



QUESTION & ANSWER

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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