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QUESTION 1

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates? (Choose two.)

A. Manage Milestones

B. Customize Entitlements

C. Manage Entitlements

D. Customize Application

Correct Answer: CD

QUESTION 2

Which of the following record types would you use in order to set up a new hired employee?

A. Record Producer

B. Order Guide

C. Content Item

D. Catalog Item

Correct Answer: B

Because setting up a new hired employee involves serveral requests like getting a laptop, installing software, ...etc and Order Guide should be used to combine several requests.

QUESTION 3

Which of the following roles can update change type?

A. itil_admin

B. itil

C. None of the listed answers

D. change_manager

Correct Answer: C

Once a change is created, it is not possible to change the change type.

QUESTION 4

Which of the following is NOT a valid On Hold reason?

A. Awaiting Caller

B. Awaiting Info

C. Awaiting Vendor

D. Awaiting Change

Correct Answer: B

QUESTION 5

What record type(s) can be created from an interaction through Agent Workspace? Select 3 Answers from the below options

A. Service Catalog Request

B. Emergency Change

C. Standard Change

D. Problem E. Incident

Correct Answer: CDE

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