PASS QUESTION

PRACTICE QUESTIONS

EXAM PREPARATION GUIDE

Learn Smarter

Practice Effectively

Achieve Your Goals

https://www.passquestion.com

One Year of Content Updates Included

Exam : **CIS-ITSM**

Title : Certified Implementation Specialist - IT Service Management

Version : DEMO

1.Given the class structure shown below, which types of CIs will be included in a report run against the cmdb_ci_computer table?

- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware

A. Just CIs defined directly in cmdb_ci_computer
B. CIs defined directly in cmdb_ci_computer and all parent classes
C. CIs defined directly in cmdb_ci_computer and all child classes
Answer: C

2.Which field from the configuration item will automatically populate in the Assignment group field of an incident record?
A. Managed by
B. Support group
C. Approval group
D. Change group
Answer: B

3.Which of the following are defined for a given change model? (Choose three.)
A. Phase transitions
B. State model
C. State transition conditions
D. Phase model
E. State transitions
Answer: BCE

4.When is a change task for Post Implementation Review created for an unauthorized change?
A. When the change request moves to Close
B. When a change manager accepts the change
C. When the change request moves to a state of Review
D. When the change request moves to a state of Assess
Answer: C

5.Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?
A. Reports
B. CI Class Manager

C. Application Menus
D. Dependency View
Answer: B