Free Questions for CIS-ITSM by actualtestdumps

Shared by Frank on 13-12-2023

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Question 1

Question Type: MultipleChoice

What is KCS (Knowledge Centered Services)?

Options:

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

Answer:

B

Question 2

Question Type: MultipleChoice

How is the Resource Management application activated?

Options:

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

Answer:

A

Question 3

Question Type: **MultipleChoice**

Prior to Quebec, when you click Change > Create New, which page is displayed?

Options:

A- Change Landing Page

B- Change Form

C- Change Catalog

D- Change Wizard

E- Change Interceptor

Answer:

E

Question 4

Question Type: **MultipleChoice**

In what table are Change records stored?

Options:

A- Change [change_task]

B- Change Request [rfc]

C- Change Request [change_request]

D- Change [change]

E- Change [task_change]

Answer:

C

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Question 6

Question Type: **MultipleChoice**

Users with which role can Communicate a workaround or fix? (Choose two.)

Options:

A- itil_admin

B- problem_coordinator

C- problem_task_analyst

D- problem_admin

Answer:

B, D

Question 7

Question Type: MultipleChoice

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?

Options:

A- Service portfolio management

B- Catalog item management

C- Service mapping

D- Service catalog management

Answer:

D

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