Free Questions for **CIS-ITSM** by **certscare**

Shared by **Montgomery** on **29-01-2024**

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Question 1

Which role would give you access to the CI Class Manager?

Options:

A- ecmdb_admin Most Voted

B- ecmdb

C- class_manager

D- sn_class_manager

Answer:

A

Question 2

A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?

Options:

A- Build report on SC Task table, Group by Variables for Computer > Extra memory

B- Build report on Requested Item table, Group by Variables for Computer > Extra memory

C- Build report on Task table, Group by Variables for Computer > Extra memory

D- Build report on Request table, Group by Variables for Computer > Extra memory

E- Build report on Catalog Item table, Group by Variables for Computer > Extra memory

Answer:
B

Question 3

Question Type: **MultipleChoice**

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?

Options:

A- Fulfillment Management

B- Release Management

C- Configuration Management

D- Change Management

E- Catalog Management

Answer:

D

Question 4

Question Type: MultipleChoice

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

Options:

A- Apply a requirement to all form views

B- Setting a variable to mandatory

C- Reverse UI Policy if conditions are false

D- Setting a variable to read-only

Answer:

A

Question 5

Question Type: MultipleChoice

Where are the timeframe conditions for sending an SLA breach warning notification defined?

Options:

A- SLA definition record

B- Default SLA flow

C- SLA Properties application

D- SLA trigger conditions

Answer:

B

Question 6

Question Type: **MultipleChoice**

What are key relationships between Change and Release Management? (Choose three.)

Options:

A- Release management application is required, to use the Change management application

B- Change includes planning and approvals; Release includes building, testing and execution of changes

C- A Release can contain one or more Changes

D- A Change can contain one or more Releases

E- Change management provides governance, which includes Release management

Answer:

B, C, E

Question 7

Question Type: MultipleChoice

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

Options:

A- CI class

B- Dependent group

C- CSDM component group

D- Dynamic CI group

Answer:

D

Question 8

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?

Options:

A- Priority Matrix

B- Choice Lists

C- Data Lookup Definitions

D- Priority Rule Definitions

Answer:

C