# Pass2Lead

https://Pass2Lead.com

# CIS-ITSM$^{Q\&As}$

## Certified Implementation Specialist - IT Service Management

## Pass ServiceNow CIS-ITSM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

**https://www.pass2lead.com/cis-itsm.html**

### 100% Passing Guarantee
### 100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow
Official Exam Center

**Instant Download** After Purchase

**100% Money Back** Guarantee

**365 Days** Free Update

**800,000+** Satisfied Customers

**QUESTION 1**

For an incident, which of the following are used when calculating the value of the Business Duration field?

A. Incident State Duration Metric

B. Incident Auto-close system property

C. Calendar duration

D. SLA Schedule

Correct Answer: D

**QUESTION 2**

Which table is the Knowledge article [kb_knowledge] table extended from?

A. Configuration Item [cmdb_ci]

B. No table - it is a Base Table

C. Task [task]

D. Knowledge Base [kb_knowledge_base]

Correct Answer: B

**QUESTION 3**

Which of the following statements is true regarding Group Type?

A. Every group can have zero or more types.

B. None of the listed answers.

C. Every group can have one or more types.

D. Every group can have one type.

Correct Answer: A

**QUESTION 4**

Which of the following are valid values in the "Action Type" field of the Inbound Email Action? (Choose two.)

A. Update Action

![Pass2Lead](https://Pass2Lead.com)
B. New Action

C. Reply Email

D. Forward Email

E. Record Action

Correct Answer: CE

There are 2 choices in Action Type field: Record Action and Reply Email.

**QUESTION 5**

In which situation would an order guide be used?

A. Administrators choose not to use Workflow

B. Administrators prefer user-friendly forms with questions and answers

C. Multiple items are typically ordered together

D. Items have a complex fulfillment process

Correct Answer: C

[CIS-ITSM VCE Dumps](https://www.pass2lead.com/cis-itsm.html)      [CIS-ITSM Study Guide](https://www.pass2lead.com/cis-itsm.html)      [CIS-ITSM Braindumps](https://www.pass2lead.com/cis-itsm.html)