ServiceNow

CIS-ITSM Exam

Certified Implementation Specialist - IT Service Management

Questions & Answers
Demo

Version: 8.0

Question: 1

A developer is trying to access org data from within a test class.

Which sObject type requires the test class to have the (seeAllData=true) annotation?

A. Report
B. User
C. Profile
D. RecordType

Answer: C

Explanation:

Question: 2

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.)

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

Explanation:

Question: 3

Which of the following is NOT a way service catalog requests may be submitted in a baseline ServiceNow instance?

A. From an inbound email
B. From the service catalog
C. From the service portal

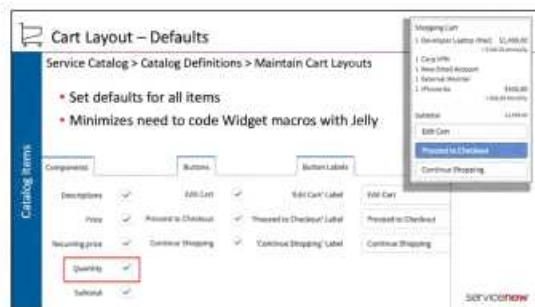D. From an incident record

	Answer: A

Explanation:

Question: 4

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

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

	Answer: D

Explanation:

Question: 5

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?

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.''