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ServiceNow CIS-ITSM

**Certified Implementation Specialist - IT Service
Management**



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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 UI layouts that are tailored to different personas, processes. and interfaces Examples include:

- Default
- Major incidents
- Self Service
- Mobile

What are these UI 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 MI States?

- A. New. Work: in 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-catalogmanagement/concept/catalog-builder.html>

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