

Certified Implementation Specialist — IT Service Management

1 of 60. Which type of catalog item should be used to create an incident record from the portal?

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

2 of 60. Which Incident management roles are activated by installing the ITSM Roles plugin (com.snc.itsm.roles)? Choose 2 answers

- A. sn incident write**
- B. incident manager
- C. sn incident read**
- D. itsm incident read
- E. itsm incident write

3 of 60. Which field from the configuration item will automatically populate in the Assignment group field of an incident record?

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

4 of 60. A customer requests that when the ServiceDesk 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 caller table
- B. Update the sys_quick view for the caller table
- C. Update the sys_quick view for the user table
- D. Update the sys_popup view for the user table**

5 of 60. 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. Search as User**
- B. Show User Viewable
- C. User Only View
- D. Internal/External Highlighting

6 of 60. Your customer is using the baseline Create Incident Catalog Item and should like to add a few additional input fields. How should you update the catalog item?

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

7 of 60. 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 Dictionary Override to specify the Incident group Reference Qualifier**
- B. Add a UI action to provide an error message Q the Network CAB group is selected
- C. Add a UI action to hide the Network CAB group from the list
- D. Modify the choice list to include only the appropriate group types

8 of 60. Which capability provides visibility to data joined between multiple tables?

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

9 of 60. What tools are available to the assignee to help resolve an Incident?

Choose 2 answers

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

10 of 60. When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

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

11 of 60. Which module is a useful starting point for a manager to view current state operational information for Incident management?

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

12 of 60. Which role has the ability to configure and manage Incident Management properties?

- A. incident manager**
- B. itil
- C. itil admin
- D. incident admin

13 of 60. Which of the following options can a survey administrator define on an individual survey?

Choose 2 answers

A. Anonymize responses

B. Trigger conditions

C. The ability for end users to decline survey assignments

D. Number of survey reminder notifications

14 of 60. How do you define the content that is tracked and displayed in all Incident record activity streams?

A. Configure the dictionary entry for the Activity stream

B. Configure the incident form design

C. Configure the available fields from the Activity stream filter

D. Configure the Activity stream client script

15 of 60. Which table stores Incident categories and subcategories?

Ans: sys_choice table

16 of 60. What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

A. Complete Investigation

B. Publish Workaround

C. Document a Known error

D. Document Five Whys

E. Complete RCA

17 of 60. The Problem table is extended from what table?

A. Major Incident

B. Problem Task

C. Incident

D. Task

E. Outage

18 of 60. Your customer wants Problem records to be assigned automatically to the Support group associated with the CI on the problem record. Which business rule already satisfies this requirement?

A. ITSM Best Practice Group Assignment

B. Problem Assignment Group based on CI Support Group

C. Populate Assignment Group based on CI/SO

D. Populate Assignment Group based on CI Support Group

19 of 60. Your customer wants to change the way Priority on Problem records is calculated based on Impact and Urgency. Which module should you use to locate and update the Priority Problem Lookup record?

A. Data Lookup Definitions

B. Priority Lookup Rules

C. Priority Matrix

D. Choice Lists

20 of 60. The current status of a problem record is tracked in the State field. Each state has a label, value and constant. This example is for

Fix in Progress state:

Label: Fix in Progress

Value: 104

Constant Problem State STATES.FIX IN PROGRESS

Your customer wants to add a pre-requisite for moving out of the Fix in Progress state. When you update the script include which value is better to use in Re script?

- A. 104 ProblemState.STATES.FIX IN PROGRESS
- B. ProblemState.STATES.FIX IN PROGRESS
- C. "Fix in Progress"
- D. 104

21 of 60. 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. System UI > UI Actions
- B. System UI > Form Actions
- C. State Management > State Models
- D. Problem > Administration > Problem Properties
- E. System UI > UI Action Groups

22 of 60. Your Problem Manager has a structured problem management process, which includes a final reviewed the solution implemented and of the data regarding incident reduction. When a problem is revoked, 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. Flow Designer
- B. Action Modeler
- C. Task Creator
- D. Working Dashboard
- E. Slate Model

23 of 60. A problem investigation had been previously closed, because the risk was accepted, in favor of using the workaround. instead of applying the fix. After a couple of weeks, the issue starts to occur more frequently. So management wants to re-visit the root cause analysis.

What would be the next step for this problem?

- A. Administrator clicks Re-Open on the Problem Record
- B. Problem Manager clicks Re-Analyze on the Problem record
- C. Problem Assignee clicks Re-Open on the Problem record
- D. If 7 days has passed, since the Problem was closed, it cannot be re-opened

24 of 60. Users with which role can Communicate a workaround or fix?

Choose 2 answers

- A. problem admin
- B. itil admin
- C. problem coordinator
- D. problem task analyst

25 of 60. On a Change Approval Definition record, what does the 'wait for' condition define?

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

26 of 60. When is a change task for post implementation Review created for an Unauthorized change?
Ans: When a change request moves to close

27 of 60. Which of the following are defined for a given change model?
Choose 3 answers
A. Phase transitions

B. State transition conditions

C. State model

D. State transitions

E. Phase model

28 of 60. In what table are change records stored?
Ans: Change Request [change_request]

29 of 60. Which baseline Change Flow automatically generates a Change task. for Post Implementation Review?

A. Change - Emergency - Review

B. Change - P1 - Review

C. Change - Major Incident - Authorize

D. Change - Emergency - PIR

E. Change - Emergency - Authorize

30 of 60. How are Releases related to Projects?

A. Project features are components of a release

B. Projects can be part of one or more releases

C. Projects are used to do root cause analysis for releases

D. Projects need to be completed before releases can be defined

E. Project tasks and Release tasks are interchangeable

31 of 60. What baseline Change Flows support the baseline Normal Change model?

A. Change - Normal — New, Change - Normal — Review, Change - Normal — Close, Change — Implementation tasks

B. Change - Normal — New, Change - Normal — Assess, Change - Normal — Implement Change — Implementation tasks

C. Change - Normal — Assess, Change - Normal — Authorize, Change - Normal — Close, Change — Implementation tasks

D. Change - Normal — Assess, Change - Normal — Authorize, Change - Normal — Implement, Change — Implementation tasks

32 of 60. Your customer wants to use the Normal change model. but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services. What should you do to satisfy this requirement?

A. Add a new SAP Enterprise Services Policy Input to the Normal Change Approval Policy

B. Add a new SAP Enterprise Services Decision to the Normal Change Workflow

C. Add a new SAP Enterprise Services Decision to the Normal Change Approval Policy

D. Add a new SAP Enterprise Services Change Approval Policy

33 of 60. What is the Business Rule that triggers automatic group assignment on Incident, Problem or Change requests?

A. Automatic Assignment for ITOM

B. Auto-populate ITSM Assignment Groups

C. ITSM Assignment Lookup Rule

D. Populate Assignment Group based on CI/SO

34 of 60. 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 2 answers

A. Change requests for a certain Change Flow Definition

B. Change requests planned within a certain date range

C. Use and' of the options on the Agenda Criteria Tab

D. Change requests meeting different conditions, like Risk level or Type

35 of 60. What actions can a user with the itil admin role take do in support of Change Management?

Choose 3 answers

A. Manage Risk Assessments

B. Create and manage Approval Policies

C. Delete Change

D. Manage Risk Conditions

E. Delete CAB Definition

36 of 60. You have just upgraded your instance and have not migrated to multi modal change. Using he default settings, when you click on Change > Create new, what page displays?

A. Change Overview

B. Change Landing Page

C. Change Interceptor

D. Change Form

37 of 60. 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 edit the baseline flow

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

C. Deactivate the baseline Change - Emergency - Authorize Flow

D. Unpublish the baseline Change - Emergency - Authorize Flow

38 of 60. What is an example of a Key Performance Indicator for Change management that is included w4h Performance Analytics, but not available in ServiceNow reporting?

Choose 2 answers

A. % Successful Changes

B. Count of Completed Changes per Month. by Category

C. Count of Completed Changes per Month. by Change Type

D. % Unauthorized Changes

39 of 60. In Change Management what does a modal state contain?

Choose 2 answers:

Ans: Model | State transitions conditions

Model | State Transitions

40 of 60. The owner of the internal IT knowledge base has assembled a team of subject matter experts who are specially trained to create articles which comply with IT standards. These team members still be the only people allowed to contribute to the knowledge base. Due to their training, their articles will not require approval before publishing.

What workflow do you select for the IT knowledge base?

- A. Knowledge - Instant Publish
- B. Knowledge - Skip Approval
- C. Knowledge - Auto Approve
- D. Knowledge - SIVIE Publish
- E. Knowledge - Auto Publish

41 of 60. What are the different ways a user can provide feedback on a knowledge article?

Choose 4 answers

- A. Helpful?
- B. Flag Article
- C. 5 Star scale
- D. Comment on Article
- E. 10 Star scale
- F. Pin Article

42 of 60. When using the Knowledge - Instant Retire workflow, how does the Valid to date affect a Knowledge article?

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

43 of 60. 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. Catalog Management
- B. Fulfillment Management
- C. Change Management
- D. Configuration Management
- E. Release Management

44 of 60. In the Service Now 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 2 answers

- A. sc catalog admin
- B. sn catalog_homepage write
- C. catalog editor
- D. catalog admin
- E. admin

45 of 60. What would you use to create a New Hire Employee request which would allow you to order your workstation and company mobile?

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

46 of 60. Which tool allows process owners to use natural language to automate approvals, tasks, notifications and other record operations with little to no code?

- A. Flow Designer
- B. Flow Dashboard
- C. Process Designer
- D. Workflow Mapper
- E. Workflow Manager

47 of 60. What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, and consistent source of data is provided?

- A. Service mapping
- B. Service catalog management
- C. Service portfolio management
- D. Catalog item management

48 of 60. 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. Service Offering Catalog [sn offering]
- B. Catalog [sc catalog]
- C. Service Portfolio Catalog [sc portfolio]
- D. Business Services Catalog [bs catalog]

49 of 60. Which type of catalog item may be found in a Service Catalog?

- A. Record Producers
- B. Requested Items
- C. Categories
- D. Execution Plans

50 of 60. Which of the following cannot be defined or set through a Catalog UI Policy?

- A. Reverse UI Policy if conditions are false
- B. Apply a requirement to all form views
- C. Setting a variable to read-only
- D. Setting a variable to mandatory

51 of 60. When creating a catalog, which field specifies who is able to create, modify, and publish items in the catalog?

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

52 of 60. When configuring stages in Flow Designer, what are some of the options that can be done?

Choose 2 answers

- A. Estimated durations can be set
- B. Define a Service Level Agreement for a stage
- C. States for the requested item records can be renamed
- D. Stage labels and names can be changed

53 of 60. How are Service Catalogs and Catalog Items related?

Choose 2 answers

- A. Access to catalog items is determined by the service catalogs assigned user criteria
- B. A catalog item can be associated with one or more service catalogs
- C. A catalog item can only be associated with one service catalog
- D. Service catalogs may contain multiple catalog items

54 of 60. 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 2 answers

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

55 of 60. 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 Builder
- B. Catalog Item Builder
- C. Catalog Wizard
- D. Catalog Designer

56 of 60. 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 2 answers

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

57 of 60. Which role has the ability to modify the cart layout?

Ans: catalog_admin

58 of 60. Given the class structure shown below, which types of CIs will be included in a report run against the cmdb ci computertable?

```
---- cmdb ci
---- Wdb ci hardware
---- cmdb_ci_computer
---- cmdb ci server
---- - - - - - cmdb Ci win_sei-ver
---- - - - - - cmdb c Tinu seer
---- - - - - - cmdb uni sewer
---- - - - - - cmdb_ci_qc_hardware
```

- A. CIs defined directly in cmdb ci computer and all parent classes
- B. Inst CIs defined directly in cmdb ci computer
- C. CIs defined directly in cmdb ci computer and all child classes

59 of 60. Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

A. CI Class Manager

B. Dependency View

C. Application Menus

D. Reports

60 of 60. What would you use to define a common grouping of configuration items such as all web servers in Miami?

A. Dependent group

B. CI class

C. CSDM component group

D. Dynamic CI group

