

ITSM CERTIFIED IMPLEMENTATION SPECIALIST (CIS) PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

<https://itsmcis.examzify.com>



Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

SAMPLE

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

SAMPLE

1. How are Releases related to Changes?

- A. Releases are comprised of one or more Changes
- B. Changes are comprised of one or more Releases
- C. Releases are implemented prior to Changes
- D. Changes are implemented prior to Releases

2. Which role gives access to the CI Class Manager?

- A. ecmdb_admin
- B. ecmdb
- C. class_manager
- D. sn_class_manager

3. Which of the following should be avoided when organizing catalog items?

- A. Having a clear categorization strategy
- B. Assigning multiple items to each category
- C. Maintaining shallow subcategory levels
- D. Keeping the structure simple and intuitive

4. What can a survey administrator define on an individual survey? (Choose two)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Trigger conditions
- D. Anonymize responses

5. Which of the following roles is primarily responsible for overseeing the Change Management process?

- A. Problem Manager
- B. Incident Manager
- C. Change Manager
- D. Service Desk Analyst

- 6. What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?**
- A. Publish Workaround
 - B. Document a Known error
 - C. Complete Investigation
 - D. Complete RCA
- 7. How are Features related to Products and Releases?**
- A. Emergency releases can include products and features
 - B. Products have associated features, which are organized into releases
 - C. Features are included in releases, not associated with products
 - D. Products use features to define release types
- 8. The current status of a problem record is tracked in the State field. What is the better value to use when updating the script include for adding a prerequisite for moving out of the Fix in Progress state?**
- A. 104
 - B. "Fix in Progress"
 - C. ProblemState.STATES.FIX_IN_PROGRESS
 - D. 104.ProblemState.STATES.FIX_IN_PROGRESS
- 9. Which interface is specifically designed for tier 1 IT agents resolving customer issues?**
- A. ITSM Dashboard
 - B. IT Service Management Workspace (Agent Workspace)
 - C. ITIL Homepage
 - D. Incident Overview
- 10. 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

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. How are Releases related to Changes?

- A. Releases are comprised of one or more Changes**
- B. Changes are comprised of one or more Releases
- C. Releases are implemented prior to Changes
- D. Changes are implemented prior to Releases

Releases are closely associated with Changes in IT Service Management (ITSM) in that releases typically include one or more changes that are bundled together for deployment. This relationship emphasizes that while a change may involve modifications, updates, or improvements to a system, a release is the actual deployment of those changes into the production environment. In essence, when a release is planned, it often encompasses several distinct changes that have been grouped based on common functionality, timing, or a strategic goal. By managing releases in this way, organizations can ensure a cohesive approach to delivering enhancements to their systems while minimizing the risk of disruption. This helps streamline the implementation process and ensures that all related changes are deployed together, thereby increasing the overall stability of the environment during updates. The other options do not accurately reflect the nature of the relationship between releases and changes. For example, changes are not composed of releases; rather, changes are components that can be part of a larger release. Additionally, the timing regarding the implementation of changes and releases does not imply a prerequisite order but rather focuses on the bundling and deployment together.

2. Which role gives access to the CI Class Manager?

- A. ecmdb_admin**
- B. ecmdb
- C. class_manager
- D. sn_class_manager

The role that grants access to the Configuration Item (CI) Class Manager is indeed the ecmdb_admin role. This role is designed for users who need comprehensive control over the Configuration Management Database (CMDB), including the ability to manage and configure CI classes. The ecmdb_admin role is specifically tailored to provide permissions that allow for advanced management tasks, such as defining, modifying, and deleting CI classes, which are crucial for properly managing configuration items within the CMDB. Having this role empowers users to oversee the structure and organization of the CI classes, ensuring that the data model aligns with the organization's requirements. Other roles, while they may offer some degree of access related to the CMDB, do not provide the full suite of capabilities necessary to manage CI classes effectively. Therefore, ecmdb_admin is the correct choice for users who need the highest level of access to the CI Class Manager functionality.

3. Which of the following should be avoided when organizing catalog items?

- A. Having a clear categorization strategy
- B. Assigning multiple items to each category**
- C. Maintaining shallow subcategory levels
- D. Keeping the structure simple and intuitive

When organizing catalog items, it is important to maintain a clear and logical structure that allows users to easily find what they need. Assigning multiple items to each category can lead to confusion and overwhelm for users who are trying to navigate the catalog. If too many items are lumped together in a single category, it may hinder the user's ability to distinguish between items and make informed choices. On the other hand, having a clear categorization strategy helps in understanding how items are grouped and assists users in their search process. Maintaining shallow subcategory levels allows for a straightforward and user-friendly navigation experience. Keeping the structure simple and intuitive further enhances usability, enabling users to efficiently locate catalog items without frustration. By avoiding excessive assignments of items to each category, organizations promote clarity and ease of access within their service catalog.

4. What can a survey administrator define on an individual survey? (Choose two)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- C. Trigger conditions**
- D. Anonymize responses

In the context of survey administration, defining trigger conditions on an individual survey is critical as it allows the administrator to specify the circumstances under which the survey will be sent. This means that an administrator can set parameters that determine who receives the survey and when, ensuring that it is targeted and relevant to the intended audience. This level of customization can help improve response rates and the overall quality of feedback. Additionally, the option regarding anonymizing responses is also a relevant aspect when configuring an individual survey, as it helps ensure that respondents feel comfortable providing honest feedback without fear of identification. This is particularly important in environments where candid feedback is crucial for improving services or processes. Both trigger conditions and anonymizing responses are essential features that cater to the goals of obtaining relevant and honest feedback from users.

5. Which of the following roles is primarily responsible for overseeing the Change Management process?

- A. Problem Manager
- B. Incident Manager
- C. Change Manager**
- D. Service Desk Analyst

The role of Change Manager is specifically designed to oversee the Change Management process within an IT Service Management framework. The Change Manager is responsible for ensuring that changes to the IT environment are made with minimal disruption to services. This includes evaluating and coordinating proposed changes, assessing the risks associated with changes, and ensuring that all changes are documented and communicated effectively. Change Management involves various activities such as creating a change schedule, conducting risk assessments, and obtaining necessary approvals before changes are implemented. The Change Manager also facilitates communication between different stakeholders and ensures alignment with business goals, making them central to managing the overall change process within the organization. Other roles, while important in their respective areas, do not have the same level of responsibility concerning the Change Management process. For instance, the Problem Manager focuses on identifying and managing the root causes of incidents, the Incident Manager is responsible for restoring normal service operations as quickly as possible, and the Service Desk Analyst is typically the first point of contact for end-users experiencing issues. None of these roles encompass the comprehensive oversight required for effectively managing changes within the IT environment.

6. What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

- A. Publish Workaround**
- B. Document a Known error
- C. Complete Investigation
- D. Complete RCA

When a Root Cause and a Workaround are identified for a problem, it is often essential to document the quickest known resolution to assist users and support teams in overcoming the issue while a permanent fix is being developed. Publishing the workaround is a critical step in this process. By making the workaround available, the organization enables users to continue their work without significant disruption. This communication ensures that everyone affected by the problem has access to interim solutions that can restore service functionality, which is vital in IT service management. This practice emphasizes the importance of timely communication within the service desk and enhances user satisfaction by providing immediate relief from operational issues. In contrast, documenting a known error includes recording the root cause and providing a comprehensive understanding of the problem situation, which is a more formal process. Completing the investigation and conducting a complete root cause analysis (RCA) are also important aspects of problem management, but they tend to focus on identifying solutions rather than providing immediate assistance through workarounds. Thus, the emphasis on "publishing the workaround" aligns with the goal of quick and effective problem resolution in IT service management.

7. How are Features related to Products and Releases?

- A. Emergency releases can include products and features
- B. Products have associated features, which are organized into releases**
- C. Features are included in releases, not associated with products
- D. Products use features to define release types

The relationship between Features, Products, and Releases is foundational in understanding how service management tools are structured. In this context, Products are overarching offerings that provide value to users, while Features are specific functionalities or enhancements that users can interact with. When considering the correct choice, it highlights that Products have associated Features. This means that each Product can encompass multiple Features that contribute to its overall functionality. These Features are then systematically organized into Releases. A Release is a bundled delivery of software, which can include one or more Features that are meant to improve or add capabilities to the Product. This structured relationship ensures that when a Release is prepared, it can incorporate various Features that align with the Product's goals and user requirements. This organization allows for streamlined updates, as Releases can periodically ship new Features to users, enhancing their overall experience and ensuring that the Product continues to evolve and meet customer needs. In contrast, other choices outline relationships that don't accurately represent how Features, Products, and Releases function together. For instance, stating that Features are included in Releases but not associated with Products overlooks the foundational linkage where Features are derived from the need for a specific Product offering. Such a view could lead to confusion regarding how updates and enhancements are managed comprehensively in ITSM practices.

8. The current status of a problem record is tracked in the State field. What is the better value to use when updating the script include for adding a prerequisite for moving out of the Fix in Progress state?

- A. 104
- B. "Fix in Progress"
- C. ProblemState.STATES.FIX_IN_PROGRESS**
- D. 104.ProblemState.STATES.FIX_IN_PROGRESS

Using ProblemState.STATES.FIX_IN_PROGRESS as the value for the prerequisite when updating the script include to manage the state of a problem record is the best practice due to its clarity and maintainability. This approach leverages the built-in state management provided by the platform, which allows for more straightforward updates and reduces the risk of hardcoding values that may change over time. This method utilizes the predefined constants in the ProblemState class, which are specifically designed to refer to the various states of a problem record. By using the constant FIX_IN_PROGRESS, it ensures that the code remains less prone to errors since it aligns with the system's defined structure and nomenclature. If the actual integer value associated with "Fix in Progress" was to change in the future, adapting the code would only require changes to the underlying definitions rather than the script include itself. Additionally, using specific constants improves code readability for other developers who might work with this script in the future. They can immediately recognize what FIX_IN_PROGRESS refers to, rather than deciphering what a numerical value corresponds to. This aspect of code clarity is essential in team environments or in systems where documentation and future maintenance are significant considerations.

9. Which interface is specifically designed for tier 1 IT agents resolving customer issues?

- A. ITSM Dashboard
- B. IT Service Management Workspace (Agent Workspace)**
- C. ITIL Homepage
- D. Incident Overview

The IT Service Management Workspace, often referred to as the Agent Workspace, is specifically designed to cater to the needs of tier 1 IT agents who are tasked with resolving customer issues. This interface integrates various tools and functionalities that empower agents to efficiently manage incidents, service requests, and related tasks. The design of the Agent Workspace focuses on providing a streamlined and user-friendly experience. It allows agents to access pertinent information quickly and easily, including incident details, customer history, and relevant knowledge articles. This is crucial for tier 1 agents who may deal with a high volume of requests and need to resolve issues promptly. Additionally, the Agent Workspace typically features features such as automated workflows, real-time updates, and collaboration tools that enhance the efficiency of agents' work processes. These capabilities enable agents to respond effectively to customer inquiries, escalate issues as required, and reduce resolution times. In contrast, other choices may not provide the same level of specialized tools and resources tailored specifically for tier 1 support. For instance, the ITSM Dashboard is typically more focused on providing a high-level overview of service metrics and performance rather than functioning as a hands-on resolution interface for agents. The ITIL Homepage serves as an informational resource about ITIL practices, and the Incident Overview may offer

10. 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.

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!

SAMPLE