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

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Certified Implementation Specialist - IT Service Management

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**QUESTION 1**

What are the most common ways to create problems? (Choose two.)

A. Manually using the Problems related list on a change.

B. Using the Create Problem UI action on an incident.

C. Using the Create Problem Virtual Agent Conversation.

D. Manually using the Create New module.

E. Using a third-party integration.

Correct Answer: BD

**QUESTION 2**

A user with role catalog_editor can maintain catalog items but he/she CANNOT update catalog definitions.

A. True

B. False

Correct Answer: B

Users with role catalog_editor can maintain catalog items and also can update catalog definition.

**QUESTION 3**

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 4**

An environment has two Apex Triggers: an after-update trigger on Account and an after-update trigger on Contact. The Account after-update trigger fires whenever an Account\\'s address is updated, and it updates every associated Contact with that address. The Contact after-update trigger fires on every edit, and it updates every Campaign Member record related to the Contact with the Contact\\'s state.

Consider the following: A mass update of 200 Account records\\' addresses, where each Account has 50 Contacts.

Each Contact has 1 Campaign Member. This means there are 10,000 Contact records across the Accounts and 10,000 Campaign Member records across the contacts.

What will happen when the mass update occurs?

A. The mass update will fail, since the two triggers fire in the same context, thus exceeding the number of records processed by DML statements.

B. There will be no error, since each trigger fires within its own context and each trigger does not exceed the limit of the number of records processed by DML statements.

C. There will be no error, since the limit on the number of records processed by DML statements is 50,000.

D. The mass update of Account address will succeed, but the Contact address updates will fail due to exceeding number of records processed by DML statements.

Correct Answer: B

**QUESTION 5**

In Problem Management, which element must be edited to modify the field mappings when Knowledge Articles are generated from ACTIVE Problem records?

A. Post News or Post Knowledge UI Actions

B. Problem Create Knowledge Business Rule

C. Problem to Knowledge Transform Map

D. ProblemUtil Script Include

Correct Answer: B

https://[INSTANCE].service-now.com/nav_to.do?uri=sys_script.do?

sys_id=877c97b80a0a3c740147ca0a46126576 BR Name: "Problem Create Knowledge" BR Condition:

current.problem_state.changesTo(4) andand current.knowledge == true BR Script (snip):

function submitDirect() {

var kb = new GlideRecord("kb_knowledge");

kb.source = current.sys_id;

kb.short_description = current.short_description; kb.sys_domain = current.sys_domain; kb.text =

current.work_notes.getHTMLValue();

kb.workflow_state = \\'draft\\';

kb.kb_knowledge_base = gs.getProperty("glide.knowman.task_kb",

"dfc19531bf2021003f07e2c1ac0739ab");

kb.insert();