

## The ServiceNow CIS-ITSM Questions & Practice Test are Available On-Demand [Q33-Q53]



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The CIS-ITSM Certification Exam is a comprehensive assessment that covers a wide range of ITSM topics, including incident management, problem management, change management, service catalog, and service level management. CIS-ITSM exam also evaluates a candidate's knowledge of ITIL best practices and their ability to apply them in a ServiceNow environment.

### QUESTION 33

Universal Containers wants to ensure that when an opportunity stage is Closed Lost the reason is captured in a custom Reason Lost field before the record can be saved.

Which approach can be taken to meet this requirement?

- \* Create a workflow rule that fires on the Closed Lost stage and populates the Reason Lost field.
- \* Create a validation rule that requires Reason Lost to be populated once the opportunity stage is Closed Lost.

- \* Create a trigger that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- \* Create a page layout for Closed Lost opportunities and make Reason Lost a required field.

#### QUESTION 34

A custom Visualforce controller calls the `ApexPages.addMessage()` method, but no messages are rendering on the page.

Which component should be added to the Visualforce page to display the message?

- \* `<apex:message for='info' />`
- \* `<apex:facet name='messages' />`
- \* `<apex:pageMessage severity='info' />`
- \* `<apex:pageMessages />`

#### QUESTION 35

Which of the following statements is true when an incident has several child incidents?

- \* Updates to State, Comments, Work Notes, and Resolution Code are reflected in child incidents.
- \* All updates to parent incident are reflected in child incidents.
- \* No updates are synchronized between parent and child incidents.
- \* All updates to child incidents are reflected in the parent incident.

Explanation

When a Parent Incident's State changes to Resolved; for all active Children, the State, Close Notes, Close Code, Comments, and Work Notes are updated to reflect updates in the parent incident's corresponding fields.

#### QUESTION 36

Using User Criteria, access to catalog categories and catalog items can be applied based on \_\_\_\_\_.

(Choose three.)

- \* Cost center
- \* Country
- \* Location
- \* Department
- \* Group

#### QUESTION 37

ServiceNow is very flexible platform. Therefore, it is encouraged to customize ITSM processes to match any requirements from the customer.

- \* True
- \* False

Explanation

Technical staff should keep quality attributes in mind when considering stakeholder desires and requirements.

#### QUESTION 38

In the baseline configuration for service catalog workflows, which of the following statements are true? (Choose two.)

- \* Execution plans are used instead of workflows.

- \* Approvals will be skipped if there are no members in the approval group.
- \* All Requested items require manager approval.
- \* Requests with a value over \$1000 require manager approval.

### QUESTION 39

A user with role catalog\_editor can maintain catalog items but he/she CANNOT update catalog definitions.

- \* True
- \* False

Explanation

Users with role catalog\_editor can maintain catalog items and also can update catalog definition.

### QUESTION 40

Primary tables associated with request fulfillment begin with the prefix \_\_\_\_\_.

- \* sc\_
- \* rm\_
- \* rf\_
- \* req\_

### QUESTION 41

Which of the following tables is used to store knowledge articles?

- \* kb\_knowledge
- \* None of the listed answers
- \* kb\_article
- \* kb\_knowledge\_article

### QUESTION 42

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

What role is required to delete a problem record?

- \* problem\_admin
- \* problem\_coordinator
- \* so\_problem\_delete
- \* RH\_manager
- \* problem\_manager

### QUESTION 43

When a lookup relationship is created between two objects, which three options can the administrator select to help manage situations when a lookup record is deleted? (Choose three.)

- \* Delete the related record also.
- \* Prompt the user to enter another record to resolve the lookup relationship.
- \* Clear the value of the lookup field.
- \* Do NOT allow deletion of a lookup record that is part of a lookup relationship.
- \* Notify the record owner.

#### QUESTION 44

Which of the following statements reflects when the Actual start and Actual end date fields are populated on a change request?

Actual start is set when the \_\_\_\_\_.

- \* State changes to Implement. Actual end is set when the State changes to Review.
- \* First Implementation Change Task is updated. Actual end is set when the final Implementation Change Task is Closed.
- \* State changes to Implement. Actual end is set when the State changes to Closed.
- \* State changes to Scheduled. Actual end is set when the State changes to Review.

Explanation

Actual start date and Actual end date are set by functions in the Change Request State Model Script Includes. When the state changes to Implement, the Actual Start date is set to the current date/ time. When the state changes to Review, the Actual End date is populated.

#### QUESTION 45

An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization.

How can the administrator meet this requirement?

- \* Create a developer sandbox.
- \* Create a configuration-only sandbox.
- \* Create a metadata sandbox.
- \* Create a full sandbox.

#### QUESTION 46

When creating a variable to identify a location for a catalog item to be delivered, the most likely variable type to choose would be \_\_\_\_\_.

- \* Select Box
- \* Single Line of Text
- \* Reference
- \* Break

#### QUESTION 47

Which plugin should be activated to enable Article Versioning in Knowledge Management?

- \* Knowledge Management Advanced Features
- \* Knowledge Management Versioning
- \* Knowledge Management Advanced Installer
- \* None of the listed answers

Explanation

The Knowledge Management Advanced Installer is available to be enabled by system administrators. It is available since Jakarta release.

#### QUESTION 48

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

- \* Cascade variable
- \* Multi-row variable set
- \* Grid variable
- \* Enable set

#### QUESTION 49

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
```

- \* Just CIs defined directly in cmdb\_ci\_computer
- \* CIs defined directly in cmdb\_ci\_computer and all parent classes
- \* CIs defined directly in cmdb\_ci\_computer and all child classes

#### QUESTION 50

The VEditor is a formatter that shows variables entered in the catalog item form.

- \* True
- \* False

Explanation/Reference:

#### QUESTION 51

Which of the following functions is NOT enabled by the Change advisory board (CAB) workbench?

- \* View a calendar of planned changes
- \* Document meeting notes and share with attendees
- \* Define a schedule and related logistics for CAB meetings
- \* Provide video and chat capabilities during CAB meetings

Explanation

The Workbench allows Change Managers to:

- \* Schedule a series of CAB meetings
- \* Manage meeting invitations and track meeting attendance
- \* Define CAB meeting agendas
- \* View a Change calendar

\* Approve or reject Changes

\* Review and take meeting notes

## QUESTION 52

Configuration items can be created from asset management.

- \* True
- \* False

One of the channels to create configuration items is from asset management.

## QUESTION 53

Which statement is NOT true about reporting on catalog item variables?

- \* The Variables column can be added to list reports if variables are available for the selected table/data source.
- \* Reports can be stacked by variables from a selected catalog item.
- \* Database views are required to report on catalog item variables.
- \* Reports can be grouped by variables from a selected catalog item.

Explanation/Reference:

ServiceNow CIS-ITSM (Certified Implementation Specialist - IT Service Management) Exam is a certification exam that measures the competency of IT professionals in the implementation of IT Service Management solutions using ServiceNow. CIS-ITSM exam is designed to assess an individual's knowledge and skills in the areas of ServiceNow ITSM architecture, configuration, administration, and customization.

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