# Free Questions for CIS-ITSM by vceexamstest

## Shared by Glenn on 24-05-2024

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# Question 1

**Question Type:** MultipleChoice

Your implementation has some legacy change types with workflows, and also some new change models. What option for Change Create New will support your scenario?

A Change Landing Page

## Options:

**B-** Change Overview

**C-** Change Interceptor

**D-** Change Catalog

## Answer:

D

# Question 2

**Question Type:** MultipleChoice

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

### Options:

**A-** Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true

**B-** Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted

**C-** Create an Access control to hide the unnecessary CIs from the itil users

**D-** Make a show/hide UI action to show only the desired CIs to the itil users

### Answer:

B

## Question 3

**Question Type:** **MultipleChoice**

Your customer is a data center. They have a construction department that builds out spaces for new customers. The customer account representatives are responsible for initiating the construction requests. The guidelines are extensive for how to complete the construction request documentation.

Your customer wants the catalog to contain two items:

1. Construction request

2. Getting Started with Construction Requests

The Getting Started Item should contain a link to a Knowledge Article.

What type of item would you use to satisfy the requirement for the Getting Started Item?

## Options:

**A-** Knowledge Item

**B-** Record Producer

**C-** Content Item Most Voted

**D-** Order Guide

**E-** Catalog Item

## Answer:

C

# Question 4

**Question Type:** MultipleChoice

Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

## Options:

**A-** Application Menus

**B-** Reports

**C-** CI Class Manager

**D-** Dependency View

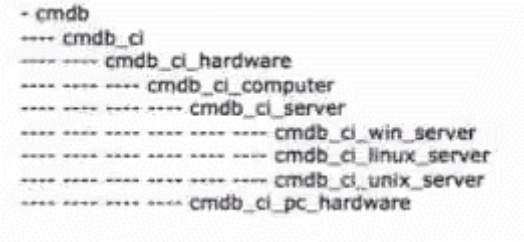
## Answer:

C

# Question 5

**Question Type:** MultipleChoice

Given the class structure shown below which types of CIs will be included in a report run against the cmdb_ci_computer table?




## Options:

**A-** CIs defined directly in cmdb_ci_computer and all parent classes

**B-** Just GIs defined directly in cmdb_cl_computer

**C-** CIs defined directly in cmdb_ci_compulet and all child classes

## Answer:

C

# Question 6

**Question Type:** MultipleChoice

From a data model perspective which Table is the base class for the configuration management database?

### Options:

**A-** Base Item [cmdb_base_item]

**B-** Configuration Item [cmdb_ci]

**C-** Base Configuration Item (cmdb)

**D-** Asset (asset)

### Answer:

C

# Question 7

**Question Type:** MultipleChoice

Which of the following elements are automatically included in the name of the update set for items published via Catalog Builder?

Choose 2 answers

## Options:

**A-** timestamp

**B-** item author

**C-** variables

**D-** catalog(s)

**E-** item name

## Answer:

D, E

# Question 8

**Question Type:** **MultipleChoice**

What should you use to capture data in a grid layout on a catalog item?

## Options:

**A-** Cascade variable

**B-** Multi-row variable set

**C-** Grid variable

**D-** Enable set

## Answer:

B

# Question 9

**Question Type:** **MultipleChoice**

Your customer wants to limit the users who ate able to see internal Network requests, to members of the Network department.

Which roles would enable you to make these required changes?

Choose 2 answers

## Options:

**A-** catalog_manager

**B-** catalog_admin

**C-** user_criteria_admin

**D-** catalog_editor

### Answer:

B, C

# Question 10

**Question Type:** MultipleChoice

What functionality can be used to define the sequence of activities that should be taken to complete catalog items?

Choose 2 answers

### Options:

**A-** Workflow

**B-** Activity Map

**C-** Flow

**D-** State Transitions

### Answer:

A, C

# Question 11

**Question Type:** MultipleChoice

When defining SLAs for the service catalog at what level is the SLA typically defined?

### Options:

**A-** Catalog Task

**B-** Requested Item

**C-** Request

**D-** Service Catalog

## Answer:

B

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