ITSM CERTIFIED IMPLEMENTATION SPECIALIST (CIS) PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. How are Releases associated with Projects?

A. Project tasks and Release tasks are interchangeable

B. Projects can be part of one or more releases

C. Project features are components of a release

D. Projects need to be completed before releases can be defined

2. What are two benefits of problem management for incident management?

A. Solutions implemented reduce future incidents

B. Published workarounds help quickly resolve incidents

C. Problem investigations automatically triggered for multiple user incidents

D. Incident managers authorize problem investigations

3. What elements are automatically included in the update set name for items published via Catalog Builder? (Choose two.)

A. catalog(s)

B. item author

C. item name

D. timestamp

4. You have just upgraded your instance and have not migrated to multimodal change. Which page displays when creating a new change using default settings?

A. Change Interceptor

B. Change Form

C. Change Landing Page

D. Change Overview

5. How does the maximum number of unauthorized change records for a CI affect the Unauthorized Change module?

A. It limits the number of changes that can be made

B. It ensures all changes are recorded

C. It is configurable by the administrator

D. It is preset by the system

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6. What are key relationships between Change and Release Management?

A. Release management application is required to use Change management application

B. Change includes planning and approvals; Release includes building, testing and execution of changes

C. A Release can contain one or more Changes

D. Change management provides governance, which includes Release management

7. On a Change Approval Definition record, what does the 'wait for' condition signify?

A. Whether the change approval is sent to an individual user or a group

B. The state the change must be in before the approval notifications can be sent

C. The number or percentage of users from the approval group that must approve the change

D. The fields that must be populated before the approval can be requested

8. What happens when a user clicks the Communicate workaround UI action on the Problem form?

A. Workaround is written to the Comments field on any open Incident associated with the problem

B. Workaround is written to the Workaround field on any incident associated with the problem

C. Workaround is written to a draft Knowledge article

D. Workaround is written to the Work notes field on any open Incident associated with the problem

9. What module do you use to change the setting for the time between incident Resolution and Closure?

A. ITSM Properties

B. System Settings

C. Incident Settings

D. Incident Properties

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10. Incidents are stored in which of the following tables?

A. Incident [sn_task_incident]

B. Incident [incident]

C. Incident [task_incident]

D. Incident [sn_incident]

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Answers

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1. B
2. A
3. C
4. A
5. C
6. B
7. C
8. D
9. D
10. B

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Explanations

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1. How are Releases associated with Projects?

A. Project tasks and Release tasks are interchangeable

B. Projects can be part of one or more releases

C. Project features are components of a release

D. Projects need to be completed before releases can be defined

Releases and projects have a strategic relationship in the context of IT service management, particularly in the area of software development and deployment. The correct answer highlights that projects can be part of one or more releases. This relationship reflects the iterative nature of software development, where multiple projects may contribute to different features, enhancements, or fixes that are eventually packaged together in a release. In this context, a project may focus on developing certain features or addressing specific issues while also aligning with broader release objectives. This flexibility allows organizations to efficiently manage resources and timelines, ensuring that multiple initiatives can lead to cohesive and timely software releases. The other potential connections between projects and releases do not accurately capture this dynamic. For instance, saying that project tasks and release tasks are interchangeable oversimplifies the distinct nature of tasks inherent to each, as they typically have different goals and scopes. The idea that project features are components of a release does not fully encompass the possibility of multiple projects contributing features to a single release. Lastly, implying that projects need to be completed before releases can be defined suggests a linear progression that does not reflect the often concurrent and collaborative nature of project and release management in practice.

2. What are two benefits of problem management for incident management?

A. Solutions implemented reduce future incidents

B. Published workarounds help quickly resolve incidents

C. Problem investigations automatically triggered for multiple user incidents

D. Incident managers authorize problem investigations

One significant benefit of problem management for incident management is that solutions implemented through problem management processes lead to a reduction in the occurrence of future incidents. When root causes of incidents are identified and addressed, the likelihood of those incidents happening again decreases, thereby enhancing overall service stability and reliability. This proactive approach ensures that recurring issues are minimized, allowing incident management teams to focus on resolving new incidents rather than repeatedly addressing the same issues. Additionally, another benefit involves the usage of published workarounds. Though not the main focus of the chosen answer, workarounds developed from problem management provide quick resolutions for ongoing incidents. This is vital for maintaining service levels while a more permanent solution to the underlying problem is being developed. In contrast, the automatic triggering of problem investigations for multiple user incidents is an operational practice that helps streamline the process but does not directly relate to the effectiveness and proactive nature of problem management in relation to incident management. Lastly, while incident managers might be involved in authorizing problem investigations, this does not highlight a benefit of problem management itself; instead, it represents a procedural workflow that might vary based on organization structure.

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3. What elements are automatically included in the update set name for items published via Catalog Builder? (Choose two.)

A. catalog(s)

B. item author

C. item name

D. timestamp

The correct answer highlights that the item name is automatically included in the update set name when items are published via Catalog Builder. This is important because it allows for easy identification of the specific item associated with a given update set. When managing or reviewing update sets, having the item name included provides clarity and aids in keeping track of changes made to particular catalog items. The inclusion of the item name is beneficial for version control and helps prevent confusion when different items may undergo updates simultaneously. It becomes particularly useful in environments with numerous catalog items, as administrators can quickly discern which updates correspond to which items. The other elements, while relevant in the context of catalog management, do not automatically become part of the update set name generated during the publication process in Catalog Builder.

4. You have just upgraded your instance and have not migrated to multimodal change. Which page displays when creating a new change using default settings?

A. Change Interceptor

B. Change Form

C. Change Landing Page

D. Change Overview

When no migration to multimodal change has occurred after an upgrade, the Change Interceptor page is displayed by default when creating a new change using the default settings. This page serves as a preliminary step in the change management process, allowing users to assess the changes being proposed before fully diving into the specifics of the change itself. The Change Interceptor is designed to capture essential risk assessments and gather preliminary information that could help prevent potential issues. It prompts users to think critically about the change prior to formalizing it in the system, ensuring that all necessary information is captured right from the start. In contrast, the Change Form is typically used for detailed input after the initial assessments have been made, while the Change Landing Page is more of a dashboard that provides an overview of existing changes rather than a page for creating new changes. The Change Overview, similarly, is aimed at providing additional details about changes and their statuses rather than initiating a new change request. Thus, the Change Interceptor is the key interface when default settings apply immediately after an upgrade without transitioning to the multimodal change framework.

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5. How does the maximum number of unauthorized change records for a CI affect the Unauthorized Change module?

A. It limits the number of changes that can be made

B. It ensures all changes are recorded

C. It is configurable by the administrator

D. It is preset by the system

The maximum number of unauthorized change records for a Configuration Item (CI) plays a significant role in the operation of the Unauthorized Change module, particularly because it is configurable by the administrator. This configurability allows organizations to tailor the system's behavior regarding how many unauthorized changes they want to track. By allowing administrators to set this limit, the system can align with the specific operational needs and risk management strategies of the organization. For example, some organizations may want to keep a tighter rein on unauthorized changes due to regulatory compliance requirements, while others may choose a higher limit to accommodate a more dynamic environment. This flexibility is crucial for optimizing IT Service Management practices, as it enables organizations to define thresholds that best fit their context and control processes effectively. The other choices reflect functionalities that do not capture the essential nature of this limit. Limiting the number of changes that can be made does not accurately describe the purpose of tracking unauthorized changes, nor does ensuring all changes are recorded, which is a separate function. The idea that the maximum is preset by the system misrepresents the adaptability of the configuration options available to system administrators.

6. What are key relationships between Change and Release Management?

A. Release management application is required to use Change management application

B. Change includes planning and approvals; Release includes building, testing and execution of changes

C. A Release can contain one or more Changes

D. Change management provides governance, which includes Release management

The distinction between Change Management and Release Management is crucial for effective IT service management. The statement that highlights the roles of each process is accurate and reflects their interrelated functions. Change Management focuses on the planning, approval, and coordination critical to ensuring that changes to services or IT infrastructure are made with minimal risk and disruption. This involves assessing the potential impact of changes, obtaining necessary approvals, and ensuring clear communication among stakeholders. On the other hand, Release Management is concerned with the actual process of deploying these changes. This includes building the changes from the approved plans, rigorous testing to ensure that they will function as intended, and executing the rollout in a controlled manner. Essentially, Release Management takes the approved changes and puts them into production. Together, these processes ensure a seamless transition from planning to execution, maintaining service stability while introducing improvements. The correct answer effectively captures this division of responsibilities and highlights how they complement each other in the ITSM framework.

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7. On a Change Approval Definition record, what does the 'wait for' condition signify?

A. Whether the change approval is sent to an individual user or a group

B. The state the change must be in before the approval notifications can be sent

C. The number or percentage of users from the approval group that must approve the change

D. The fields that must be populated before the approval can be requested

The 'wait for' condition on a Change Approval Definition record is crucial as it defines the criteria that must be met before an approval can be processed. Specifically, it refers to the threshold of approval that must be achieved from the designated approval group. This means that the condition specifies either a number or a percentage of approvers who must agree to the change before it can proceed. Ensuring that a certain level of consensus is achieved before moving forward with the change enhances decision-making and mitigates risks associated with changes. The other options pertain to different aspects of the approval process, such as the audience of the approval notifications or the prerequisites for sending out such notifications. However, they do not capture the essence of the 'wait for' condition, which is distinctly about the requirement for a specific level of approval to ensure that the change aligns with organizational standards and governance.

8. What happens when a user clicks the Communicate workaround UI action on the Problem form?

A. Workaround is written to the Comments field on any open Incident associated with the problem

B. Workaround is written to the Workaround field on any incident associated with the problem

C. Workaround is written to a draft Knowledge article

D. Workaround is written to the Work notes field on any open Incident associated with the problem

When a user clicks the Communicate workaround UI action on the Problem form, the functionality is designed to enhance incident management by ensuring that relevant information about workarounds is communicated effectively. In this case, the workaround detail is specifically recorded in the Work notes field on any open incidents that are tied to the problem record. The Work notes field serves as a dedicated space for documenting internal communications regarding the status or solutions for incidents. By placing the workaround information in this field, it allows IT staff or support personnel to quickly access the latest updates without cluttering other fields that might be more public-facing or end-user oriented. This practice ensures that teams can respond more efficiently to incidents related to a particular problem, leading to improved resolution times and better service management overall. In contrast, other options involve documenting the workaround in different fields that may not serve the same purpose, such as the Comments field or the Workaround field, which could lead to confusion or improper documentation. Additionally, creating a draft Knowledge article, while beneficial for long-term documentation, does not provide the immediate resolution context needed for open incidents.

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9. What module do you use to change the setting for the time between incident Resolution and Closure?

A. ITSM Properties

B. System Settings

C. Incident Settings

D. Incident Properties

The module used to change the setting for the time between incident Resolution and Closure is the Incident Properties module. This module specifically deals with the configurations related to incidents, including the parameters that define how incidents are resolved and closed. Adjusting the time frame for closure after resolution ensures that service level agreements (SLAs) are adhered to and helps maintain consistency in incident management practices. The Incident Properties module allows for fine-tuning aspects such as escalation timelines, notifications, and closure logic, providing a targeted approach for managing incident lifecycle events. While other modules such as ITSM Properties and System Settings may contain broader configurations relevant to the IT service management environment or system-wide settings, they do not focus specifically on the nuances of incident management. Incident Settings may also seem relevant but is typically associated with global settings rather than the specific configurations that pertain to the timeframes between resolution and closure. Therefore, the Incident Properties module is the correct choice for making the desired changes.

10. Incidents are stored in which of the following tables?

A. Incident [sn_task_incident]

B. Incident [incident]

C. Incident [task_incident]

D. Incident [sn_incident]

The table where incidents are stored is the one specifically designated for incident records, which is the incident table. This table is fundamental to ITSM frameworks implemented in platforms like ServiceNow. It encapsulates all relevant information about each incident, including fields for classification, status, urgency, and assignment. Choosing the incident table indicates an understanding that there is a distinct and dedicated structure for managing incidents within the ITSM application. This structure facilitates tracking and managing issues systematically, ensuring that all incident-related data is centralized and easily accessible for reporting and analysis. The other tables mentioned might relate to various task or functionality contexts but are not the main repository for incidents, which is why they would not be used to store incident records directly.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://itsmcis.examzify.com

We wish you the very best on your exam journey. You've got this!

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