[Mar-2023 Newly Released Pass CIS-ITSM Exam - Real Questions & Answers [Q244-Q260
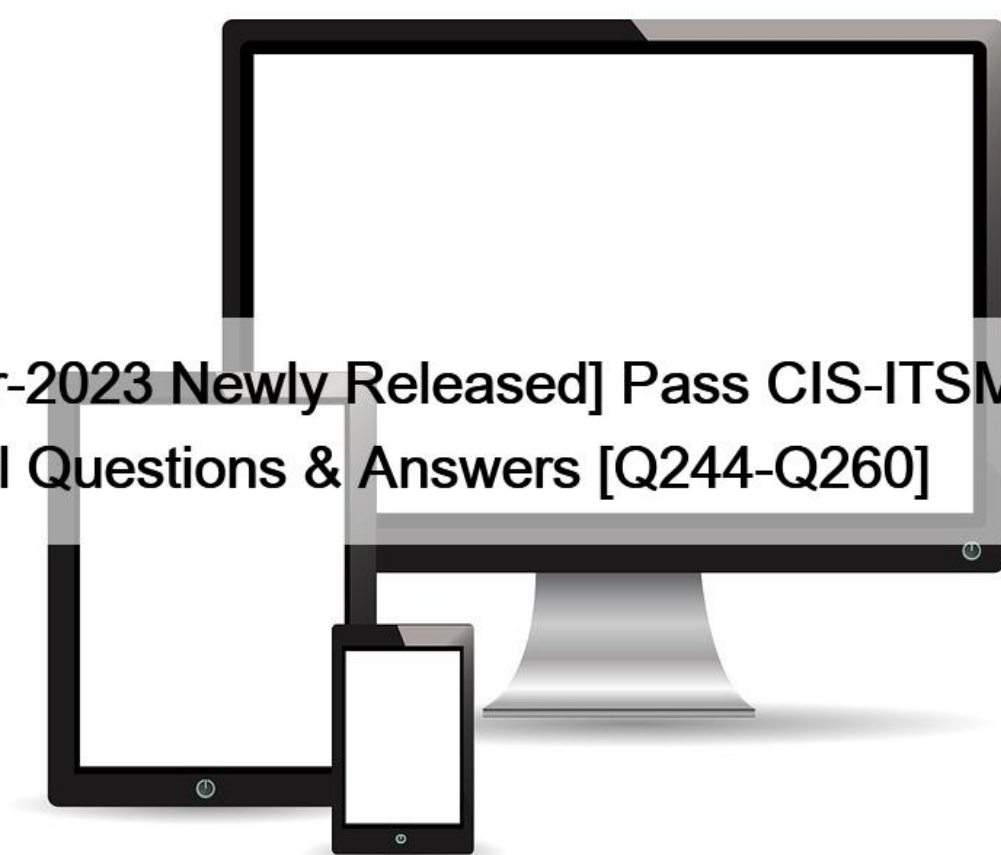
[Mar-2023 Newly Released] Pass CIS-ITSM Exam - Real Questions and Answers
Pass CIS-ITSM Review Guide, Reliable CIS-ITSM Test Engine

Q244. Which of the following tables does the change_request_metric database view join? (Choose all that apply.)
* metric_definition
* task_sla
* change_task
* change_request
* metric_instance

Q245. Which of the following modules can be used to define incident priority rules?
* System Policy > Rules > Priority Lookup Rules
* System Policies > Rules > Incident Priority Lookup
* System Policy > Rules > Data Lookup Definitions
* System Policies > Rules > Incident Priority Rules

Q246. Which of the following fields is mandatory when the button "Request Approval" in normal change form is clicked?
* Planned start date
* Assignment group
* Justification
* Assigned to

Q247. A company wants to implement a new call center process for handling customer service calls. It requires service reps to ask for the caller's account number before proceeding with the rest of their call script.

Following best practices, what should a developer use to meet this requirement?
* Apex Trigger
* Process Builder
* Flow Builder
* Approvals

Q248. You can create a standard change from an incident by clicking on the "Create Standard Change" UI Action in an incident form.
* True
* False

Q249. Which of the following is NOT a feature provided by Knowledge Management OOTB?
* Subscribing to articles
* Article versioning
* Integration with social networking platforms
* Import from Microsoft Word
Explanation

Social Q&A feature is available, but this is not related to social networking platforms. It is allowing to ask questions by the audience of the knowledge articles.

Q250. In the baseline platform configuration, which of these are required when closing a Normal Change? Select all that apply.
* Post-Implementation Review
* CAB Approval
* Close Code
* Close Notes
Explanation

By the time you arrive at the juncture where you would close the change request, the approval has already occurred, and the Post-Implementation Review (task) has also transpired.

All that's left are:

"Close Code",

"Close Notes"

CAB Approval – TRICK ANSWER. It's

already been approved by the time

you go to close the change

Close Code – These occur at time of

CR close.

Close Notes – These occur at time of

CR close.

TRICK ANSWER. This is a task that’s

already been dealt with.

Q251. What are two capabilities of Territory Management? (Choose two.)
* The ability to use opportunity criteria to expand a private sharing model.
* Territory hierarchy replaces the role hierarchy for sharing.
* The ability to use account criteria to expand a private sharing model.
* Support for complex and frequently changed sales organization structures.

Q252. Which of the following is NOT included in the Incident Management Lifecycle?
* Creation and Classification
* Investigation and Diagnosis
* Resolution and Closure
* Approval and Fulfillment

Q253. How is access to knowledge articles administered?
* Filter Conditions on the knowledge base
* User Criteria and User Roles
* User Roles
* User Criteria and Entitlements

Q254. What is the name of the view that can be configured to control the fields displayed when a user hovers over te reference icon next to a reference field?
* mobile
* tool_tip
* reference_view
* sys_popup
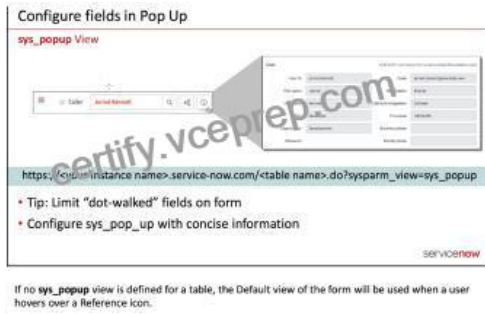
Q255. Which of the following record types would you use in order to view company policies?
* Record Producer
* Order Guide
* Content Item
* Catalog Item
Explanation

Content Item can contain information or a link to a page so it is the best option to use when the content of the catalog item is static.

Q256. Which of the following approaches is used to display a variable from a requested item on a Catalog Task form?
* In the Catalog Task Activity within the Item’s fulfillment workflow, write a Script to retrieve and set Catalog Task field values.
* In the Catalog Task Activity within the Item’s fulfillment workflow, select variables to be displayed in the Variables on Task Form field.
* In the Catalog item, set Cascade Variables to true.
* In the Catalog item, set Display Variables in Catalog Tasks to true.

Q257. Which ServiceNow feature allows users to contact the Service Desk agents using Chat Queues and allows Service Desk agents to open Incidents directly from Chat sessions with users?
* Connect Support
* Social Q&A
* Embedded Help
* Employee Self-Service

Q258. It is possible to create incidents automatically based on alerts from Event Management.
* True
* False
Explanation

Q259. Map to field functionality is NOT supported for variables added inside a variable set.
* True
* False

Q260. The calculation of incident priority is based on both impact and urgency fields.
* True
* False

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