

# CIS-ITSM<sup>Q&As</sup>

Certified Implementation Specialist - IT Service Management

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### QUESTION 1

In incident management, to impose pre-requisites or limits for moving from one state to another, where should the new logic be added?

- A. IncidentState Script Include
- B. IncidentStateSNC Script Include
- C. Access Controls
- D. UI Actions

Correct Answer: A

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### QUESTION 2

An administrator has unchecked the "Enable content pack creation" checkbox after users had created content packs.

What is the impact of this change?

- A. Users can modify the description and title of existing packs.
- B. All existing content packs will be deleted.
- C. Users can continue to edit the contents of existing packs.
- D. The Clone and Customize button will continue to be available.

Correct Answer: A

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### QUESTION 3

If a change is linked to an incident, the incident's state will automatically change to On Hold once the change is updated.

- A. True
- B. False

Correct Answer: B

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### QUESTION 4

Which of the following features are available through the Change Management?

- A. CAB Workbench application? Select all that apply.
- B. Invite delegates to CAB meetings to discuss specific Changes Assign Changes

- C. Approve Changes in bulk (approve multiple Changes at once)
- D. Determine CAB agenda with a specified amount of time allocated to each Change
- E. Update Work Notes on Changes based on meeting minutes added while a Change is active agenda item
- F. Define filters to determine which Changes appear on CAB meeting agendas

Correct Answer: BD

SN Docs: <https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/changemanagement/concept/manage-cab-meeting-using-cab-workbench.html?>

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#### QUESTION 5

Which of the following tables extend the task table? (Choose four.)

- A. Requested Item [sc\_req\_item]
- B. Incident Task [incident\_task]
- C. Incident [incident]
- D. Change Request [change\_request]
- E. Configuration Item [cmdb\_ci]

Correct Answer: ABCD

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