

# Certified Implementation Specialist - IT Service Management

1. Given the class structure shown below, which types of CIs will be included in a report run against the cmdb\_ci\_computer table?

```
- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware
```

A. Just CIs defined directly in cmdb\_ci\_computer

B. CIs defined directly in cmdb\_ci\_computer and all parent classes

C. CIs defined directly in cmdb\_ci\_computer and all child classes

**Answer(s): C**

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2. Which field from the configuration item will automatically populate in the Assignment group field of an incident record?

A. Managed by

B. Support group

C. Approval group

D. Change group

**Answer(s): B**

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3. Which of the following are defined for a given change model? (Choose three.)

A. Phase transitions

B. State model

C. State transition conditions

D. Phase model

E. State transitions

**Answer(s): B C E**

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4. When is a change task for Post Implementation Review created for an unauthorized change?

A. When the change request moves to Close

B. When a change manager accepts the change

C. When the change request moves to a state of Review

D. When the change request moves to a state of Assess

**Answer(s): A**

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

A. Reports

B. CI Class Manager

C. Application Menus

D. Dependency View

**Answer(s): B**

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6. Which of the following cannot be defined or set through a Catalog UI Policy?

A. Setting a variable to mandatory

B. Apply a requirement to all form views

C. Setting a catalog category to visible

D. Setting a variable to read-only

**Answer(s): B**

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7. Which type of catalog item should be used to create an incident record from the portal?

A. Incident Template

B. Request Item

C. Order Guide

D. Record Producer

**Answer(s): D**

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8. Which incident management roles are activated by installing the ITSM Roles plugin (com.snc.itsm.roles)? (Choose two.)

A. sn\_incident\_read

B. itsm\_incident\_read

C. incident\_manager

D. sn\_incident\_write

E. itsm\_incident\_write

**Answer(s):** A D

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**9.** A customer requests that when the Service Desk agent clicks on the information icon for the Caller's name, the quick view frame shows only the following fields:

User name -

Manager name -

Email Address -

Employee ID -

How would you modify the quick view frame?

A. Update the sys\_popup view for the user table

B. Update the sys\_quick view for the caller table

C. Update the sys\_popup view for the caller table

D. Update the sys\_quick view for the user table

**Answer(s):** A

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**10.** Your customer has built a mature knowledge base, with articles targeted to internal audiences -which are technical. Other articles are written for end users, with simple instructions. From the Incident form, the agents would like to be able to identify which articles are visible to the callers. What feature would you use, to satisfy this requirement?

A. Internal/External Highlighting

B. Search as User

C. Show User Viewable

D. User Only View

**Answer(s): A**

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**11.** Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

A. Edit in Catalog Item Designer

B. Edit in Item Designer

C. Edit in Catalog Builder

D. Edit in Form Designer

**Answer(s): C**

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**12.** Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support. You have confirmed that:

The Network Support group record has the Group types: Incident and Change

The Network CAB group record has the Group type: Change

What could you do on the incident form, for the Assignment Group field, to resolve this issue?

A. Add a UI action to hide the Network CAB group from the list

B. Add a UI action to provide an error message if the Network CAB group is selected

C. Add Dictionary Override to specify the Incident group Reference Qualifier

D. Modify the choice list to include only the appropriate group types

**Answer(s): C**

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13. Which Agent workspace feature gives agents automatic search results that show possible solutions for records they open?

A. Chat Bot

B. Related Search Results

C. Knowledge Bases

D. Intelligent Agent

E. Agent Assist

**Answer(s): E**

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14. Which capability provides visibility to data joined between multiple tables?

A. Database Views

B. Metric Tables

C. Published Reports

D. Custom Tables

E. Breakdown Sources

**Answer(s): A**

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15. What tools are available to the assignee to help resolve an Incident? (Choose two.)

A. Knowledge Articles

B. Workarounds

C. CI Class Manager

D. Incident Overview Dashboard

E. Enterprise CMDB Dashboard

**Answer(s):** A B

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**16.** When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

A. New incident created from the message

B. New interaction is created from the message

C. Email is rejected and auto-reply sent to sender

D. New case is created from the message

**Answer(s):** A

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**17.** Under what circumstances, should you use the Communicate workaround Related Link on the Problem record?

A. The workaround is helpful information for the Callers on the Problem's related Incidents (open)

B. The workaround should be published to a knowledge article, visible from the portal

C. The workaround is helpful information for the members of the Problem's Assignment Group

D. The workaround is helpful information for the members of the Problem's Work notes list

**Answer(s):** D

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**18.** Which interface is designed for tier 1 IT agents who solve internal or external customer issues?

A. ITSM Dashboard

B. IT Service Management Workspace (Agent Workspace)

C. ITIL Homepage

D. Incident Overview

**Answer(s): B**

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**19.** When using Agent assist in the Agent workspace, what are examples of possible solutions can be automatically searched and displayed? (Choose five.)

A. Runbook Actions

B. Knowledge

C. SQL Queries

D. Problems

E. Changes

F. Cases

G. Incidents

**Answer(s): B D E F G**

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**20.** Which module is a useful starting point for a manager to view current state operational information for Incident management?

A. CMDB Health Dashboard

B. Incident > Overview



C. Manager Workspace

D. Critical Incidents Map

**Answer(s): B**

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