ServiceNow

CIS-ITSM Exam

ServiceNow Certified Implementation Specialist - IT Service Management Exam

Questions & Answers
Demo

Version: 1.0

Question: 1

The VP of Sales wants to require that the Next Step field is always updated when an opportunity stage is changed.
How can this process be automated?

A. Create a validation rule with the following formula: AND(ISCHANGED(ISPICKVAL(StagcNamc)), NOT(ISCHANGED(NcxtStep)))
B. Create a validation rule with the following formula: AND(ISCHANGED(StagcNamc), NOT(ISCHANGED(NcxtStcp)))
C. Create a workflow rule with the following formula: AND(ISCHANGED(StagcNamc), NOT(ISCHANGED(NextStcp))
D. Create a workflow rule with the following formula: AND(ISCHANGED(ISPICKVAL(StagcNamc), ISCHANGED(NcxtStcp))

Answer: A

Question: 2

Which method should be used to convert a Date to a String in the current user's locale?

A. Date.format
B. String.format
C. String.valucOf
D. Datc.parse

Answer: C

Question: 3

Which of the following plugins is needed in order to add a survey when calculating risk in change requests?

A. No additional plugin is needed to add additional factors to calculate risk
B. Change Management - Risk Assessment
C. Change Management - Additional Factors
D. Change Management - Risk Survey

Answer: B

Question: 4

It is important to define the VIP users in order to correctly calculate incident priority.

A. False
B. True

Answer: A

Explanation:
No logic is added for incidents received from VIP callers. The only change is that a decoration is added next to the Caller field and the Caller text becomes red.

Question: 5

A developer is writing code that requires making callouts to an external web service. Which scenario necessitates that the callout be made in an @futurc method?

A. The callouts will be made in an Apex Trigger.
B. The callouts will be made in an Apex Test class.
C. The callout could take longer than 60 seconds to complete.
D. Over 10 callouts will be made in a single transaction.

Answer: A

Question: 6

Pari of a custom Lightning Component displays the total number of Opportunities in the org, which is in the millions. The Lightning Component uses an Apex Controller to get the data it needs.
What is the optimal way for a developer to get the total number of Opportunities for the Lightning Component?

A. Apex Batch job that counts the number of Opportunity records
B. SUM() SOQL aggregate query on the Opportunity object
C. SOQL for loop that counts the number of Opportunities records
D. COUNT() SOQL aggregate query on the Opportunity object

Answer: D

Question: 7

What arc three benefits of using static resources in Visualforcc and Lightning Components? (Choose three.)

A. Static resource files arc automatically minified.

B. Static resource files can be referenced by using the SRcsourcc global variable instead of hardcoded IDs.
C. Static resource files can be packaged into a collection of related files in a zip or jar archive.
D. Static resource files do not count against an organization's quota of data storage.
E. Relative paths can be used in files in static resource archives to refer to other content within the archive.

Answer: B C E

Question: 8

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?

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

Answer: D

Question: 9

How to show the template bar at the bottom of the incident form?
A. Click on the "Toggle Template Bar" at the top of the form.
B. Set the incident property "Show Toggle Bar" to true.
C. In the Form Layout, add the "Template Bar" to the available fields.
D. In the Form Layout, select the checkbox "Show Template Bar".

Answer: A

Question: 10

Which of the following is NOT a feature provided by Knowledge Management OOTB?

A. Subscribing to articles
B. Article versioning
C. Integration with social networking platforms
D. Import from Microsoft Word

Answer: C

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.