

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

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which components should be evaluated for consolidation and re-use when building multiple catalog items?**
 - A. Sets of Variables**
 - B. Entitlements**
 - C. Icons**
 - D. Flows and Subflows**

- 2. What controls the movement of the state from Scoping to Awaiting Approval in release management?**
 - A. Manual state selection**
 - B. Workflow**
 - C. State model**
 - D. Flow**

- 3. Which field specifies who is able to create, modify, and publish items in the catalog?**
 - A. Editors**
 - B. Item Admins**
 - C. Item Owners**
 - D. Authors**

- 4. From which table is the Incident table extended?**
 - A. Task [task]**
 - B. Task [sn_task]**
 - C. Ticket [ticket]**
 - D. Work [sn_work]**

- 5. Which IT service management process aims to minimize the impact of incidents on the business?**
 - A. Incident Management**
 - B. Problem Management**
 - C. Change Management**
 - D. Configuration Management**

- 6. What is a primary function of a Record Producer in ServiceNow?**
- A. To automatically retire Knowledge articles**
 - B. To create catalog items for service requests**
 - C. To provide automated feedback on articles**
 - D. To arrange the service catalog categories**
- 7. What is a good use case for an Order Guide?**
- A. Order a set of Dishes**
 - B. Order a Custom Automobile**
 - C. Order a Technical Consultation**
 - D. Order a case of Laundry Soap**
- 8. Which property on an order guide will pass variables from one item to another item with equivalent variables?**
- A. Waterfall Variables**
 - B. Cascade Variables**
 - C. Share Variables**
 - D. Mirror Variables**
- 9. Which type of catalog item should be used to create an incident record from the portal?**
- A. Incident Template**
 - B. Request Item**
 - C. Order Guide**
 - D. Record Producer**
- 10. What module do you use to change the setting for the time between incident Resolution and Closure?**
- A. ITSM Properties**
 - B. System Settings**
 - C. Incident Settings**
 - D. Incident Properties**

Answers

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

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Explanations

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1. Which components should be evaluated for consolidation and re-use when building multiple catalog items?

- A. Sets of Variables**
- B. Entitlements**
- C. Icons**
- D. Flows and Subflows**

When building multiple catalog items, evaluating sets of variables for consolidation and re-use is crucial because variables define the inputs that users can provide for a specific catalog item. By consolidating similar variables across multiple items, you can streamline the user experience and maintain consistency in the presentation of catalog items. This not only simplifies the management of catalog items but also makes it easier for users to understand what information is being requested, reducing confusion and improving the overall efficiency of the catalog. In contrast, while entitlements, icons, and flows and subflows may also be important elements in the overall catalog management process, they don't serve the same core function that variables do in terms of capturing user input consistently across different catalog items. Entitlements manage access permissions, icons enhance visual representation, and flows and subflows help in defining the processes associated with the items. However, they do not directly impact how users interact with the catalog items as much as well-structured variable sets do. Therefore, focusing on variables ensures that you optimize the end-user experience and maintain cohesion across the catalog offerings.

2. What controls the movement of the state from Scoping to Awaiting Approval in release management?

- A. Manual state selection**
- B. Workflow**
- C. State model**
- D. Flow**

The transition from the Scoping state to Awaiting Approval in release management is primarily controlled by the workflow. This workflow defines the sequential steps and the conditions that govern how a release moves through its various states. In release management, workflows automate and standardize processes, ensuring that transitions happen in a controlled manner. They can include checks and balances, approvals from various stakeholders, and notifications, which are essential for maintaining governance over release processes. While manual state selection can be an aspect of certain systems, relying solely on it lacks the robustness and automation that workflows provide. Workflows are specifically designed to enhance efficiency and reduce the potential for human error, thereby controlling the movement through states in a more structured fashion. The state model and flow also have relevance but primarily describe the broader framework of states and transitions rather than the rules that specifically manage state changes. In this context, defining the proper workflow is crucial for effective release management.

3. Which field specifies who is able to create, modify, and publish items in the catalog?

- A. Editors**
- B. Item Admins**
- C. Item Owners**
- D. Authors**

The correct choice identifies the "Editors" field as the one that specifies who has the permissions to create, modify, and publish items in the catalog. In the context of IT service management (ITSM) and catalog management, editors are generally assigned roles that encompass a broad authority over the management of catalog items. They have the necessary rights to develop new items, update existing ones, and finalize their publication, which is critical for maintaining the relevance and accuracy of the service catalog. This role is crucial because it typically encompasses responsibilities that contribute to the overall management and quality of the service offerings provided to users within the organization. Effective catalog management ensures that services are accurately represented, which can enhance user satisfaction and operational efficiency. While other choices may also relate to various roles within catalog management, they do not specifically grant the same level of comprehensive capabilities associated with creating, modifying, and publishing items. For instance, item administrators might have oversight responsibilities but not necessarily the active role in content creation or publication. Item owners could be more focused on the ownership and governance of specific catalog items rather than the creation and publishing processes. Authors might indicate individuals who contribute content but lack the broader authority that editors possess. Thus, the role of editors clearly defines the individuals empowered with the full

4. From which table is the Incident table extended?

- A. Task [task]**
- B. Task [sn_task]**
- C. Ticket [ticket]**
- D. Work [sn_work]**

The Incident table in ServiceNow is extended from the Task table, which is known by its internal name as 'task'. This means that the Incident table inherits all the fields and properties of the Task table, allowing for consistent behavior and functionality across different modules that utilize task management, such as incidents, changes, and problems. By extending from the Task table, the Incident table benefits from features like task lifecycle management, state transitions, notifications, and other properties that fulfill the requirements of an IT service management process. This design promotes best practices in data management, ensuring that incidents can leverage shared attributes and methods defined in the Task table, thus enhancing system consistency and efficiency. The other options do not accurately represent the table from which the Incident table is derived. For instance, while 'sn_task' is a variant of the Task table with some specific configurations, it is not the primary table from which the Incident table is extended. Similarly, 'ticket' and 'sn_work' do not reflect the correct hierarchy in the ServiceNow data model for incidents.

5. Which IT service management process aims to minimize the impact of incidents on the business?

- A. Incident Management**
- B. Problem Management**
- C. Change Management**
- D. Configuration Management**

The process that aims to minimize the impact of incidents on the business is Incident Management. This process is fundamentally focused on restoring normal service operations as quickly as possible when an incident occurs, thereby minimizing disruption to the business. Incident Management involves various activities such as logging incidents, categorizing them, prioritizing their resolution based on business impact, and communicating effectively with users throughout the process. While all the mentioned processes play vital roles in IT service management, Incident Management specifically targets the immediate response to disruptions, ensuring that services are restored quickly to maintain business continuity. By addressing incidents promptly and efficiently, this process protects the organization from extended downtime and the associated negative effects on productivity and service quality. In contrast, Problem Management deals with identifying the root causes of incidents and preventing their recurrence, Change Management focuses on managing changes to the IT environment to minimize risk, and Configuration Management involves maintaining information about the configuration of IT assets. While these processes support overall service continuity and improvement, they do not directly deal with the immediate impact of incidents in the same direct manner as Incident Management does.

6. What is a primary function of a Record Producer in ServiceNow?

- A. To automatically retire Knowledge articles**
- B. To create catalog items for service requests**
- C. To provide automated feedback on articles**
- D. To arrange the service catalog categories**

A Record Producer in ServiceNow primarily serves to create a specific type of catalog item designed for service requests. When users interact with a Record Producer, it allows them to easily submit requests for services or products without navigating through the entire catalog. Essentially, Record Producers act as a simplified interface that collects the necessary information from users to generate records in the system, such as incident reports or request forms. The functionality of a Record Producer is crucial for ensuring that the user experience is streamlined and efficient. By providing a focused method for submitting requests, it encourages user engagement with the service catalog, ultimately leading to better service delivery. In contrast, the other options pertain to different functionalities within ServiceNow. For instance, managing Knowledge articles or arranging service catalog categories does not align with the purpose of a Record Producer. Instead, those tasks are typically handled by different modules or features in the ServiceNow platform that cater specifically to knowledge management or catalog management.

7. What is a good use case for an Order Guide?

- A. Order a set of Dishes**
- B. Order a Custom Automobile**
- C. Order a Technical Consultation**
- D. Order a case of Laundry Soap**

An Order Guide is designed to simplify the process of requesting a group of related items or services that are typically needed together. In the case of ordering a set of dishes, it makes sense as an Order Guide can streamline the selection process for customers by allowing them to choose from predefined sets. This might include different styles, colors, or materials, all grouped together for easier access and ordering. By using an Order Guide, organizations can ensure that users can make selections that align with specific configurations or requirements, minimizing the complexity of the ordering process for commonly needed items. With a set of dishes, customers likely have a standard configuration that many can choose from, making it an ideal candidate for such an ordering mechanism. The other scenarios, like ordering a custom automobile, involve highly personalized and variable options that might require a more elaborate configuration process than what an Order Guide typically handles. Similarly, ordering a technical consultation and a case of laundry soap might not necessitate the interconnected nature or grouping that benefits from an Order Guide.

8. Which property on an order guide will pass variables from one item to another item with equivalent variables?

- A. Waterfall Variables**
- B. Cascade Variables**
- C. Share Variables**
- D. Mirror Variables**

The property that allows for the passing of variables from one item to another item with equivalent variable names on an order guide is known as "Cascade Variables." This functionality is designed to facilitate data flow within an order guide by ensuring that when a variable is filled in one item, it can automatically fill in corresponding variables in subsequent items that share the same name. This is particularly useful for maintaining consistency and reducing the need for manual data entry, thereby enhancing the user experience and streamlining the ordering process. The term "cascade" implies a flow or transition, capturing the essence of how these variables can propagate through the order guide. The other terms do not specifically describe this functionality in the context of order guides. Waterfall Variables may suggest a flow of data but do not accurately represent the functionality of passing variables between items. Share Variables could imply that variables are used in multiple places, but it does not convey the notion of automatic transfer based on naming equivalence. Mirror Variables could suggest duplication but lacks the dynamic aspect of passing values based on equality. Therefore, Cascade Variables is the precise term for this specific operational behavior in IT Service Management contexts.

9. Which type of catalog item should be used to create an incident record from the portal?

- A. Incident Template**
- B. Request Item**
- C. Order Guide**
- D. Record Producer**

A Record Producer is designed specifically to facilitate the creation of records directly from the service catalog or portal. When users interact with a Record Producer, they are prompted to fill out a form that captures the necessary information to generate a new record in a particular table, such as incidents. This functionality streamlines the process for end-users when they need to submit an incident, making it a suitable choice for creating incident records. In contrast, an Incident Template is intended to speed up incident resolution by providing predefined settings for common incidents but does not offer a mechanism for users to submit an incident directly from the portal. A Request Item typically refers to items that are part of a broader request process, such as service requests or changes but does not focus solely on incident creation. An Order Guide serves as a way to group related items into a single request for service delivery, which doesn't align with the need to create an individual incident record. Therefore, using a Record Producer is the most effective way to allow users to create incidents directly via the portal, addressing the requirement effectively.

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

- A. ITSM Properties**
- B. System Settings**
- C. Incident Settings**
- D. Incident Properties**

The module used to change the setting for the time between incident Resolution and Closure is the Incident Properties module. This module specifically deals with the configurations related to incidents, including the parameters that define how incidents are resolved and closed. Adjusting the time frame for closure after resolution ensures that service level agreements (SLAs) are adhered to and helps maintain consistency in incident management practices. The Incident Properties module allows for fine-tuning aspects such as escalation timelines, notifications, and closure logic, providing a targeted approach for managing incident lifecycle events. While other modules such as ITSM Properties and System Settings may contain broader configurations relevant to the IT service management environment or system-wide settings, they do not focus specifically on the nuances of incident management. Incident Settings may also seem relevant but is typically associated with global settings rather than the specific configurations that pertain to the timeframes between resolution and closure. Therefore, the Incident Properties module is the correct choice for making the desired changes.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://itsmcis.examzify.com>

We wish you the very best on your exam journey. You've got this!

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