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Question 1

Question Type: MultipleChoice

In the baseline platform configuration, an end user with no assigned roles can read an incident when they are _____.

Options:

- A) Caller, Opened By or on the Watch list
- B) Caller or the Caller's delegate
- C) Opened by or the Configuration item's business owner
- D) Caller, Opened By or on the Work notes list

Answer:

A

Question 2

Question Type: MultipleChoice

The Standard Change Template [std_change_record_producer] table is extended from the _____ table.

Options:

- A) Template [sys_template]
- B) Task [task]
- C) Change Request [change_request]
- D) Record Producer [sc_cat_item_producer]

Answer:

D

Question 3

Question Type: MultipleChoice

Which platform feature is used to determine whether an incident meets the conditions for First Call Resolution?

Options:

- A) Business Rule
- B) First Call Resolution field
- C) Benchmark
- D) Metric

Answer:

D

Question 4

Question Type: MultipleChoice

Under which circumstances would a knowledge article author set the Display Attachments field to false on an article that has attachments?

Options:

- A) The attachments are images embedded and displayed within the article text.
- B) The attachments are referenced knowledge articles.
- C) The attachments should be downloaded/opened immediately rather without the article text being displayed.
- D) The attachments are files that the author would like to display as links for on the article rather than having those files open/download automatically.

Answer:

A

Explanation:

Display attachments - will display hyperlinks at the bottom of the article for each attachment. If attachments are images used in-line with the article text, do not display attachments

Question 5

Question Type: MultipleChoice

Which of the following service catalog variable types are NOT supported in Mobile Classic interfaces? (Choose four.)

Options:

- A) Label
- B) Container Start
- C) HTML
- D) Lookup Select Box
- E) IP Address
- F) UI Page

Answer:

A, B, C, F

Question 6

Question Type: MultipleChoice

In the baseline instance configuration for Incident Management, when Impact = 3 - Low and Urgency = 3 Low, the Priority will be set to 5 - Planning.

The customer requirement is to set the Priority to 4 - Low, given these Impact and Urgency settings

Where should this be changed in the platform?

Options:

- A) System Property
- B) Client Script
- C) Priority Calculation Business Rule
- D) Priority Data Lookups Table

Answer:

D

Question 7

Question Type: MultipleChoice

What knowledge management capability allows users to ask and answer questions among peers within a knowledge base?

Options:

- A) Collaboration
- B) Feedback
- C) Social O&A
- D) Connect Chat

Answer:

C

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