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QUESTION 1

Which of the following is a potential benefit of implementing incident management?

- A. Reduction in the number of duplicate configuration items
- B. Reduction in the time to fulfill requests
- C. Reduction in the number of incidents caused by changes
- D. Reduction in the time services are unavailable

Correct Answer: D

QUESTION 2

What is the module that is used to navigate to CI Relationships?

- A. CMDB > CI Relationships
- B. Configuration > CI Relationships
- C. Configuration > Relationships
- D. None of the listed answers

Correct Answer: D

There is no table that links to the CI Relationship data. You can access the table directly by typing "cmdb_rel_ci.list" in the filter navigator.

QUESTION 3

Which of the following defines the approvals that should be applied to a change request?

- A. Change approval policy
- B. Change approval business rules
- C. Change approval script includes
- D. Change approval UI actions

Correct Answer: A

QUESTION 4

How many classes extend the Base Configuration Item [item]?

- A. 1
- B. 2
- C. 3
- D. None of the listed answers

Correct Answer: D

There are more than 500 classes that extend the Base Configuration Item [item].

QUESTION 5

What is the module name that is used to access configuration base items?

- A. Configuration Items > Base Items
- B. Configuration > Base Items
- C. CMDB > Base Items
- D. Base Items > Configuration

Correct Answer: B

QUESTION 6

Itil users don't have permission to move problems through their life cycles.

- A. True
- B. False

Correct Answer: A

QUESTION 7

ServiceNow is very flexible platform. Therefore, it is encouraged to customize ITSM processes to match any requirements from the customer.

- A. True
- B. False

Correct Answer: B

Technical staff should keep quality attributes in mind when considering stakeholder desires and requirements.

QUESTION 8

Leveraging this feature with Walk-Up Experience can eliminate the need for users to manually look up their name or email to join a walk-up queue.

- A. Employee Tag Reader (com.snc.tag_reader)
- B. User Badge Integration (com.snc.user_badge)
- C. Employee Scan Integration (com.snc.emp_scan)
- D. In Badge Reader Integration (com.snc.badge_reader)

Correct Answer: D

QUESTION 9

A developer wants to call an Apex Server-side Controller from a Lightning Aura Component.

What are two limitations to the data being returned by the Controller? (Choose two.)

- A. A custom Apex Class can be returned, but only the values of public instance properties and methods annotated with @AuraEnabled are serialized and returned.
- B. Lists of Custom Apex Classes cannot be returned by Apex Controllers called by Lightning Aura Components.
- C. Basic data types are supported, but defaults, such as maximum size for a number, are defined by the objects that they map to.
- D. Only Basic data types and sObjects are supported as return types for Apex Controllers called by Lightning Aura Components.

Correct Answer: AC

QUESTION 10

Guided Setup provides step-by-step instructions for loading Foundational Data, which includes _____.

- A. Users, Roles, SLAs
- B. Companies, Users, Groups, Roles, Departments, Locations, and Catalog Items
- C. Companies, Users, Groups, Roles, Departments, Locations
- D. Groups, Group Members, Priorities

Correct Answer: C

QUESTION 11

In the baseline platform configuration, the Post News Related Link on a Problem Record will generate Knowledge Article

that includes information mapped from the Problem Record.

What will be the Workflow state of the new Article?

- A. Draft
- B. Review
- C. Published
- D. New

Correct Answer: A

QUESTION 12

On an Incident form, Category and Subcategory fields include a drop-down list of potential field values to allow users to categorize incidents. Which table stores the list of potential field values displayed in these two fields?

- A. Category [category] table and the Subcategory [subcategory]
- B. Variable Category [item_option_category]
- C. Choice [sys_choice]
- D. Incident [incident]

Correct Answer: C

QUESTION 13

You can create a standard change from an incident by clicking on the "Create Standard Change" UI Action in an incident form.

- A. True
- B. False

Correct Answer: A

QUESTION 14

An administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile.

Which two approaches could be used to meet this request? (Choose two.)

- A. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object.
- B. Change the access levels in the marketing user standard profile to read, create and edit for the product object.

- C. Create a permission set with read and write access for the product object and assign it to the marketing users.
- D. Create a permission set with read, create and edit access for the product object and assign it to the marketing users.

Correct Answer: AD

QUESTION 15

Which type of records use the default Variables Editor (formatter) to display Catalog Item Variables on a form?

- A. Requested Item records, Catalog Task record, and all Tasks created by Record Producers
- B. Any type of record created from Record Producers
- C. Tasks created from Record Producers, Requests, Requested Items
- D. Requested Item records, Catalog Task records, and Request records

Correct Answer: B

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