



# QUESTION & ANSWER

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**Exam : CIS-FSM**

**Title : ServiceNow Certification  
Implementation Specialist –  
Field Service Management**

**Version : DEMO**

1. A regional bank servicing its Automated Teller Machines (ATMs) is an example of what type of field service?

- A. Reactive field service
- B. Internal field service
- C. External field service
- D. Predictive field service

**Answer: B**

2. What field service model is used for maintenance at regular intervals?

- A. Predictive
- B. Project
- C. Reactive
- D. Planned

**Answer: D**

3. What state must a work order request be in to set dependencies for work order tasks?

- A. Draft
- B. Approved
- C. Qualified
- D. Waiting Approval
- E. Awaiting Qualification

**Answer: E**

4. What do administrators use to create questionnaires for work orders and work order tasks?

- A. Process Automaton Designer
- B. Targeted Communication
- C. Survey Designer
- D. Assessment Designer

**Answer: C**

5. When can work order tasks be dispatched?

- A. Parts have been sourced
- B. Field agent is assigned
- C. Customer books an appointment
- D. Dispatch group is assigned

**Answer: B**