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

## Certified Implementation Specialist - IT Service Management

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**QUESTION 1**

Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

1.

Default

2.

Major incidents

3.

Self Service

4.

Mobile

What are these UI layouts called in the Now Platform?

A. Form Layouts

B. Workspaces

C. Forms

D. Form Designs

E. Views

Correct Answer: E

**QUESTION 2**

Your customer has a catalog item for Request VPN. They would like to adjust the cart layout for only the VPN item, so the Quantity field is not displayed. How would you meet this requirement?

A. On the Cart Layout, Columns tab, unselect Quantity column

B. On the Catalog Item, Columns tab, unselect Quantity column

C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity Most Voted

D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity

E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Correct Answer: C

**QUESTION 3**

Which field from the configuration item will automatically populate in the Assignment group field of a problem record?

A. Change group

B. Support group

C. Managed

D. Approval group

Correct Answer: B

**QUESTION 4**

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

A. Processes

B. Flows

C. Procedures

D. Actions

E. Scripts

Correct Answer: B

**QUESTION 5**

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

A. The ability for end users to decline survey assignments

B. Number of survey reminder notifications

C. Trigger conditions

D. Anonymize responses

Correct Answer: CD

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