CIS-ITSM^{Q&As}

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QUESTION 1

An administrator has unchecked the "Enable content pack creation" checkbox after users had created content packs.

What is the impact of this change?

A. Users can modify the description and title of existing packs.

B. All existing content packs will be deleted.

C. Users can continue to edit the contents of existing packs.

D. The Clone and Customize button will continue to be available.

Correct Answer: A

QUESTION 2

Which of the following reports are available for incidents in the baseline instance? (Choose three.)

A. Closed Incidents

B. Incidents Open per Month

C. Critical Open Incidents

D. Incidents Open per Week

E. Incidents by Priority and State

Correct Answer: CDE

QUESTION 3

According to ServiceNow, ChangeRequestStateModel_standard script include is meant to be modified by customers.

A. True

B. False

Correct Answer: A

QUESTION 4

Which condition must be met to have a knowledge article display on the Knowledge Home Page in the Featured Content section?

A. The Feature field on the article must be set to true.

B. A record must be created in the Featured Content [kb_knowledge_keyword] table referencing the Article and a keyword of "featured_content."

C. A record must be created in the Featured Content [kb_knowledge_keyword] table referencing the Article and a keyword of "homepage."

D. The article must have a 4 star rating and be among the top 10 articles most frequently attached to Tasks.

Correct Answer: C

QUESTION 5

When can a user (who has no assigned roles in the system) close an incident?

A. When the user is the Caller and the incident\\'s State is Resolved.

B. When the user is the Caller or on the Watch list and the incident\\'s State is Resolved.

C. When the user is the Caller and the incident\\'s State is not already closed.

D. When the user is the Caller and the incident\\'s State is not already resolved.

Correct Answer: A