Vendor: ServiceNow

Exam Code:CIS-ITSM

Exam Name: Certified Implementation Specialist - IT Service Management

Version: Demo

QUESTION 1

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.

Which two reasons could be the cause? (Choose two.)

A. The email addresses for the users are incorrect.

B. The Deliverability Access Level setting is incorrect.

C. HTML templates are NOT available in sandboxes.

D. Workflow emails only work in Full sandboxes.

Correct Answer: AB

QUESTION 2

```
Example 1:
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.get('expr0'));
}

Example 2:
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) theAverage FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.get('theAverage'));
}

Example 3:
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' ar.get.AVG());
}

Example 4:
AggregateResult[] groupedResults = [SELECT CampaignId, AVG(Amount) theAverage FROM Opportunity GROUP BY CampaignId];
for (AggregateResult ar : groupedResults)
{
    System.debug('Campaign ID' + ar.get('CampaignId'));
    System.debug('Average amount' + ar.theAverage);
}
```

Which two of the examples above have correct System.debug statements? (Choose two.)

A. Example 1

B. Example 2

C. Example 3

D. Example 4

Correct Answer: AB

QUESTION 3

Which of the following is set as the default value for Category in Incident form?

A. Hardware

B. Inquiry

C. Software

D. None of the listed values

Correct Answer: B

Inquiry is listed in the Data Dictionary as the default value for Category. If you want to delete all data in the Category field, you should change this or otherwise the Inquiry will remain the default value.

QUESTION 4

Which plugin should be installed to enable creating known error articles from problems?

A. com.snc.best_practice.problem.madrid.knowledge

B. com.snc.best_practice.knowledge

C. com.snc.known_error.problem.madrid.knowledge

D. com.snc.best_practice.problem.knowledge

Correct Answer: A

QUESTION 5

Which of the following is NOT a typical method to propose a new standard change?

A. In the Standard Change Proposals Table, click "New" and submit the record.

B. Toggle the Template Bar on an existing change and click + to add a new Template.

C. In the Standard Change Catalog, under Template Management, select "Propose a new Standard Change Template. "

D. Right-click on an existing change and select "Propose a Standard Change Template. "

Correct Answer: B

QUESTION 6

How to automatically show the user employee number when searching for a user in the caller field?

A. Modify "ref_contributions" column in the User table.

B. Modify "ref_ac_column" column in the User table.

C. Modify "ref_ac_column" attribute for the Caller field.

D. Modify "ref_contributions" attribute for the Caller field.

Correct Answer: C

QUESTION 7

Which of the following are valid problem states? (Choose all that apply.)

A. Fix in progress

B. Pending

C. On Hold

D. Canceled

E. New

Correct Answer: AE

QUESTION 8

Which one of the following variable types in NOT supported in mobile?

A. Numeric scale

B. IP Address

C. Yes/No

D. URL

Correct Answer: D

QUESTION 9

For an incident, which of the following are used when calculating the value of the Business Duration field?

A. Incident State Duration Metric

B. Incident Auto-close system property

C. Calendar duration

D. SLA Schedule

Correct Answer: D

QUESTION 10

Which of the following is NOT a consideration when determining the need for multiple service catalogs?

A. Services and Types of Service

B. Size of the company

C. Audience

D. Delegation of Catalog Administration

Correct Answer: B

QUESTION 11

Once the "Request Approval" button is clicked in the normal change form, approval requests are sent to all members of the "CAB Approval" group.

A. True

B. False

Correct Answer: B

At this step, the approval requests will be sent to members of the group set in the "Assignment group" field.

QUESTION 12

An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account.

Which set of steps should be taken to merge these accounts using the Salesforce merge feature?

A. Merge the duplicate contacts and then merge the duplicate accounts.

B. Merge the duplicate accounts and the duplicate contacts will be merged automatically.

C. Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.

D. Merge the duplicate accounts and then merge the duplicate contacts.

Correct Answer: D