



Free Questions for CIS-ITSM by dumpshq

Shared by Guzman on 15-04-2024

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Question 1

Question Type: MultipleChoice

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?

Options:

- A- Change Interceptor
- B- Change Form
- C- Change Landing Page
- D- Change Overview

Answer:

A

Question 2

Question Type: MultipleChoice

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

Options:

- A- Publish Workaround
- B- Document a Known error
- C- Complete Investigation
- D- Complete RCA
- E- Document Five Whys

Answer:

A

Question 3

Question Type: MultipleChoice

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

Options:

A- itil

B- task_worker

C- sc_fulfiller

D- catalog_fulfiller

E- fulfiller

Answer:

A

Question 4

Question Type: MultipleChoice

What is an example of a good use case for an Order Guide?

Options:

- A- Order a set of Dishes
- B- Order a Custom Automobile
- C- Order a Technical Consultation
- D- Order a Couch
- E- Order a case of Laundry Soap

Answer:

A

Question 5

Question Type: MultipleChoice

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

Options:

A- % Successful Changes

B- Count of Completed Changes per Month, by Change Type

C- % Unauthorized Changes

D- Count of Completed Changes per Month, by Category

Answer:

A, C

Question 6

Question Type: MultipleChoice

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:

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

Options:

A- 104

B- 'Fix in Progress'

C- ProblemState.STATES.FIX_IN_PROGRESS

D- 104.ProblemState.STATES.FIX_IN_PROGRESS

Answer:

C

Question 7

Question Type: MultipleChoice

The Major Incident Management (MIM) application is linked to the Incident management process, but the records have an additional set of States. What are these MI States?

Options:

A- Proposed, Accepted, Rejected, Cancelled

B- Proposed, Accepted, Rejected, Reopened

C- Proposed, Received, eCAB Convened, Closed

D- New, Work in progress, Escalated, Communicated

Answer:

A

Question 8

Question Type: MultipleChoice

In the baseline Change - Normal model how can Change Tasks be added? (Choose two.)

Options:

- A-** Automatically via the Change - Implementation subflow
- B-** Manually by the user during New, Assess, and Authorized states
- C-** Automatically depending on the category selected on the Change Request
- D-** Manually by the user during all states, except Closed or Canceled

Answer:

A, D

Question 9

Question Type: MultipleChoice

What actions can a user with the itil_admin role take in support of Change Management? (Choose three.)

Options:

- A- Manage Risk Assessments
- B- Delete CAB Definition
- C- Manage Risk Conditions
- D- Delete Change
- E- Create and manage Approval Policies

Answer:

A, C, D

Question 10

Question Type: MultipleChoice

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?

Options:

- A- Populate Assignment Group based on CI/SO
- B- Populate Assignment Group based on CI Support Group
- C- Problem Assignment Group based on CI Support Group
- D- ITSM Best Practice Group Assignment

Answer:

A

Question 11

Question Type: MultipleChoice

Your customer wants to give secure access to business users to view problem records and reports for the products they support. When you install the ITSM roles plugin, what additional problem role is installed to support this requirement?

Options:

- A- sn_business_user
- B- sn_problem_read
- C- sn_service_owner
- D- sn_problem_write
- E- sn_problem_business_user

Answer:

B

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