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QUESTION 1

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue
- D. A Dictionary Override sets field properties in extended tables

Correct Answer: D

QUESTION 2

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Correct Answer: A

QUESTION 3

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Correct Answer: C

QUESTION 4

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

Correct Answer: A

QUESTION 5

Which group of permissions is used to control Application and Module access?

A. Access Control Rules

B. UI Policies

C. Roles

D. Assignment Rules

Correct Answer: C

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