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QUESTION 1

If you modify base instance process, it will be skipped during upgrades.

- A. True
- B. False

Correct Answer: A

QUESTION 2

Which of the following actions on the incident table require the itil_admin role?

- A. Delete incident
- B. Update incident
- C. Close incident
- D. Archive incident

Correct Answer: A

QUESTION 3

A custom Visualforce controller calls the ApexPages.addMessage() method, but no messages are rendering on the page.

Which component should be added to the Visualforce page to display the message?

- A.
- B.
- C.
- D.

Correct Answer: D

QUESTION 4

Which of the following statements is true regarding operations that can be performed by nobody?

- A. Nobody can perform these operations even the admin.
- B. Nobody can perform these operations except the admin and anyone specified by the admin.

C. Nobody can perform these operations except the admin and the knowledge admin.

D. Nobody can perform these operations except the admin.

Correct Answer: A

QUESTION 5

Default Variables Editor is used to edit catalog items.

A. True

B. False

Correct Answer: B

Default Variables Editor is used for record producer. Catalog items and catalog tasks use VEditor.

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