ITSM Certified Implementation Specialist (CIS) Practice Exam (Sample)

Study Guide

BY EXAMZIFY

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Questions

1. **In the context of incident management, how is urgency typically defined?**
   - A. The time to resolve an incident
   - B. The business impact of the incident
   - C. The speed of response required for the incident
   - D. The severity of the incident's impact on the business

2. **What are the different ways a user can provide feedback on a knowledge article?**
   - A. Helpful?
   - B. Flag Article
   - C. 5 Star scale
   - D. 10 Star scale

3. **Why might testers not see a new Change Model on the change landing page?**
   - A. Testers need itil role to see the change models
   - B. New change model needs Active to be set to True
   - C. New change models are only visible to Change Managers
   - D. Workflow has not been published

4. **What additional problem role is installed when the ITSM roles plugin is activated to give users access to problem records?**
   - A. sn_business_user
   - B. sn_problem_read
   - C. sn_service_owner
   - D. sn_problem_write

5. **You have just upgraded your instance and have not migrated to multimodal change. Which page displays when creating a new change using default settings?**
   - A. Change Interceptor
   - B. Change Form
   - C. Change Landing Page
   - D. Change Overview

6. **What assets should a new Business Analyst review to prepare for a Service Catalog workshop? (Choose two.)**
   - A. Service Catalog and Request Mgmt - Workshop Preparation Guide
   - B. Service Catalog and Request Mgmt - Process Guide
   - C. IT Service Management - Typical Challenges and Remediation
   - D. ITSM - Business Outcomes and Corresponding KPIs

7. **Why can users with the problem_coordinator role communicate workarounds, but problem_task_analyst users cannot?**
   - A. The technical resources focused on the problem investigation may provide useless information for callers
   - B. The problem coordinator is the only role with the ability to recall a message
   - C. The problem coordinator is responsible for approving or rejecting the proposed message
   - D. The message will be automatically displayed on the Portal

8. **What is the best option for capturing data in a grid layout on a catalog item?**
   - A. Multi-row variable set
   - B. Variable set
   - C. Cascade variable
   - D. Grid variable

9. **What is a primary objective of Service Level Management in ITSM?**
   - A. Enhance IT service delivery standards
   - B. Reduce operational costs
   - C. Increase software development speed
   - D. Limit the number of service requests

10. What option for Change Create New supports scenarios with both legacy change types and new change models?

A. Change Landing Page

B. Change Overview

C. Change Interceptor

D. Change Catalog

Answers

1. C
2. A
3. B
4. B
5. A
6. A
7. A
8. A
9. A
10. A

Explanations

1. **In the context of incident management, how is urgency typically defined?**

   A. The time to resolve an incident

   B. The business impact of the incident

   C. The speed of response required for the incident

   D. The severity of the incident's impact on the business

In the context of incident management, urgency is defined as the speed of response required for the incident. This involves assessing how quickly a resolution is needed based on the business impact and the potential consequences of the incident. Urgency helps teams prioritize their response to various incidents, ensuring that those with higher urgency receive attention more swiftly to minimize disruption. For instance, a high-urgency incident may require immediate action because it affects a significant number of users or critical business operations, while a lower-urgency incident might allow for a more extended resolution time. This prioritization is crucial for effective incident management and is often used in conjunction with other factors like impact and severity to determine the overall priority of incidents.

2. **What are the different ways a user can provide feedback on a knowledge article?**

   A. Helpful?

   B. Flag Article

   C. 5 Star scale

   D. 10 Star scale

The option of “Helpful?” is a common feedback mechanism implemented in many knowledge management systems. This method allows users to quickly offer their opinion regarding the usefulness of a knowledge article by providing a simple affirmative or negative response. This approach emphasizes ease of use and encourages more users to provide feedback, as it does not require a lengthy process or detailed analysis. In many IT service management systems, capturing immediate and straightforward feedback is critical for the continuous improvement of knowledge articles. The "Helpful?" prompt can provide quick insights into which articles are meeting user needs and which may require updates or revisions. The other feedback mechanisms, while valid in different contexts, may offer varying degrees of complexity or detail. For instance, rating scales like 5 Star or 10 Star may provide more granular feedback but could also deter quick responses due to the extra effort required. Additionally, the "Flag Article" option is typically used for reporting inappropriate or outdated content rather than providing positive or constructive feedback about the article's effectiveness. In summary, the simplicity and direct approach of the "Helpful?" feedback prompt facilitate an efficient way for users to express their satisfaction with knowledge articles, making it a preferred option in many ITSM scenarios.

3. Why might testers not see a new Change Model on the change landing page?

A. Testers need itil role to see the change models

B. New change model needs Active to be set to True

C. New change models are only visible to Change Managers

D. Workflow has not been published

The reason testers might not see a new Change Model on the change landing page is that the new change model needs to have its Active status set to True. In IT Service Management, change models are frameworks that define how specific types of changes are handled. When a change model is created, it is not automatically available for use; it must be activated. Setting the Active status to True allows the change model to be displayed in the system and ensures that it can be utilized in creating and managing changes. If the status is not active, it indicates that the model is not yet in effect, which would prevent testers and other users from seeing it on the change landing page. This understanding illustrates the importance of properly configuring and activating change models as part of the Change Management process, which is crucial for ensuring effective change control and transparency in operations.

4. What additional problem role is installed when the ITSM roles plugin is activated to give users access to problem records?

A. sn_business_user

B. sn_problem_read

C. sn_service_owner

D. sn_problem_write

When the ITSM roles plugin is activated, the additional problem role that is installed to provide users with access to problem records is specifically designed to allow read access to those records. The role is crucial for ensuring that users can view the details of problems without necessarily having the ability to modify them. This is fundamental in maintaining a clear separation of duties within the ITSM framework, where certain roles are designated for managing, viewing, or editing records. By providing read access through this role, users can effectively engage with problem records to understand the nature of issues, collaborate on solutions, and ensure that they are informed without unintentionally altering data. It aligns with best practices in service management, emphasizing transparency and accountability while minimizing the risk of unauthorized changes. The other roles listed serve different functions and may not directly relate to providing mere read access to problem records, which is the primary function of the correct choice.

5. You have just upgraded your instance and have not migrated to multimodal change. Which page displays when creating a new change using default settings?

A. Change Interceptor

B. Change Form

C. Change Landing Page

D. Change Overview

When no migration to multimodal change has occurred after an upgrade, the Change Interceptor page is displayed by default when creating a new change using the default settings. This page serves as a preliminary step in the change management process, allowing users to assess the changes being proposed before fully diving into the specifics of the change itself. The Change Interceptor is designed to capture essential risk assessments and gather preliminary information that could help prevent potential issues. It prompts users to think critically about the change prior to formalizing it in the system, ensuring that all necessary information is captured right from the start. In contrast, the Change Form is typically used for detailed input after the initial assessments have been made, while the Change Landing Page is more of a dashboard that provides an overview of existing changes rather than a page for creating new changes. The Change Overview, similarly, is aimed at providing additional details about changes and their statuses rather than initiating a new change request. Thus, the Change Interceptor is the key interface when default settings apply immediately after an upgrade without transitioning to the multimodal change framework.

6. What assets should a new Business Analyst review to prepare for a Service Catalog workshop? (Choose two.)

A. Service Catalog and Request Mgmt - Workshop Preparation Guide

B. Service Catalog and Request Mgmt - Process Guide

C. IT Service Management - Typical Challenges and Remediation

D. ITSM - Business Outcomes and Corresponding KPIs

To prepare effectively for a Service Catalog workshop, a new Business Analyst would benefit from reviewing the Service Catalog and Request Management - Workshop Preparation Guide. This guide is specifically designed to outline the objectives, structure, and key considerations for the workshop, ensuring that the analyst is equipped with a focused understanding of what to expect and how to contribute effectively to the session. In addition to the workshop preparation guide, it is also useful to review pieces that outline the actual processes and methodologies related to Service Catalog and Request Management. This might lead to another valuable resource, which could be the Process Guide. Understanding the defined processes helps in aligning the workshop discussions with practical implementations and operations, enabling the analyst to provide informed insights and recommendations based on established practices in Service Catalog management. While understanding typical challenges and business outcomes is crucial, these resources do not provide the direct preparation needed for a workshop setting. Focusing on guidelines specifically tailored for workshop preparation and detailed process knowledge ensures a more productive and aligned workshop experience.

7. **Why can users with the problem_coordinator role communicate workarounds, but problem_task_analyst users cannot?**

   A. **The technical resources focused on the problem investigation may provide useless information for callers**

   B. **The problem coordinator is the only role with the ability to recall a message**

   C. **The problem coordinator is responsible for approving or rejecting the proposed message**

   D. **The message will be automatically displayed on the Portal**

Users with the problem_coordinator role are specifically tasked with overseeing the communication of workarounds and resolutions related to problems. This role entails a deep understanding of the incidents and the workarounds that may be applicable based on their investigations. One of their main responsibilities is to ensure that the information relayed to users is relevant, accurate, and beneficial. The reasoning behind this is that while problem_task_analysts may contribute to the problem investigation, they might not have the comprehensive perspective needed or the authority to communicate effectively with users. They may possess technical insights but might not consolidate the information in a manner that is understandable or useful for those experiencing an issue. Therefore, it's essential to have a designated communicator—like the problem coordinator—who can filter and present this information in a way that serves the users' needs effectively. The other choices do not accurately capture the unique responsibilities and the specific differentiation between the two roles regarding communication. For example, recalling messages or having the authority to approve or reject messages implies a more administrative control, which is not the primary distinction between these two roles. The automatic display of messages on the Portal is also not tied to the limitations placed on the problem_task_analyst users, making it less relevant to the question about communication

8. **What is the best option for capturing data in a grid layout on a catalog item?**

   A. **Multi-row variable set**

   B. **Variable set**

   C. **Cascade variable**

   D. **Grid variable**

The best option for capturing data in a grid layout on a catalog item is the multi-row variable set. This variable type is specifically designed to allow users to enter multiple rows of data structured in a tabular format. It is particularly useful when there is a need to collect a series of related variables, allowing users to provide the necessary information in an organized manner. The multi-row variable set enhances user experience by presenting data in a clear, grid-like format, making it easier for users to fill out multiple entries under the same category. This is particularly important in scenarios where items require additional information that cannot be efficiently captured in single-line variables. Other options, such as a standard variable set, might capture variables, but they do not provide the structural organization required for grid layouts. A cascade variable is designed for dependent variable relationships and does not support multiple entries in a grid format. The grid variable, while it might sound fitting, is not the standard terminology used in ServiceNow for this specific capability. Thus, the multi-row variable set stands out as the most effective solution for this requirement.

9. What is a primary objective of Service Level Management in ITSM?

A. Enhance IT service delivery standards

B. Reduce operational costs

C. Increase software development speed

D. Limit the number of service requests

Service Level Management (SLM) is a crucial component of IT Service Management (ITSM) that focuses on maintaining and improving service quality in alignment with business needs. The primary objective of SLM is to establish, manage, and ensure that agreed-upon service levels are met. This involves defining service level agreements (SLAs) that set clear expectations for service delivery standards. By enhancing IT service delivery standards, SLM ensures that services are delivered consistently and meet the expectations of the customers. This not only involves monitoring and measuring service performance but also facilitating continuous improvement based on feedback and changing business requirements. High standards in service delivery contribute to increased customer satisfaction and trust in the IT services provided. While the other options may have relevance in different contexts, they do not encapsulate the main aim of Service Level Management. For instance, while reducing operational costs is important, it is not the primary focus of SLM. Similarly, increasing software development speed and limiting service requests are more aligned with operational efficiency and may not directly relate to the quality and levels of service delivery that SLM strives to maintain.

10. What option for Change Create New supports scenarios with both legacy change types and new change models?

A. Change Landing Page

B. Change Overview

C. Change Interceptor

D. Change Catalog

The correct choice for supporting scenarios with both legacy change types and new change models is the Change Landing Page. This feature serves as a central hub where users can access various functionalities related to change management, allowing for a seamless integration of both older and newer change frameworks. The Change Landing Page provides a unified user experience, facilitating easy navigation across different change types. This capability is crucial in organizations transitioning from legacy systems to modern practices, as it enables users to manage and initiate changes in a single interface, irrespective of the change model being utilized. This results in increased efficiency and a smoother adoption of new processes while still accommodating older practices. Options such as Change Overview, Change Interceptor, and Change Catalog may present their own unique functionalities, but they do not offer the same level of comprehensive support for integrating varying change types. The Change Overview primarily focuses on providing a high-level summary of changes rather than integrating different models. The Change Interceptor acts as a mechanism to assess changes before they are processed, which does not support users in managing diverse change types directly. The Change Catalog is more oriented toward listing available changes but does not facilitate the transition between legacy and new change types as effectively as the Change Landing Page.