ServiceNow CIS-ITSM

SERVICENOW CIS-IT SERVICE MANAGEMENT CERTIFICATION QUESTIONS & ANSWERS

Details of the Exam-Syllabus-Questions

CIS-ITSM

ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)

60 Questions Exam – Duration of 90 minutes

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Get an Overview of the CIS-ITSM Certification:

Who should take the **CIS-ITSM exam**? This is the first question that comes to a candidate's mind when preparing for the IT Service Management Implementation Specialist certification. The CIS-ITSM certification is suitable for candidates who are keen to earn knowledge on the IT and grab their ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But CIS-ITSM study guide PDF is here to solve the problem. CIS-ITSM PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the ServiceNow CIS-ITSM Certification?

There are several reasons why one should grab the CIS-ITSM certification.

- The IT Service Management Implementation Specialist certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the **ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)** is a powerful qualification for a prosperous career.

What Is the ServiceNow CIS-ITSM IT Service Management Implementation Specialist Certification Exam Structure?

Exam Name	ServiceNow Certified Implementation Specialist - IT Service Management
Exam Code	CIS-ITSM
Exam Fee	USD $450
Exam Duration	90 Minutes
Number of Questions	60
Passing Score	Pass / Fail
Format	Multiple Choice Questions
Schedule Exam	**Webassessor**
Sample Questions	**ServiceNow CIS-IT Service Management Exam Sample Questions and Answers**
Practice Exam	**ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM) Practice Test**

Enhance Knowledge with CIS-ITSM Sample Questions:

Question: 1

Conflict detection in change management can identify conflicts from which of the following reasons?

a) The change schedule is during blackout periods
b) The CI is not in the maintenance window
c) Existing scheduled changes to the CI
d) The change scheduled is outside of business hours
e) The changes schedule does not give appropriate lead time

Answer: a, b, c

Question: 2

What defines when a problem record can automatically move from the New to Assess state?

a) Problem state UI action
b) ProblemUtils script include
c) Update Problem State to Assess business rule
d) Problem state UI policy

Answer: c

Question: 3

What can you use to explore the CMDB hierarchy and table definitions?

a) CI Manager
b) CMDB Manager
c) CMDB Schema
d) CI Class Manager

Answer: d

Question: 4

When creating a problem record from an incident record, which element defines the field mapping between the two?

a) Create Problem UI action
b) ProblemUtils script include
c) Problem created from Incidents system property (com.snc.problem.create_from_incident.attributes)
d) ProblemV2Util script include

Answer: c

Question: 5

In the base platform configuration, what automatically happens to an incident in a Resolved state after 7 days?

a) The incident is automatically moved to a Closed state
b) A notification is sent to the Assignment Group manager requesting review of the incident record
c) A notification is sent to the Assigned to user requesting a review of the incident record
d) A post incident report is automatically created

Answer: a

Question: 6

Which field on a Configuration Item (CI) may be used to route Incidents to the appropriate group to quickly resolve Incidents related to the CI?

- a) Assignment Group
- b) Support Group
- c) Change Control
- d) Managed By

Answer: b

Question: 7

The Incident Variable Editor is used to display on which of these records?

- a) Catalog items
- b) Catalog tasks
- c) Incidents created via Now Mobile
- d) Incidents created via record producer

Answer: d

Question: 8

Each time a knowledge article is viewed, a record with the user identity and whether the articles was attached to a task, is added to which table?

- a) Knowledge Use [kb_use]
- b) Knowledge Feedback [kb_feedback]
- c) Knowledge [kb_knowledge]
- d) Knowledge Search Log [ts_query_kb]

Answer: a

Question: 9

How to modify the attributes copied from a problem into a change when creating a change from a problem?

- a) Modify the "com.snc.change.copy_from_from.attributes" property in Change properties
- b) Modify the "com.snc.change.create_from_problem.attributes" property in Change properties
- c) Modify the UI Action script that is used to create change
- d) Modify the "com.snc.problem.create_change.attributes" property in Problem properties

Answer: c

Question: 10

Which role has the ability to create a new CI class?

a) admin
b) itil_admin+itil
c) ecmdb_admin
d) app_admin

Answer: a, b

What Study Guide Works Best in Acing the ServiceNow CIS-ITSM IT Service Management Implementation Specialist Certification?

The CIS-ITSM study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the IT Service Management Implementation Specialist exam, getting in full touch of the **syllabus** is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the ServiceNow CIS-ITSM training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a **PDF format** or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and Utilize the ServiceNow CIS-ITSM Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, CIS-ITSM practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven CIS-ITSM Practice Test for Success!!!

Do you want to pass the CIS-ITSM exam on your first attempt? Stop worrying; we, ProcessExam.com are here to provide you the best experience during your ServiceNow Certified Implementation Specialist - IT Service Management preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium **CIS-ITSM practice tests**. Our expert-designed questions help you to improve performance and pass the exam on your first attempt.