

Question: 1

On a service catalog item, a customer has a requirement that the start_date is before the end_date. Which approach is recommended to satisfy this requirement?

- A. Create a Validation Script and associate it to the item
- B. Create a Catalog Client UI Policy that triggers on Load of the Item
- C. Create a Catalog Client Script that triggers on Submit of the Item
- D. Create a Business Rule that runs on Insert or Update of the Item

Answer: C

Question: 2

During which phase of the change management lifecycle are the following activities performed?

- Record the planned schedule for when the change will take place
- Perform risk assessment and evaluate risk
- Describe relevant implementation plan, test plan and backout plan

- A. Implementation
- B. Creation and Scoping
- C. Approval
- D. Closure

Answer: A

Question: 3

The change management lifecycle steps, in order, include:

- A. Creation and Scoping > Approval > Control > Closure
- B. Creation and Scoping > Implementation > Review > Closure
- C. Creation and Scoping > Approval > Implementation > Resolution > Closure
- D. Creation and Scoping > Approval > Implementation > Closure

Answer: D

Question: 4

When creating a variable to identify a location for a catalog item to be delivered, the most likely variable type to choose would be _____.

- A. Select Box
- B. Single Line of Text
- C. Reference
- D. Break

Answer: B

Question: 5

What are the primary record types in configuration management?

- A. Asset Item (AI) and Relationship Type
- B. Asset Item (AI) and Configuration Item (CI)
- C. Business Service and Configuration Item (CI)
- D. Relationship Type and Configuration Item (CI)

Answer: D

Question: 6

Which role is required to delete an incident?

- A. admin
- B. incident_manager
- C. itil_admin
- D. itil

Answer: A

Question: 7

Which field on the incident table automatically tracks the TOTAL elapsed time between when an incident is created until the time it is resolved?

- A. Duration [calendar_duration]
- B. Business Duration [business_duration]
- C. Business Resolve Time [business_stc]
- D. Resolve Time [calendar_stc]

Answer: A

Question: 8

In incident management, which of the following states are considered active?

- A. New, In Progress, On Hold
- B. New, In Progress, On Hold, Resolved, Closed, Canceled
- C. New, In Progress, Resolved
- D. New, In Progress, On Hold, Resolved

Answer: D

Question: 9

Which of the following statements is true when an incident has several child incidents?

- A. Updates to State, Comments, Work Notes, and Resolution Code are reflected in child incidents.
- B. All updates to parent incident are reflected in child incidents.
- C. No updates are synchronized between parent and child incidents.
- D. All updates to child incidents are reflected in the parent incident.

Answer: A

Question: 10

In knowledge management, which conditions must be met before users can import Word documents?

- A. The knowledge base must have the Enable Article Import field set to true.
- B. The user must meet the conditions in the Can Contribute User Criteria for at least one knowledge base OR have the knowledge or knowledge_admin role.
- C. The user must have one of the roles specified in the Knowledge system property "List of roles (comma-separated) that can import Knowledge Articles".
- D. The user must have the knowledge or knowledge_admin role.

Answer: B

Question: 11

In Knowledge Management, where can user criteria NOT be used?

- A. Can Contribute related list on the knowledge base
- B. Can Read field on the knowledge article
- C. Can Read related list on the knowledge base
- D. Cannot Read held on the knowledge article
- E. Roles field on the knowledge article

Answer: E

Question: 12

Which statement is NOT true about reporting on catalog item variables?

- A. The Variables column can be added to list reports if variables are available for the selected table/data source.
- B. Reports can be stacked by variables from a selected catalog item.
- C. Database views are required to report on catalog item variables.
- D. Reports can be grouped by variables from a selected catalog item.

Answer: C

Question: 13

In Problem Management, which role is required to delete a problem record?

- A. itil
- B. problem_coordinator
- C. nobody
- D. problem_admin

Answer: D

Question: 14

Which type of record may be used to initiate the process to deploy a fix to an incident?

- A. Incident Resolution
- B. Change Request
- C. Problem
- D. Service Request

Answer: B

Question: 15

Which of the following describes the purpose of User Criteria when used in the Service Catalog application?

- A. Pre-fill user preferences on Catalog order forms
- B. Replace Access Controls to provide security to Requests
- C. Determine who can see Categories and Items
- D. Determine who can see Catalogs and Items

Answer: C