

1) When does a state of on Hold pause an SLA?

- A) Always
- B) Depends on the SLA conditions
- C) Never

Ans) B

2) Which two fields are used to calculate priority of an incident?

- A) Severity and Urgency
- B) Impact and Urgency
- C) Business Criticality and Urgency
- D) VIP and impact

Ans) B

3) How are Additional Comments and Work Notes intended to be used in notifications?

- A) Additional Comments – communicate with IT staff, Work Notes- communicate with end users
- B) Additional Comments – communicate with end users, Work Notes- communicate with IT staff
- C) Additional Comments – communicate with IT staff and end users, Work Notes- system generated log of updates
- D) ServiceNow merely offers both so customers may choose whether to use one, both, or neither

Ans) B

4) Change tasks can manually be added in the following states

Choose 3 answers

- A) Implement
- B) Authorize
- C) Closed
- D) Cancelled
- E) Assess

Ans) A,B,E

5) When an end user submits an incident using the self service interface or service portal , related search results automatically display search results from knowledge bases and service catalogs. What are the related search results a form of?

- A) Agent intervention
- B) Incident deflection
- C) Service marketing
- D) Incident avoidance

Ans) B

6) Which table is the Incident[incident] table extended from?

- A) CMDB [cmdb]
- B) Application File [sys_metadata]
- C) Task [task]
- D) Incident Task [incident_task]

Ans) C

- 7) In the baseline platform configuration, which incident management function is limited to users with roles of either itil_admin or admin?
- A) Close incident
 - B) Archive incident
 - C) Reopen incident
 - D) Delete incident

Ans) D

- 8) In incident management, to impose pre-requisites or limits for moving one state to another, where should the new logic be added?
- A) UI Actions
 - B) IncidentState Script Include
 - C) Access Controls
 - D) IncidentStateSNC Script Include

Ans) B

- 9) Which mechanism is used to set the number of days after resolved incidents are automatically closed?
- A) Script Include
 - B) Workflow
 - C) System Property
 - D) Business Rule

Ans) C

- 10) Which of the following is NOT included in the incident management lifecycle?
- A) Resolution and Closure
 - B) Investigation and diagnosis
 - C) Approval and fulfilment
 - D) Creation and Classification

Ans) C

- 11) In the baseline instance configuration for incident management, when impact = 3-low and Urgency = 3-low, the priority will be set to 5- planning.

The customer requirement is to set the priority to 4-low given these impact and urgency settings

Where should this be changed in the platform?

- A) Priority calculation business rule
- B) Priority data lookups table
- C) System property
- D) Client script

Ans) B

- 12) 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 Resolve time [business_stc]
 - C) Resolve time [calendar_stc]
 - D) Business Duration [business_duration]

Ans) A

- 13) 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, Cancelled
 - C) New, In progress, On Hold, Resolved
 - D) New, In progress, Resolved

Ans) C

- 14) In the baseline platform configuration, an end user with no assigned roles can read an incident when they are?
- A) Opened by or the configuration item's business owner
 - B) Caller or the caller's delegate
 - C) Caller, opened by or on the watch list
 - D) Caller, opened by or on the work notes list

Ans) C

- 15) In the default SLA workflow, when is the first notification sent?
- A) 50% of the SLA duration
 - B) 25% of the SLA duration
 - C) 100% of the SLA duration
 - D) 75% of the SLA duration

Ans) A

- 16) Which of the following ITIL terms refers to the cause of one or more incidents that is typically unknown at the time of an detection?
- A) Problem
 - B) Issue
 - C) Unknown Error
 - D) Configuration item

Ans) A

- 17) Which of the following is the goal of problem management?
- A) Detect and correlate operational alerts or communications generated by infrastructure items to manage operations and prevent problems in the environment.
 - B) Restore normal service operation as quickly as possible and minimize the adverse impact of incidents on business operations ,thus ensuring that the best possible levels of service quality and availability are maintained

- C) Prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize impact of incidents that cannot be prevented.
- D) Manage improvement to IT processes and services in order to increase efficiency, effectiveness, cost-effectiveness

Ans) C

- 18) Which of these are included in problem management investigation and diagnosis activities?
- A) Obtaining problem manager approval
 - B) Conducting a root cause analysis
 - C) Implementing a change request
 - D) Prioritizing and categorizing the problem

Ans) B

- 19) In problem management, when using the communicate workaround related link, which of the following conditions must be met for the workaround to be communicated?

Choose 2 answers

- A) Problem is in a state of fix in progress
- B) Problem is marked as a duplicate
- C) The workaround field must be populated
- D) Incident is in a state of on hold with an on Hold reason of awaiting problem
- E) Incident is associated with the problem record

Ans) D, E

- 20) Under which circumstances is it appropriate to accept the risk of a problem?
- A) The permanent fix is too costly and the documented workaround is sufficient
 - B) A vendor is actively investigating the problem
 - C) A change request is pending implementation
 - D) The permanent fix will be implemented in a future patch or release

Ans) A

- 21) In problem management, when using the communicate fix related link, which of the following conditions must be met for the fix to be communicated?

Choose 3 answers

- A) The fix notes field is populated
- B) Problem is in a state of fix in progress
- C) Problem has an associated change request
- D) Incident is associated with problem record
- E) Incident is in a state of on hold with an on hold reason of awaiting problem

Ans) A,D,E

- 22) Where are pre-requisites or limitations defined for a problem record to move from one state to another?

- A) ProblemTaskStateUtils
- B) Problem task UI action
- C) Problem State UI action
- D) ProblemStateUtils

Ans) D

23) What is required to upgrade the base problem management application to the current version of the problem management application in an existing servicenow instance?

- A) No manual action required
- B) Problem upgrade 2.0 script
- C) Problem management guided setup
- D) Problem management migration utility

Ans) D

24) Which of the following fields are copied to a problem record when leveraging the create problem UI action from an incident record?

Choose 3 answers

- A) Contact type
- B) Category
- C) Description
- D) Assignment group
- E) Incident number

Ans) B,C,E

25) In the baseline platform configurations, who can create change requests?

- A) Users with the itil role or change-specific roles
- B) Anyone, even those not registered/ logged in
- C) Any logged in user
- D) Only members of the CAB

Ans) A

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

- 1) Record the planned schedule for when the change will take place
- 2) Perform risk assessment and evaluate risk
- 3) Describe relevant implementation plan, test plan and backout plan
- A) Implementation
- B) Creation and scoping
- C) Approval
- D) Closure

Ans) B

27) In the baseline platform configuration, if a change approver rejects an approval for a normal change, what will the state of the change be set to?

- A) Assess

- B) Closed incomplete
- C) New
- D) Rejected

Ans) C

- 28) At what points in the change request lifecycle are the actual start and actual end date fields populated on a change request?
- A) When the change state moves to implement (Actual start) and the when change state moves to closed (actual end)
 - B) When the first implementation task is updated (Actual start) and the when the final implementation is closed (actual end)
 - C) When the change state moves to scheduled (Actual start) and the when change state moves to Review (actual end)
 - D) When the change state moves to implement (Actual start) and the when change state moves to Review (actual end)

Ans) D

- 29) What is the minimum role required for a user to create an Emergency change?
- A) Cab_manager
 - B) Itil
 - C) Itil_admin
 - D) Change_manager

Ans) B

- 30) Which of the following statements are correct for standard changes?

Choose 2 answers

- A) Standard change procedures must be stored in the knowledge base
- B) Standard changes can be automated
- C) Standard change do not have change tasks
- D) Standard changes are typically low risk and have detailed procedures

Ans) B,D

- 31) In the baseline platform configuration of change management, which of the following are controlled by the change request- normal workflow?
- A) Approvals, conflict checking, change task generation
 - B) CAB approvals, conflict checking, notifications
 - C) Approvals, notifications, rollback
 - D) Risk assessment, change task generation, approvals

Ans) C

- 32) What determines which workflow is attached to a change request in the baseline platform configuration?
- A) The workflow conditions matching the type value on the change request record
 - B) The workflow field on the change request record
 - C) System properties
 - D) The workflow defined on the change type record

Ans) A

33) In the baseline configuration of change management, which fields and records are included when the copy change UI action is used to copy a change request?

- A) Backout plan, category, change type, attachments, work notes
- B) Configuration item, change tasks, risk, backout plan, category
- C) Configuration item, change tasks, approvals, risk, attachments
- D) Change tasks, impact, attachments, planned start date, risk

Ans) B

34) Which of the following is NOT a typical method to propose a new standard change?

- A) In the standard change proposals Table, click 'New' and submit the record
- B) In the standard change catalog, under template management, select a new standard change template
- C) Right click on an existing change and select propose a standard change template
- D) Toggle the template bar on an existing change and click +to add a new template

Ans) D

35) Which table is the standard change template [std_change_record_producer] table extended from?

- A) Template [sys_template]
- B) Change request [change_request]
- C) Task [task]
- D) Record Producer [sc_cat_item_producer]

Ans) D

36) servicenow discovery has been integrated with change management, for customers who have discovery they may manually/automatically trigger discovery as part of their change management process for the following types of CIs:

- A) servers
- B) network devices
- C) any CI with an IP Address
- D) computers/workstations

Ans) C

37) change management uses the workflow engine by default to

choose 3 answers

- A) manage SLAs
- B) close related tasks
- C) generate change tasks
- D) manage approvals
- E) send notifications

Ans) D E

38) change tasks can manually be added in the following states

choose 3 answers

- A) implement
- B) authorize
- C) closed
- D) cancelled
- E) assess

Ans) A,B,E

39) which of the following work items can be associated to the release when the release management v2, agile development 2.0, and project portfolio management are activated?

Choose 4 answers

- A) events
- B) content items
- C) enhancements
- D) defects
- E) scrum epics
- F) scrum stories
- G) catalog tasks

Ans) E,F,C,D

40) which of the following represents how knowledge management article publishing is managed?

- A) Publish and retire workflows are set in the knowledge management system properties
- B) Each knowledge base follows its own publish and retire workflow
- C) Each knowledge article follows its own publish and retire workflow
- D) Any article submitted is automatically published

Ans) B

41) Which table is the knowledge article [kb_knowledge] table extended from?

- A) Task [task]
- B) No table – it is a base table
- C) Knowledge base [kb_knowledge_base]
- D) Configuration item [cmdb_ci]

Ans) B

42) Which statement is NOT true about XML exports of knowledge articles?

- A) The sys_ids of the articles will remain the same if imported into another instance
- B) Attachments are included in the XML export
- C) Records in related lists are included in the XML export
- D) All fields included in the XML export

Ans) C

43) Which of the following service catalog records may serve as a container

- A) Catalog order
- B) Request
- C) Service catalog task
- D) Requested item

Ans) B

44) Which of the following describes the purpose of user criteria when used in the service catalog application?

- A) Determine who can see catalog and items
- B) Determine who can see categories and items
- C) Pre-fill user preferences on catalog order forms
- D) Replace access controls to provide security to requests

Ans) B

45) What prefix is given to primary tables associated with request fulfillment?

- A) Sc_
- B) Rm_
- C) Rf_
- D) Req_

Ans) A

46) Which one of the following processes begins after a user places an order in the service catalog?

- A) Order management
- B) Change management
- C) Request fulfillment
- D) Catalog fulfillment

Ans) C

47) Which of the following is considered a best practice when using service catalog categories?

- A) Create as few categories as possible
- B) Organize categories in a way that your audience will understand
- C) Use technical language that fulfillers will understand
- D) Create many unique categories to help organize your catalog

Ans) B

48) Which of the following may NOT be published in a service catalog?

- A) Record producer
- B) Requested item
- C) Content item
- D) Order guide

Ans) B

49) Which of the following is NOT a consideration when determining the need for multiple service catalogs?

- A) Audience
- B) Size of the company
- C) Delegation of catalog administration
- D) Services and type of service

Ans) B

50) Which variable type is most likely to be chosen when creating a variable to identify a location for a catalog item to be discovered to?

- A) user
- B) select box
- C) single line of text
- D) reference

Ans) D

51) in the baseline configuration for service catalog workflows, which of the following statements are true?

Choose 2 answers

- A) Approvals will be skipped if there are no members in the approval group
- B) All requested items require manager approval
- C) Requests with a value over \$1000 require manager approval
- D) Execution plans are used instead of workflows

Ans) A,C

52) An order guide can include multiple items, items have common variables, such as shipping location, and requester.

Which field on the order guide, when set to true, automatically copies the common variable values to corresponding variables on each included items?

- A) Duplicate variables
- B) Global variables
- C) Copy repeat variables
- D) Cascade variables

Ans) D

53) which of the following can have catalog UI policies applied to them?

Choose 2 answers

- A) Service catalogs
- B) Catalog items
- C) Variable sets
- D) Catalog categories

Ans) B,C

54) 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 script that triggers onSubmit of the item
- C) create a business rule that runs on insert or update of the item
- D) create a catalog client UI policy that triggers onload of the item

Ans) B

55) which of the following approaches is used to display a variable from a requested item on a catalog task form?

- A) in the catalog item, set cascade variables to true
- B) in the catalog item, set display variables in catalog tasks to true
- C) in the catalog task activity within the items fulfilment workflow, write a script to retrieve and set catalog task field values.
- D) in the catalog task activity within the items fulfilment workflow, select variables to be displayed in the variables on task

Ans) D

56) which statement is not true about reporting on catalog item variables?

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

Ans) D

57) to manage approvals on individuals catalog items, what table should the workflow run on?

- A) Task [task]
- B) Catalog Tasks [sc_task]
- C) Requested items [sc_req_item]
- D) Request [sc_request]

Ans) C

58) given the class structure shown below, which types of CIs will be included in a report run against the cmdb_ci_computer table?

-cmdb

----cmdb_ci

----- cmdb_ci_hardware

----- cmdb_ci_computer

----- cmdb_ci_server

----- cmdb_ci_win_server

----- cmdb_ci_linux_server

----- cmdb_ci_unix_server

----- cmdb_ci_pc_hardware

- A) Cis defined directly in cmdb_ci_computer and all parent classes
- B) Just Cis defined directly in cmdb_ci_computer
- C) CIs defined directly in cmdb_ci_computer and all child classes

Ans) C

59) which should be used to explore the entire hierarchy and table definitions of the CMDB classes?

- A) dependency view
- B) Reports
- c) application menus
- d) Ci class manager

Ans) D

60) in the baseline platform configuration, which of the following is the minimum role required to delete a CI?

- A) admin
- B) ecmdb_admin
- C) itil_admin
- D) itil

Ans) D