



Free Questions for CIS-ITSM by certsdeals

Shared by Pratt on 18-01-2024

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Question 1

Question Type: MultipleChoice

In Problem Management, when using the Communicate Fix related link, which of the following conditions must be met for the fix to be communicated? (Choose three.)

Options:

- A) Problem has an associated change request.
- B) The Fix notes field is populated.
- C) Incident is associated with the problem record.
- D) Incident is in a State of On Hold with an On Hold Reason of Awaiting Problem.
- E) Problem is in a state of Fix in Progress.

Answer:

A, B, C

Question 2

Question Type: MultipleChoice

Which of the following components can be turned on or off in the Service Catalog Cart Layout?

Options:

- A) Calculate Shipping
- B) Add to Wish List
- C) Delete Item
- D) Quantity

Answer:

D

Question 3

Question Type: MultipleChoice

In the baseline platform configuration, if a change approver rejects an approval for a normal change, what will the state of the change be set to?

Options:

- A) Rejected
- B) Assess
- C) Closed Incomplete
- D) New

Answer:

D

Explanation:

'If one group member rejects, a notice is sent to the requester and the change is updated with a State = New and

Approval = Rejected.'

Question 4

Question Type: MultipleChoice

When can a user (who has no assigned roles in the system) close an incident?

Options:

- A) When the user is the Caller and the incident's State is Resolved.
- B) When the user is the Caller or on the Watch list and the incident's State is Resolved.
- C) When the user is the Caller and the incident's State is not already closed.
- D) When the user is the Caller and the incident's State is not already resolved.

Answer:

A

Question 5

Question Type: MultipleChoice

Which of the following ITIL terms refers to the cause of one or more incidents that is typically unknown at the time of detection?

Options:

- A) Problem
- B) Unknown Error
- C) Issue
- D) Configuration Item

Answer:

A

Question 6

Question Type: MultipleChoice

Catalog UI Policies may be applied to _____. (Choose two.)

Options:

- A) Catalog Categories

- B) Catalog Items
- C) Variable Sets
- D) Service Catalogs

Answer:

B, C

Question 7

Question Type: MultipleChoice

The Change Task [change_task] table is extended from the _____ table.

Options:

- A) Configuration Item [cmdb_ci]
- B) Task [task]
- C) Change Request [change_request]
- D) Nothing --- it is a base table

Answer:

C

Question 8

Question Type: MultipleChoice

In which phase of the incident management lifecycle do incidents typically get escalated?

Options:

- A) Creation and Classification
- B) Investigation and Diagnosis
- C) Initial Analysis and Submission
- D) Resolution and Closure

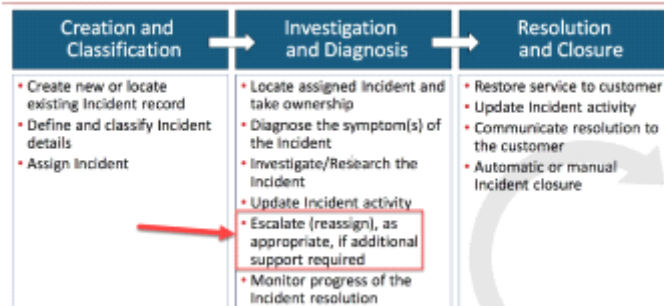
Answer:

B

Explanation:

- * Page 49 in course materials
- * During the Investigation and Diagnosis phase, you will research the incident and analyze/diagnose the issue.
- * Analysis of the issue may indicate that the incident needs to be escalated to a particular group for resolution.

Incident Lifecycle: **Process Review**



Question 9

Question Type: MultipleChoice

Which of the following is the goal of problem management?

Options:

- A) Prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize impact of incidents that cannot be prevented.
- B) Restore normal service operation as quickly as possible and minimize the adverse impact of incidents on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.
- C) Detect and correlate operational alerts or communications generated by infrastructure items to manage operations and prevent problems in the environment.
- D) Manage improvement to IT processes and services in order to increase efficiency, effectiveness, and cost-effectiveness.

Answer:

A

Explanation:

Action and Value Implementing Problem Management can help you:

Prevent Problems and resulting Incidents from happening

Eliminate recurring Incidents *

Minimize the impact of Incidents

ITIL definition:

The primary objectives of problem management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented. The Information Technology Infrastructure Library defines a problem as the cause of one or more incidents.

Question 10

Question Type: MultipleChoice

Under which circumstances is it appropriate to accept the risk of a problem?

Options:

- A) A vendor is actively investigating the problem.
- B) The permanent fix will be implemented in a future patch or release.
- C) A change request is pending implementation.
- D) The permanent fix is too costly and the documented workaround is sufficient.

Answer:

D

Question 11

Question Type: MultipleChoice

Which of the following is NOT a consideration when determining the need for multiple service catalogs?

Options:

- A) Services and Types of Service
- B) Size of the company
- C) Audience
- D) Delegation of Catalog Administration

Answer:

B

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