutes

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Table of Contents

Know Your CIS-ITSM Certification Well:	3
ServiceNow CIS-ITSM IT Service Management Implementation Specialist Certification Details:	3
CIS-ITSM Syllabus:	4
ServiceNow CIS-ITSM Sample Questions:	4
Study Guide to Crack ServiceNow IT Service Management Implementation Specialist CIS-ITSM Exam:	7

Know Your CIS-ITSM Certification Well:

The CIS-ITSM is best suitable for candidates who want to gain knowledge in the ServiceNow IT. Before you start your CIS-ITSM preparation you may struggle to get all the crucial IT Service Management Implementation Specialist materials like CIS-ITSM syllabus, sample questions, study guide.

But don't worry the CIS-ITSM PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CIS-ITSM syllabus?
- How many questions are there in the CIS-ITSM exam?
- Which Practice test would help me to pass the CIS-ITSM exam at the first attempt?

Passing the CIS-ITSM exam makes you ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM). Having the IT Service Management Implementation Specialist certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

ServiceNow CIS-ITSM IT Service Management Implementation Specialist Certification Details:

Exam Name	ServiceNow Certified Implementation Specialist - IT Service Management
Exam Code	CIS-ITSM
Exam Fee	USD \$450
Exam Duration	90 Minutes
Number of Questions	60
Passing Score	Pass / Fail
Format	Multiple Choice Questions
Schedule Exam	Webassessor
Sample Questions	ServiceNow CIS-IT Service Management Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM) Practice Test

CIS-ITSM Syllabus:

Topic	Weights
Incident Management	25%
Problem Management	15%
Change and Release Management	25%
Knowledge Management	5%
Service Catalog and Request Management	25%
Configuration Management Database	5%

ServiceNow CIS-ITSM Sample Questions:

Question: 1

In the base platform configuration, what automatically happens to an incident in a Resolved state after 7 days?

- The incident is automatically moved to a Closed state
- A notification is sent to the Assignment Group manager requesting review of the incident record
- A notification is sent to the Assigned to user requesting a review of the incident record
- A post incident report is automatically created

Answer: a

Question: 2

How to modify the attributes copied from a problem into a change when creating a change from a problem?

- Modify the "com.snc.change.copy_from_from.attributes" property in Change properties
- Modify the "com.snc.change.create_from_problem.attributes" property in Change properties
- Modify the UI Action script that is used to create change
- Modify the "com.snc.problem.create_change.attributes" property in Problem properties

Answer: c

Question: 3

The Incident Variable Editor is used to display on which of these records?

- a) Catalog items
- b) Catalog tasks
- c) Incidents created via Now Mobile
- d) Incidents created via record producer

Answer: d

Question: 4

What defines when a problem record can automatically move from the New to Assess state?

- a) Problem state UI action
- b) ProblemUtils script include
- c) Update Problem State to Assess business rule
- d) Problem state UI policy

Answer: c

Question: 5

When creating a problem record from an incident record, which element defines the field mapping between the two?

- a) Create Problem UI action
- b) ProblemUtils script include
- c) Problem created from Incidents system property
(com.snc.problem.create_from_incident.attributes)
- d) ProblemV2Util script include

Answer: c

Question: 6

Conflict detection in change management can identify conflicts from which of the following reasons?

- a) The change schedule is during blackout periods
- b) The CI is not in the maintenance window
- c) Existing scheduled changes to the CI
- d) The change scheduled is outside of business hours
- e) The changes schedule does not give appropriate lead time

Answer: a, b, c

Question: 7

Which role has the ability to create a new CI class?

- a) admin
- b) itil_admin+itil
- c) ecmdb_admin
- d) app_admin

Answer: a, b

Question: 8

Each time a knowledge article is viewed, a record with the user identity and whether the articles was attached to a task, is added to which table?

- a) Knowledge Use [kb_use]
- b) Knowledge Feedback [kb_feedback]
- c) Knowledge [kb_knowledge]
- d) Knowledge Search Log [ts_query_kb]

Answer: a

Question: 9

Which field on a Configuration Item (CI) may be used to route Incidents to the appropriate group to quickly resolve Incidents related to the CI?

- a) Assignment Group
- b) Support Group
- c) Change Control
- d) Managed By

Answer: b

Question: 10

What can you use to explore the CMDB hierarchy and table definitions?

- a) CI Manager
- b) CMDB Manager
- c) CMDB Schema
- d) CI Class Manager

Answer: d

Study Guide to Crack ServiceNow IT Service Management Implementation Specialist CIS-ITSM Exam:

- Getting details of the CIS-ITSM syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CIS-ITSM exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ServiceNow provided training for CIS-ITSM exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CIS-ITSM sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CIS-ITSM practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for CIS-ITSM Certification

Make ProcessExam.com your best friend during your ServiceNow Certified Implementation Specialist - IT Service Management exam preparation. We provide authentic practice tests for the CIS-ITSM exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CIS-ITSM exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CIS-ITSM exam.

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