



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

Certified Implementation Specialist - IT Service Management

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### QUESTION 1

Which two types of data can a sales representative access from the Forecasts tab when using Collaborative Forecasts? (Choose two.)

- A. Forecast amount for each opportunity stage
- B. Forecast amount for each forecast category
- C. Opportunities that make up each forecast amount
- D. Forecast amount for other representatives on their team

Correct Answer: BC

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### QUESTION 2

How many classes extend the Base Configuration Item [item]?

- A. 1
- B. 2
- C. 3
- D. None of the listed answers

Correct Answer: D

There are more than 500 classes that extend the Base Configuration Item [item].

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### QUESTION 3

In Change Management, manually added Change Tasks allow the Change owner to maintain accountability for a Change Request while assigning the individual implementation steps to other groups or individuals.

- A. True
- B. False

Correct Answer: B

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### QUESTION 4

Which of the following tables extend the task table? (Choose four.)

- A. Requested Item [sc\_req\_item]
- B. Incident Task [incident\_task]



C. Incident [incident]

D. Change Request [change\_request]

E. Configuration Item [cmdb\_ci]

Correct Answer: ABCD

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#### QUESTION 5

In the baseline configuration, ONLY Emergency Changes require a PostImplementation Review (PIR).

A. True

B. False

Correct Answer: B

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