Free Questions for CIS-ITSM by dumpssheet

Shared by Cunningham on 20-10-2022

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Question 1

As of Orlando, this plugin is now active by default to support the Service Catalog.

Options:

A- Workflow Editor support
(com.glideapp.servicecatalog.workflow_editor)

B- Flow Designer support
(com.glideapp.servicecatalog.flow_designer)

C- Flow Editor support
(com.glideapp.servicecatalog.flow_editor)

D- Process Designer support
(com.glideapp.servicecatalog.processdesign_editor)

Answer:

B

Question 2

Question Type: **MultipleChoice**

Which of the following are available Topic Blocks for ITSM Virtual Agent? Select 3 Answers from the below options

Options:

A- Search Catalog Item

B- Request Catalog

C- Create Problem

D- Create Change

E- Create Incident

Answer:

A, B, E

Question 3

Question Type: **MultipleChoice**

Which of the following are possible values according to the outcome of the applied change policy? Select 5 Answers from the below options

Options:

A- Finished

B- Skipped

C- Paused

D- Canceled

E- Completed

F- Rejected

G- Approved

Answer:

A, B, D, F, G

Question 4

Question Type: MultipleChoice

Selecting this option on a change approval policy will enable the ability to execute only on the first matching decision condition instead of matching each decision condition.

Options:

A- Run all decisions that match

B- First decision that matches

C- First ascending order that matches

D- Primary decision that matches

Answer:

B

Question 5

Question Type: MultipleChoice

What is the minimum role required to delete a CI?

Options:

A- itil

B- itil_admin

C- ecmdb_admin

D- admin

Answer:

A

Question 6

Question Type: **MultipleChoice**

What is the minimum role required to delete a Problem?

Options:

A- itil

B- itil_admin

C- admin

D- problem

Answer:

B

Question 7

Question Type: **MultipleChoice**

If you hover over the reference icon for a Caller, and a sys_popup view hasn't been configured, which view is used?

Options:

A- mobile

B- tool_tip

C- reference_view

D- default

Answer:

D

Explanation:

If no sys_popup view is defined for a table, the Default view of the form will be used when a user hovers over a

Reference icon.

Question 8

Question Type: **MultipleChoice**

ATF is NOT supported for order guides in service portal.

Options:

A- True

B- False

Answer:

A