



# CIS-ITSM<sup>Q&As</sup>

Certified Implementation Specialist - IT Service Management

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### QUESTION 1

In Problem Management, when the State of a Problem changes to Closed/Resolved, what updates are made to the associated Incidents?

(Assume associated Incidents have a State of On Hold and On Hold Reason of Awaiting Problem.)

- A. The Work Notes field on each associated Incident is updated with details from the Problem Close Notes
- B. The State of each Incident is set to In Progress
- C. The State of each associated Incident is updated to ResolveResolution code is set to
- D. Solved (Permanently). Resolution notes are populated with details from the Problem Close Notes field
- E. No updates are made to associated Incidents. Service Desk agents must manually update all associated Incidents.

Correct Answer: D

The Resolve Incidents UI Action acts ONLY on related Incidents that are in a State of On Hold with an On Hold Reason of Awaiting Problem. When triggered, the UI Action will set all Incidents that meet these conditions to a State of Resolved and will set the Resolution code and Resolution notes. Updating the Problem record won't update the associated Incidents. The Resolve Incidents UI Action must be used to update the incidents.

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### QUESTION 2

Which of the following statements is true regarding attaching workflows to requests?

- A. A workflow can be attached to requests but it is not mandatory.
- B. One or more workflows can be attached to a request.
- C. A workflow must be attached to requests.
- D. It is not possible to attach workflows to requests.

Correct Answer: C

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### QUESTION 3

A developer needs to send Account records to an external system for backup purposes. The process must take a snapshot of Accounts as they are saved and then make a callout to a RESTful web service. The web service can only receive, at most, one record per call.

Which feature should be used to implement these requirements?

- A. @future
- B. Queueable
- C. Process Builder



D. Workflow

Correct Answer: C

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#### QUESTION 4

Which of the following properties is used to decide which knowledge base will be used to create known error articles for problems?

- A. knowledgebase.known\_error\_article
- B. problem.knowledge.known\_error\_article
- C. problem.knowledgebase.known\_error\_article
- D. problem.known\_error\_article

Correct Answer: C

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#### QUESTION 5

An Inbound Action processes an email received by ServiceNow to create or update a record in ServiceNow.

- A. True
- B. False

Correct Answer: A

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