



ServiceNow CIS-ITSM Practice Questions

Shared by Key on 17-08-2026

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Question 1

Question Type: MultipleChoice

What module do you use to change the setting for the time between incident Resolution and Closure?

Options:

- A- Resolution Properties
- B- ITSM Properties
- C- Incident Properties
- D- System Settings
- E- incident Settings

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Answer:

C

Question 2

Question Type: MultipleChoice

Which Service Portfolio Management phase does a service belong to when it is in operational state?

Options:

- A- Active
- B- Retired
- C- Catalog
- D- Pipeline

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Answer:

A

Question 3

Question Type: MultipleChoice

Where should an admin go to view all of the search queries entered by users in the knowledge search?

Options:

- A- [KD_feedback] table
- B- [kb_view] table
- C- Knowledge queries application
- D- Search logs application

Answer:

C

Question 4

Question Type: MultipleChoice

When defining a Model State Transition Condition for "Authorized" to "Scheduled," what is an appropriate selection on the "Requires" field?

Options:

- A- Task is Rejected
- B- Task is Approved
- C- Not on Hold
- D- Task is Authorized

Answer:

B

Explanation:

In Change Management, specifically when using the Change Model framework (introduced in the Rome release to provide more flexibility than legacy workflows), state transitions are governed by specific conditions. For a Change Request to move from the Authorized state (where it has been vetted by the CAB or technical leads) to the Scheduled state (where it is ready for implementation), the system must verify that the necessary approvals have been granted. Therefore, the 'Requires' field is set to Task is Approved to ensure that the transition only occurs once the approval engine returns a positive result.

Question 5

Question Type: MultipleChoice

Your customer wants to use the Service Catalog to generate task-based records for end-user inquiries. What Service Catalog capability can you use to generate these records?

Options:

- A- Catalog Items
- B- Record Producers
- C- Content Items
- D- Execution Plans

Answer:

B

Question 6

Question Type: MultipleChoice

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

Options:

- A- catalog_fulfiller
- B- fulfiller
- C- itil
- D- sc_fulfiller
- E- task_worker

Answer:

C

Question 7

Question Type: MultipleChoice

Which record type would you use for an Ask a Question form that would generate an Incident?

Options:

- A- Order Guide
- B- Content Hem
- C- Record Producer
- D- Linked Item
- E- Catalog Item

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Answer:

C

Question 8

Question Type: MultipleChoice

What functionality can be used to define the sequence of activities that should be taken to complete catalog items?

Select 2 answers

Options:

- A- Workflow
- B- Activity Map
- C- Flow
- D- State Transitions

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Answer:

A, C

Question 9

Question Type: MultipleChoice

A customer requires incidents to automatically move to a Closed state from Resolved after 7 days. How is this configured? Choose 2 answers

Options:

- A- Configure the incident Lifecycle flow script action
- B- Configure the number of days Resolved incidents automatically close property
- C- Configure the incident lifecycle timeline property
- D- Enable the auto closure of Incidents based on Resolution date property

Answer:

C, D

Question 10

Question Type: MultipleChoice

When building out a service catalog categorizing items helps users navigate and search in the catalog. Which roles would allow you to create and maintain categories?

Select 3 answers

Options:

- A- catalog_manager
- B- itil_admin
- C- catalog_builder_editor
- D- catalog_editor
- E- catalog_admin

Answer:

A, D, E

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