

REMEMBER THESE

- **Incident** restores service now. **Problem** finds root cause. **Change** controls risk when modifying the live environment.
- Task table is the parent for Incident, Problem, Change, and many request tasks.
- Work notes are usually internal; additional comments are often requester-visible.
- Catalog items collect variables; fulfillment creates tasks/approvals/flows — not just a ticket title.
- CMDB/CSDM data supports impact, assignment, and change planning. CIS-DF is a prerequisite for a reason.
- Configure in non-prod, test with real roles, then promote. Know OOB lifecycle states before customizing.
- Major Incident is for high-impact coordination — not every P1 automatically equals MIM process maturity.

1 INCIDENT ARCHITECTURE & SCOPING DOMAIN 1

Topic	Must know
Purpose	Restore normal service operation as quickly as possible.
Core tables	Incident extends Task; related SLAs, knowledge, CIs, callers/users.
Channels	Agent Workspace/UI, portal/Employee Center, email, integrations, Virtual Agent.
Scoping	Define categories, assignment groups, priorities, notifications, and integrations early.
Requirements	Capture intake, triage, escalation, communication, and closure rules before heavy config.

IMPLEMENTATION TIP
Start from OOB Incident process, map customer gaps, then configure states, UI policies, assignments, and notifications — avoid rewriting the whole lifecycle on day one.

2 INCIDENT LIFECYCLE CONFIGURATION DOMAIN 1

Area	Must know
States	New → In Progress → On Hold → Resolved → Closed (and canceled variants as configured).
Priority	Impact + Urgency matrix drives priority and often SLA targets.
Assignment	Assignment group / Assigned to; routing via rules, workflows, or workspace.
SLAs	Response/resolution timers; pause conditions matter (On Hold reasons).
Resolution	Resolution code/notes; caller confirmation patterns; auto-close options.

Impact Urgency Priority SLA On Hold

Config tip: Every custom state/transition needs a business reason, reporting impact, and notification review.

3 INCIDENT OPERATIONS & MAJOR INCIDENT DOMAIN 1

- Link CIs/services to explain impact and support major-incident decisions.
- Use knowledge for known errors/workarounds; promote good resolutions into articles.
- Child incidents / related records help coordinate widespread outages.
- **Major Incident Management** adds communication, war-room style coordination, and stakeholder updates.
- Agent Workspace experiences are common for high-volume incident work.

FAST CONTRAST
A high-priority incident needs fast restore. A major incident needs coordinated response and communications across teams/stakeholders.

Recurring incidents with the same cause should spawn or link to a **Problem** — do not keep "resolving" symptoms forever.

4 PROBLEM ARCHITECTURE & SCOPING DOMAIN 2

Topic	Must know
Purpose	Identify root cause, reduce recurrence, and document known errors/workarounds.
Inputs	Recurring incidents, major incidents, trend analysis, proactive detection.
Outputs	Root cause, workaround, known error, related changes/fixes.
Scoping	Who owns problems, how incidents link, when known errors are published.
Architecture	Problem extends Task; relates to Incidents, Changes, Knowledge, CIs.

Exam tip: Problem is not a parking lot for unresolved incidents. It is a structured investigation record with a lifecycle.

5 PROBLEM LIFECYCLE CONFIGURATION DOMAIN 2

Stage focus	What happens
New / Assess	Validate it is a true problem; prioritize and assign.
Root Cause Analysis	Investigate cause; capture analysis notes and related evidence.
Known Error	Document cause + workaround for faster incident handling.
Fix in Progress	Often tied to Change for permanent remediation.
Resolved / Closed	Confirm fix effectiveness; close related communications/knowledge updates.

- Workaround Known Error RCA Related Incidents
- Communicate workarounds back to Incident teams quickly.
 - Do not close problems that still need a permanent fix without a clear next action.

6 CHANGE ARCHITECTURE & MODELS DOMAIN 3

Topic	Must know
Purpose	Control risk while delivering improvements and fixes to production.
Change types	Normal, Standard (pre-approved), Emergency — different risk/approval paths.
Change models	Define states, transitions, UI, and process behavior per change pattern.
Risk / impact	Assessments drive approvals, CAB attention, and scheduling decisions.
CIs / services	Affected CIs and services are critical for conflict and impact analysis.

STANDARD VS NORMAL
Standard = low-risk, pre-authorized, repeatable. **Normal** = assessed and approved through the defined path. **Emergency** = accelerated for urgent fixes with post-review.

7 CHANGE CONFIGURATION & CAB DOMAIN 3

Config area	Must know
Lifecycle states	New → Assess → Authorize → Scheduled → Implement → Review → Closed (model-dependent).
Approvals	Group/user approvals; CAB approval for higher-risk changes.
CAB workbench	Agenda, scheduling, and decision support for change advisory activities.
Conflict detection	Overlapping changes on same CIs/blackout windows.
Success / backout	Implementation plans, backout plans, and post-implementation review.

Config tip: Change success depends on CMDB quality, clear models, and disciplined scheduling — not just more approval checkboxes.

8 CHANGE OPERATIONS & INTEGRATIONS DOMAIN 3

- Link Incidents/Problems to Changes for auditability of fixes.
- Use maintenance/blackout schedules to protect critical periods.
- Unauthorized or poorly documented changes are a top exam/process risk theme.
- Integrate with DevOps/release tools carefully — ServiceNow remains the control record.
- Measure change success rate, lead time, and caused incidents.

FAST CONTRAST
Emergency change speeds authorization for urgent risk. It does not mean "skip documentation and review forever."

CAB Blackout Conflict PIR

9 SERVICE PORTFOLIO MANAGEMENT DOMAIN 4

Concept	Must know
Service portfolio	Full set of services across lifecycle stages (pipeline, catalog, retired).
Service catalog (SPM sense)	Live/offerable services available to customers/users.
Business / technical services	Align offerings to CSDM service ideas and ownership.
Value	SPM connects strategy and demand to what IT actually offers and retires.

Exam tip: SPM is smaller by weight, but know portfolio vs request catalog: portfolio = service strategy/lifecycle; Service Catalog module = ordering experience for items/requests.

- Owners, status, and service definitions must stay current.
- Retired services should not remain orderable or heavily supported by accident.

10 CATALOG & REQUEST ARCHITECTURE DOMAIN 5

Component	Must know
Catalog	Container of categories and items users can request.
Catalog Item	Orderable offering with variables, pricing/workflow as configured.
Record Producer	Creates a target record (often Incident/request-related) from catalog UI.
Order Guide	Bundles multiple items into one guided request experience.
Request / Requested Item / Catalog Task	REQ → RITM → SCTASK fulfillment chain.

SCOPING QUESTIONS
Who can see/order? What variables are required? What approvals/tasks are created? What is the fulfilled outcome?

REQ RITM SCTASK Variables

11 REQUEST CONFIGURATION & INTEGRATIONS DOMAIN 5

- Configure item UI policies/client scripts for variable behavior.
- User criteria control catalog visibility by user/role/location/etc.
- Fulfillment via Flow Designer / Workflow Studio is the modern default path.
- Employee Center / Service Portal are common request storefronts.
- Integrations: HR, procurement, software/hardware fulfillment, external ticketing.
- Keep variables and fulfillment tasks aligned — unused variables create bad data.

FAST CONTRAST
Incident = break/fix. **Request** = service offering fulfillment. Misrouting requests into Incident skews metrics and ownership.

Test ordering as an end user, then fulfill as the assignment group — both sides must work.

12 CMDB FOR ITSM + EXAM TRAPS DOMAIN 6

ITSM use of CMDB	Why it matters
Affected CI / service	Impact analysis for Incident/Major Incident.
Change CIs	Conflict detection, risk, and stakeholder identification.
CSDM alignment	Standard service/CI relationships improve reporting and ownership.
Data quality	Bad CMDB data creates wrong assignments and risky changes.

TROUBLESHOOTING / EXAM TRAPS	
Symptom	Likely issue / fix
Incidents never leave New	Assignment/notification gaps or UI/state misconfig.
SLA keeps running on hold	Pause conditions not aligned to On Hold reason.
Problems unused	No intake criteria from recurring incidents; process not socialized.
Changes collide	Missing CI association or conflict/blackout setup.
Requests stuck	Flow/approval/task assignment broken; variables incomplete.
Wrong team gets work	Routing rules vs CMDB service ownership mismatch.