ServiceNow

CIS-ITSM Exam

Certified Implementation Specialist - IT Service Management

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Version: 10.0

Question: 1

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

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

Answer: C

Question: 2

Incidents are stored what table?

A. Incident [incident]
B. Incident [sn_task_incident]
C. Incident [sn_incident]
D. Incident [task_incident]

Answer: B

Question: 3

Incidents can be created and managed in the workspace using Ul layouts that are tailored to different personas, processes. and interfaces Examples include:
• Default
• Major incidents
• Self Service
• Mobile
What are these Ul layouts called in the Now Platform?

A. Forms
B. Form Designs
C. Form Layouts
D. Views
E. Workspaces

Answer: D

Question: 4

The Major Incident Management (MIM) application is linked at the Incident management process but the records have in additional set of States. What are these Ml States?

A. New. Work: m progress Escalated Communicated
B. Proposed. Accepted Rejected Cancelled
C. Proposed Received eCAB Convened Closed
D. Proposed Accepted Reacted Reopened

Answer: B

Question: 5

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

A. Edit in Catalog Builder
B. Edit in Item Designer
C. Edit in Catalog Item Designer
D. Edit in Form Designer

Answer: A

https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder

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