Link for further Preparation

https://free-braindumps.com/servicenow/free-cis-itsm-braindumps.html?p=2

https://www.examtopics.com/exams/servicenow/cis-itsm/view/

Question 1: **Correct**

How is an incident assignment group populated when the Assignment group and the Assigned to fields are empty?

- ○ Based on the assignment group of the opened by/updated by user
- ○ Based on the default group for the Incident Management team
- ◉ Based on the support group of the respective CI/Service offerings (Correct)
- ○ Based on the assignment group of the caller/created by user

Question 2: **Correct**

Which of the following state is NOT used in Standard change requests?

- ○ Scheduled
- ○ New
- ◉ Assess (Correct)
- ○ Review

Explanation

Assess and **Authorize** states are not used in Standard change requests.

Question 3: **Correct**

What record is raised when there is a significant disruption to the business and demands a response beyond the routine incident management process?

- ○ **Request**
- ○ **Problem**
- ◉ **Major Incident** **(Correct)**
- ○ **Child Incident**

Explanation

A **Major Incident** (MI) is an incident that results in significant disruption to the business and demands a response beyond the routine incident management process.

Major incidents have a higher urgency and a higher impact on the business and require a separate procedure that accelerates the resolution process to restore service as quickly as possible.

Question 4: **Correct**

Which of the following fields is only visible to internal process users and is not available to external users or customers in the Incident record?

- ○ **Additional comments**
- ○ **Urgency**
- ○ **Short Description**
- ◉ **Work notes** **(Correct)**

Explanation

Work notes are only visible to internal process users and are not available to external users or customers.

Work notes allow you to document all the technical and behind-the-scenes work on an incident.

Question 5: **Correct**

What is the minimum role required to update requests and catalogue tasks?

- ○ catalog_manager
- ○ catalog_editor
- ○ sn_request_read
- ◉ sn_request_write (Correct)

Explanation

The minimum role required to update requests and catalogue tasks is **sn_request_write**.

Question 6: **Correct**

(Tokyo) There is a business requirement to restrict incident reporting to specific roles for better governance. The Development team decided to add a new access control (ACL), so only those roles can view the contents of the reports on the incident table.

What access control operation should they use to allow this access on the incident table?

- ○ execute
- ○ add_to_list
- ○ read
- ◉ report_view (Correct)
- ○ report_on

Question 7: **Correct**

(R) How can you measure and track article views, page views, and searches performed by unauthenticated users?

- ◉ **By collecting knowledge usage metrics** (Correct)
- ○ **By retiring the articles accessed by unauthenticated users**
- ○ **By reporting on the number of published articles**
- ○ **By removing the user criteria for the knowledge articles**

Explanation
You can capture metrics such as article views, page views, and portal searches to track aggregated knowledge usage by users. You can set the duration over which the metrics are aggregated, which by default is 60 minutes.

You can monitor the knowledge usage metrics to improve the overall effectiveness of the

Question 8: **Correct**

Which of the following persona reviews and approves a request to purchase office printers for a break room?

- ○ **Catalogue Manager**
- ◉ **Approver** (Correct)
- ○ **Requester**
- ○ **Service Owner**

Explanation
An **Approver** reviews and approves a request.

Question 9: Correct

Which of the following are ways to create incidents?

Select 3 Answers from the below options.

- [x] Support Chat (Correct)
- [ ] Performance Analytics
- [x] Inbound email (Correct)
- [x] Integrations (Correct)

Explanation
Here are the avenues for incident creation:

- Portals,
- Incident Application or Workspace,
- **Support Chat**

Question 10: Correct

What happens if you select Publish when creating knowledge articles manually or by import?

- ( ) The articles are automatically moved to a Published state.
- (•) It triggers the publish workflow assigned to the knowledge base. (Correct)
- ( ) The articles are sent for approvals.
- ( ) The articles are sent for review.

Explanation
You must have contribute access to the knowledge base that stores the knowledge article you want to publish.

When creating articles manually or by import, selecting Publish will **trigger the publish workflow assigned to the knowledge base.**

Question 11: **Incorrect**

(R) What related list can you use to extend and track the different types of groups assigned to a Configuration Item?

- ○ Resource Group
- ◉ Dynamic CI Group (Incorrect)
- ○ CMDB Alert Groups
- ○ Teams (Correct)

Explanation

You can use the **Teams related list to extend and track the different types of groups assigned to a CI.** The Teams related list associates a user group to a CI, based on the group type. The Teams related list contains group types that match the Approval group, Change group, Managed by group, and Support group fields in the base system.

Question 12: **Incorrect**

Which of the following can you specify for a Rich Text Label variable in a catalogue item?

- ◉ Help text and instructions (Incorrect)
- ○ Example text
- ○ Visible on bundles and guides (Correct)
- ○ Tooltip

Explanation

The 'Rich Text Label' variable displays a formatted label on a catalogue item form. In the TinyMCE rich text editor, you can format the label and add images or links.

You **cannot** specify the following for a **Rich Text Label variable**:

1. Help text and instructions
2. Tool tip

Question 13: **Correct**

A single request is submitted for approval. The RITM workflow includes pre-approval. Which of the following is true?

- ○ **Fulfilment can begin immediately.**
- ○ **Fulfilment can begin once other RITMs in the REQ are approved.**
- ◉ **Fulfilment can begin once the REQ is approved.** (Correct)
- ○ **Fulfilment can begin once all RITMs are reviewed.**

Explanation

Fulfilment can begin immediately **after the REQ is approved**.

Question 14: **Incorrect**

Which of the following variable type is supported in a multi-row variable set (MRVS)?

- ◉ **Label** (Incorrect)
- ○ **Attachment**
- ○ **List Collector** (Correct)
- ○ **HTML**

Explanation

You can allow the selection of multiple values for a question using the **List Collector (glide_list)** variable in a multi-row variable set (MRVS).

You cannot include the following variable types in an MRVS:

Question 15: **Correct**

Who can perform the first level of approval in a low-risk normal change request?

Select 2 Answers from the below options.

- [ ] ECAB
- [x] Group member (Correct)
- [x] Change manager (Correct)
- [ ] CAB

Explanation
Change manager and **group member** typically perform the first level of approval in a low-risk normal change request, and CAB is not involved in the first level of approval.

Question 16: **Correct**

Which application provides a centralised location for creating, categorising, viewing, and governing information related to the flow of work through ServiceNow?

- ( ) Performance Analytics
- (•) Knowledge Management (Correct)
- ( ) Data Separation
- ( ) Configuration Management

Explanation
Knowledge management provides a centralised location for creating, categorising, viewing, and governing information related to the flow of work through ServiceNow.

The ServiceNow Knowledge Management (KM) application enables sharing of information in knowledge bases.

Question 17: Correct

What value in a change request determines the sequence in which a change should be implemented?

- Risk
- Priority (Correct)
- Impact
- Urgency

Explanation

The **Priority** value determines the sequence in which a change should be implemented.

Question 18: Incorrect

What two fields are automatically calculated by completing the risk assessment on a change request?

Select 2 Answers from the below options.

- [x] Risk (Correct)
- [x] Priority (Incorrect)
- [ ] Conflict status
- [ ] Impact (Correct)

Explanation

ServiceNow automatically calculates the **risk** and **impact** of the change from predefined risk conditions.

The Risk and Impact fields are automatically updated according to the **completed risk assessment**.

Question 19: Correct

What is the minimum role required to update a change record?

- ○ itil
- ○ change_manager
- ○ sn_change_read
- ◉ sn_change_write (Correct)

Explanation

The minimum role required to update a change record is **sn_change_write**.

change_manager and itil roles contain the sn_change_write role.

Question 20: Incorrect

What are the three personas in Major Incident Management?

Select 3 Answers from the below options.

- [x] Major Incident Manager [major_incident_manager] (Correct)
- [ ] Incident Manager [incident_manager] (Correct)
- [x] Incident Write [sn_incident_write] (Incorrect)
- [x] Communication Manager [communication_manager] (Correct)

Explanation

There are three personas in Major Incident Management: Major Incident Manager, Communication Manager, and Incident Manager.

A **Major Incident Manager** [major_incident_manager] can:

Question 21: Incorrect

What can you achieve using the performance analytics capability in the Change Velocity dashboard?

Select 3 Answers from the below options.

- [x] Change activity assessments based on the state model (Correct)
- [ ] Assess customer-defined change types (Correct)
- [x] Access the current status of the change requests (Incorrect)
- [x] Actionable insights into the change operations (Correct)

Explanation

Use the Change Velocity dashboard to track the average duration of change requests in the last 30 days.

The Change Velocity dashboard is divided into the following tabs for practical usage.

The ServiceNow Performance Analytics capability in the Change Velocity dashboard

Question 22: Correct

What two fields are synced on the incident form while creating or updating an incident record?

Select 2 Answers from the below options.

- [ ] Urgency
- [ ] Service Offering
- [x] State (Correct)
- [ ] Impact
- [x] Incident State (Correct)
- [ ] Major Incident State
- [ ] Service

Question 23: **Incorrect**

What should be enabled in the catalogue definition to allow users to save partially-completed requests so they can complete and submit them later?

- ○ Can Cancel
- ○ Wish List (Correct)
- ◉ Continue Shopping (Incorrect)
- ○ Checkout

Explanation
Enable Wish List allows users to save partially-completed requests.

Then, they can complete and submit those requests at a later time.

Question 24: **Incorrect**

Which fields are mandatory when you click 'Accept Risk' on a problem record?

Select 2 Answers from the below options.

- ☐ Cause notes (Correct)
- ☑ Work notes (Incorrect)
- ☐ Close notes
- ☑ Risk accepted reason (Correct)

Explanation
Cause notes and **Risk accepted reason** fields are mandatory when you click 'Accept Risk'.

Question 25: Correct

At what states can you cancel a change request?

Select 3 Answers from the below options.

- [ ] Closed
- [x] Authorize (Correct)
- [x] Implement (Correct)
- [x] Scheduled (Correct)

Explanation

A change can be cancelled at any point when it is no longer required. However, a change cannot be cancelled from a **Closed** state. An email notification is sent to the user who requested the change.

Question 26: Correct

What are the two options to define the fulfilment process for a service catalogue item?

Select 2 Answers from the below options.

- [ ] Plan
- [ ] Roadmap
- [x] Workflow (Correct)
- [x] Flow (Correct)

Explanation

Flow and **Workflow** are the two options to define the fulfilment process for a service catalogue item.

Question 27: **Correct**

(R) Which of the following are true statements regarding the Service Catalogue?

Select 3 Answers from the below options.

- [x] **You can use the AI-enabled search to quickly find relevant catalogue items in Service Portal and Now Mobile.** **(Correct)**
- [x] **You can design a topic conversation in Virtual Agent by including reusable topic blocks to perform request submission tasks.** **(Correct)**
- [ ] **You can create new variables and request items in Workspace.**
- [x] **You can enable users to request an item or service and track or approve requests on a mobile device.** **(Correct)**

Explanation

You can **use the AI-enabled search to find relevant catalogue items in Service Portal quickly and Now Mobile.** The ServiceNow AI Search application provides a modern consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile, and ServiceNow Virtual Agent. Intelligent query features enable users to find the answers they need quickly.

You can **design a topic conversation in Virtual Agent by including reusable topic**

Question 28: **Correct**

When should a Problem be put in a State of Known Error?

- ( ) **A fix for the Problem is pending the implementation of a Change.**
- (•) **The cause of the Problem has been determined, but there is no permanent fix.** **(Correct)**
- ( ) **The Problem is actively being investigated, but a workaround has been identified.**
- ( ) **The Problem has been acknowledged, but a root cause has not yet been identified.**

Explanation

A Problem should be put in a State of Known Error **when the problem's cause has been determined, but there is no permanent fix.**

A Known Error is any problem with a root cause and a workaround.

Question 29: **Correct**

Which record type in request management is closed first?

- RITM
- PRQ
- REQ
- SCTASK (Correct)

Explanation

Requests are closed automatically from the **SCTASK** level up through the RITM level and, finally, at the REQ level.

PRQ is the number prefix for password reset requests which is self-service.

Question 30: **Correct**

Which field on a Configuration Item (CI) table may be used to route Incidents to the appropriate group to resolve CI-related Incidents quickly?

- Change control
- Managed by
- Assignment Group
- Support Group (Correct)

Explanation

Support Group field on a Configuration Item (CI) can be used to route Incidents to the appropriate group to resolve Incidents related to the CI.

Question 31: Incorrect

Which of the following CAB Workbench feature allows you to specify when the CAB meeting is held, on which days, and how often?

- Agenda Management
- Related Schedules (Incorrect)
- Schedule Entries (Correct)
- Refresh CAB Meetings

Explanation

Schedule Entries allows you to specify when the CAB meeting is held, on which days, and how often.

From **Related Schedules**, you can ensure the CAB schedule considers specific working hours, public holidays, etc.

Agenda Management allows you to determine which changes are included in a CAB meeting using filter criteria.

Via **Refresh CAB Meetings**, you can update CAB meetings and invites based on changes to the definition or schedule.

Question 32: Correct

What field on the Incident form is used to measure the extent of the issue and the potential damage caused by the incident before it can be resolved?

- Urgency
- Priority
- Impact (Correct)
- Category

Explanation

The **impact** is a measure of the effect of an incident, problem, or change on business processes. It is a measure of the extent of the issue and the potential damage caused by the incident before it can be resolved. This is based on several factors, including the number of affected users, potential financial losses, and affected services' criticality.

The urgency is a measure of how long the resolution can be delayed until an incident, problem, or change has a significant business impact.

Question 33: Correct

Which of the following can be used to create configuration items (CIs) in the CMDB?

Select 3 Answers from the below options.

- [x] **Creation via service catalogue fulfilment processes** (Correct)
- [ ] **Creation via the incident management process**
- [x] **Creation via the change management process** (Correct)
- [x] **Creation triggered by asset management** (Correct)

Explanation

Creating configuration items (CIs) in the CMDB can be done in the following ways:

1. Direct manual creation via the Configuration application modules.
2. **Creation via service catalogue fulfilment processes.**
3. Import from an external source.
4. Integration with 3rd party systems.
5. Automated discovery tool(s).
6. **Creation triggered by asset management.**

Question 34: Incorrect

(Tokyo) Which of the following indicates how successful each change model or type is?

- ○ **Change Probability Calculated table**
- ○ **Change Success Score**
- ◉ **Change Type Duration metric** (Incorrect)
- ○ **Change Model Success** (Correct)

Explanation

The success probability for a change request is calculated based on the methods:

1. Change Model Success,
2. Change Success Score, and
3. Calculated.

Change Model Success defines the probability of success of a change request based on the model of the Change request. The value for Change Model Success is defined in a percentage ranging between 0–100.

Question 35: **Correct**

An end-user needs to place an order for a new phone. Where can they search the Service Catalog and submit their request?

- ○ **Technical Catalog**
- ○ **Knowledge Base**
- ◉ **Service Portal** (Correct)
- ○ **Request Module**

Explanation
End-users can access the Service Catalog and submit an order using the **Service Portal**.

Question 36: **Incorrect**

Which of the following are checked for conflict detection in change requests?

Select 3 Answers from the below options.

- [x] **Running in a time period that conflicts with other changes for similar CIs** (Incorrect)
- [x] **Conflicts with changes to parent and child CIs** (Correct)
- [ ] **Not executing during a blackout time period** (Correct)
- [x] **Conflicts for all Affected CIs** (Correct)

Explanation
Here are the checks for conflict detection in change requests:

1. **Not executing during a blackout time period.**
2. Executing during an approved maintenance window for the associated CIs.
3. Not running in a time period that conflicts with other changes for related CIs.
4. **Conflicts with changes to parent and child CIs.**
5. **Conflicts for all Affected CIs.**

Question 37: **Incorrect**

What database view is used to report on change requests resolved by SLA per change category?

- ○ change_task_sla
- ◉ change_request_metric (Incorrect)
- ○ change_task_time_worked
- ○ change_request_sla (Correct)

Explanation

change_request_sla database view joins **change_request** to **task_sla** to report things like change request resolved by SLA, per change category.

change_request_metric joins change to metric definition to metric instance, creating a view that can be reported on for things like changes that were closed by category.

change_task_sla and **change_task_time_worked** join the change task to another table and can be used to report on change tasks.

Question 38: **Incorrect**

Incident identification is the gateway to the _______ stage of the Incident Management lifecycle.

- ○ Creation and Classification (Correct)
- ◉ Incident Logging (Incorrect)
- ○ Resolution and Closure
- ○ Investigation and Diagnosis

Explanation

ServiceNow Incident Management supports the incident management process in the following ways:

- Log incidents in the instance or by sending an email.
- Classify incidents by impact and urgency to prioritise work.
- Assign to appropriate groups for a quick resolution.
- Escalate as necessary for further investigation.
- Resolve the incident and notify the user who logged it.
- Use reports to monitor, track, and analyse service levels and improvement.

Question 39: **Correct**

What role can create User Criteria for Knowledge Bases?

- ○ **knowledge_manager**
- ○ **knowledge_admin**
- ○ **knowledge_domain_expert**
- ◉ **user_criteria_admin** **(Correct)**

Explanation
You can determine whether particular users or categories of users can access knowledge bases and knowledge articles by controlling contribute and read access.

As a knowledge administrator, manager of a knowledge base, or owner of a knowledge base, you can assign user criteria to control contribute and read access at the knowledge base level, where:

- Read access determines the ability to view knowledge articles in a knowledge base.
- Contribute access determines the ability to create, modify, and retire knowledge articles in a knowledge base.

Question 40: **Correct**

What type of change request does not require CAB authorisation?

- ○ **Retrospective**
- ○ **Emergency**
- ○ **Normal**
- ◉ **Standard** **(Correct)**

Explanation
A **standard change** is a pre-authorised change that is low risk, relatively common and follows a specified procedure or work instruction.

A standard change is frequently implemented, has repeatable implementation steps, and has a proven success history.

As Standard changes are pre-approved, they follow a streamlined process in which group-level or peer approval and CAB authorisation steps are not required.

Question 41: Incorrect

What related record is directly created from an incident record to restore service or fix the underlying issue caused by or resulting from the incident?

- Change (Correct)
- Child Incident (Incorrect)
- Problem
- Request

Explanation
If the cause of an incident requires a change to your infrastructure or a business service, you can create a change request from the incident to fix the problem.

Create a **change** record from an incident to restore service or fix the underlying issue caused by or resulting from this incident.

From the Incident additional context menu, select the type of change:

- **Normal**: Any service change that is not a standard change or an emergency change.

Question 42: Correct

What resolution code is automatically set for child incidents when the parent incident is resolved?

- It is not updated
- Solved (Permanently)
- Solved (Work Around)
- It matches the parent resolution code (Correct)

Explanation
The parent and the child incidents are synchronised such that the state of a child incident changes depending on the state of the parent incident.

For incidents linked through a parent/child relationship, all child incidents are also resolved when you resolve the Parent incident, and **the Resolution code and Resolution notes are copied from the parent incident** to the child incidents.

Question 43: **Incorrect**

Which ServiceNow application enables a process user to submit, approve, and fulfil requests?

- ○ **Service Catalog** **(Correct)**
- ○ **Request Portal**
- ◉ **Service Portal** **(Incorrect)**
- ○ **Request Management**

Explanation

The **Service Catalog** application is used to complete the activities involved with request management.

The application enables a process user to submit, approve, and fulfil requests

Question 44: **Correct**

What editor is used by knowledge authors to apply predefined formats, code snippets, table of contents, and find or replace text for a knowledge article?

- ○ **Plain**
- ◉ **HTML** **(Correct)**
- ○ **CSS**
- ○ **JavaScript**

Explanation

You can improve the readability and usefulness of knowledge articles by formatting the article text using the **HTML editor**.

The HTML editor available in knowledge articles uses the built-in TinyMCE editor.

The text formatting is preserved when the content is displayed on a portal.

The HTML toolbar within the HTML editor contains an array of icons that enable you to edit and format your knowledge article's body text.

Question 45: **Correct**

What incident form view is displayed to the end-users?

- (selected) **Self Service** (Correct)
- **Workspace**
- **Default view**
- **VTB**

Explanation
Self Service view is used for end-users.

Agents use the Default view and Workspace view.

VTB view is used in the Visual Task Board.

Incident has several form views to support different personas, processes, or interfaces:

- Default view (agents)
- Major incidents a Metrics
- Mobile (Mobile Classic)

Question 46: **Incorrect**

Where do you capture the work required to fulfil an order in a catalogue request?

- **Catalog Task [sc_task]** (Correct)
- (selected) **Request [sc_request]** (Incorrect)
- **Order guide [sc_cat_item_guide]**
- **Requested item [sc_req_item]**

Explanation
Catalog Task [sc_task] record is used to capture the work required to fulfil an order in a catalogue request.

Question 47: **Correct**

(R) Which UI action enables you to move a problem record to the Fix in Progress phase?

- ○ Assign to me
- ◉ Fix (Correct)
- ○ Communicate Fix
- ○ Run Fix Script

Explanation

The Start Fix UI action has been renamed as **Fix**. **You can select this UI action to move the problem record to the Fix in Progress phase.**

You can resolve and complete the problem. You can also create a change request to implement a fix for the problem.

Screenshot: **The 'Fix' UI action on a Problem record which moves it to the 'Fix in Progress' phase**

Question 48: **Incorrect**

Which of the following are the responsibilities of an Incident management team?

Select 3 Answers from the below options.

- [x] Quick resolution (Correct)
- [x] Identify a root cause (Incorrect)
- [x] Rapid diagnosis (Correct)
- [ ] Swift functional escalation to SMEs (Correct)

Explanation

The primary goal of Incident Management is to restore normal service operation **as quickly as possible**.

This requires **swiftly escalating to the right subject matter experts** who can **rapidly diagnose** the cause and quickly implement a resolution.

Question 49: **Incorrect**

You cannot pause a change by placing it 'On hold' while it is in the _______ state.

- ◉ **Authorize** **(Incorrect)**
- ○ **Assess**
- ○ **Implement**
- ○ **New** **(Correct)**

Explanation
You can pause a change by placing it 'On hold' once approval is requested, and the state advances to Assess.

You cannot pause a change while it is in the **New** state.

The On hold checkbox is visible on the change form while the change state is Assess, Authorize, Scheduled, Implement, or Review.

When selected, the On hold reason field becomes visible and mandatory.

Question 50: **Correct**

What type of Service Catalogue item is used to create an incident or raise an HR case?

- ○ **Maintain a service**
- ◉ **Record producer** **(Correct)**
- ○ **Request a service**
- ○ **Order an item**

Explanation
A record producer is used to create an incident or raise an HR case, especially from the Service Portal.

Question 51: Incorrect

Which of the following are the out-of-the-box On hold reasons on the Incident form?

Select 3 Answers from the below options.

- [ ] **Awaiting Vendor** (Correct)
- [x] **Awaiting Request** (Incorrect)
- [x] **Awaiting Caller** (Correct)
- [x] **Awaiting Change** (Correct)

Explanation

When an incident moves to the 'On Hold' state, the responsibility for the incident shifts temporarily to another entity to provide further information, evidence, or a resolution, when you select the **On Hold** option, the **On hold reason** list appears.

When you place the incident On Hold, you are prompted to select a reason in the On hold reason field.

Here are the On hold reasons on the Incident form:

Question 52: Correct

What temporary solutions reduce or eliminate the effect of problems when a full resolution is not yet available?

- ( ) **Known errors**
- ( ) **Knowledge articles**
- (•) **Workarounds** (Correct)
- ( ) **Change requests**

Explanation

According to ITIL best practices, **workarounds** are temporary solutions that reduce or eliminate the effect of problems when a full resolution is not yet available.

Workarounds can be used in incident management to restore service to the affected user.

In some cases, a workaround can provide a sufficient solution to close the problem without a permanent solution.

This can occur in situations where a permanent solution is not cost-effective, not important, or unknown.

Question 53: **Incorrect**

What State the problem record returns to when you click on the 'Re-Analyse' UI action?

- (selected) **Assess** (Incorrect)
- **Fix in progress**
- **Root Cause Analysis** (Correct)
- **New**

Explanation

A problem record returns to the '**Root Cause Analysis**' State when you click 'Re-Analyse'.

Question 54: **Incorrect**

What tool or feature is used in a change request to view and avoid (resolve) the conflicts?

- **Collision Detector**
- **Change Risk Calculator**
- (selected) **Risk Assessment** (Incorrect)
- **Scheduling Assistant** (Correct)

Explanation

If at least one conflict is detected, click the **Scheduling Assistant** link to view and avoid (resolve) the conflicts.

The scheduling assistant dialogue box displays the next available times to choose to resolve the conflict.

Collision Detector identifies potential scheduling conflicts based on the configuration items in scope for the change or user or group assigned to fulfil a change.

Question 55: **Incorrect**

Which of the following are the out-of-the-box release types?

Select 3 Answers from the below options.

- [x] **Hot Fix** (Incorrect)
- [x] **Patch** (Correct)
- [ ] **Maintenance** (Correct)
- [x] **Upgrade** (Correct)

Explanation
Here are the out of the box release types:

Major, **Minor**, **Upgrade**, **Emergency**, **Maintenance**, and **Patch**.

Hot Fix is not an out of the box release type but can be separately added as per business

Question 56: **Correct**

Where does a System Administrator navigate to edit a catalogue item?

- ○ **Service Catalogs**
- ○ **Service Portal**
- ○ **Create Incident**
- ◉ **Maintain Items** (Correct)

Explanation
A System Administrator navigates to **Maintain Items** to edit a catalogue item.

Question 57: Incorrect

Where can fulfillers navigate to find catalogue tasks assigned to them and their groups to fulfil requests?

Select 2 Answers from the below options.

- [ ] Service Catalog > My Groups Work
- [ ] Service Desk > My Work (Correct)
- [ ] Service Catalog > My Work
- [x] Service Desk > My Groups Work (Correct)

Explanation

A process user navigates to **Service Desk, and My Work or My Groups Work** to locate catalogue tasks and assign them appropriately.

Question 58: Correct

What Incident State is used when the investigation is paused while awaiting information from the customer or an external vendor or providing information, evidence, or a resolution from a related problem or change?

- ○ In Progress
- ○ Canceled
- ◉ On Hold (Correct)
- ○ New

Explanation

The Incident Management process has many states, and each is vitally important to the success of the process and the quality of service delivered. The different states can be represented in a diagram as follows:

Question 59: **Incorrect**

Which of the following are recommended during the Create and Assess stage in the problem management lifecycle?

Select 3 Answers from the below options.

- [ ] **Check for duplicates** (Correct)
- [x] **Assign problem to a group** (Correct)
- [x] **Communicate fix** (Incorrect)
- [x] **Associate incidents** (Correct)

Explanation

Here are the steps taken during Create and Assess stage in the problem management lifecycle:

Question 60: **Correct**

What is mandatory to select when importing Microsoft Word documents as knowledge articles?

- ( ) **Publish**
- ( ) **Category**
- ( ) **Short Description**
- (•) **Knowledge Base** (Correct)

Explanation

Selecting the **Knowledge Base** is mandatory when importing Microsoft Word documents as knowledge articles into a knowledge base.

You need the *Can Contribute* access to at least one active knowledge base, and the required role is *knowledge*.

Question 1: **Correct**

What can you use to drive priority, assignments, and approvals for all ITSM processes?

- ○ Business Service
- ○ CI Relationship
- ○ Transform Map
- ◉ CI meta data (Correct)

Explanation
With the ServiceNow Configuration Management Database (CMDB) application, you can build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization. Details about these components are stored in the CMDB, which you can use to monitor the infrastructure, helping ensure integrity, stability, and continuous service operation.

You can use core features such as CMDB Health, CMDB Identification and Reconciliation, and CMDB CI Lifecycle Management to monitor and detect health issues, reconcile data integrity issues, and manage the data life cycle.

Question 2: **Correct**

(Tokyo) Which knowledge feedback option CANNOT be disabled at the knowledge base level?

- ○ Marking as helpful
- ○ Commenting
- ○ Rating
- ◉ All of them can be disabled. (Correct)
- ○ Flagging

Explanation
You can submit feedback for knowledge articles in these ways:

- Flag an article as incorrect or inappropriate.
- Provide a rating value for the article.
- Mark an article as helpful or not helpful.
- View comments, add a new comment, or reply to existing comments.

Question 3: **Correct**

(R) What community posts allow you to harvest structured knowledge articles?

Select 2 Answers from the below options.

- [ ] Completed customer surveys
- [ ] Accepted ideas that turned into Demands
- [ ] Resolved issues from Virtual Agent chats
- [x] Solved questions with accepted solutions (Correct)
- [x] Unstructured discussions around a question (Correct)

Explanation
You can harvest knowledge from posts on a community. You can create structured knowledge articles from **unstructured discussions around a question.**

Please note Knowledge harvesting must be enabled first. You can only harvest **solved questions with accepted solutions** into a knowledge article.

Question 4: **Correct**

What are the different fields for service catalogue and request fulfilment to track lifecycle information?

Select 3 Answers from the below options.

- [x] Stage (Correct)
- [x] Request State (Correct)
- [x] State (Correct)
- [ ] Status

Explanation
Service catalogue and request fulfilment have some fields to track lifecycle information.

These fields include **State**, **Stage**, and **Request State**.

Status is not used in the service catalogue and request fulfilment lifecycle.

Question 5: **Correct**

Which of the following change request information is available for change approvers within the approval record?

Select 3 Answers from the below options.

- [x] **Justification** *(Correct)*
- [ ] **Assignment Group**
- [x] **Short Description** *(Correct)*
- [x] **Implementation plan** *(Correct)*

Explanation
Users with the approval_user role, who approve change requests, do not have access to the change request itself.

The following information is made available within the approval record to help these users make the right approval decision:

1. Number
2. Requested by

Question 6: **Correct**

Which of the following fields are copied across when a change request is created from an Incident form?

Select 3 Answers from the below options.

- [x] **priority** *(Correct)*
- [ ] **urgency**
- [x] **short_description** *(Correct)*
- [x] **cmdb_ci** *(Correct)*

Explanation
When you create Normal, Standard, or Emergency Change from an Incident record, these fields are copied from the Incident form:

1. **short_description**
2. description
3. **cmdb_ci**
4. **priority**
5. company.

Question 7: **Correct**

An end-user receives a service order confirmation after checkout. Which information provides guidance on the next steps?

- ○ **Delivery date**
- ○ **Fulfillment checklist**
- ○ **Item details**
- ◉ **Stages** (Correct)

Explanation

An end-user can expand the **stages** on the order confirmation form to see the current stage and upcoming stages required to fulfil the request.

Question 8: **Correct**

Who is automatically assigned the security roles required to manage a knowledge base?

Select 2 Answers from the below options.

- [x] **Knowledge Owner** (Correct)
- [ ] **Knowledge Readers**
- [ ] **Knowledge Contributors**
- [x] **Knowledge Managers** (Correct)

Explanation

Users are automatically assigned the security roles required to manage a knowledge base when assigned to the **Owner** and **Managers** fields.

As a knowledge manager, you can assign other managers, define category structures, configure which users can read and contribute articles, move and pin articles, and modify most fields on the Knowledge Base form. You can also approve the publishing or retiring knowledge articles in those knowledge bases.

Question 9: Correct

What are the three types of change requests?

Select 3 Answers from the below options.

- [x] **Emergency** (Correct)
- [x] **Normal** (Correct)
- [x] **Standard** (Correct)
- [ ] **Business Urgent**

Explanation

There are three types of changes:

1. **Standard**,
2. **Normal**, and
3. **Emergency**.

You can select what type of change is required when you create a change.

Business Urgent is not a change type in the ServiceNow baseline configurations.

Question 10: Correct

Each time a knowledge article is viewed, a record is added to which table?

- (●) **Knowledge Use [kb_use]** (Correct)
- ( ) **Knowledge Search Log [ts_query_kb]**
- ( ) **Knowledge Feedback [kb_feedback]**
- ( ) **Knowledge [kb_knowledge]**

Explanation

A record is added to the **Knowledge Use** [kb_use] table each time a Knowledge article is viewed.

The record includes fields to identify the user who viewed the article and whether it was attached to a Task.

Question 11: Correct

Which of the following scenarios could result in scheduling conflicts in a change request?

Select 3 Answers from the below options.

- [x] **When scheduled when the assignee of a change request is already assigned to another change request scheduled on the same date and time** (Correct)
- [ ] **When scheduled during an approved maintenance window for the associated CIs**
- [x] **When scheduled during a blackout time period** (Correct)
- [x] **When scheduled during a time period that conflicts with other changes for related CIs** (Correct)

Explanation
In the Conflicts tab, click Check Conflicts to run a manual check. This compares the change schedule and CI against existing changes to identify conflicts.

Displayed results can help you ensure that the change is:

Question 12: Correct

What variable type should be used for the requester when requesting a catalogue item on behalf of another user?

- ( ) **List Collector**
- ( ) **Single Line Text**
- (•) **Requested For** (Correct)
- ( ) **Lookup Select Box**

Explanation
You can request a catalogue item on behalf of another user or multiple users using the **Requested For** variable.

Question 13: **Correct**

What represent the planned phases that a release will have, which are used to group the tasks required to carry out the release?

- (●) **Release Phases** **(Correct)**
- ( ) **Features**
- ( ) **Release Tasks**
- ( ) **Products**

Explanation
Release Phases represent the planned phases that a release will have, which are used to group the tasks required to carry out the release.

Products represent the hardware or software for which releases will be built and can be linked with a business service in the CMDB to link it with other ITIL processes.

Features represent the individual changes being made to the product and may be associated with a configuration item or with a change request and with a parent release.

Release Tasks represent any of the tasks required to implement a feature of a product.

Question 14: **Correct**

A fulfiller has completed all tasks for one of the items in a request, and the tasks are set to Closed. What happens in the workflow?

- ( ) **The requester is notified that the request is Complete.**
- (●) **The requested item is automatically set to Closed Complete.** **(Correct)**
- ( ) **The request is automatically set to Closed Complete.**
- ( ) **The requested item moves to the next phase of fulfilment.**

Explanation
When all catalogue tasks are closed, the parent requested item is set to Closed to Complete by the workflow.

Question 15: **Correct**

How do you increase change efficiency without compromising stability or compliance in the change process?

- ○ **Create new change types.**
- ◉ **Build and customise change models.** (Correct)
- ○ **Manually update the change records.**
- ○ **Create m2m tables with other records.**

Explanation

Build and customise change models to increase change efficiency without compromising stability or compliance in the change process.

An improved user interface and change model eliminates traditional mode 1 change barriers.

Some feature highlights are:

- Customise change models to fit a specific purpose
- Customer-defined change models
- Customer-defined states and state transitions

Question 16: **Correct**

Which of the following can a change manager do from a CAB workbench?

Select 3 Answers from the below options.

- [x] **Define CAB meeting agendas** (Correct)
- [ ] **Create a new CAB definition**
- [x] **View change calendar** (Correct)
- [x] **Review and take meeting notes** (Correct)

Explanation

The CAB workbench allows change managers to:

1. Schedule a series of CAB meetings
2. Manage meeting invitations and track meeting attendance
3. Define CAB meeting agendas
4. View change calendar
5. Approve or reject changes
6. Review and take meeting notes.

Question 17: Correct

What is the minimum role required to assess and confirm a problem?

- ○ **Problem Task Analyst [problem_task_analyst]**
- ◉ **Problem Coordinator [problem_coordinator]** (Correct)
- ○ **ITIL [itil]**
- ○ **Problem Manager [problem_manager]**

Explanation
Any user with the ITIL role can create a problem record; however, only users with the **problem manager** or **problem coordinator** roles can assess and confirm a problem, thereby moving the investigation to root cause analysis.

Therefore, problem coordinator is the minimum role required since it is contained by the problem manager role.

Question 18: Correct

What is the goal of change management?

Select 2 Answers from the below options.

- [x] **Ensure that standardised procedures are used to handle changes promptly and efficiently.** (Correct)
- [ ] **Restore a normal service operation as quickly as possible.**
- [x] **Ensure that beneficial changes are made with minimal disruption to IT services.** (Correct)
- [ ] **Ensure that the best possible levels of service quality and availability are maintained.**

Explanation
The **goal of change management** is to ensure that beneficial changes are made with minimal disruption to IT services, particularly the number of incidents that result from changes.

Also, to ensure that standardised procedures are used to handle changes promptly and efficiently.

The other options are the goal of **incident management**.

Question 19: Correct

If a change is rejected, what state would the change request be updated to?

- (selected) **New** (Correct)
- **Authorize**
- **Cancelled**
- **Assess**

Explanation

If a change is rejected, the change request would be updated to the **New state**.

Question 20: Correct

What model/standard across applications helps track life cycle stages and stage statuses for CIs effectively?

- **CMDB Data Model**
- **Product Catalogue Data Model**
- (selected) **Common Service Data Model** (Correct)
- **Universal Task data model**

Explanation

Common Service Data Model (CSDM) provides standard fields and values for tracking life cycle stages and stage statuses for CIs.

Using these standard values consistently across applications helps track assets through their life cycle effectively.

Streamline life cycle management by migrating all life cycle fields and field values across the platform into a CSDM standard set of fields with a standard set of values.

Then, to maintain consistency, continue to use only the standard fields and values when updating or creating CIs.

Question 21: **Correct**

Which of the following allows catalogue items to be requested and fulfilled based on defined flows?

- ○ **Request fulfillment**
- ◉ **Request management** (Correct)
- ○ **Service Portal**
- ○ **Service Catalog**

Explanation
Request management allows catalogue items to be requested and fulfilled based on defined flows.

Request fulfilment is the fulfilment process that defines the steps to request approval, assign fulfilment tasks, and fulfil requests.

Service Catalog is the user interface that allows end-users to access the service catalogue.

Service Portal contains a collection of orderable products and services.

Question 22: **Correct**

What can be set up to auto-assign all new Hardware category Incidents to a specific group?

Select 3 Answers from the below options.

- [x] **Business rules** (Correct)
- [x] **Data lookup rules** (Correct)
- [ ] **Access Controls**
- [x] **Assignment rules** (Correct)
- [ ] **UI Actions**

Explanation
Data lookup rules, **assignment rules**, **business rules** and predictive intelligence can be used to auto-assign all new Hardware category Incidents to a certain group.

When creating new assignment rules, keep in mind that business rules can take precedence over assignment rules when they run after the assignment rule. Data lookup rules take precedence over assignment rules because they always run after.

Question 23: **Correct**

Which of the following record type can you create from an Incident?

Select 3 Answers from the below options.

- [ ] **SLA**
- [x] **Request** **(Correct)**
- [x] **Outage** **(Correct)**
- [x] **Emergency Change** **(Correct)**

Explanation
Create a problem, change, or request record from an incident. When the cause of an incident is an error or widespread issue, a problem is generated from the incident. When the issue requires a change to the infrastructure or a business service, a change record is created from the incident. When the resolution for the user is to request hardware or software, a request is created from an incident.

You can create **Outage**, Problem, **Request**, Child Incident, Normal Change, Standard Change, and **Emergency Change** from an Incident out of the box via the additional actions menu on the top left-hand side of the Incident form.

Question 24: **Correct**

What service catalogue component allows for multiple catalogue items to be logically grouped as one request?

- (•) **Order Guide** **(Correct)**
- ( ) **Catalog Item**
- ( ) **Record producer**
- ( ) **Variable Set**

Explanation
The order guide presents multiple catalogue Items that are grouped logically as one request.

Question 25: **Correct**

What are the three stages of the incident lifecycle?

Select 3 Answers from the below options.

- [ ] **Perform Root Cause Analysis**
- [x] **Resolution and Closure** **(Correct)**
- [x] **Investigation and Diagnosis** **(Correct)**
- [x] **Creation and Classification** **(Correct)**

Explanation
Here are the three stages of the **incident lifecycle**:

- Creation and Classification,
- Investigation and Diagnosis,
- Resolution and Closure.

Perform Root Cause Analysis is a stage in the **problem management lifecycle**.

Image: **Different stages of Incident lifecycle**

Question 26: **Correct**

What is a Known Error?

- (•) **Any problem with a root cause and a workaround** **(Correct)**
- ( ) **Any problem with a resolution code of cancelled**
- ( ) **Any problem associated with a knowledge article**
- ( ) **Any problem with a permanent fix**

Explanation
Once a root cause has been established, the problem can be considered a known error.

A known error is **any problem with a root cause and a workaround**.

Question 27: **Correct**

(R) How is the business duration calculated on a catalogue task once it is closed?

- ○ **Based on the Planned start and Planned end fields**
- ◉ **Based on the Actual start and Actual end fields** **(Correct)**
- ○ **Based on the planned Duration field**
- ○ **Based on the created and closed values**

Explanation
For a catalogue item configured with a flow or workflow, the Set Actual Start Time business rule sets the Actual start field for the corresponding catalogue task.

After the catalogue task is closed, business duration is calculated **based on the Actual start and Actual end fields**.

Question 28: **Correct**

The priority of an Incident is based on which of the following factors?

Select 2 Answers from the below options.

- [x] **The impact on business** **(Correct)**
- [ ] **The complexity of the incident**
- [x] **The urgency of restoring service** **(Correct)**
- [ ] **The Assignment group**

Explanation
Priority is set automatically based on the **impact on business** and the **urgency of restoring service**.

You can define the impact and urgency of an incident to calculate the priority. The priority calculation can then be used to prioritise work and drive service level agreements.

By default, the 'Priority' field is read-only and must be set by selecting the **Impact** and **Urgency** values. Administrators can either alter the priority lookup rules or disable the 'Priority is managed by Data Lookup - set as read-only' UI policy and create their own

Question 29: **Correct**

Which of the following are among the Incident resolution codes?

Select 3 Answers from the below options.

- [x] **No resolution provided** *(Correct)*
- [ ] **Deleted**
- [x] **Known error** *(Correct)*
- [ ] **Skipped**
- [x] **Duplicate** *(Correct)*
- [ ] **Cancelled**

Question 30: **Correct**

What is the default value for the 'Requested by' field in change requests?

- (•) **Opened by user** *(Correct)*
- ( ) **Updated by user**
- ( ) **None**
- ( ) **Incident Caller**

Explanation

The 'Requested by' field in change requests represents the person requesting the change.

It defaults to the **Opened by user,** but you can edit this if required.

Question 31: **Correct**

What is the recommended way for a CAB approver to approve the change requests during the Change Advisory Board (CAB) meeting?

- ○ **Navigating to the My Approvals module to find and approve the change requests**
- ◉ **Selecting the agenda items for the change requests in the CAB workbench and choosing Approve** **(Correct)**
- ○ **Searching for the approval request emails and responding to them with approvals**
- ○ **Asking the Change Management team to approve the change requests on his/her behalf**

Explanation

Approve or reject agenda items for a change in the CAB workbench.

This helps a CAB approver who has multiple approvals to quickly select and provide the approvals rather than having the system automatically select the first approval that arrives.

Question 32: **Correct**

What is the minimum role required to create a major incident candidate or propose an existing incident as a major incident candidate?

- ◉ **ITIL [itil]** **(Correct)**
- ○ **Incident Manager [incident_manager]**
- ○ **Major Incident Manager [major_incident_manager]**
- ○ **ITIL Admin [itil_admin]**

Explanation

You can create a major incident candidate in multiple ways. After a major incident candidate is created, the major incident manager evaluates the candidate and decides whether the candidate should be promoted to a major incident.

Role required: itil, sn_incident_write, or admin

Anyone with the **itil** role can create a major incident candidate or propose an existing incident as a major incident candidate.

All candidates will need to be reviewed and accepted before becoming a major incident.

Question 33: **Correct**

Where do you navigate the Now Platform to see a list of catalogue items?

- ○ **Service Catalog > Open Records > Items**
- ○ **Item Designer > Administration > All Items**
- ○ **Self-Service > Service Catalog**
- ◉ **Service Catalog > Catalog Definitions > Maintain Items** **(Correct)**

Explanation
It would be best if you navigated to **Service Catalog** > **Catalog Definitions** > **Maintain Items** to see a list of catalogue items in the Now Platform.

Question 34: **Correct**

What minimum role is required to move a problem record back to the Root Cause Analysis state from the Fix in Progress state?

- ○ **problem_task_analyst**
- ○ **problem_manager**
- ◉ **problem_coordinator** **(Correct)**
- ○ **problem_admin**

Explanation
If you cannot fix a problem without doing more analysis, you can re-analyse the problem by moving it from the Fix in Progress state back to the Root Cause Analysis state.

The functionality is available for any user with a **problem coordinator role** or a higher role.

Question 35: **Correct**

What are the different stages in the problem management lifecycle?

Select 4 Answers from the below options.

- [x] **Create and Assess** (Correct)
- [x] **Apply Fix or Accept Risk** (Correct)
- [x] **Perform Root Cause Analysis** (Correct)
- [x] **Resolve and Close** (Correct)
- [ ] **Initiate and Communicate**

Question 36: **Correct**

Multiple Choice, Single Line Text, and Select Box are what types of elements in ServiceNow?

- (•) **Variable Types** (Correct)
- ( ) **Related Lists**
- ( ) **Request Types**
- ( ) **Order Guides**

Explanation

Multiple Choice, Single Line Text, and Select Box are different **Variable Types** in ServiceNow.

Question 37: **Correct**

What record type is normally used to report an outage or propose a new standard change template from the service portal?

- ○ **Order Guide**
- ◉ **Record Producer** (Correct)
- ○ **Content Item**
- ○ **Catalog Item**

Explanation
Record Producer is used to ask a question, report an outage or propose a new standard change template from the Service Portal.

Question 38: **Correct**

What two service catalogues come with the demo data within ServiceNow?

Select 2 Answers from the below options.

- ☐ **Business Catalog**
- ☐ **Product Catalog**
- ☑ **Service Catalog** (Correct)
- ☑ **Technical Catalog** (Correct)

Explanation
Demo data within ServiceNow includes two service catalogues:

Service Catalog and **Technical Catalog**.

Additional catalogues can be added as per the business requirements.

Question 39: **Correct**

What is Configuration Management Database (CMDB)?

- ○ **Components of an infrastructure required to deliver a product or service**
- ◉ **A database used to store configuration records throughout their lifecycle** **(Correct)**
- ○ **A table that contains a specific type or group of CIs that share common attributes**
- ○ **A set of tools and databases that are used to manage an organizations configuration data**

Explanation
Configuration Management Database (CMDB) is a **database used to store configuration records throughout their lifecycle**.

Question 40: **Correct**

Who can create additional ad-hoc tasks for a requested item?

- ○ **The requester**
- ○ **Any of the fulfillers**
- ◉ **Fulfillers with permissions** **(Correct)**
- ○ **Any of the approvers**

Explanation
In some cases, additional ad-hoc tasks can be required to fulfil an item.

A process user (fulfiller) with permissions can add an SCTASK to a RITM on an ad-hoc basis, but they must create the task before the closure of the final existing SCTASK, or the RITM will no longer be active.

Question 41: Correct

What form action on the Incident form updates an existing record and keeps the form open?

- Submit
- Update
- Insert
- Save (Correct)

Explanation
Selecting **Save** on the Incident form updates an existing record and keeps the form open.

It is useful when you plan to continue working on a record immediately.

One way to do this is via the form context menu provides controls based on the table and user access rights. Administrators can customise some available options on a context

Question 42: Correct

What are the two available knowledge article types?

Select 2 Answers from the below options.

- [x] Wiki (Correct)
- [ ] Plain Text
- [ ] CSS
- [x] HTML (Correct)

Explanation
Knowledge contributors can create and edit knowledge articles within a knowledge base to share information across your organisation.

HTML and **Wiki** are the two available knowledge article types.

The Article body displays when the HTML type is selected and allows knowledge contributors and managers to use the HTML editor to write and format their article text.

Question 43: **Correct**

Who can contribute if no User Criteria are specified for 'Can Contribute' in a Knowledge Base?

- ○ **No one**
- ○ **All users**
- ◉ **Knowledge Base Managers** **(Correct)**
- ○ **User Criteria Admins**

Explanation
If no User Criteria is specified for Can Contribute, only the **Knowledge Base Owner** and **Knowledge Base Managers** are able to contribute.

Question 44: **Correct**

What type of relationship is recommended between Incident and SLA tables to report on incidents resolved by SLA per incident category?

- ◉ **Database Views** **(Correct)**
- ○ **One-to-Many**
- ○ **Many-to-Many**
- ○ **Extensions**

Explanation
Incident SLA [incident_sla] is a **database view** that joins incident to SLA (task_sla) to report things like incidents resolved by SLA per incident category.

This database view helps you see how well the incidents that are subject to a Service Level Agreement meet the deadlines of those SLAs.

Here are some of the indicators that are used in the Incident SLA Management dashboard:

Question 45: **Correct**

In what scenarios do you need to go back to and continue the root cause analysis?

Select 3 Answers from the below options.

- [ ] **The root cause analysis was not completed at the time of problem resolution.**
- [x] **The fix that was applied did not correct the problem.** (Correct)
- [x] **The workaround stopped working.** (Correct)
- [x] **Priorities change, and the previously accepted risk is no longer acceptable.** (Correct)

Explanation

There are times in problem management when you need to go back and continue the root cause analysis. For example:

Question 46: **Correct**

When an unplanned CI activity occurs on CIs that are part of the application service, an unauthorised change request is automatically created as a(n) _______ change.

- (•) **Emergency** (Correct)
- ( ) **Business Urgent**
- ( ) **Major**
- ( ) **Retrospective**

Explanation

When an unplanned CI activity occurs on CIs that are part of the application service, an unauthorised change request is automatically created as an **emergency change**.

Question 47: **Correct**

(R) What of the following are the functionalities of the Change Advisory Board (CAB) Workbench?

Select 2 Answers from the below option.

- [ ] Ability to view a workspace experience using UI Builder
- [ ] Ability to migrate the CAB information in completed update sets
- [x] Ability to review and approve standard and pre-approved change proposals in the CAB (Correct)
- [x] Ability to allow a delegate to capture CAB meeting minutes (Correct)

Question 48: **Correct**

(Tokyo) What module/plugin enables you to calculate the probability of a change request completing successfully without issues?

- ○ ITSM Success Dashboard
- ◉ Change Management - Success Probability (Correct)
- ○ Change Management - Change Models
- ○ Change Management Workflows
- ○ Change Management - Change Success Score

Question 49: **Correct**

(R) Where can you view instructions or help text associated with a catalogue item variable for additional context?

- ○ **In the Virtual Agent conversations**
- ○ **In the associated knowledge articles**
- ◉ **In the variable editor in Workspace** **(Correct)**
- ○ **In the service catalogue notifications**

Explanation
In the variable editor in Workspace, you can view instructions or help text associated with a catalogue item variable for additional context.

Question 50: **Correct**

What application can you use to deliver solution definitions for incident and major incident management?

- ○ **Search Analytics**
- ◉ **Predictive Intelligence** **(Correct)**
- ○ **Virtual Agent**
- ○ **Performance Analytics**

Explanation
ServiceNow Predictive Intelligence is a platform function that provides a layer of artificial

Question 51: Correct

Which modules support meeting facilitation, participation, and decision-making for upcoming change requests?

- ○ Standard Change Catalog
- ○ Change Schedules
- ◉ CAB Workbench (Correct)
- ○ Change Premium dashboard

Explanation

CAB Workbench supports meeting facilitation, participation, and decision making for upcoming change requests.

Question 52: Correct

What are the different types of change tasks?

Select 4 Answers from the below options.

- [x] Testing (Correct)
- [ ] Assessment
- [x] Review (Correct)
- [x] Implementation (Correct)
- [x] Planning (Correct)

Question 53: **Correct**

What form view is displayed when a user hovers over a reference icon on the Incident form?

- ○ **Self Service**
- ◉ **Sys_popup** **(Correct)**
- ○ **Metrics**
- ○ **Service Portal**

Explanation

Sys_popup view of the form is displayed when a user hovers over a reference icon.

If no sys_popup view is not defined for a table, the **form's Default view** will be used.

Question 54: **Correct**

Which of the following can you do in a multi-row variable set (MRVS)?

Select 2 Answers from the below options.

- ☐ **Set up the 'Map to' field for variables used in an MRVS.**
- ☐ **You can add variables with the read roles in an MRVS.**
- ☐ **You can display an MRVS when added within a container.**
- ☑ **Hide a variable in the MRVS, so the question does not appear to users.** **(Correct)**
- ☑ **Configure MRVS questions to disallow duplicate values.** **(Correct)**

Question 55: **Correct**

What are the different ways for approvers to take approval action?

Select 3 Answers from the below options.

- [x] **Via the ServiceNow Mobile application** **(Correct)**
- [ ] **By updating the original request record**
- [x] **From the My Approvals card on the Service Portal** **(Correct)**
- [x] **From the links in the approval notification email** **(Correct)**

Explanation
The approver can take approval action from:

1. **The links in the approval notification email,**
2. **The My Approvals card on the Service Portal,**

Question 56: **Correct**

What records CANNOT be created from the Major Incident Workbench?

- (●) **Problems** **(Correct)**
- ( ) **Incident Tasks**
- ( ) **Outages**
- ( ) **Child Incidents**

Explanation
The major incident workbench is a single pane view designed for major incident managers, communication managers, and resolver groups. The workbench helps to manage major incidents by aggregating and providing actionable information.

Question 57: **Correct**

What are the goals of incident management?

Select 3 Answers from the below options.

- [x] **Restore a normal service operation as quickly as possible** (Correct)
- [x] **Ensure that the best possible levels of service quality and availability are maintained** (Correct)
- [ ] **Implement permanent solutions or sufficient workaround**
- [x] **Classify incidents as you record them** (Correct)

Explanation
The ServiceNow Incident Management application restores normal service operations while minimising the impact on business operations and maintaining quality.

Question 58: **Correct**

What role is required to create record producers to log incidents directly from the Service Catalogue?

- ( ) **itil_admin**
- ( ) **incident_manager**
- (•) **catalog_admin** (Correct)
- ( ) **catalog_item_designer**

Explanation
The ServiceNow Service Catalog application provides a requester view of the available services and products offered by departments within your organization.

Question 59: **Correct**

What Incident field is used to communicate back and forth with the Caller directly in ServiceNow?

- Work notes
- Description
- Additional comments **(Correct)**
- Caller

Explanation

Additional comments are used to communicate back and forth with the Caller and other stakeholders directly in ServiceNow, such as keeping the customer updated on the progress on their incident or requesting additional information.

Question 60: **Correct**

Which field becomes mandatory when you click the Resolve button or update the state to Resolved on a Problem record?

- Close notes
- Work notes
- Fix notes **(Correct)**
- Cause notes

Explanation

Fix notes field becomes mandatory when you click on the Resolve button or update the state to Resolved on a Problem record.

Question 1: **Correct**

Where is the Activity stream located on the Incident form?

- (•) **Notes tab** **(Correct)**
- ( ) **Related Records tab**
- ( ) **Related Links**
- ( ) **Resolution Information tab**

Explanation

An activity stream is a list of entries in records and conversations. Examples of activity streams include journal fields like comments and work notes that are displayed in task records and Connect Chat conversations. Activity streams are available in UI15, UI16 and the Next Experience UI (Polaris).

Activity Stream enables agents to communicate with requesters and make internal notes about the work done on a record

Question 2: **Correct**

How do you define conditions that are evaluated against users to determine which users can access catalogue items?

- ( ) **Catalog UI Policies [catalog_ui_policy]**
- ( ) **Service Catalog Configuration / Properties [system_properties_servicecatalog_ui]**
- (•) **User criteria [user_criteria]** **(Correct)**
- ( ) **Catalog Client Scripts [catalog_script_client]**

Explanation

User Criteria [user_criteria] defines conditions evaluated against users to determine which users can access catalogue items.

Question 3: **Correct**

What governs the specific approvals and fulfilment tasks for a particular catalogue item?

- ○ **The order guide that contains the item record**
- ◉ **The workflow associated with each item record** **(Correct)**
- ○ **They are manually triggered**
- ○ **The SLA associated with the request record**

Explanation
Each item record documents one particular service or piece of equipment that has been requested.

The **workflow associated with each item record** governs the specific approvals and fulfilment tasks for that specific item.

Question 4: **Correct**

Authorising an order is usually associated with the _______ stage in the Request Management Lifecycle.

- ○ **Submittal**
- ◉ **Approval** **(Correct)**
- ○ **Closure**
- ○ **Fulfilment**

Explanation
Authorising the order is usually associated with the **approval** stage in the Request Management Lifecycle.

Question 5: **Correct**

How is the assignment group populated for a problem record when its 'Assignment group' and the 'Assigned to' fields are empty?

- ○ **Based on the assignment group of the opened by/confirmed by user**
- ○ **Based on the assignment group of the first reported by task**
- ○ **Based on the assignment group of the associated incidents**
- ◉ **Based on the support group of the respective CI/Service offerings** **(Correct)**

Explanation

Populate the Assignment group field automatically based on the **support group available for the respective configuration item (CI)**.

If the CI does not have any support group, then the field is populated with the **support group available for service offerings.**

If you want to override the default value, you need to create new properties and provide the field in the property value that must be used to populate the Assignment group field.

Question 6: **Correct**

Which request management persona best describes someone who submits and fulfils requests?

- ○ **Employee**
- ○ **Approver**
- ◉ **Process User** **(Correct)**
- ○ **End User**

Explanation

A **process user** fulfils requests for the end-user through a series of tasks.

He/She can also submit requests on behalf of the end-user.

Question 7: Correct

What can you identify in ITSM processes using the Configuration Management Database (CMDB)?

Select 3 Answers from the below options.

- [x] **The business criticality of affected CIs to help in prioritisation and escalation** (Correct)
- [x] **The respective support and approval groups** (Correct)
- [x] **Potential upstream or downstream impacts** (Correct)
- [ ] **The relationship between Incidents, Problems and Change records**

Explanation

With the ServiceNow Configuration Management Database (CMDB) application, build logical representations of assets, services, and the relationships between them that comprise your organisation's infrastructure. Details about these components are stored in the CMDB, which you can use to monitor the infrastructure, helping ensure integrity, stability, and continuous service operation.

Question 8: Correct

(R) Which of the following is true about the CMDB Data Manager?

Select 3 Answers from the below options.

- [ ] **It is a framework that supports multiple configuration strategies.**
- [x] **It can create policies that govern CI life cycle stages such as retirement and deletion.** (Correct)
- [x] **It is a wizard-like tool that provides a comprehensive solution for managing CIs.** (Correct)
- [x] **It is a policy-driven framework for managing CI life cycle operations.** (Correct)

Explanation

You can use the CMDB Data Manager to centrally create, publish, and manage the CI policies that automatically drive CI life cycle operations. **CMDB Data Manager is a policy-driven framework for managing CI life cycle operations such as deletion and archival**. It follows Common Service Data Model (CSDM) standards.

Question 9: **Incorrect**

What sorting options are available by default on the knowledge article list when opening a knowledge base from the service portal?

Select 3 Answers from the below options.

- [x] **Alphabetical** **(Correct)**
- [x] **Newest** **(Correct)**
- [x] **Category** **(Incorrect)**
- [ ] **Rating**
- [ ] **Views** **(Correct)**

Explanation
You can configure widget instance options for the knowledge sort widget on the Knowledge Management Service Portal search results page.

The search results page uses the Knowledge Result Sort widget to provide sort options for the returned list of results. Use the widget instance options to customise the sort options.

Question 10: **Correct**

(Tokyo) What feature is added for the incidents and incident tasks to give users safer and more secure access to the reports on the dashboards?

- (●) **'report_view' access control lists** **(Correct)**
- ( ) **'Elevate role' option for 'dashboard_admin'**
- ( ) **A form UI action to auto-generate reports**
- ( ) **UI policy actions to make fields 'Visible'**
- ( ) **'report_user' role to be contained by the 'itil' role**

Explanation
Report_view access control lists (ACLs) are active for new and upgraded customers starting with the Tokyo release. This feature is added for the incidents and incident tasks to give users safer and more secure access to the reports on the dashboards.

The report_view operation is a record-type access control list (ACL) that restricts access to reports. Only users with one of the required roles can view reports containing the restricted resource.

Question 11: Correct

Which table does the Change Request [change_request] extend?

- ◉ Task [task] (Correct)
- ○ Incident [incident]
- ○ Request [sc_request]
- ○ Problem [problem]

Explanation

Change Request, Incident, Problem and Request extend the **Task table**.

Question 12: Incorrect

Which of the following buttons / UI Actions on the Problem record change the state to Closed?

Select 3 Answers from the below options.

- [x] Resolved (Incorrect)
- [ ] Cancel (Correct)
- [x] Accept Risk (Correct)
- [x] Mark Duplicate (Correct)

Explanation

Following buttons / UI Actions on the Problem record change the state to Closed:

Cancel, **Mark Duplicate**, **Accept Risk**, or Complete.

Then, the action is recorded in the Resolution code.

Question 13: Correct

What are the benefits of the advanced commenting feature in the Knowledge Management Service Portal?

Select 3 Answers from the below options.

- [x] **Nested Comments** (Correct)
- [x] **Adding attachments** (Correct)
- [ ] **Forward a comment**
- [x] **Add inline images within a comment** (Correct)

Explanation
The Knowledge Management Service Portal enables users to perform the same operations with the Knowledge Management V3 plugin. Users can view knowledge bases and articles from the portal, search for information, sort and filter search results, and provide feedback.

Advanced commenting feature in Knowledge Management Service Portal supports:

- **Nested Comments,**
- **Adding attachments,**

Question 14: Correct

(R) Where can you view how a catalogue item appears in a conversational interface and modify the item if required?

- ( ) **In Service Portal**
- ( ) **In AI Search**
- (•) **In Catalog Builder** (Correct)
- ( ) **In Workspace**

Explanation
In Catalog Builder, you can view how a catalogue item appears in a conversational interface and modify the item if required.

Image: **Catalogue item creation process**

Question 15: **Correct**

What table do you need to update to view the callers with VIP status on the Incidents list and form?

- ○ **incident_fact_table**
- ◉ **sys_user** **(Correct)**
- ○ **incident_alert**
- ○ **sys_restricted_caller_access**

Explanation

You need to update the **sys_user** table and **tick the VIP checkbox** for users to view them with VIP status on the incident records list view and the incident form.

View the callers with VIP status on the incident records list view and the incident form. Organisations commonly designate VIP status in the user record for some of their VIP users.

Question 16: **Incorrect**

You can create an outage from an incident to track the downtime of a configuration item; however, you cannot create an outage for an incident in certain states.

What are those states?

Select 2 Answers from the below options.

- ☐ **New**
- ☑ **On hold** **(Incorrect)**
- ☑ **Canceled** **(Correct)**
- ☐ **Closed** **(Correct)**
- ☐ **Resolved**

Explanation

You can create an outage from a task record, such as an incident or a problem, to track the downtime of a configuration item. However, you cannot create outages for the

Question 17: **Correct**

What item in the Knowledge Management Service Portal displays articles with the highest percentage of users, marking them helpful?

- **Most Helpful**
- **Featured**
- **Most Useful** **(Correct)**
- **Most Viewed**

Explanation

You can configure the Knowledge Article Helpful widget instance options for the Knowledge Management article view page in the Knowledge Management Service Portal.

The article view page uses the Knowledge Article Helpful widget to allow users to provide feedback on the article's helpfulness, display a confirmation message after feedback is provided, and display the percentage of users who found the article useful.

Question 18: **Correct**

What plugin needs to be activated to allow translating the content of a catalogue item to a supported language?

- **I18N: Internationalization Translation helper (com.glide.i18n.translation_helper)**
- **Predictive Intelligence (com.glide.platform_ml)**
- **Localization Framework plugin (com.glide.localization_framework)** **(Correct)**
- **Natural Language Query (com.snc.nlq)**

Explanation

Translate the content of a catalogue item to multiple languages. You should activate the **Localization Framework plugin (com.glide.localization_framework)**.

Predictive Intelligence enables the creation of machine learning solutions using data in your instance.

Natural Language Query translates natural language utterances into glide queries and retrieves information from Glide DB.

Question 19: **Correct**

Which incident related lists can be configured in the Incident Properties to automatically copy any of its attributes to a copy or a child incident?

Select 2 Answers from the below options.

- [x] **Service Offerings (task_service_offering)** *(Correct)*
- [ ] **Outages (task_outage)**
- [ ] **Task SLAs (task_sla)**
- [x] **Business Applications (task_cmdb_ci_business_app)** *(Correct)*

Explanation

You can copy an incident or create a child incident without manually entering the value of all the fields in the new incident.

List any attributes that you want to get automatically copied from a parent incident to a new incident. Add the list of attributes in the following fields on the related list of the new incident:

Question 20: **Correct**

What are the ways to create a Major Incident?

Select 3 Answers from the below options.

- [x] **Propose/promote from an existing incident** *(Correct)*
- [x] **Create Major Incident Candidate module** *(Correct)*
- [ ] **Create New module**
- [x] **Trigger rules** *(Correct)*
- [ ] **Propose/promote from a problem**

Explanation

You can create a major incident candidate in multiple ways. After a major incident candidate is created, the major incident manager evaluates the candidate and decides whether the candidate should be promoted to a major incident.

Question 21: **Correct**

What field becomes mandatory when the Incident On hold reason is set to Awaiting Caller?

- (selected) **Additional comments** (Correct)
- **Assigned to**
- **Work notes**
- **Configuration item**

Explanation
The responsibility for the incident shifts temporarily to another entity to provide further information, evidence, or a resolution. The **On hold reason** list appears when you select the **On Hold** option. If the **On hold reason** is **Awaiting Caller**, the **Additional comments** field becomes mandatory.

The caller receives an email notification of the state change.

Due to state automation between a change and its associated change tasks, when the state of the parent change is set to **On hold**, the state of all associated change tasks is

Question 22: **Correct**

If an end-user wants to report an Incident, where do they find it on the service portal?

- **In the Software Category in the Service Catalogue**
- **In the Quick Links Category in the Service Catalogue**
- **In the Infrastructure Services Category in the Service Catalogue**
- (selected) **From the 'Can We Help You?' Category in the Service Catalogue** (Correct)

Explanation
If the end-user wants to report an Incident, they navigate to the **Can We Help You?** Category in the Service Catalogue on the service portal.

Question 23: Incorrect

How can Priority help agents with the Incident resolution?

Select 3 Answers from the below options.

- [ ] Identify the extent to which expected levels of service are affected.
- [x] Identify how quickly the service desk must address the issue. (Correct)
- [x] Identify the time available within the SLA for incident response and resolution. (Correct)
- [ ] Identify the sequence in which the incident requires resolution. (Correct)
- [x] Identify the time available for repair or avoidance before impact is felt. (Incorrect)

Explanation
Agents can use Incident priority to identify:

1. How quickly the service desk must address the issue.

Question 24: Correct

Which of the following is the proper syntax for accessing the values of variables from a Record Producer script field?

- (•) producer.variable_name (Correct)
- ( ) current.variable_name
- ( ) g_form.getVariable('variable_name')
- ( ) g_form.getReference('variable_name')

Explanation
producer.variable_name is the proper syntax for accessing values of variables from a Record Producer script field.

Question 25: **Correct**

Which of the following are the out-of-the-box release phase options on a release record?

Select 3 Answers from the below options.

- [x] **User Acceptance** (Correct)
- [x] **Deployment** (Correct)
- [ ] **Implement**
- [x] **Design** (Correct)

Explanation
Here are the out-of-the-box release phase options on a release record:

- Requirement Gathering,
- **Design,**
- Development,
- Build,
- **Deployment,**

Question 26: **Correct**

What CMDB table stores the basic attributes of all the configuration items?

- (•) **Configuration Item [cmdb_ci]** (Correct)
- ( ) **CI Relationship [cmdb_rel_ci]**
- ( ) **Base Configuration Item [cmdb]**
- ( ) **Configuration File [cmdb_ci_config_file]**

Explanation
Configuration Item [cmdb_ci] table stores the basic attributes of all the configuration items.

- Base Configuration Item [cmdb] is the base CMDB table for non-IT CIs.
- CI Relationship [cmdb_rel_ci] contains CI relationship data.
- Configuration File [cmdb_ci_config_file] is one of the CI types.

Diagram: **CMDB CI schema related to common core and non-core tables**

Question 27: Correct

(R) Which feature enables you to maintain a unified content categorisation across different content types, such as catalogue items, knowledge articles, and community posts?

- ○ Record Producer
- ○ Social Q&A
- ○ Knowledge Block
- ○ User Criteria
- ◉ Taxonomy (Correct)

Explanation
The **taxonomy feature** enables you to link an article to one or more topics from multiple taxonomies. It also helps you maintain a unified content categorisation across content

Question 28: Correct

Where can new requests be created from?

Select 3 Answers from the below options.

- ☐ A Call record
- ☑ The Service Catalog application (Correct)
- ☑ An Incident record (Correct)
- ☑ The Service Portal (Correct)

Explanation
Process users can create new requests from:

1. **The Service Catalog application,**
2. **The Service Portal,**
3. **An incident record when the incident prompts a new request.**

Question 29: Incorrect

How can you identify knowledge bases that are accessible to unauthenticated users?

Select 2 Answers from the below options.

- [ ] **System Property** (Correct)
- [x] **User Criteria** (Correct)
- [ ] **Knowledge View Counts**
- [ ] **Flagged articles**

Explanation

Identify knowledge bases that are accessible to unauthenticated users based on **user criteria** and the **system property settings**.

You can use user criteria to determine access to the knowledge base for unauthenticated users.

If no user criteria are specified for the knowledge base, as an administrator, you can set the value of the glide.knowman.block_access_with_no_user_criteria system property to

Question 30: Correct

Knowledge workflows facilitate the publishing and retirement processes and are set at the _______ level.

- (•) **Knowledge Base [kb_knowledge_base]** (Correct)
- ( ) **Knowledge [kb_knowledge]**
- ( ) **Knowledge Block [kb_knowledge_block]**
- ( ) **Knowledge Feedback [kb_feedback]**

Explanation

The publishing and retirement processes for a knowledge article are controlled by workflows defined for the **knowledge base** that the article belongs to.

You can assign different workflows to each Knowledge Base.

You can use one of the default workflows or create your workflows to define custom publishing and retirement processes for different types of knowledge.

Question 31: **Correct**

What incident field is used to predict the Configuration Item and Service fields' value via Predictive Intelligence solution definitions?

- ○ **Subcategory**
- ○ **Description**
- ◉ **Short description** (Correct)
- ○ **Category**

Explanation
The Predictive Intelligence classification framework enables you to use machine-learning algorithms to set field values during record creation, such as setting the incident category based on the short description. You can train predictive models, so they act as an agent to automatically categorise and route work based on your past record-handling experience.
Predictive Intelligence enables you to train predictive models and machine-learning solutions that you can apply to your business processes.

Question 32: **Correct**

What are the different content types in a Content Item?

Select 4 Answers from the below options.

- [x] **Module** (Correct)
- [ ] **Portal**
- [x] **Catalogue Content** (Correct)
- [x] **External Content** (Correct)
- [x] **KB Article** (Correct)

Explanation
Here are the different content types in a Content Item:

- **KB Article,**
- **Catalogue Content,**

Question 33: **Correct**

The problem and the solution have just been identified. What stage of the lifecycle is the problem in?

- ○ **Resolution and Closure**
- ○ **None of the above**
- ◉ **Investigation and Diagnosis** **(Correct)**
- ○ **Creation and classification**

Explanation
When the problem and the solution have been identified, the problem is in the **Investigation and Diagnosis** stage of the lifecycle.

Question 34: **Correct**

Which of the following are recommended during the Resolve and Close stage in the problem management lifecycle?

Select 3 Answers from the below options.

- [ ] **Create root cause analysis task and general task(s) as needed**
- [x] **Update resolution information** **(Correct)**
- [x] **Re-analyze problem (returns to Root Cause Analysis)** **(Correct)**
- [x] **Update or retire knowledge articles** **(Correct)**

Explanation
Here are the steps to take during the Resolve and Close stage in the problem management lifecycle:

- **Update resolution information,**
- **Update or retire knowledge articles,**
- **Re-analyze problem (returns to Root Cause Analysis),** and

Question 35: Correct

What roles are required to accept the risk on a problem record?

Select 2 Answers from the below options.

- [x] Problem Manager [problem_manager] (Correct)
- [x] Problem Coordinator [problem_coordinator] (Correct)
- [ ] ITIL [itil]
- [ ] Problem Task Analyst [problem_task_analyst]

Explanation

Only **problem managers** and **problem coordinators** can accept risk on a problem record.

The Accept Risk button is not visible to ITIL users or problem task analysts.

After the Root Cause Analysis stage, management may choose to accept the risk of not permanently fixing the problem in some situations.

Question 36: Incorrect

What are the different close codes on a change request form?

Select 3 Answers from the below options.

- [x] Successful with issues (Correct)
- [x] Successful (Correct)
- [ ] Unsuccessful (Correct)
- [x] Canceled (Incorrect)

Explanation

Here are the different close codes on a change request:

- **Successful,**
- **Unsuccessful,** and
- **Successful with issues.**

Question 37: **Correct**

What service request role can create or delete a catalogue and activate or deactivate a catalogue item?

- (selected) **catalog_admin** **(Correct)**
- **user_criteria_admin**
- **catalog_manager**
- **catalog_editor**

Explanation
Only an **admin** and a **catalogue admin** (catalog_admin) can create or delete a catalogue and activate or deactivate a catalogue item.

Question 38: **Correct**

What attribute is used to route a change request?

- (selected) **Assignment Group** **(Correct)**
- **Business Owner**
- **Support Group**
- **IT Owner**

Explanation
Assignment Group may be used by change request for routing of change requests and change tasks.

The (technical) assignment group maps to the attribute assignment_group.

Question 39: **Correct**

Fixing the immediate issues is associated with the _______ stage in the Incident Management Lifecycle.

- ○ Investigation and Diagnosis
- ◉ Resolution and Closure (Correct)
- ○ Creation and Classification
- ○ None of the above

Explanation
Fixing the immediate issue is associated with the **resolution and closure** stage in the Incident Management Lifecycle, as it is the first activity toward restoring the service.

An incident is considered resolved when you provide the user with a temporary workaround or a permanent solution for the issue.

The escalators stop when an incident is resolved, and the caller can review the resolution. Suppose the caller is satisfied with the resolution. In that case, the caller can close the incident, or it is auto-closed after a particular time based on the incident auto-close

Question 40: **Correct**

What are the different stages in the Change Management lifecycle?

Select 4 Answers from the below options.

- [x] Approval (Correct)
- [x] Review and Closure (Correct)
- [x] Implementation (Correct)
- [ ] Perform Root Cause Analysis
- [x] Creation and Scope (Correct)
- [ ] Apply Fix or Accept Risk

Explanation
Here are the different stages in the Change Management lifecycle:

Question 41: **Correct**

What fields need to be populated in a change request so that the conflict check can run?

Select 3 Answers from the below options.

- [x] **Configuration item** (Correct)
- [x] **Planned end date** (Correct)
- [ ] **Service offering**
- [x] **Planned start date** (Correct)

Explanation

ServiceNow automatically checks for CI and other scheduling conflicts.

Before you save the change record, the read-only Conflict status field displays Not Run.

The conflict check cannot run until you enter the **Configuration item**, the **Planned start date**, and the **Planned end date**.

A conflict check runs automatically each time you save, submit, or update the change.

Question 42: **Correct**

Where can you find information about the CAB forum, including CAB name, members, delegates, locations, time zone, and scope of changes?

- (●) **CAB Definition** (Correct)
- ( ) **CAB Attendee**
- ( ) **CAB Agenda Item**
- ( ) **CAB Meeting Runtime State**

Explanation

The **CAB Definition** is where you define the CAB as a forum, with CAB name, members, delegates, locations, time zone, and scope of changes.

The CAB definition contains:

1. Information about the CAB forum, including the name, scope, and participants
2. Meeting schedule definitions
3. Links to meeting sessions.

Question 43: **Incorrect**

What are the key features offered by the change success score capability?

Select 3 Answers from the below options.

- [ ] **The change success score indicator allows you to adjust the multipliers.** (Correct)
- [x] **The change success score helps you evaluate the team's success in handling future change requests.** (Incorrect)
- [x] **The score is calculated daily based on the team's performance from yesterday.** (Correct)
- [x] **The change score enables approvers to take decisions on the change request.** (Correct)

Explanation

Use the change success score to evaluate the team's success in handling prior change requests.

The following are the key features offered by the change success score capability:

Question 44: **Correct**

What is recommended to do if you incorrectly classify an emergency change as a normal change during the creation and scope stage of the change?

- (•) **Select Revert to New and update the type to Emergency** (Correct)
- ( ) **Tick the CAB approval required checkbox**
- ( ) **Create an emergency change and link them as parent-child**
- ( ) **Cancel and recreate the change as an Emergency change**

Explanation

During the creation and scope stage of the change, if you incorrectly classify an emergency change as a normal change, you do not need to cancel and recreate the change.

Instead, **revert the change back to the New state and update the Type field**.

There is an ACL (for change_request.type) that allows modification of the Type field in the change request when it is in a New state, and no approvals have been generated yet for it.

Question 45: **Correct**

Which of the following is a scenario of a Standard Change?

- ○ **Fix on fail or retroactive situations where the impact on service has already been experienced.**
- ○ **Fail situations where the impact on service is imminent if action is not taken.**
- ◉ **It is frequently implemented and has repeatable implementation steps.** **(Correct)**
- ○ **Time-sensitive and does not require the same planning and approval as a normal change.**

Explanation
Standard changes are predefined, pre-authorised changes that are considered to be relatively low risk.

They are **frequently implemented and have repeatable implementation steps.**

They also have a proven history of success.

All the other options are scenarios of an **emergency change**.

Question 46: **Correct**

What are some ways you can search for existing solutions in Incident Management?

Select 3 Answers from the below options.

- [x] **Look for similar known errors and identify the workaround.** **(Correct)**
- [ ] **Use keywords to search for related changes and view the workaround.**
- [x] **Search for similar incidents by filtering using specific keywords and review Related records from one of them.** **(Correct)**
- [x] **Browse recent changes to view any upcoming fixes that can restore service to the current incident.** **(Correct)**

Explanation
Here are some common ways to search for existing solutions in Incident Management.

- **Search for similar incidents** by filtering specific keywords and reviewing related records from one of them.
- **Look for similar known errors** and identify the workaround.
- **Browse recent changes** to view any upcoming fixes that restore service to the

Question 47: **Correct**

What variable type can only be used once in a catalogue item?

- ○ **Rich Text Label**
- ○ **Masked**
- ◉ **Requested For** **(Correct)**
- ○ **Macro**

Explanation
Catalogue Items cannot include multiple **Requested For** variables.

Question 48: **Correct**

(Tokyo) What do you configure on a change model to enable user criteria-based security in addition to role-based security so you can tailor the change creation landing page views?

- ○ **Available in 'Create New'**
- ○ **State field**
- ○ **Record preset**
- ◉ **Advanced Security** **(Correct)**
- ○ **Default change model**

Explanation
You can locate the suitable change model using both role-based access controls and user criteria to tailor Change creation landing page views.

Question 49: **Correct**

What are the two types of approvals in request management?

Select 2 Answers from the below options.

- [x] **Gating** **(Correct)**
- [ ] **Post-approval**
- [x] **Process** **(Correct)**
- [ ] **Pre-approval**

Explanation
There are two types of approvals: **Gating** and **Process.**

Gating occurs at the request (REQ) level. After all gating approvals are received, notifications about the request are sent out, and fulfilment task records are created.

Once a request has passed its gating approvals, any relevant workflows are initiated, including additional process approvals at the Requested Item (RITM) level.

Question 50: **Correct**

Which of the following is NOT a way to create a change request?

- (•) **Project Management** **(Correct)**
- ( ) **Problem Management**
- ( ) **Service Catalogue**
- ( ) **Configuration Management**

Explanation
ServiceNow provides many ways to create change requests, including:

- manual creation (from Change application),
- incident management (via the UI action),
- **problem management** (via the UI action),
- **configuration management** (by associating to affected CIs) and
- **service catalogue** (via standard change catalogue).

Additional methods exist to request changes, such as event management, release management, and maintenance schedules, but **Project management is not one of**

Question 51: **Correct**

What role can create major incidents directly?

- (selected) **Major Incident Manager [major_incident_manager]** **(Correct)**
- **ITIL Admin [itil_admin]**
- **Incident Manager [incident_manager]**
- **ITIL [itil]**

Explanation
Major Incident Managers can create major incidents directly.

As a major incident manager, you can:

- Promote a candidate to a major incident by clicking **Promote to Major Incident** from the context menu.
- Create a new major incident by clicking **Create Major Incident** from the left navigation pane.
- Promote an incident to a major incident without going through the proposal process.

Question 52: **Correct**

What state is used when an Incident is raised in error or identified as a duplicate of another incident record?

- **Resolved**
- **On Hold**
- **Closed**
- (selected) **Canceled** **(Correct)**

Explanation
An Incident is **Canceled** when it is raised in error or identified as a duplicate of another incident record.

Question 53: **Correct**

What are the Incident Database views for the Service Management plugin in the base system?

Select 3 Answers from the below options.

- [x] **incident_time_worked** (Correct)
- [x] **incident_sla** (Correct)
- [ ] **incident_state**
- [x] **incident_metric** (Correct)

Explanation
Particular views are included in the base system with the Database Views and Database Views for Service Management plugins.

Here are some of the database views:

- change_request_metric: Join change to metric definition to metric instance, creating a view that can be reported on for things like Changes that were closed

Question 54: **Correct**

Requested items are contained within which of the following?

- ( ) **Service Portal**
- ( ) **Configuration items**
- (•) **Service Catalogue Request** (Correct)
- ( ) **Service Catalogue**

Explanation
Requested items are contained within **Service Catalogue Request**.

Question 55: **Correct**

How do you specify the set amount of time agreed upon to respond to or resolve an incident?

- (•) **Service level agreements (SLAs)** **(Correct)**
- ( ) **Urgency**
- ( ) **Work notes**
- ( ) **Additional comments**

Explanation
Service level agreements (SLAs) specify the set amount of time agreed upon to reach a particular condition, in this case, to respond to or resolve an incident.

The Priority value determines the SLA and changes during the incident lifecycle only if the priority changes.

An *SLA definition* is used to create and progress SLAs, enabling you to use an SLA system for your organization's tasks.

Question 56: **Correct**

What type of change request is predefined, pre-authorised, and is considered to be a relatively low risk?

- (•) **Standard** **(Correct)**
- ( ) **Normal**
- ( ) **Emergency**
- ( ) **Business Urgent**

Explanation
A **Standard change** is a predefined, pre-authorised change considered to be relatively low risk.

It is frequently implemented, has repeatable implementation steps and has a proven history of success.

A Standard change was initially implemented as a normal change or standardised through the use of templates.

Question 57: **Correct**

What are the two different types of problem tasks?

Select 2 Answers from the below options.

- [ ] **Investigate**
- [ ] **Initiate**
- [x] **General** (Correct)
- [x] **Root Cause Analysis** (Correct)

Explanation

A problem task tracks a unit of work that supports the parent.

There are two types of tasks: **Root cause analysis** and **General** tasks.

Question 58: **Correct**

At what states a change request CANNOT be placed on hold?

Select 3 Answers from the below options.

- [x] **New** (Correct)
- [ ] **Assess**
- [x] **Closed** (Correct)
- [x] **Canceled** (Correct)

Explanation

On hold is not a defined state within the change lifecycle; however, a change request can be placed on-hold, except when it is in the **New**, **Canceled**, or **Closed** state.

This is done by checking the On Hold box on the change request form and completing the mandatory On Hold Reason field.

Question 59: **Correct**

Which statements are true regarding risk calculation and assessment of change requests?

Select 3 Answers from the below options.

- [x] **ServiceNow change application automatically calculates the risk and impact of the change from predefined risk conditions.** **(Correct)**
- [ ] **The lower risk value is selected when a risk calculator and risk assessment are used to determine the risk.**
- [x] **After running a risk assessment, you can rerun the assessment multiple times before requesting approval.** **(Correct)**
- [x] **The risk and impact values can change when the automatic risk calculation runs.** **(Correct)**

Explanation

ServiceNow change application automatically calculates the risk and impact of the change from predefined risk conditions.

Question 60: **Correct**

Which of the following can be predefined for each catalogue item?

Select 3 Answers from the below options.

- [x] **Total number of tasks** **(Correct)**
- [x] **The order of tasks** **(Correct)**
- [ ] **who creates the tasks**
- [x] **The group assigned to the tasks** **(Correct)**

Explanation

The **total number of tasks**, the **order of tasks**, the work described in the tasks, and the **group assigned to the tasks** are predefined for each catalogue item.

The process users can create additional ad-hoc tasks with permissions, but who creates them is not predefined.

Question 1: **Correct**

A problem manager assigns a new problem to themself and associates the incidents with the problem. What state should the problem record be in?

- (selected) **Assess** **(Correct)**
- **Root Cause Analysis**
- **New**
- **None of the above**

Explanation

The problem state should change to **Assess** when a problem manager assigns it to themself and starts associating the incidents.

Question 2: **Correct**

(Tokyo) What field allows you to declare the execution state of a change when configuring a change model?

- **Record preset**
- (selected) **Implementation states** **(Correct)**
- **Advanced Security**
- **State field**
- **Default change model**

Explanation

You can declare the execution state of a change when using models by listing the states in the **'Implementation states'** field.

The '**Implementation states**' field allows you to provide a list of states where change requests can be implemented using this model.

Question 3: Correct

Which ServiceNow applications allow users to order products and services?

Select 3 Answers from the below options.

- [x] Service Portal (Correct)
- [x] Now Mobile (Correct)
- [x] Service Catalog (Correct)
- [ ] Mobile Agent

Explanation

You can submit requests in the **Service Catalog, Service Portal,** and **Now Mobile.**

The mobile agent only allows users to approve submitted requests.

Question 4: Incorrect

The _______ defines the content of a release and associated change requests it implements.

- ○ Release Tasks
- ○ Products
- ◉ Release Phases (Incorrect)
- ○ Features (Correct)

Explanation

A Release represents a planned release for a product.

The release content is defined by the **features** (and associated change requests) that it implements.

Question 5: **Incorrect**

What ServiceNow application in the Now Mobile app enables users to retrieve more relevant knowledge articles in search results and have a better experience?

- ○ **Zing search**
- ◉ **Predictive Intelligence** (Incorrect)
- ○ **Virtual Agent**
- ○ **AI Search** (Correct)

Explanation
The ServiceNow **AI Search application** provides a modern consumer-grade search engine for ServiceNow Service Portal, Now Mobile, and Virtual Agent.

Intelligent query features enable users to find the answers they need quickly.

The 'AI Search' search engine in the Now Mobile platform enables users to find answers to issues and then proceed quickly with their tasks.

Question 6: **Incorrect**

What happens if a change advances to Review before the predefined, automated tasks are completed?

- ◉ **The change cannot advance to Review before the tasks are closed.** (Incorrect)
- ○ **The tasks need to be manually updated.**
- ○ **The tasks are automatically cancelled.** (Correct)
- ○ **The tasks are automatically closed.**

Explanation
If the change advances to Review before the predefined, automated tasks are completed, the **tasks are automatically cancelled.**

Question 7: **Incorrect**

What is Configuration Management System (CMS)?

- ◉ **Components of an infrastructure required to deliver a product or service** **(Incorrect)**
- ○ **Relationships between Configuration Items**
- ○ **A database used to store configuration records throughout their lifecycle**
- ○ **A set of tools and databases that are used to manage an organisations configuration data** **(Correct)**

Explanation
Configuration Management System (CMS) is a **set of tools and databases used to manage an organisation's configuration data**.

As per ITIL, Configuration Management System is a much broader system that combines many different data repositories.

Question 8: **Correct**

Logging the incident is part of the _______ stage within the Incident Management Lifecycle.

- ○ **Resolution and Closure**
- ○ **None of the above**
- ◉ **Creation and Classification** **(Correct)**
- ○ **Investigation and Diagnosis**

Explanation
Logging the incident is associated with the **creation and classification stage** in the Incident Management Lifecycle.

Incidents move through a basic process that includes these stages:

- **Creation and Classification:** Following the detection of an issue, create a new incident, or locate one that was submitted by the end-user, created automatically, or generated through another application. Document the details of the incident and assign it to the appropriate group and/or User.

Question 9: **Correct**

At what Incident states, the Resolution SLA is paused?

Select 2 Answers from the below options.

- [x] **On hold** **(Correct)**
- [ ] **Closed**
- [ ] **Canceled**
- [x] **Resolved** **(Correct)**

Explanation
SLA conditions determine when a task SLA record is attached, paused, resumed, reset, canceled, and completed.

On the SLA definition, you can specify up to six conditions that are evaluated each time a task record is created or updated. For example, for an SLA to attach to a task, the start conditions must match and stop conditions must not match.

Pause conditions enable you to define the conditions under which the SLA will suspend increasing elapsed time.

Question 10: **Correct**

What variable type should be used to allow uploading an attachment from a question in the catalogue item?

- ( ) **Reference**
- ( ) **HTML**
- (•) **Attachment** **(Correct)**
- ( ) **URL**

Explanation
When submitting a catalogue item request, you can upload an attachment for a question of the item defined as a variable with the **Attachment type**.

Question 11: **Correct**

What are the different change request types when the Change Management core application (com.snc.change_management) is installed?

Select 3 Answers from the below options.

- [ ] **Routine**
- [x] **Standard** (Correct)
- [x] **Emergency** (Correct)
- [x] **Normal** (Correct)
- [ ] **Comprehensive**

Explanation
Change Management core application (com.snc.change_management) provides base functionality for Change Management which both Change Management State Model and Standard Change Catalog plugins depend on.

This plugin will update the Type field on Change Request to have **normal, standard,** and **emergency** values**.**

Question 12: **Incorrect**

How are the products and services in the service catalogue organised from the end user's perspective?

- (•) **Tickets and Requests** (Incorrect)
- ( ) **Incidents and Problems**
- ( ) **Categories and Subcategories** (Correct)
- ( ) **Tasks and Subtasks**

Explanation
From the end user's perspective, products and services in the service catalogue organised by **categories** and **subcategories.**

Question 13: **Incorrect**

What predefined grouping of catalogue items allows you to select the products and services you need quickly?

- ○ **A shopping cart**
- ○ **A multi-row variable set**
- ○ **A bundle** **(Correct)**
- ◉ **An order guide** **(Incorrect)**

Explanation

A **bundle** is a predefined grouping of catalogue items that allows you to select the products and services you need quickly.

An **order guide** provides a series of questions that, when answered, offers a list of recommended products and services that may help you fulfil your need.

A **shopping cart** is not predefined, and a **multi-row variable set** can be part of a catalogue item.

Question 14: **Incorrect**

Which of the following are the Major Incident States?

Select 3 Answers from the below options.

- [x] **Proposed** **(Correct)**
- [x] **Accepted** **(Correct)**
- [ ] **Canceled** **(Correct)**
- [ ] **Closed**
- [x] **New** **(Incorrect)**

Question 15: Correct

What 'On hold reason' can pause the resolution SLA in an Incident?

- (selected) **Awaiting Caller** (Correct)
- **Awaiting Problem**
- **Awaiting Change**
- **Awaiting Vendor**

Explanation
SLA conditions determine when a task SLA record is attached, paused, resumed, reset, canceled, and completed.

When an incident is paused, this pauses the SLA, but only when the On hold reason field is set to **Awaiting Caller**.

The responsibility for the incident shifts temporarily to another entity to provide further information, evidence, or a resolution. The **On hold reason** list appears when you select the **On Hold** option. If the **On hold reason** is **Awaiting Caller**, the 'Additional comments' become mandatory.

Question 16: Incorrect

What role is required to delete a problem record or a problem task?

- **itil**
- (selected) **problem_manager** (Incorrect)
- **problem_admin** (Correct)
- **problem_coordinator**

Explanation
The **problem_admin** role is required to delete a problem record or a problem task.

Question 17: **Incorrect**

What are the different ways to populate the assignment group in an Incident record?

Select 3 Answers from the below options.

- [x] **On-call scheduling** **(Incorrect)**
- [x] **Assignment rules** **(Correct)**
- [ ] **Script** **(Correct)**
- [x] **Data lookup rules** **(Correct)**

Explanation

There are different methods to populate the assignment group in an Incident record:

Manual selection, **Assignment rules, Data lookup rules,** and **Script.**

On-call scheduling is a method to populate the **Assigned to field** in an Incident record.

Question 18: **Correct**

What related record is directly created from an incident record to conduct a root cause analysis of the underlying issue that caused the incident?

- ( ) **Child Incident**
- ( ) **Change**
- (•) **Problem** **(Correct)**
- ( ) **Request**

Explanation

Problem Management supports the ITIL process to find and fix the root cause of issues that result in incidents. You can record problems, associate incidents, and assign them to appropriate groups. You can create knowledge from problems, request changes, escalate and manage problems to their resolution and reporting.

When the cause of an incident is an error or widespread issue, you can create a problem record to track the root cause of the issue.

Question 19: **Correct**

What are the purposes you may use Content Items for?

Select 3 Answers from the below options.

- [x] **Link to Catalogue Content** (Correct)
- [ ] **Create a new content**
- [x] **External Content** (Correct)
- [x] **Link to a Knowledge Base Article** (Correct)

Explanation
You may use Content Items for multiple purposes:

- **Link to a Knowledge Base Article,**
- **Link to Catalogue Content, and**
- **Link for a Module and External Content.**

Question 20: **Correct**

Which of the following are the triggers for conflict detection in change requests?

Select 3 Answers from the below options.

- [x] **As scheduled jobs based on lead time to Planned Start** (Correct)
- [x] **Manual** (Correct)
- [x] **Insert or Update the change records** (Correct)
- [ ] **Deletion of change records**

Explanation
Here are the triggers for conflict detection in change requests:

1. Manual,
2. Insert or Update the change records, and
3. As scheduled jobs based on lead time to Planned Start.

Question 21: **Correct**

What is the minimum role required to create a major incident candidate or propose an existing incident as a major incident candidate?

- (●) **ITIL [itil]** **(Correct)**
- ( ) **ITIL Admin [itil_admin]**
- ( ) **Incident Manager [incident_manager]**
- ( ) **Major Incident Manager [major_incident_manager]**

Explanation
You can create a major incident candidate in multiple ways. After a major incident candidate is created, the major incident manager evaluates the candidate and decides whether the candidate should be promoted to a major incident.

Role required: itil, sn_incident_write, or admin

Anyone with the **itil** role can create a major incident candidate or propose an existing incident as a major incident candidate.

All candidates will need to be reviewed and accepted before becoming a major incident.

Question 22: **Correct**

What is created when an order is placed for a catalogue item?

Select 3 Answers from the below options.

- [ ] **A Variable Set**
- [ ] **A Variable**
- [x] **A Requested Item (RITM) record** **(Correct)**
- [x] **One or more Service Catalogue Task (SCTASK) records** **(Correct)**
- [x] **A Request (REQ) record** **(Correct)**

Explanation
A Request (**REQ**) record, a Requested Item (**RITM**) record and one or more Service Catalogue Task (**SCTASK**) records are created when an order is placed for a catalogue item.

Question 23: **Incorrect**

Which of the following are dynamically generated on the knowledge homepage?

Select 2 Answers from the below options.

- [ ] **Highest Rated**
- [x] **Featured (Content)** **(Incorrect)**
- [x] **Most Useful** **(Correct)**
- [ ] **Most Viewed** **(Correct)**

Explanation
Most Useful and **Most Viewed** on the Knowledge homepage are dynamically generated based on the number of times accessible articles were marked as useful and the number of times accessible articles were viewed.

Highest Rated is not an out-of-the-box list and is not available on the knowledge homepage.

Featured Content is manually set and is a static list.

Question 24: **Incorrect**

What data can you access when you create a dynamic multi-row variable set (MRVS) form?

Select 2 Answers from the below options.

- [ ] **Variables from other active multi-row variable sets**
- [x] **Other variables outside of this multi-row variable set on the catalogue item form.** **(Correct)**
- [ ] **Other rows of this multi-row variable set** **(Correct)**
- [x] **Variables from other catalogue item forms using this multi-row variable set** **(Incorrect)**

Explanation
You can create a dynamic MRVS form by accessing all data in the catalogue item form that includes the following:

- **Other rows of that MRVS**
- **Other variables outside of that MRVS on the catalogue item form**

The g_service_catalog API enables you to access data in a multi-row variable set when a model is open.

Question 25: Incorrect

What can you disable for knowledge articles from a Knowledge Base form?

Select 3 Answers from the below options.

- [ ] **Suggesting** (Correct)
- [x] **Subscribing** (Incorrect)
- [x] **Rating** (Correct)
- [x] **Commenting** (Correct)

Explanation

You can disable **commenting**, **suggesting, rating,** marking as helpful and category editing for all knowledge articles belonging to a Knowledge Base on the knowledge base form.

Question 26: Correct

What application can you use to get suggestions on standard templates, identify similar incidents, and enhance risk assessment for the change?

- (●) **Predictive Intelligence** (Correct)
- ( ) **Performance Analytics**
- ( ) **Natural Language Understanding**
- ( ) **Virtual Agent**

Explanation

The Predictive Intelligence for Change Management capability uses machine-learning algorithms to suggest standard templates, identify similar incidents, and enhance risk assessment for the change.

Configure and train the machine-learning algorithm to make predictions based on your past record data.

You can suggest and predict the change's overall success by delivering enhanced risk assessment and suggesting standard change templates to create a change.

Question 27: Correct

(Tokyo) What dashboard enables you to monitor aggregated catalogue item data like fulfilment automation coverage, translation coverage, and conversational coverage?

- (selected) **Service Catalog Overview** (Correct)
- **Open Requested Items Reports**
- **Request Management - Requested Item**
- **Open Requested Item State Monitor**

Explanation

You can monitor aggregated catalogue item data like fulfilment automation coverage, translation coverage, conversational coverage, and so on using the **Service Catalog Overview dashboard**.

Here is a list of the dashboard graphs/reports:

- Catalog request channel analytics - last 12 months
- Catalog item best practice deviations
- Catalog item VA render type

Question 28: Incorrect

What scores are found on the CMDB health dashboard?

Select 3 Answers from the below options.

- [x] **Compliance** (Correct)
- [x] **Correctness** (Correct)
- [x] **Connectedness** (Incorrect)
- [ ] **Completeness** (Correct)

Explanation

The health dashboard provides a single view of the quality of data at the CMDB, CI class and CI levels using **completeness**, **correctness** and **compliance** scores.

An added challenge to consolidating and maintaining the CMDB is capturing unknown CIs, inconsistent data quality, and ill-defined relationships.

- **Correctness** is a KPI aggregation of the Orphan, Staleness and Duplicate metrics (according to the correctness scorecard weight settings).
- **Completeness** is a KPI that is an aggregation of the Required and Recommended metrics (according to the completeness scorecard weight

Question 29: **Correct**

(R) Which section on the catalogue item variable form enables you to add instructions or help text?

- ○ **Type Specifications**
- ○ **Question**
- ○ **Availability**
- ○ **Field**
- ◉ **Annotation** **(Correct)**

Explanation
The **Annotation section** for the catalogue item variable form enables you to add instructions or help text.

In the variable editor in Workspace, you can view instructions or help text associated with a catalogue item variable for additional context.

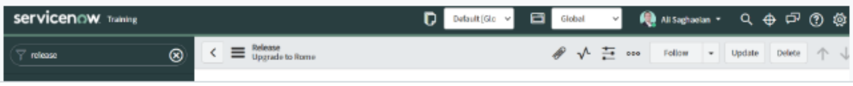
Question 30: **Incorrect**

(R) What can a user with the business stakeholder role do with the ServiceNow Release Management application?

- ○ **Update the release records and their relationships**
- ○ **Create new releases and delete when no longer required**
- ○ **Read and retrieve data from any table of the Release Management application** **(Correct)**
- ◉ **Approve or reject releases when associated to change requests** **(Incorrect)**

Explanation
You can use the Business stakeholder role to **read and retrieve data from any table of the Release Management application.** Use the data to generate reports and make informed decisions. You can assign this role to any user who is a business stakeholder.

Screenshot: **Example of a Release record for a user with full access**



Question 31: **Incorrect**

What information is provided under the Planning tab in a change request to assist approvers, implementers, and task assignees?

Select 3 Answers from the below options.

- [ ] **Risk and impact analysis** (Correct)
- [x] **Implementation Plan** (Correct)
- [x] **Justification** (Correct)
- [x] **Planned start date** (Incorrect)

Explanation
Following fields are present under the Planning tab in a change request:

Justification, **Implementation Plan**, **Risk and impact analysis**, Backout plan, and Test plan.

The planned start date is recorded under the Schedule tab.

Question 32: **Incorrect**

What role can manage all aspects of the Service Catalog application and the scripting functions?

- ○ **Administrators** (Correct)
- ◉ **Catalog administrators** (Incorrect)
- ○ **Catalog managers**
- ○ **Catalog editors**

Explanation
Administrators can manage all aspects of the Service Catalog application, including catalogs, categories, catalog items, and advanced functions, such as scripting or creating business rules.

Catalog administrators can manage all aspects of the Service Catalog application...except scripting functions.

Question 33: **Incorrect**

What resolution codes are used when closing a Problem record?

Select 3 Answers from the below options.

- [x] **Duplicate** (Correct)
- [x] **Resolved** (Incorrect)
- [ ] **Canceled** (Correct)
- [x] **Risk Accepted** (Correct)

Explanation

Here are the different resolution codes used when closing a Problem record:

- Fixed Applied
- **Risk Accepted**
- **Canceled**
- **Duplicate**

Question 34: **Incorrect**

Which of the following CAB Workbench feature allows you to determine which changes are included in a CAB meeting using the filter criteria?

- (•) **Refresh CAB Meetings** (Incorrect)
- ( ) **Related Schedules**
- ( ) **Agenda Management** (Correct)
- ( ) **Schedule Entries**

Explanation

Agenda Management allows you to determine which changes are included in a CAB meeting using the filter criteria.

Using **Related Schedules**, you can ensure the CAB schedule considers specific working hours, public holidays, etc.

Schedule Entries allows you to specify when the CAB meeting is held, on which days, and how often.

Via **Refresh CAB Meetings**, you can update CAB meetings and invites based on changes to the definition or schedule.

Question 35: Incorrect

How does the 'Assign to me' UI action work when you use it on the incident form while the Assignment group is empty and you are a member of multiple groups?

- ○ **Prompts to select the Assignment group first.** (Correct)
- ○ **The Assignment group field becomes read-only.**
- ○ **The 'Assign to me' UI action is not displayed.**
- ◉ **Skips the Assignment group and assigns the incident to you.** (Incorrect)
- ○ **Automatically populates the Assignment group based on your previous selection.**

Explanation

You can select the 'Assign to me' UI action for an incident record to assign the record to yourself after passing the following checks:

- If the Assignment group field is filled in and you're part of the group, the record is assigned to you.

Question 36: Correct

When submitting an order, the credit card and shipping information are associated with the _______.

- ◉ **Service Catalogue Request** (Correct)
- ○ **Service Portal**
- ○ **Configuration Items**
- ○ **Requested Item**

Explanation

The credit card information and the shipping information is associated with the **service catalogue request**.

Question 37: **Incorrect**

What is the minimum role required to create an incident template to create incidents for similar issues quickly?

- (selected) **itil** (Incorrect)
- **itil_admin**
- **admin**
- **sn_incident_write** (Correct)

Explanation

You can create a template that defines default values for forms so that users can easily create an incident. You need to have appropriate permissions before creating templates.

Users with the sn_incident_write role can create their own templates for frequently logged incidents.

- An itil user can also create a template from an incident, but since it contains the sn_incident_write role, it is not the minimum required role.
- An administrator or user with the template_editor_global role can create templates available to everyone.

Question 38: **Correct**

The State of a normal change is updated to _______ when a member of the assignment group or CAB Approval group rejects the change.

- **Closed Skipped**
- **Canceled**
- (selected) **New** (Correct)
- **Review**

Explanation

The State of a normal change is updated to '**New**' when a member of the assignment group or CAB Approval group rejects the change.

Question 39: **Correct**

A service desk agent submitted a request for a new phone and an extra charger for an end-user. The approver reviewed the request and rejected the RITM for the extra charger.

What happens to the RITM for the phone?

- ○ **The REQ is closed, and the requester is notified.**
- ○ **A new REQ is generated with only the RITM for the phone.**
- ◉ **The RITM for the phone continues through the approval process.** **(Correct)**
- ○ **The rejection does not come into effect unless the RITM for the phone is also rejected.**

Explanation
The RITM for the phone continues through the approval process. If there are multiple items in the request, the rejection of one RITM does not affect the fulfilment of other RITMs.

Question 40: **Correct**

What incident field provides a measure of the business criticality of an incident when the business deadlines are affected?

- ○ **Impact**
- ○ **Category**
- ◉ **Urgency** **(Correct)**
- ○ **Priority**

Explanation
Urgency is a measure of an incident's business criticality when there is an effect on business deadlines. In other words, it is a measure of how long the resolution can be delayed until an incident has a significant business impact. The urgency reflects the time available to restore service before the business feels the impact. The

Impact is a measure of the effect of an incident on business processes.

Priority is based on impact and urgency, and it identifies how quickly the service desk should address the task.

Question 41: Correct

Which of the following are the key change management features?

Select 3 Answers from the below options.

- [x] Risk and Conflict Detection Analysis (Correct)
- [ ] Deployment and testing automation
- [x] State Model Management (Correct)
- [x] Blackout and Maintenance Schedules (Correct)

Explanation

Here are the key change management features:

- Standard Change Catalogue,
- Standard Change Request and Approval Process,
- Workflows per Change Type,
- **State Model Management,**
- **Risk and Conflict Detection Analysis,**
- Change Advisory Board Workbench,
- **Blackout and Maintenance Schedules**, and

Question 42: Correct

What is the best way to share a knowledge article with another user?

- (•) A permalink (Correct)
- ( ) Copying and pasting the text
- ( ) Taking a screenshot
- ( ) Sharing the keywords

Explanation

Using a **permalink** is the best way to share a knowledge article with another user.

Question 43: **Incorrect**

At what levels can User Criteria be used in Knowledge Management to control who can read and who can contribute?

Select 3 Answers from the below options.

- [x] **Knowledge Category** **(Incorrect)**
- [x] **Knowledge Article** **(Correct)**
- [ ] **Knowledge Block** **(Correct)**
- [x] **Knowledge Base** **(Correct)**

Explanation
User Criteria control who can read and who can contribute and are available at **Knowledge Base, Knowledge Article,** and **Knowledge Block** levels.

Question 44: **Correct**

What do change models enable you to define?

Select 3 Answers from the below options.

- [ ] **State charts and graphs**
- [x] **State transitions** **(Correct)**
- [x] **State transition conditions** **(Correct)**
- [x] **Fit-for-purpose state models** **(Correct)**

Explanation
Change managers can use the Change models feature to tailor change activities and flows for specific use cases conveniently.

This feature is an extension to the existing IT Infrastructure Library (ITIL) OOB Change types and workflows. You can use it to transit to fit-for-purpose models and ServiceNow Flow Designer without compromising on existing capabilities.

Question 45: **Incorrect**

(R) Which of the following statement is true regarding the ServiceNow Problem Management?

- **You can move problem tasks from a problem record that is marked as a duplicate of the original problem record.** (Correct)
- **You should maintain the Overrides value for the Problem table to avoid seeing two 'Assign to me' UI actions if already customised.**
- **You can select the 'Update Assignment Group' UI action to check if you are part of the Problem assignment group.** (Incorrect)
- **You can assign a Problem to yourself via the 'Assign to me' UI action regardless of the Problem Assignment group.**

Explanation

You can move problem tasks from a problem record that is marked as a duplicate of the original problem record. This will enhance the user experience and performance with asynchronous behaviour in the movement of related records, such as moving incidents and problem tasks on a duplicate problem record to the original problem record.

Question 46: **Incorrect**

Which action CANNOT be performed by the Major Incident Manager?

- **Promote candidates to major incidents**
- **Manage trigger rules** (Correct)
- **Reject candidates**
- **Demote major incidents** (Incorrect)

Explanation

As a major incident manager, you can:

- Promote a candidate to a major incident by clicking 'Promote to Major Incident' from the context menu.
- Create a new major incident by clicking 'Create Major Incident' from the left navigation pane.
- Promote an incident to a major incident without going through the proposal process.

Question 47: **Correct**

Which of the following is NOT a definition of an Incident?

- ○ **Unplanned interruption to an IT service**
- ◉ **The underlying cause of one or more incidents** (Correct)
- ○ **An event that has not yet impacted the service to the customer**
- ○ **Reduction in the quality of an IT service**

Explanation

You create an incident record to document a deviation from an expected standard of operation.

An incident is defined as one of the following, according to ITIL (which is a global framework of best practices for IT Service Management):

1) Unplanned interruption to an IT service

2) Reduction in the quality of an IT service

3) Failure of a configuration item (CI) that has not yet affected service

4) An event that has not yet impacted the service to the customer.

Question 48: **Correct**

(R) Which statements are true regarding using Knowledge Management with Customer Service Management?

Select 2 Answers from the below options.

- ☐ **You can ask consumers to publish articles in the Customer Service Knowledge Base.**
- ☐ **You can use knowledge articles in Agent Workspace to cancel cases.**
- ☑ **You can add knowledge articles to Service Portal case records to resolve cases.** (Correct)
- ☑ **You can create knowledge articles using templates from a case in Agent Workspace.** (Correct)

Explanation

You can add knowledge articles to Service Portal case records to resolve cases.

You can use knowledge articles in Agent Workspace to **deflect** cases.

You can create knowledge articles using templates from a case in Agent Workspace.

Question 49: **Correct**

In which of the Change Management lifecycle stages should you perform a risk assessment and evaluate the risk?

- ○ **Review and Closure**
- ○ **Implementation**
- ◉ **Creation and Scope** **(Correct)**
- ○ **Approval**

Explanation
During the **Creation and Scope** stage, you create a new change record, define scope, schedule, and change implementation plan, check for conflicts, perform a risk assessment, evaluate the risk, and assign it to the group or individual.

Question 50: **Incorrect**

What is a stakeholder's role in implementing and maintaining the CMDB?

- ○ **Determine specific CI information required to support capabilities and build organisational buy-in.** **(Correct)**
- ○ **Import CI data, such as name, source and relationships.**
- ◉ **Create a go-forward strategy for configuration management responsibilities.** **(Incorrect)**
- ○ **Identify necessary reports showing CI health for related departments.**

Explanation
You will need to involve the right stakeholders to **determine the specific CI information required to support these capabilities and build organisational buy-in**.

This stakeholder group should include the process owner, process manager, and other subject matter experts for each process.

Question 51: **Incorrect**

Who has 'read' access to the Requested Item (sc_req_item) record?

Select 3 Answers from the below options.

- [x] **Requested For user** (Correct)
- [x] **Opened by user** (Correct)
- [x] **Requester's manager** (Incorrect)
- [ ] **Approver** (Correct)

Explanation
The user in the **Opened By** field of a Requested Item (sc_req_item) record has read access to it.

Requested For user has read access to his/her requested item, same as the **approver** when he/she is required to approve.

Requester's manager does not have access to the requested item unless he/she is the 'opened by' user, the approver or a fulfiller.

Question 52: **Correct**

(R) Which feature enables you to add related entries for Identification and Reconciliation Engine Identification (IRE) rules?

- (●) **CI Class Manager** (Correct)
- ( ) **Service Graph connectors**
- ( ) **IntegrationHub ETL**
- ( ) **CMDB Data Manager**

Explanation
You can use the **CI Class Manager** to add related entries for IRE identification rules.

Identification rules are used to uniquely identify CIs in the CMDB as part of the identification and reconciliation process. Each CMDB class can be associated with a single identification rule.

Question 53: **Incorrect**

When you resolve a parent incident, which of the following activities will automatically occur?

Select 3 Answers from the below options.

- [x] **Resolution code is copied to the child incident.** (Correct)
- [ ] **Resolution information is copied to the child incident.** (Correct)
- [x] **State on child incidents is updated to Closed.** (Incorrect)
- [x] **Activity stream of child incidents is updated with parent's incident state of Resolved and parent's resolution information from the resolution tab.** (Correct)

Explanation

When you resolve a parent incident, the following activities will automatically occur:

- The resolution code is copied to the child incident
- Resolution information is copied to the child incident
- Activity stream of child incidents are updated with parent's incident state of Resolved and parent's resolution information from the resolution tab

Question 54: **Correct**

Which of the following is driving the Priority value in an Incident?

Select 2 Answers from the below options.

- [x] **Urgency** (Correct)
- [ ] **SLA**
- [ ] **VIP**
- [x] **Impact** (Correct)

Explanation

Incident Priority values are based on **Impact** and **Urgency** and may be updated in the Priority Data Lookups table.

Priority is used for SLAs, but SLAs are not driving the Priority.

VIP does not factor into determining priority.

Question 55: **Correct**

Which of the following can be performed with multi-row variable sets?

- (●) **Capture data in a grid layout** (Correct)
- ( ) **Add variables with read roles**
- ( ) **Display within a container**
- ( ) **Make visible in variable summarizer**

Explanation
You can use **multi-row variable sets to capture data in a grid layout**; however, there are some limitations:

They cannot be displayed when added within a container, they are not visible in variable summarized, and you cannot add variables with read roles.

Question 56: **Correct**

Which change task types are typically completed during the change implementation window?

Select 2 Answers from the below options.

- [x] **Implementation** (Correct)
- [ ] **Planning**
- [x] **Testing** (Correct)
- [ ] **Review**

Explanation
Implementation and **Testing** change task types are typically completed during the change implementation window (i.e., between the planned start and end dates).

Planning change task type is usually completed before approvals are made, and **Review** change task type is usually following implementation; for example, during the PIR.

Question 57: Correct

What happens if you cancel an incident with a major incident state of Proposed or Accepted?

- ○ **The Incident state changes to Canceled, but the major incident state stays as is.**
- ○ **Neither the incident state nor the major incident state changes since the major incident state should be cancelled first.**
- ◉ **Both incident state and major incident state change to Canceled.** (Correct)
- ○ **The Incident state stays as is but the major incident is demoted, and its state changes to Canceled.**

Explanation

If you cancel an incident and the major incident state is in a Proposed or Accepted state, **both the incident state and the major incident state change to Canceled.**

Question 58: Correct

If the permanent solution for a problem is to wait until next year, what will be the resolution code for that problem?

- ◉ **Accept Risk** (Correct)
- ○ **Apply Fix**
- ○ **None of the above**
- ○ **Complete**

Explanation

The resolution code for a problem record should be **Accept Risk** if the permanent solution should wait until a future date.

Question 59: Correct

Which menu item is a shortcut to display the primary Service Catalog to begin browsing items and services?

- (selected) **Catalog** (Correct)
- **Requests**
- **Items**
- **Tasks**

Explanation
The **Catalog** module (on the menu) is a shortcut to display the primary Service Catalog to begin browsing items and services.

The Catalogs module displays all available Service Catalogs, organised by the intended audience.

The Service Catalog is the primary catalog and contains items and services available to end-users.

Question 60: Incorrect

Which of the following are recommended during the 'Perform Root Cause Analysis' stage in the problem management lifecycle?

Select 3 Answers from the below options.

- [ ] **Create known error knowledge article(s)** (Correct)
- [x] **Receive and assign tasks** (Correct)
- [x] **Create change(s) or implement other corrective actions** (Incorrect)
- [x] **Validate and confirm the problem** (Correct)

Explanation
Here are the steps to take during the 'Perform Root Cause Analysis' stage in the problem management lifecycle:

- **Validate and confirm the problem,**
- **Receive and assign tasks,**
- Create root cause analysis task and general task(s) as needed,
- Update problem with analysis findings, and

Question 1: Incorrect

Preparing the order is associated with the _______ stage in the Request Management lifecycle.

- ○ Closure
- ◉ Approval (Incorrect)
- ○ Fulfilment (Correct)
- ○ Submittal

Explanation

Preparing the order is normally associated with the **fulfilment stage** in the Request Management lifecycle.

Question 2: Incorrect

What are the different ways for end-users to generate requests?

Select 3 Answers from the below options.

- [ ] Visiting an on-site IT support location through a Walk-Up interface (Correct)
- [x] Ordering items using the Service Portal (Correct)
- [x] Contacting a Virtual Agent through a chat conversation (Correct)
- [x] Converting an incident into a request (Incorrect)

Question 3: Incorrect

What table is used to track articles that have been 'attached' to incidents and when articles have been viewed?

- ○ Knowledge Version [kb_version]
- ○ Knowledge Use [kb_use] (Correct)
- ◉ Knowledge [kb_knowledge] (Incorrect)
- ○ Knowledge Category [kb_category]

Question 4: Correct

Which of the following definitions corresponds to Service Catalog?

- ○ **A collection of one or more ordered items**
- ○ **A customised interface used to build and submit an order**
- ◉ **It contains a collection of orderable products and services** (Correct)
- ○ **Products placed in the shopping cart**

Explanation

Service Catalog **contains a collection of orderable products and services**.

Service Portal is a customised interface used to build and submit an order.

Service Catalog Request is a collection of one or more ordered items.

Requested Items are products placed in the shopping cart.

Question 5: Incorrect

(R) Which of the following are ways to manage CIs provided with the CMDB Data Manager?

Select 2 Answers from the below options.

- [ ] **It operates in bulk.** (Correct)
- [x] **It rarely copes with rapid changes in a cloud-based world.** (Incorrect)
- [x] **It helps maintain the CMDB healthy and efficient.** (Correct)
- [ ] **It can only manage small to medium CMDBs.**

Explanation

You can use the CMDB Data Manager to centrally create, publish, and manage the CI policies that automatically drive CI life cycle operations. CMDB Data Manager is a policy-driven framework for managing CI life cycle operations such as deletion and archival. It

Question 6: Incorrect

What can you do within the Conflict Calendar?

Select 3 Answers from the below options.

- [x] View the change schedule (Correct)
- [x] Update Blackout Schedule or Maintenance Window (Incorrect)
- [x] View the details of the change (Correct)
- [ ] Resolve conflicts (Correct)

Question 7: Correct

What can a user with the catalog administrator role manage in the Service Catalog application?

Select 3 Answers from the below options.

- [x] Categories (Correct)
- [x] Catalog Items (Correct)
- [ ] Business Rules
- [ ] Scripting functions
- [x] Catalogs (Correct)

Question 8: Incorrect

What variable type in Service Catalogue creates radio buttons for user-defined question choices?

- List Collector
- Select Box (Incorrect)
- Checkbox
- Multiple Choice (Correct)

Explanation

Using **Multiple Choice variable type** in Service Catalogue creates radio buttons for

Question 9: Correct

What is the goal of request management?

Select 3 Answers from the below options.

- [x] Empower requesters and ensure efficient delivery of items and services. (Correct)
- [x] Inform users about available goods and services. (Correct)
- [x] Enable a streamlined, standardized process. (Correct)
- [ ] Offer all services in the catalogue even if they are not available.

Question 10: **Incorrect**

What are the different ways an end-user can leave feedback about an article?

Select 3 Answers from the below options.

- [ ] Give a 1-5 star rating. (Correct)
- [x] Leave a comment on the article. (Correct)
- [ ] Fill out an article quality index checklist.
- [x] Mark the article as helpful or not helpful. (Correct)
- [x] Fill out the knowledge quality survey. (Incorrect)

Question 11: **Incorrect**

A requested item record is referenced to what other record(s)?

Select 2 Answers from the below options.

- [ ] Service Catalog
- [ ] Parent request (Correct)
- [x] Child catalog task(s) (Correct)
- [x] Related incident (Incorrect)

Question 12: Incorrect

What state change in a parent Incident updates the state in all child incidents?

- Resolved (Correct)
- On Hold - Awaiting Caller (Incorrect)
- Closed
- Reopened

Explanation

For incidents linked together through a parent/child relationship, when the parent incident state is changed to **Resolved**, all child incidents related to the parent are

Question 13: Correct

(Tokyo) What Performance Analytics dashboard demonstrates the success probability of the change requests based on their model and allows you to drill down into the various change models to monitor the trends in their resolution efficiency over time?

- Change Velocity
- Change Success Score
- Change Model Success (Correct)
- Change Premium
- Change Type Success

Question 14: **Incorrect**

Which additional icons appear next to the populated Service field in a change request?

Select 3 Answers from the below options.

- [x] **Open in Dependency Views** (Correct)
- [ ] **Show other active tasks** (Correct)
- [x] **Preview this record** (Correct)
- [x] **Search Knowledge** (Incorrect)

Question 15: **Incorrect**

What can you determine with the On-call scheduling application?

Select 3 Answers from the below options.

- [x] **Who is the current primary contact for a task** (Correct)
- [ ] **What are the roster and escalation details for each group** (Correct)
- [x] **How to communicate internally with team members and externally with customers and contractors** (Incorrect)
- [ ] **Which member of a user group is available to complete a task** (Correct)

Explanation

On-call scheduling provides a way to determine **which member of a user group is available to complete a task**, for example, to find the right person to assign an incident.

Question 16: Incorrect

Which of the following can ITIL users leverage to create a knowledge article from a resolved incident?

Select 2 Answers from the below options.

- [ ] Knowledge Management KCS Capabilities plugin
- [x] Knowledge check box on incident records (Correct)
- [ ] KCS Article template (Correct)
- [x] Knowledge Management Advanced plugin (Incorrect)

Question 17: Incorrect

Actual start and actual end dates in a change request are populated automatically when the change state is updated to _______ (start) and then _______ (end).

- (•) New, Closed (Incorrect)
- ( ) Assess, Closed
- ( ) Authorize, Implement
- ( ) Implement, Review (Correct)

Question 18: **Incorrect**

(Tokyo) What parameters does the Next Generation Change Risk use to improve precision and provide additional change automation for existing change processes?

Select 2 Answers from the below options.

- [x] Success Probability (Correct)
- [ ] Change Success Score
- [x] Change Model Success (Incorrect)
- [ ] Conflict Detection
- [ ] Change Risk Calculator
- [ ] Impact (Correct)

Question 19: **Incorrect**

Which option is NOT commonly used to populate a knowledge base with knowledge articles?

- ( ) Import Microsoft Word files into a knowledge base.
- (•) Create articles using templates and/or knowledge blocks. (Incorrect)
- ( ) Create articles from cases or incidents.
- ( ) Create articles from received emails. (Correct)

Explanation

You can use the following options to populate your knowledge base with knowledge articles:

- **Create articles using templates and/or knowledge blocks** directly in ServiceNow,
- **Create articles from cases or incidents,**
- **Import Microsoft Word files into a knowledge base**, and
- Integrate into an existing WebDev compliant knowledge source outside of ServiceNow.

Creating articles from received emails is not a common option to populate your knowledge base with knowledge articles.

Question 20: **Incorrect**

Where is an article content copied to on the Incident form when attached from the Related Search section?

- ◉ **Work notes** **(Incorrect)**
- ○ **Description**
- ○ **Attachment**
- ○ **Additional Comments** **(Correct)**

Explanation

You can select Attach on a knowledge article in an incident's 'Related Search' section to copy the article's content directly to the **Additional Comments** field.

When the record is saved, the article's content is emailed directly to the caller and Watch list members.

You can resolve an incident by searching for related knowledge and attaching a knowledge article.

You can also use Agent Assist to search for related knowledge, select and preview an article, and then attach it to the incident.
The system attaches the knowledge article to the incident and adds the action to the activity stream.

From the Service Portal, the customer can see the knowledge article attached to the incident and click the link to open the article in a new tab. If the article solves the issue, the customer can click 'Close Incident' in the Actions widget.

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Question 21: **Incorrect**

What serves as a container for change requests and manages the execution of change management?

- Configuration Management
- Release management (Correct)
- Incident Management (Incorrect)
- Knowledge Management

Explanation
Release management serves as a container for change requests and manages the execution of change management.

Question 22: **Incorrect**

Who is notified when a problem manager or coordinator clicks the Communicate Fix link on a problem record?

- Callers of the related Incidents (Incorrect)
- Assigned to user of the Problem record
- Assigned to users of the related incidents (Correct)
- Assigned to analysts of its Problem tasks

Explanation
When you click Communicate Fix under Related Links in a Problem record, a notification is sent to the **current owner (Assigned to user) of the related incidents** that a fix is available.

Question 23: **Incorrect**

How does ServiceNow process an inbound email with a watermark of an existing incident?

- ○ **Clears all the values in the existing incident and overwrites the new values.**
- ○ **Updates the existing incident according to the action's script.** **(Correct)**
- ◉ **Creates a copy of the existing incident and makes it a child incident.** **(Incorrect)**
- ○ **Ignores the email since the incident already exists.**

Explanation

If the email has a watermark of an existing incident, an inbound email action **updates the existing incident according to the action's script**.

By default, if an email has no identifiable watermark, an inbound email action attempts to create an incident from the message.

You can define an inbound email action to script how the system responds to an inbound email.

Note: Inbound email flows take priority over inbound email actions. If you create flows with inbound email triggers, emails are first processed by the inbound email triggers before inbound email actions process them.

Inbound email actions are similar to business rules: both use conditions and scripts that take action on a target table. An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions. If the conditions are met, the system takes the inbound email action that you configure. The system can take two types of actions:

- Record action: setting a value for a field in the target table.
- Email reply: sending an email back to the source that triggered the action.

Question 24: **Incorrect**

What are the three stages that Problems move through in their lifecycle?

Select 3 Answers from the below options.

- [x] **Detection and Logging** (Correct)
- [x] **Initiate and Communicate** (Incorrect)
- [x] **Investigation and Diagnosis** (Correct)
- [ ] **Resolution and Closure** (Correct)

Explanation

Here are the 3 stages that problems move through in their lifecycle:

1. **Detection and Logging,**
2. **Investigation and Diagnosis,** and
3. **Resolution and Closure.**

Question 25: **Incorrect**

A fulfiller locates the Catalog tasks related lists to view the SCTASKs associated with the RITM.

Why don't they see all of the tasks associated with the RITM record?

- ○ **The related list is limited to one task at a time.**
- ○ **Some tasks must be completed before the next task appears in the related list.** (Correct)
- ◉ **Each requested item is fulfilled in one task.** (Incorrect)
- ○ **Tasks are not completed simultaneously.**

Explanation

Additional tasks may only appear once a previous task has been completed, indicating that **the task is dependent on a previous task**.

Question 26: Correct

What application can you use to quickly build and extend Change Management workflows on a single unified platform?

- ○ Process Automation Designer
- ◉ Flow Designer (Correct)
- ○ KPI Composer
- ○ UI Builder

Explanation
Use **Flow Designer** to build and extend workflows on a single unified platform quickly. Simplified flows for Change Management focus on optimisation and scaling.

The Change Management Change flows provide a library of reusable actions and end-to-end implementations of the base system's change models.

You can use the ServiceNow Flow Designer to create, operate, and troubleshoot flows. The Flow Designer is a single interface that provides:

- Natural language descriptions.
- Runtime information.
- Consolidated configuration.

Question 27: Incorrect

What audience can you share your Change Schedules with as an admin?

Select 3 Answers from the below options.

- [ ] Everyone (Correct)
- [x] Groups (Correct)
- [x] Roles (Correct)
- [x] Departments (Incorrect)

Explanation
You can share your Change Schedules with **other groups, users, or roles** to access your schedule.

There is also an option to **share it with everyone**.

Add recipients and, optionally, send an email invitation to your schedule.

Question 28: Correct

You created a problem from an incident that is not resolved.

Which fields are automatically updated on the Incident form?

Select 2 Answers from the below options.

- [x] **On hold reason** (Correct)
- [x] **State** (Correct)
- [ ] **Channel**
- [ ] **Subcategory**
- [ ] **Category**

Explanation
When you create a problem from an incident that is not resolved, the **State** field is automatically populated with the On Hold value, and the **On hold reason** field is automatically populated with the Awaiting problem value on the Incident form.

Question 29: Incorrect

At what state an Emergency change request can be reverted to the New state and be modified to a Normal change?

- ( ) **Assess**
- (•) **Review** (Incorrect)
- ( ) **Scheduled**
- ( ) **Authorize** (Correct)

Explanation
Revert to New (state) in Emergency change requests is only possible when the change is at **Authorize**, and only then, the emergency change can be modified to normal.

Question 30: **Correct**

Which of the following actions can you take on the CAB Meeting form?

Select 3 Answers from the below options.

- [ ] **Refresh CAB Meetings**
- [x] **Go to this meeting in CAB Workbench** (Correct)
- [x] **Refresh Agenda Items** (Correct)
- [x] **Send meeting request to attendees** (Correct)

Explanation

You can take the following actions on the CAB Meeting form:

- **Refresh Agenda Items,**
- **Send meeting request to attendees,** and
- **Go to this meeting in CAB Workbench.**

You can Refresh CAB Meetings from the CAB Definition form but not the CAB Meeting form.

Question 31: **Correct**

What are the steps in the Change approval process?

Select 3 Answers from the below options.

- [x] **Approval Notification** (Correct)
- [x] **Approve or Reject** (Correct)
- [ ] **Forward Approval**
- [x] **Request Approval** (Correct)

Explanation

Change approvals move through a defined process that includes:

- **Request Approval,**
- **Approval Notification,**
- Locate Approval, and
- **Approve or Reject.**

In the change form title bar, click Request Approval. The state moves to Assess to indicate that the change is waiting for approval.

Designated approvers are notified via email.

Approvers can approve or reject from the email or the Service Portal.

Approvers can locate their approvals in the Now Platform by clicking Service Desk > My Approvals.

Click the Requested link to open the approval request.

Any of the approvers defined in the workflow can either approve or reject the change.

1. If Approved, the next action in the workflow sequence commences. This could be a change task or another approval.
2. If Rejected, the rejecter must provide comments. The change is then rolled back to the New state.

Question 32: **Correct**

What are the primary tables associated with catalogue definitions?

Select 4 Answers from the below options.

- [x] **Category [sc_category]** (Correct)
- [ ] **Catalog Task [sc_task]**
- [x] **Catalog [sc_catalog]** (Correct)
- [x] **Order guide [sc_cat_item_guide]** (Correct)
- [x] **Catalog Item [sc_cat_item]** (Correct)

Explanation

The primary tables associated with catalogue definitions include:

- **Catalog [sc_catalog],**
- **Category [sc_category],**
- **Catalog Item [sc_cat_item],** and
- **Order guide [sc_cat_item_guide].**

The primary tables associated with managing open requests include:

- Request [sc_request],
- Request Item [sc_req_item], and
- Catalog Task [sc_task].

Question 33: **Correct**

What are the three Asset actions for a CI from the 'Affected CI' related list on a change request?

Select 3 Answers from the below options.

- [x] **Deploy** (Correct)
- [x] **Retire** (Correct)
- [x] **Update/Repair** (Correct)
- [ ] **Create**

Explanation
When the configuration items listed in the Affected CIs related list have an asset associated, the Asset action field is populated.

You can choose an Asset action for the CI from the 'Affected CI' related list.

This Asset action field provides three possible actions to select, that trigger an event.

1. **Deploy**: When this action is selected, the sn_hamp.asset.deploy event is triggered.
2. **Update/Repair**: No event is triggered for this action.
3. **Retire**: When this action is selected, the sn_hamp.asset.retire event is triggered.

Question 34: **Incorrect**

Where on the Problem form do you record the Workaround and Cause notes?

- ○ **Under 'Notes' tab**
- ◉ **Under 'Resolution' tab** (Incorrect)
- ○ **Under 'Other Information' tab**
- ○ **Under 'Analysis Information' tab** (Correct)

Explanation
You can record the Workaround and Cause notes under the '**Analysis Information**' tab in the Problem record.

Question 35: **Incorrect**

(R) What needs to be activated/installed to use the Configuration Management Database (CMDB) quick start tests?

- ○ **The 'CMDB - ATF Tests' plugin** (Correct)
- ○ **The 'Extended CMDB' plugin**
- ○ **The 'CMDB Test Equipment' plugin**
- ◉ **The 'Performance Analytics - Content Pack - Configuration Management (CMDB)' plugin** (Incorrect)

Explanation

You can validate that Configuration Management Database (CMDB) still works after you make any configuration change, such as applying an upgrade or developing an application. You can copy and customise these quick start tests to pass when using your instance-specific data.

The CMDB - ATF Tests plugin (com.snc.cmdb.atf) should be activated when you use CMDB quick start tests.

In other words, Configuration Management Database (CMDB) quick start tests require activating the Configuration Management (CMDB) plugin (com.snc.cmdb) and the CMDB - ATF Tests plugin (com.snc.cmdb.atf).

Question 36: **Incorrect**

A problem manager is concerned about significant losses associated with a problem and wants to create a plan to be communicated to the staff.

What are the different ways to communicate the plan?

Select 3 Answers from the below options.

- [x] **Create a Knowledge Article** (Correct)
- [ ] **Communicate problem using the related link** (Correct)
- [x] **Attach the Article to the Problem** (Correct)
- [x] **Add a Plan field to the form** (Incorrect)

Explanation

Here are the different ways to communicate the plan to the staff:

1. **Create a Knowledge Article,**
2. **Attach the Article to the Problem,**
3. Post the link in the workaround section on the form, and
4. **Communicate the problem using the related link.**

Add a Plan field to the form is not a viable out-of-the-box option to communicate a plan to the staff.

Question 37: **Incorrect**

Which catalogue UI policy actions can be applied to variables on catalogue item forms?

Select 3 Answers from the below options.

- [x] **Masked** **(Incorrect)**
- [x] **Visible** **(Correct)**
- [ ] **Mandatory** **(Correct)**
- [x] **Read only** **(Correct)**

Explanation

Like UI policies, Catalog UI Policies allow variables to be set to **mandatory**, **visible**, or **read-only** based on defined conditions.

These policies work on variables included in catalog item forms and variables displayed through a variables editor on the request, request item, and catalog task forms.

Question 38: **Incorrect**

What is a structured investigation to identify and understand the underlying cause of a problem to prevent a recurrence?

- ( ) **Post Implementation Review (PIR)**
- ( ) **Key Performance Indicator (KPI)**
- (•) **Known Error Database (KEDB)** **(Incorrect)**
- ( ) **Root Cause Analysis (RCA)** **(Correct)**

Explanation

Root cause analysis (RCA) is a structured investigation to identify and understand the underlying cause of a problem to prevent a recurrence.

The more information you know about the causal event, the more effectively you can recommend a workaround or permanent fix.

Question 39: **Incorrect**

How can you automatically populate the change request assignment group on creation when the 'Assignment group' and the 'Assigned to' fields are empty?

- (●) **Based on the assignment group of the requested by/created by user** **(Incorrect)**
- ( ) **Based on the change group of the respective CI/Service offerings** **(Correct)**
- ( ) **Based on the assignment group of the opened by/updated by user**
- ( ) **Based on the default group for the Change Management team**

Explanation

You can automatically populate the Change Assignment group field based on the **change group available for the respective configuration item (CI)**.

If the CI does not have any change group, then the field is populated with the **change group available for service offerings**.

Note: The business rule is triggered when a change request is created or updated, and when the 'Assignment group' and the 'Assigned to' fields are empty.

If you want to override the default value, you need to create new properties and provide the field in the property value that must be used to populate the Assignment group field.

Question 40: **Incorrect**

What dictionary attribute do you use to list all the columns you want visible on the Caller's drop-down list in the Incident record?

- ◯ **ref_ac_columns_search**
- ◯ **ref_ac_columns** **(Correct)**
- ◉ **ref_auto_completer** **(Incorrect)**
- ◯ **ref_ac_order_by**

Explanation

ref_ac_columns attribute is used to list all the columns you want visible on the Caller's drop-down list in the Incident record. ref_ac_columns specifies the list of reference table columns to display. You should separate column names with a semi-colon.

Here are some other dictionary attributes:

- ref_auto_completer specifies the name of the client-side JavaScript class that creates the drop-down auto-completion choices.
- ref_ac_columns_search enables auto-complete to match text in the columns listed in the ref_ac_columns attribute. Set this attribute to true to enable auto-complete to match the text in all reference field columns. By default (or when this attribute is false), auto-complete only matches the text in the display value column.
- ref_ac_order_by specifies the reference table column that sorts the auto-completion choices.

Question 41: **Correct**

What are the different ways that ITIL processes interact with Knowledge Management?

Select 3 Answers from the below options.

- [x] **Provides workaround information to resolve incidents related to problems and known errors.** *(Correct)*
- [x] **Provides access to knowledge articles via the service catalogue (using content items).** *(Correct)*
- [x] **Provide troubleshooting information to resolve incidents.** *(Correct)*
- [ ] **Updates knowledge articles as part of the release process.**

Explanation

There are different ways that ITIL processes interact with Knowledge Management, such as:

- **Provides access to knowledge articles via the service catalogue** (using content items),
- Updates knowledge articles as part of **change implementation**,
- **Provide troubleshooting information to resolve incidents**, and
- **Provides workaround information to resolve incidents related to problems and known errors.**

Question 42: **Incorrect**

At what point is the resolution SLA escalated to the Incident Assignee's manager with automatic notification for the first time?

- (●) **At 50% time elapsed** (Incorrect)
- ( ) **At 100% time elapsed**
- ( ) **At 75% time elapsed** (Correct)
- ( ) **Never**

Explanation

SLA can use flow actions or workflows to send notifications.

The default workflow available with the Service level management plugin is 'Default SLA Workflow', and the default flow is 'Default SLA flow'.

The 'Default SLA Workflow' and the 'Default SLA flow' create the events that send notifications. For example, it creates an event to send a notification to the user assigned to a task, such as an incident, when the task SLA reaches 50% of its allotted time.

The SLA Notification and Escalation flow/Workflow creates the events that send notifications. When a task reaches 50% of its allotted SLA duration, a notification is sent to the assignee and the user listed in the **Supported by** field on the configuration item. At 75% and 100%, a notification is sent to the assignee and the assignee's manager.

So, notifications are automatically sent at the following times during the resolution SLA:

1. At 50% time elapsed, to the current Assigned to and CI Supported by the user.
2. **At 75% time elapsed, to the current Assigned to and Assignee's manager.**
3. At 100% time elapsed, to the current Assigned to and Assignee's manager.

Question 43: **Correct**

What are the available tabs in the major incident workbench?

Select 4 Answers from the below options.

- [x] **Collaborate** (Correct)
- [x] **Post Incident Report** (Correct)
- [ ] **Notify**
- [x] **Summary** (Correct)
- [x] **Communicate** (Correct)

Explanation

The major incident workbench is a single pane view designed for major incident managers, communication managers, and resolver groups. The workbench helps to manage major incidents by aggregating and providing actionable information.

To navigate to the major incident workbench, you can open a major incident or a major incident candidate and click '*View Workbench*' on the form header.

The major incident workbench provides UI elements that display the summary of tasks, progress of communication plan, conferencing information, and a report on the cause and resolution of the major incident.

The major incident workbench has the following UI elements:

- **Summary**,
- **Communicate**,
- **Collaborate**, and
- **Post Incident Report**.

Question 44: **Incorrect**

Which of the following are pre-configured for Agent Assist in Agent Workspace to search for solutions?

Select 3 Answers from the below options.

- [x] **Change Request [change_request]** (Correct)
- [ ] **Knowledge [kb_knowledge]** (Correct)
- [x] **Problem [problem]** (Correct)
- [x] **Catalog Tasks [sc_task]** (Incorrect)

Explanation

Agent Assist gives agents automatic search results that show possible solutions for records they open.

You can set up Agent assist to give agents automatic search results that show possible solutions for records they open. Agent assist is pre-configured to search Incident, **Problem**, **Change**, Outages, **Knowledge**, and Case tables for solutions. You can set up Agent assist to search for additional information sources.

Agent assist uses contextual search and, optionally, machine learning to surface recommendations based on Knowledge base articles, catalogue items, as well as related incidents, cases, problems, and questions relevant to a record an agent is working on. When an agent opens a record, Agent assist does an automatic search based on a field in the record, typically the short description field. Each search result appears on a card.

Search results typically return multiple cards. You configure the card content, which might be record fields or a custom message. You also configure the card's heading. To improve recommendations, set up Predictive Intelligence, which has a separate subscription fee.

Question 45: Incorrect

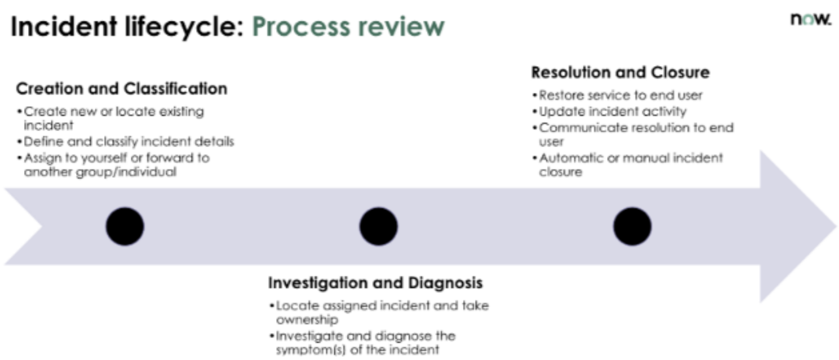
Analysing the issue is associated with the _______ stage in the Incident Management Lifecycle.

- Creation and Classification
- None of the above (Incorrect)
- Resolution and Closure
- Investigation and Diagnosis (Correct)

Explanation
Analysing the issue is associated with the **investigation and diagnosis stage** in the Incident Management Lifecycle.

Investigate the incident by analysing/diagnosing the issue in working towards restoring normal service to the end-user. You should update the incident with your findings/activities at each step throughout your investigation.

Diagram 1: **Incident Lifecycle**



Question 46: **Incorrect**

What change type is frequently implemented with repeatable implementation steps and a proven history of success?

- ○ **Minor**
- ◉ **Emergency** **(Incorrect)**
- ○ **Standard** **(Correct)**
- ○ **Normal**

Explanation

A Standard change is a predefined, pre-authorised change considered to be relatively low risk.

It is frequently implemented, has repeatable implementation steps and has a proven history of success.

A Standard change was initially implemented as a normal change or standardised through the use of templates.

Question 47: **Incorrect**

Which of the following can you do when creating a service catalogue variable?

Select 3 Answers from the below options.

- [x] **Make a question choice reusable, among other questions in the same catalogue item.** **(Incorrect)**
- [ ] **Make a question choice inactive.** **(Correct)**
- [x] **Make a group of CheckBox variables mandatory in the Service Portal.** **(Correct)**
- [x] **Make a variable read-only or hide it while defining the variable.** **(Correct)**

Explanation

You can perform the following actions when creating a service catalogue variable:

- **Make a variable read-only or hide it while defining the variable.**
- **Make a question choice inactive.**
- **Make a group of CheckBox variables mandatory in Service Portal.**

You can only associate a question choice to a single question in a catalogue item.

Question 48: **Incorrect**

What are the different levels for a request to be approved?

Select 2 Answers from the below options.

- [x] **Order guide [sc_cat_item_guide]** (Incorrect)
- [x] **Requested item [sc_req_item]** (Correct)
- [x] **Request [sc_request]** (Correct)
- [ ] **Catalog Task [sc_task]**

Explanation
Requests can be approved at **Request** and/or **Requested item** level(s), out of the box.

Question 49: **Incorrect**

What is the benefit of driving incident categorisation by configuration item?

- (●) **Requires fairly robust CMDB.** (Incorrect)
- ( ) **It may require tailored scripting to set the assignment group.**
- ( ) **CMDB must be kept updated and accurate, which usually requires Discovery or other integration.**
- ( ) **Reduce the complexity of assignment rules by leveraging the Support group field on CI.** (Correct)

Question 50: **Incorrect**

The system administrator evaluates each catalogue item and determines whether approvals are needed and, if so, by whom.

Which of the following approval requirements are possible?

Select 3 Answers from the below options.

- [x] **The entire request and requested items** (Correct)
- [x] **Some or all of the requests** (Incorrect)
- [x] **All of the requested items** (Correct)
- [ ] **None of the requested items** (Correct)

Explanation

An approval can be required for **an entire order and the requested items**, **some or all of the requested items** (but not the request), or approval is **not required for any part of the request**.

Question 51: **Incorrect**

What role is required to manage incident properties?

- ○ **itil**
- ◉ **itil_admin** (Incorrect)
- ○ **incident_manager** (Correct)
- ○ **sn_incident_write**

Explanation

A user with the admin or **incident_manager role** can edit the major incident properties to define whether a new major incident must be created or a major incident candidate must be promoted to a major incident. The properties are available only when you activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim).

These properties are available at *Incident > Administration > Major Incident Properties.*

Here are the properties for major incident management:

- Create a new major incident or promote a major incident candidate to a major incident.
- Provide a comma-separated list of incident communication task types that can have the *Compose Email* option on Major Incident Workbench.
- Associate a custom UI page to an exported post-incident report.
- Auto-assign a major incident to different assignment groups based on the actions taken on incidents and also on conditions related to the assignment group.
- Select the default recipient location of emails for communication tasks. The default value is *BCC*.

Question 52: **Incorrect**

Which of the following are the pre-defined trigger rules with the Major Incident Management plugin?

Select 3 Answers from the below options.

- [x] **Incidents with High Urgency** **(Incorrect)**
- [ ] **P1 Incident** **(Correct)**
- [x] **Number of child Incidents** **(Correct)**
- [x] **Critical Business Services Impacted** **(Correct)**

Explanation

Major incident trigger rules are evaluated asynchronously each time an incident is created or updated, provided the following conditions are met:

- The incident record does not have the Parent Incident populated, meaning that the current incident is not a child incident.
- It is not proposed or accepted as a Major incident.
- The incident is active.

Note: The base system's major incident trigger rules are disabled by default.

The following are pre-defined trigger rules with the Major Incident Management plugin:

1. **Critical Business Services Impacted**
2. **Number of child Incidents**
3. **P1 Incident**
4. **High severity incident**

System Administrators and Incident Managers can modify and or create additional trigger rules.

Question 53: **Incorrect**

(R) Which of the following are true regarding the 'Assign to me' UI action on an Incident or a Problem record?

Select 2 Answers from the below options.

- [x] **It follows the Task-level action.** **(Incorrect)**
- [x] **It assigns the incident to me regardless of the Incident Assignment group.** **(Incorrect)**
- [ ] **It overrides the Task-level action.** **(Correct)**
- [x] **It only assigns the incident to someone who is in the Assignment group.** **(Correct)**

Explanation

The incident/problem version of the 'Assign to me' UI action **overrides the Task-level action** and only **assigns the incident/problem to you if you are in the Assignment group.**

You can select the 'Assign to me' UI action for an incident or a problem record to assign the record to yourself after passing the following checks:

- If the 'Assignment group' field is filled in and you're part of the group, the record is assigned to you.
- If the 'Assignment group' field is empty and you're a member of a single group, the 'Assignment group' field is filled in, and the record is assigned to you.
- If the 'Assignment group' field is empty and you're a member of multiple groups, you're prompted to select the Assignment group. When you manually select the Assignment group, the record is assigned to you.

Question 54: **Incorrect**

How can you re-analyse a problem record in the 'Fix in Progress' state if you cannot fix the problem without more analysis?

- ○ **Assign it to the Problem Management team to re-analyse.**
- ◉ **Move it to the Resolved state so that you can move it back to the Root Cause Analysis.** (Incorrect)
- ○ **Reopen the problem root cause analysis task.**
- ○ **Move it directly back to the Root Cause Analysis state.** (Correct)

Explanation

If you cannot fix a problem without doing more analysis, you can reanalyse it by **moving it from the Fix in Progress state back to the Root Cause Analysis state**.

The Problem Management process has many states, and each is vitally important to the success of the process, and the quality of service delivered.

Previously, you could only go to the Root Cause Analysis state from the Resolved state.

Question 55: **Incorrect**

What role CANNOT reassign their catalogs to the catalog manager?

- ○ **Catalog managers**
- ◉ **Catalog administrators** (Incorrect)
- ○ **Administrators**
- ○ **Catalog editors** (Correct)

Explanation

Catalog editors can perform the same functions as a catalog manager for their assigned catalogs, including assigning editors to the catalog, but they cannot reassign the catalog manager.

Question 56: **Incorrect**

Why do organisations fail to complete implementation or realise business value from the CMDB?

Select 3 Answers from the below options.

- [x] **Ill-defined relationships among Configuration Items** (Correct)
- [ ] **Unknown Configuration Items** (Correct)
- [ ] **Inconsistent data quality** (Correct)
- [ ] **Too many non-IT Configuration Items**

Explanation

Monitoring and maintaining the health of the CMDB is essential to the effective and continuous use of the product. Health indicators such as duplicate CIs required CI fields and audits contribute to the calculation of health scorecards at the CI, class, and CMDB levels.

A challenge to consolidating and maintaining the CMDB is capturing **unknown CIs, inconsistent data quality** and **ill-defined relationships**.

ServiceNow provides a great way to manage critical business services. But maintaining business service relationships with the underlying infrastructure is a continuous effort. Our customers often use Discovery, Service Mapping, and Event Management to keep the CMDB current and healthy with critical service information.

Question 57: **Incorrect**

Which persona is required to check whether the change plan is technically sound?

- ( ) **Manual approval**
- ( ) **Peer approval** (Correct)
- (•) **Change manager** (Incorrect)
- ( ) **CAB**

Explanation

Peer approvers are required to check whether the change plan is technically sound.

Question 58: **Incorrect**

Which of the following are included in ServiceNow ITSM applications?

Select 2 Answers from the below options.

- [ ] **Enhancement**
- [x] **Defect Management** (Incorrect)
- [ ] **Service Catalog** (Correct)
- [x] **Request Management** (Correct)

Explanation

ServiceNow ITSM applications include:

1. Service Portfolio Management
2. **Service Catalog**
3. **Request Management**
4. Incident Management
5. Problem Management
6. Change Management
7. DevOps
8. Release Management
9. Configuration Management
10. Knowledge Management.

Request management is the process of managing the request lifecycle from the initial request, through the fulfilment process, to eventual closure.

Question 59: **Incorrect**

The VIP value for a user is set to true on the [sys_user] table. The user is listed as the Caller of an incident.

Which of the following statements are true in a baseline platform configuration?

Select 2 Answers from the below options.

- [x] **The SLA workflow conditions for VIP trigger additional notifications to the manager of the Assignment group.** **(Incorrect)**
- [ ] **The user's name is shown in red in the Caller field.** **(Correct)**
- [x] **A 'VIP' decoration is displayed next to the Caller field.** **(Correct)**
- [ ] **The priority field calculation is adjusted to increase Priority by 1.**

Explanation
You can view the callers with VIP status on the incident records list view as well as the incident form. Organisations commonly designate VIP status in the user record for some of their VIP users.
The user record is automatically checked for VIP status when a caller is assigned to an incident. If the caller is a VIP caller, **an icon appears beside the caller name in the list view or the caller field in the form view.**

By default, the **caller's name will turn red,** and **a VIP icon will appear** next to the Caller field when a user has the VIP field set to true on their User [sys_user] record.

Question 60: **Incorrect**

(R) How can you quickly reference the most frequently used articles in Service Portal?

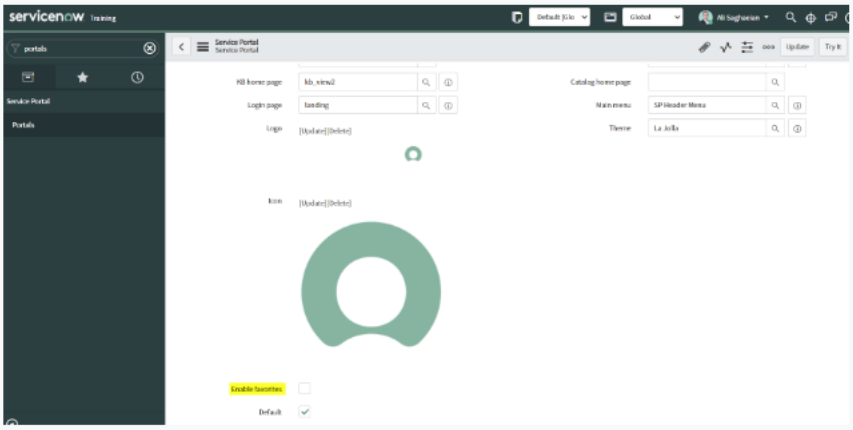
- [x] **By creating a shortcut link for them** (Incorrect)
- [ ] **By rating them or marking them as helpful**
- [ ] **By flagging them**
- [ ] **By marking them as favorites** (Correct)

Explanation

You can quickly reference the most frequently used articles in Service Portal by marking them as favourites.

You can access favourite articles quickly in the service portal from a My Favorites menu item in the portal header.

Screenshot 1: **Enabling favorites on the default Service Portal**



Screenshot 2: **Accessing my favourite articles on the Service Portal**

Question 1: **Correct**

What can you do in the SLA Timeline for an Incident?

Select 3 Answers from the below options.

- [x] **View the progress of all types of task SLAs, OLAs and underpinning contracts.** **(Correct)**
- [x] **Identify the reason a task update triggered a specific stage in the task SLA.** **(Correct)**
- [ ] **Automatic notifications sent to Incident Assigned to, CI Supported by user, and Assignee's manager.**
- [x] **View related task updates.** **(Correct)**

Explanation

The SLA timeline is a feature of the Service Level Management application. The SLA timeline detail helps you understand the progress of an SLA. The timeline provides a detailed insight into the task updates which triggered stage changes during the life cycle of a task SLA.

The SLA timeline detail helps you to:

1. **View the progress of all types of task SLAs, OLAs and underpinning contracts.**
2. **View related task updates.**
3. **Identify why a task update triggered a specific stage in the task SLA.**
4. Debug and verify a task SLA and the SLA definition.

Question 2: **Correct**

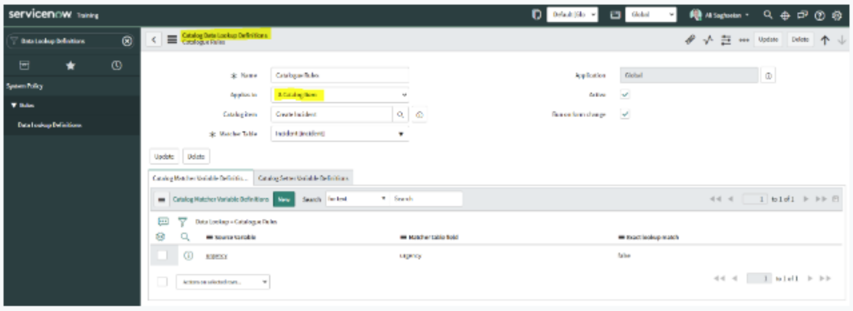
What minimum role is required to create or edit a catalogue data lookup definition?

- (selected) **catalog_admin** **(Correct)**
- **catalog_manager**
- **admin**
- **catalog_builder_editor**

Explanation

A user with the **catalog_admin role** can create or edit a catalogue data lookup definition.

Screenshot: **Creating a Catalog Data Lookup Definition for a catalogue item**



Learn more here!

Question 3: **Incorrect**

Approvers identified in the workflow automatically receive email notifications of pending approval requests.

How can approvers access and approve a request?

Select 4 Answers from the below options.

- [x] **My Approvals module** (Correct)
- [x] **Email notification links** (Correct)
- [x] **Service Catalog** (Incorrect)
- [x] **Service Portal** (Correct)
- [ ] **ServiceNow Mobile application** (Correct)
- [ ] **REQ record**

Explanation
The approver can take approval action from:

1. The links in the approval notification email,
2. The My Approval card on the service portal,
3. The Service Desk > My Approvals or Self Service > My Approvals module,
4. The ServiceNow Mobile application.

Question 4: **Incorrect**

Which table does the Release Task [rm_task] extend in the release management v2?

- ○ **Planned Task [planned_task]** (Correct)
- ◉ **Change Request [change_request]** (Incorrect)
- ○ **Release Phase [rm_release_phase]**
- ○ **Release [rm_release]**

Explanation
Release Task [rm_task] extends the **Planned Task [planned_task] table** in the release management v2.

Question 5: **Correct**

Restoring the service is associated with the _______ stage in the Incident Management Lifecycle.

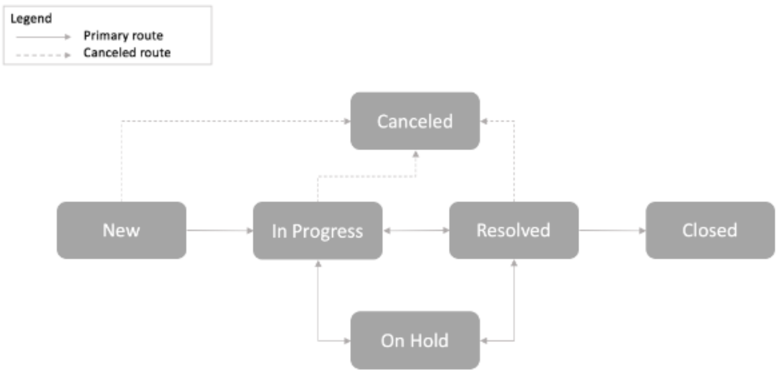
- ○ **Creation and Classification**
- ○ **Investigation and Diagnosis**
- ◉ **Resolution and Closure** **(Correct)**
- ○ **None of the above**

Explanation
Incident Management is responsible for managing the life cycle of incidents, from creation to closure.

The Incident Management process has many states, and each is vitally important to the success of the process, and the quality of service delivered. The different states can be represented in a diagram as follows:

Restoring the service is associated with the **resolution and closure stage** in the Incident Management Lifecycle.

Diagram 1: **Incident management state model flow**



Question 6: **Incorrect**

Which of the following integration with change management provides insight into the potential cost implication of a requested change to processing-related resources licenced by CPU?

- Financial Management
- CMDB (Incorrect)
- Discovery
- Software Asset Management (Correct)

Explanation

The integration of change management with **Software Asset Management (SAM)** provides insight into the potential cost implication of a requested change to processing related resources licenced by CPU.

By exposing the potential cost implication of these changes, approvers will have additional insight before making approval decisions.

Question 7: Incorrect

What are the different tabs on the Incident Management dashboard?

Select 3 Answers from the below options.

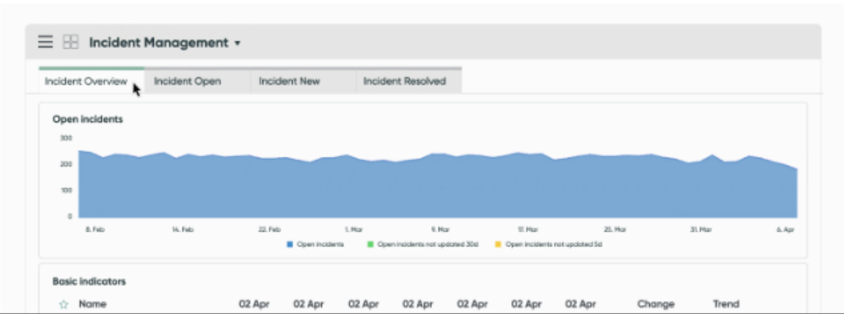
- [x] **Incident Overview** (Correct)
- [x] **Incident Closed** (Incorrect)
- [x] **Incident New** (Correct)
- [ ] **Incident Open** (Correct)

Explanation
The Incident Management dashboard lets you see recent trends in incident creation, duration, and resolution.

You can use the information on this dashboard to spot problem areas and plan your incident management strategy from now on.

The Incident Management dashboard's tabs are **Incident Overview, Incident Open, Incident New,** and Incident Resolved.

Screen recording: **Incident Management Dashboard**



Question 8: **Incorrect**

What do end-users see in the Related Search Results section on the Incident form when creating a new incident?

Select 2 Answers from the below options.

- [x] **Knowledge articles** **(Correct)**
- [ ] **Open and resolved problems**
- [x] **Open and resolved incidents** **(Incorrect)**
- [ ] **Catalogue items** **(Correct)**

Explanation
End-users will only see **knowledge articles** or **catalogue items** in the Related Search Results.

The Related Search Results that appear on the Default and Self-Service view is a form of incident deflection.

Incident deflection provides knowledge articles, catalogue items, open and resolved incidents, and open and resolved problems that may help users resolve issues before they raise an incident.

AI Search Assist helps with incident deflection for the following areas:

- Incident record producers: Deflecting incidents by helping end users resolve issues before they raise an incident.

Contextual search helps with incident deflection for the following areas:

- Incident record producers: deflecting incidents by helping end users resolve issues before they raise an incident.
- Incident forms: helping service desk staff resolve incidents quickly by providing relevant knowledge.
- Incident email notifications: helping end users resolve their incidents themselves without requiring manual intervention from service desk staff.

Question 9: **Incorrect**

What system property needs to be false to disable the ability to copy the change task's attachments?

- ○ **com.snc.change_request.copy.rl.change_task.attributes**
- ◉ **com.snc.change_request.enable_copy** **(Incorrect)**
- ○ **com.snc.change_request.rl.change_task.attach.enable_copy** **(Correct)**
- ○ **com.snc.change_request.attach.enable_copy**

Explanation

This system property is located in the [sys_properties] table.

Set the Enable copying of attachments from the originating change's related change tasks **(com.snc.change_request.rl.change_task.attach.enable_copy)** system property to false.

If the ability to copy attachments is enabled, the attachment appears on the change request copy only after it is saved.

Question 10: **Incorrect**

Which of the following is conducted by the Major Incident Manager?

Select 2 Answers from the below options.

- [ ] **Maintains accountability for the lifecycle of major incidents** (Correct)
- [x] **Administers major incident trigger rules** (Incorrect)
- [x] **Initiates the major incident process** (Correct)
- [ ] **Manages communication for all major incidents**

Explanation
Major Incident Manager **maintains accountability for major incidents' lifecycle**, **initiates the major incident process**, and identifies the users and groups involved in the resolution activities.

- **Communication Manager** manages communication for all major incidents.
- **Incident Manager** administers Major incident trigger rules.

As a major incident manager, you can:

- Promote a candidate to a major incident by clicking **Promote to Major Incident** from the context menu.
- Create a new major incident by clicking **Create Major Incident** from the left navigation pane.
- Promote an incident to a major incident without going through the proposal process.

Crucial in responding to a major incident is involving the right resources, communicating updates to users and stakeholders, setting up conference calls to investigate and resolve the incident, and escalating when required. Using Task Communications Management, you can define communication plans associated with a major incident based on pre-defined conditions. Incident communication plans and related communication tasks are created for a major incident based on the communication plan definitions. After that, tasks get executed as defined in the attached incident communication.

Question 11: Incorrect

Which Incident metric correlates to the elapsed time from creation to resolution during the SLA schedule?

- (selected) **Duration [calendar_duration]** (Incorrect)
- **Reassignment count [reassignment_count]**
- **Business duration [business_duration]** (Correct)
- **Time worked [time_worked]**

Explanation

A metric measures and evaluates the effectiveness of IT service management processes. The service desk can improve the incident management process using information gathered within the platform. You can activate the Metric Definition plugin (com.glide.metrics) and define the metrics to monitor within the system. With these metrics and the information within the database, it is possible to generate reports that can be added to homepages or automatically generated and distributed.

Business duration [business_duration] on the Incident record displays the elapsed time from creation to resolution during the SLA schedule.

Note: The **Business Duration** field is neither part of the Escalations Engine nor the Task SLA Engine.

Question 12: Correct

(R) Which of the following scenarios can allow you to define service fulfilment steps?

- ○ When performing request submission tasks
- ○ Before adding a choice using a catalogue client script
- ○ After the catalogue task is closed
- ◉ While creating a catalogue item in Catalog Builder (Correct)
- ○ While fulfilling the catalogue tasks

Explanation
You can define how a catalogue item request should be fulfilled by **defining simple fulfilment steps.**

You can define these steps **while creating a catalogue item in Catalog Builder**.

You can associate a catalogue item with a Flow Designer flow configured for service fulfilment steps.

To configure fulfilment steps while creating a catalogue item, you can associate it with a Flow Designer flow that supports service fulfilment steps.

The fulfilment process can contain multiple steps. These steps can run sequentially or can be grouped to run in parallel.

Question 13: Incorrect

Which related links are available from a standard change template record?

Select 3 Answers from the below options.

- [x] Retire Template (Correct)
- [x] Modify Template (Correct)
- [ ] Create Standard Change (Correct)
- [x] Approve (Incorrect)

Explanation
Create Standard Change, Modify Template, Retire Template and Run Point Scan are the available Related Links on standard change template records.

Question 14: **Incorrect**

What are the four stages in the request management process?

Select 4 Answers from the below options.

- [x] **Resolution** (Incorrect)
- [x] **Fulfilment** (Correct)
- [ ] **Approval** (Correct)
- [x] **Closure** (Correct)
- [x] **Submittal** (Correct)

Explanation
There are four stages in the request management process.

Requests move through a process that includes **submitting the request, approval or pre-approval, fulfilment, and closure.**

Resolution is not a stage in the request management process.

During Submittal, users select one or more items from the service catalogue, complete the required order form or forms, and submit the request.

During Approval, approvers can be required to approve some orders or items before fulfilling the item(s).

During Fulfillment, the process user fulfils each item in the order individually by completing a series of predefined tasks.

During Closure, each item within the order is fulfilled and closed.

Question 15: **Correct**

Which tool allows users to reuse content by creating, editing and publishing knowledge blocks?

- (selected) **Agent Workspace** **(Correct)**
- **Predictive Intelligence**
- **Content Creator**
- **Knowledge Resolver**

Explanation

You can reuse content by creating, editing, and publishing knowledge blocks in **Agent Workspace**.

You can perform the following knowledge blocks-related tasks in Agent Workspace:

1. Create a knowledge block for a knowledge base.
2. Manage all unpublished and published knowledge blocks authored by you.
3. Add knowledge blocks to a knowledge article. (When adding a knowledge block to a knowledge article, you can also add knowledge blocks to any fields associated with an article template if used for an article.)
4. Retire a knowledge block not used in any knowledge articles.

Question 16: Correct

Which of the following are the limitations of variables for Service Portals?

Select 3 Answers from the below options.

- [x] **Widgets should be used instead of Macros and Macros with Labels.** (Correct)
- [x] **Formatters may contain a maximum of 2 columns.** (Correct)
- [x] **UI pages are not supported.** (Correct)
- [ ] **They cannot be displayed when added within a container.**

Explanation

Here are the limitations of variable types for Service Portals:

1. **Formatters may contain a maximum of 2 columns,**
2. Variable sets with formatters may contain a maximum of 2 columns,
3. **Widgets should be used instead of Macros and Macros with Labels,**
4. **UI pages are not supported.**

One of the limitations of Multi-row Variable Sets is they cannot be displayed when added within a container.

Question 17: Incorrect

Where can you find your saved bundles on the portal homepage?

- ○ **Cart** > **View Cart** (Correct)
- ◉ **Knowledge** > **Categories** (Incorrect)
- ○ **Catalog** > **Popular Items**
- ○ **Requests** > **My Requests**

Explanation

From the portal homepage, **click Cart. Click View Cart** to display saved bundles.

Click Add to Cart and confirm contents before completing the order.

Question 18: Incorrect

What information CANNOT be amended on the CAB Meeting form by CAB managers?

- ○ Meeting end time
- ○ Board groups
- ◉ Conference details (Incorrect)
- ○ CAB Definition (Correct)

Explanation

CAB managers can amend the individual meeting session details, such as the meeting time, delegates, board groups and members, or conference details.

CAB Definition field is read-only on the CAB Meeting form.

Question 19: Correct

What is the goal of problem management?

Select 3 Answers from the below options.

- [x] Resolve the root cause of critical or recurring incidents (Correct)
- [ ] Restore a normal service operation as quickly as possible
- [x] Implement permanent solutions or sufficient workaround (Correct)
- [x] Reduce the occurrence of future incidents (Correct)

Explanation

Here is the goal of problem management:

1. Resolve the root cause of critical or recurring incidents.
2. Implement permanent solutions or sufficient workaround.
3. Reduce the occurrence of future incidents.

Restoring a normal service operation as quickly as possible is a goal of **incident management.**

Question 20: **Correct**

What state is a change request moved to once the Change Management and the CAB provide final authorisation to proceed?

- ○ **Assess**
- ○ **Authorize**
- ○ **Implement**
- ◉ **Scheduled** **(Correct)**

Explanation

Once the Change Management and the CAB provide final authorisation, a change request is moved to the **Scheduled state**.

Learn more here!

Question 21: **Incorrect**

(Tokyo) When a CI is set to retire, dependent CIs management data processes attempt to cascade-update all the CIs depending on that CI to retire.

What table are the dependent CIs added to when a parent CI is set to retire?

- ○ **cmdb_related_entry**
- ○ **cmdb_dependent_ci_extra_rels_config**
- ○ **cmdb_dependent_ci_ledger** (Correct)
- ◉ **cmdb_ci_related_retire** (Incorrect)
- ○ **cmdb_dependent_ci_class_exclusion**

Explanation

A life cycle update for a CI affects its dependent CIs. For example, when the CI that a dependent CI depends on is deleted, the dependent CI becomes orphan with no further use. To maintain the integrity and health of the CMDB, the system applies cascade-cleanup processes to dependent CIs that are affected by a life cycle update.

When a CI is set to retire, dependent CIs management data processes attempt to cascade-update all the CIs depending on that CI also to retire.

When a CI is updated to retire (Life Cycle Stage is 'End of Life' and Life Cycle Stage Status is 'Retired'), the system checks all the relationship records for that CI. For any relationship with a dependent CI, the system adds the dependent CI to the **[cmdb_dependent_ci_ledger] table.** Those CIs are set as being ready to retire using the CMDB Data Manager upon approval.

Question 22: **Incorrect**

At what states can you re-analyze a problem (i.e. the Re-Analyze button is available)?

Select 2 Answers from the below options.

- [x] **Resolved** (Correct)
- [x] **Assess** (Incorrect)
- [ ] **Root Cause Analysis**
- [ ] **Closed** (Correct)

Explanation

Re-Analyze button is available at **Resolved**, and **Closed** states.

When you click Re-Analyze, the problem State is reset to Root Cause Analysis.

Question 23: **Incorrect**

What service request roles can maintain categories, catalogue items, and update catalogue definitions?

Select 3 Answers from the below options.

- [x] **user_criteria_admin** **(Incorrect)**
- [x] **sn_request_write** **(Incorrect)**
- [x] **catalog_admin** **(Correct)**
- [ ] **catalog_manager** **(Correct)**
- [ ] **catalog_editor** **(Correct)**

Explanation

Following roles can maintain categories and catalogue items and update catalogue definitions:

- **catalog_admin,**
- **catalog_manager,** and
- **catalog_editor.**

Question 24: **Incorrect**

Which CI class is NOT included in the search results for configuration items, affected CIs, or impacted services within an Incident record?

- ○ **Business Service Group**
- ○ **Service Offering** **(Correct)**
- ◉ **Application Service** **(Incorrect)**
- ○ **Business Application**

Explanation

Service offering consists of one or more service commitments that uniquely define the level of service in terms of availability, scope, pricing, and packaging options. This field enables you to receive different features and performance levels for a given service.

You can enter service offerings in the **Service Offering field on an Incident record** to see the service offerings affected by the incident in the Service Offerings related list.

Now that you can search and view service offerings separately, they are **no longer included in the search results for configuration items, affected CIs, or impacted services.**

Question 25: **Incorrect**

Which of the following are copied from problem to change when a change request is created from the additional actions menu on the problem form?

Select 2 Answers from the below options.

- [ ] **Short description (Problem statement)** **(Correct)**
- [x] **Configuration item** **(Correct)**
- [x] **Assignment Group** **(Incorrect)**
- [ ] **Service**

Explanation

A permanent fix can require creating a normal or emergency change request directly from the problem record.

To create a related change request, click the form additional actions menu icon, and then click Create Normal Change or Create Emergency Change.

The change is created with values copied across from the problem record to the change, including the **Configuration item** and **Short description (Problem statement)**.

Question 26: **Incorrect**

Which of the following change request states can be set automatically?

Select 3 Answers from the below options.

- [ ] **Authorize** (Correct)
- [x] **Assess** (Incorrect)
- [x] **Scheduled** (Correct)
- [x] **Review** (Correct)

Explanation

Following change request states can be set automatically: New, **Authorize, Scheduled,** and **Review**.

- New is set automatically on creation.
- Authorize is set automatically when Assess approval requests are approved.
- Scheduled is set automatically when Authorize approval requests are approved.
- Review is set automatically when all change tasks approvals are complete.

Question 27: **Correct**

Which of the following is true about assigning an incident?

Select 3 Answers from the below options.

- [ ] **Incidents are automatically routed to an assignment group.**
- [x] **Upon assignment, each member of the assignment group receives an email notification with a link to the incident.** (Correct)
- [x] **The Assigned to values are limited to the selected assignment group.** (Correct)
- [x] **Incidents created through email are routed to the Service Desk.** (Correct)

Explanation
Incidents are **not automatically routed to an assignment group** unless some assignment rules are set up.

The instance can automatically assign a task to a user or group based on pre-defined conditions using data lookup and assignment rules.

The Assignment rules module allows you to automatically set a value in the assigned_to and assignment_group fields when a set of conditions occurs.

An assignment rule must also meet these additional criteria to run:

- The task record has been created or updated. Assignment rules do not apply to unsaved changes on a form.
- The task record must be unassigned. The record cannot have an existing value for either the assigned_to or assignment_group fields. Assignment rules cannot overwrite existing assignments (including assignments set by a default value or a previously run assignment rule).
- The assignment rule is the first rule that matches the table and conditions. If more than one assignment rule matches the conditions, only the rule with the lowest order value runs.

Question 28: Incorrect

Which of the following can change request implementers do by using the ServiceNow Agent application?

Select 3 Answers from the below options.

- [x] **Receive push notifications for change tasks** (Correct)
- [x] **Add comments or work notes** (Correct)
- [ ] **Reassign the change tasks** (Correct)
- [x] **Update change type** (Incorrect)

Explanation
Change request implementers can use the ServiceNow Agent application to access the change tasks assigned to them or their group, **add comments or work notes, reassign the change tasks** and **receive push notifications for change tasks** assigned or commented on.

Question 29: Incorrect

What is the best way to privately suggest an article revision to the knowledge manager from the Service Portal?

- ○ **Leave comments**
- ◉ **Rate article** (Incorrect)
- ○ **Edit article**
- ○ **Flag article** (Correct)

Explanation
Flagging an article is the best way to privately suggest an article revision to the knowledge manager from the Service Portal.

Users with the admin, knowledge_admin, and knowledge_manager roles can access flagged articles by navigating to *Knowledge > Articles > All Flagged.*

Users with the knowledge role can access their flagged articles by navigating to *Knowledge > Articles > My Flagged.*

Note: Flagged comments do not appear on the Article View page. However, article comments are visible to the readers.

Question 30: **Correct**

(R) Which of the following statements are true regarding the ServiceNow Knowledge Management?

Select 3 Answers from the below options.

- [x] **You can add knowledge articles to Service Portal case records to resolve cases.** **(Correct)**
- [x] **You can resolve issues by searching for knowledge articles from an incident.** **(Correct)**
- [x] **You can create structured knowledge articles from information generated from a Problem form.** **(Correct)**
- [ ] **You can enable field service agents to publish knowledge articles using the Agent mobile app.**

Explanation

You can create structured knowledge articles from information generated from a Problem form.

You can enable field service agents to read knowledge articles using the Agent mobile app. They can read articles attached to their work order tasks while offline on their mobile devices.

You can add knowledge articles to Service Portal case records to resolve cases.

You can use knowledge articles in Agent Workspace to deflect cases.

You can create knowledge articles using templates from a case in Agent Workspace.

You can resolve issues by searching for knowledge articles from an incident.

You can flag issues with articles, edit articles from incidents, and report knowledge gaps while resolving an incident.

You can formalise tacit knowledge by creating articles from an incident using article templates.

Question 31: **Incorrect**

(Tokyo) How can Advanced Security on a change model help you tailor change creation landing page views?

Select 2 Answers from the below options.

- [x] **By creating new change models** (Incorrect)
- [ ] **By using read and write roles** (Correct)
- [x] **By redefining the access control lists** (Incorrect)
- [ ] **By applying filter conditions**
- [ ] **By adding user criteria** (Correct)

Explanation
Setting the Advanced Security value to true on the Change Model form allows you to associate **'Available for' and 'Can write' user criteria** along with **'Read Roles' and 'Write Roles'.**

You can locate the suitable change model using both role-based access controls and user criteria to tailor Change creation landing page views.

Question 32: **Incorrect**

Which change management plugins can be used to evaluate the likelihood of future success and help determine the level of change rigour required?

- ○ **Change Management risk assessment (com.snc.change_management.risk_assessment)**
- ◉ **Change Management-Approval policy (com.sn_chg_pol_appr)** **(Incorrect)**
- ○ **Change Management - Change Success Score (com.snc.change_management.change_success_score)** **(Correct)**
- ○ **Best Practice - Change Risk Calculator (com.snc.bestpractice.change_risk)**

Explanation

Change Management - Change Success Score
(com.snc.change_management.change_success_score) plugin is a numerical expression representing a group's change success history.

It can be used to evaluate the likelihood of future success and help determine the level of change rigour required.

It adds the Change Success Score icon to the change form, loads default rating records, and installs the basic configurations needed to use the change success score feature.

It installs the Change Success Score Rating [chg_success_score_rating] table and the following scheduled jobs:

- Change success score metrics (Daily),
- Change success score for today,
- Change success score metrics (Historical data), and
- Change success score (Historical data).

Question 33: **Incorrect**

Which Transform Maps are required to import a spreadsheet containing services and servers?

Select 3 Answers from the below options.

- [ ] **Transform Map to populate services in the Service [cmdb_ci_service] table** (Correct)
- [x] **Transform Map to populate servers in the Server [cmdb_ci_server] table** (Correct)
- [x] **Transform Map to populate the relationship between each service and server** (Correct)
- [x] **Transform Map to populate configuration item in the Configuration Item [cmdb_ci] table** (Incorrect)

Explanation

When importing CI data, populating the relationships amongst CIs is essential.

If importing a spreadsheet containing business services and servers, 3 Transform Maps will be required to import data fully:

- Transform Map **to populate services in the Service [cmdb_ci_service] table**,
- Transform Map **to populate servers in the Server [cmdb_ci_server] table**, and
- Transform Map **to populate the relationship between each service and server**.

Question 34: **Incorrect**

Which of these are included in problem management investigation and diagnosis activities?

- **Conducting a root cause analysis** (Correct)
- **Prioritising and categorising the problem**
- **Implementing a change request** (Incorrect)
- **Obtaining problem manager approval**

Explanation

Root cause analysis activities occur during investigation and diagnosis.

Question 35: **Incorrect**

What application allows you to create or edit a catalogue item using a visual and guided experience along with specified restrictions?

- **Flow Designer**
- **Maintain Items**
- **Process Automation Designer** (Incorrect)
- **Catalog Builder** (Correct)

Explanation

You can create or edit a catalogue item (catalogue item or record producer) using a visual and guided experience along with specified restrictions.

The **catalog builder** experience enables you to delegate the creation and maintenance of the catalogue.

You can also create a template that you can use to create catalogue items.

While creating the template, you can specify values or restrictions for items created using the template, for example, restrictions to catalogues, categories, variable types, and portal settings.

Process Automation Designer is not used to create or edit a catalogue item. Other options in the question do not provide a guided experience.

Question 36: Incorrect

Which persona is responsible for controlling changes to the service catalogue and ensuring service catalogue issues are resolved?

- (selected) **Change Manager** (Incorrect)
- **Catalog Editor**
- **Catalog Manager** (Correct)
- **Service Owner**

Explanation

The **Catalog Manager** ensures changes to the service catalogue are controlled and drives efficient resolution of service catalogue issues.

Question 37: **Incorrect**

What plugins are required to install the Incident Management - Major Incident Management (com.snc.incident.mim) plugin?

Select 3 Answers from the below options.

- [ ] **Notify (com.snc.notify)**
- [x] **Incident Updates (com.snc.incident.updates)** (Correct)
- [x] **Task-Outage Relationship (com.snc.task_outage)** (Correct)
- [ ] **Incident Communications Management (com.snc.iam)** (Correct)
- [x] **On-call scheduling (com.snc.on_call_rotation)** (Incorrect)

Explanation

Activating the 'Incident Management - Major Incident management' plugin also activates the **Incident Communications Management, Incident Updates, and Task-outage relationship plugins** if they are not already active. This plugin includes demo data and activates related plugins if they are not already active.

If you intend to call users directly from the instance or have on-call scheduling, you will need to activate the Notify and On-call Scheduling plugins.

Incident Management - Major Incident Management plugin activates these related plugins if they are not already active:

- **Incident Communications Management (com.snc.iam)**
- **Incident Updates (com.snc.incident.updates)**
- **Task-Outage Relationship (com.snc.task_outage)**

Note: Incident Management - Major Incident Management plugin (com.snc.incident.mim) must be manually activated for new and existing customers.

Question 38: **Incorrect**

The workflow is different for each requested item (RITM), and you can view it to:

Select 3 Answers from the below options.

- [x] **Identify the current action in the process.** (Correct)
- [x] **Visualise the overall request process.** (Correct)
- [ ] **Anticipate future tasks.** (Correct)
- [x] **Take your approval action.** (Incorrect)

Explanation

The process that each request follows, including approvals and tasks, is predefined by the underlying workflow.

The workflow is different for each RITM, and you can view it to:

1. **Visualise the overall request process,**
2. **Identify the current action in the process,** and
3. **Anticipate future tasks.**

The workflow is not used to take your approval action.

Question 39: **Incorrect**

Which of the following fields are mandatory when you are resolving an Incident?

Select 2 Answers from the below options.

- [x] **Work notes** **(Incorrect)**
- [ ] **Configuration item**
- [x] **Resolution code** **(Correct)**
- [ ] **Resolution notes** **(Correct)**

Explanation
When the service is restored by rectifying the issue that resulted in an incident, you can set the incident state as resolved. Suppose the user is satisfied with the resolution. In that case, the user can close the incident, or the incident is auto-closed after a specific time based on the incident auto-close properties.

Resolution Information fields:

- Resolved by: The user who resolved the issue and the date and time the incident was closed.
- Resolved: The date and time when the incident was resolved.
- Resolution code: Information to categorize resolved cases.
- Resolution notes: Document how an incident is resolved.

Resolution code and **Resolution notes** are mandatory before the incident can be resolved.

Resolved by, Resolved, Resolution code, and Resolution note fields are cleared when the incident state changes to any state other than Resolved, Closed, or Canceled.

Question 40: **Incorrect**

What factors does the Risk value in a change request account for?

Select 3 Answers from the below options.

☑	**The complexity of the change**	**(Correct)**
☐	**Number of resources needed to implement the change**	**(Correct)**
☑	**Whether an outage is required**	**(Correct)**
☑	**Number and criticality of services affected**	**(Incorrect)**

Explanation

The Risk may account for several factors, including:

- **the complexity of the change,**
- **whether an outage is required,**
- **the number of resources needed to implement the change,**
- whether the change is commonly performed, and
- whether the change can be tested thoroughly before implementation.

The Impact generally represents the number of users affected and the number and criticality of services affected. The Risk and Impact of the change may be automatically updated as a result of a risk assessment survey.

Question 41: **Incorrect**

What IT challenges can be solved with the CMDB?

Select 3 Answers from the below options.

- [x] **Capture known Configuration Items (CIs).** (Incorrect)
- [ ] **Regularly maintain complex data for accuracy.** (Correct)
- [x] **Make sense of data to drive decisions and services.** (Correct)
- [x] **Consolidate disparate Configuration Item (CI) data into a single Configuration Management Database.** (Correct)
- [ ] **Store well-defined relationships.**

Explanation
Some of the IT challenges that can be solved with the CMDB are:

- consolidating disparate Configuration Item (CI) data into a single Configuration,
- regularly maintaining complex data for accuracy and
- making sense of data to drive decisions and services.

Screenshot: **End-to-end service and infrastructure visibility via a ServiceNow CMDB solution**

Question 42: **Incorrect**

What role is required to delete an incident record?

- ( ) **itil_admin** (Correct)
- ( ) **incident_manager**
- (•) **sn_incident_write** (Incorrect)
- ( ) **itil**

Explanation
If you no longer need incident information, you can delete the incident. This action deletes the incident from the ServiceNow database and the Incident [incident] table.

Users with **admin** or **itil_admin** role can delete an incident record.

Question 43: **Incorrect**

What are the available baseline workflows that can be assigned to each knowledge base?

Select 2 Answers from the below options.

- [x] **Knowledge - Publish Retire** (Incorrect)
- [x] **Knowledge Instant Approval** (Incorrect)
- [x] **Knowledge - Approval Retire** (Correct)
- [ ] **Knowledge Instant Retire** (Correct)

Explanation

Publish and Retire workflows may be assigned to each knowledge base.

Available baseline workflows include:

- Knowledge Instant Publish,
- **Knowledge Instant Retire,**
- Knowledge - Approval Publish, and
- **Knowledge - Approval Retire.**

Question 44: Correct

What are the three components of a change approval policy?

Select 3 Answers from the below options.

- [x] **Decisions** (Correct)
- [ ] **Policy outputs**
- [x] **Approval definitions** (Correct)
- [x] **Policy inputs** (Correct)

Explanation

A change approval policy consists of three components:

1. **Policy inputs:** The variable sources evaluated within the condition defined on a decision.
2. **Decisions**: Based on the conditions, determines whether the associated Change approval definition applies.
3. **Approval definitions**: Defines the type of approval that can apply.

Question 45: **Incorrect**

Which of the following are available on the landing page of the Agent Workspace?

Select 2 Answers from the below options.

- [x] **Your dashboard of records** (Correct)
- [x] **All your contacts' email addresses** (Incorrect)
- [ ] **All your lists**
- [ ] **Your My Work list** (Correct)

Explanation
You can monitor the work assigned to you and the overall performance of incident resolution using Workforce Optimization for ITSM Agent Workspace.

You'll see your **dashboard of records** and **My Work** list on the landing page of the Agent Workspace.

As a workspace agent, you can:

1. Analyse the incidents you are currently working on or incidents that have not yet been assigned.
2. Monitor incidents with SLAs that have been breached or are at risk, open P1 incidents, or the ones not been updated in 24 hours.
3. Track the mean time to resolution, first call resolution, and customer satisfaction to analyse the performance of incident resolution.

Question 46: **Incorrect**

What needs to be set for a CI class in the CI Class Manager to display in the Configuration item field look-up in the change form?

- ○ **Extensible**
- ○ **Table Name**
- ◉ **Display Name** **(Incorrect)**
- ○ **Principal Class** **(Correct)**

Explanation

The Configuration item field look-up has been enhanced to display only CIs whose class is set as the **Principal Class** in the CI Class Manager.

Use the system property com.snc.task.principal_class_filter to control this functionality.

The property contains all the task types where the Principal Class filter is applied.

Question 47: **Correct**

Which of the following is NOT a group type in the base instance?

- ( ) **survey**
- ( ) **catalog**
- (•) **incident** **(Correct)**
- ( ) **itil**

Explanation

You can use the **Type** field to define categories of groups. Once defined, you can use these categories to filter assignment groups based on the group type using a reference qualifier.

For example, when selecting an assignment group from the Incident form, **Type** can be used to filter groups based on whether they are typically involved in the Incident management process.

The following items are provided in the base system.

- The types **catalog**, **itil**, and **survey**.
- The reference qualifier on [task.assignment_group] filters on [Type] [equals] [null].
- A reference qualifier named GetGroupFilter is available to filter for group types using dynamic filters.

Note: Dictionary overrides allow administrators to filter for a group type on an extended table with a simple reference qualifier override.

Group types in the base instance include **catalog, itil,** and **survey**.

You can define new group types (e.g. incident) on the 'sys_user_group_type' table and assign them to the related groups.

Question 48: Correct

What are some possible methods of populating a knowledge base with knowledge articles?

Select 3 Answers from the below options.

- [x] **Creating articles directly in the ServiceNow platform** (Correct)
- [x] **Importing Microsoft Word files** (Correct)
- [ ] **Via e-mail to a defined knowledge e-mail address**
- [x] **Integrating with a WebDev compliant source** (Correct)

Explanation
Here are some of the possible methods of populating a knowledge base with knowledge articles:

- Integrating with a Web Distributed Authoring and Versioning (WebDAV) compliant source,
- Creating articles directly in the ServiceNow platform, and
- Importing Microsoft Word files.

Question 49: Incorrect

Which of the following does the request record include?

Select 3 Answers from the below options.

- [x] **Specific item(s) ordered** (Correct)
- [x] **Direct links to its catalogue tasks** (Incorrect)
- [x] **Status of the overall order** (Correct)
- [ ] **Aggregate price of the order** (Correct)

Explanation
The request record is the top-level record and includes **all of the items ordered, the aggregate price, order status,** and links to the requested item record(s).

The request record does not include the direct links to its catalogue tasks, but they sit under the request item records.

Question 50: **Correct**

What are the different types of Service Catalogue items that are fulfilled in the Now Platform?

Select 3 Answers from the below options.

- [x] **Order an item** (Correct)
- [x] **Request a service** (Correct)
- [x] **Record producer** (Correct)
- [ ] **Pre-order an item**
- [ ] **Maintain a service**

Explanation
Record producer, Order an item and **Request a service** are the 3 different types of Service Catalogue items fulfilled in the Now Platform.

Question 51: **Incorrect**

Which option shows the colour coding used in the change schedule?

- ( ) **Funnel icon**
- (•) **Configuration** (Incorrect)
- ( ) **Share**
- ( ) **Span styles** (Correct)

Explanation
The span styles option shows the colour-coded events displayed in a change schedule.

The configuration option shows or hides the Configuration Item/Duration columns and show or hide blackout schedules or maintenance windows.

The funnel icon option is used to edit or adjust the change schedule filter conditions.

The share option allows other groups, users, or roles to access your schedule.

Add recipients and, optionally, send an email invitation to your schedule.

Question 52: **Incorrect**

(R) Which UI action can be selected on an incident or a problem record to check if you are part of the assignment group?

- ○ **Assign to me** **(Correct)**
- ◉ **Reassign** **(Incorrect)**
- ○ **Update Assignment Group**
- ○ **Auto Assign**
- ○ **Create assignment rule**

Explanation

You can select the '**Assign to me'** UI action for an incident or a problem record to check if you are part of the assignment group. The incident/problem version of 'Assign to me' overrides the Task-level action and only assigns the incident to you if you are in the Assignment group.

If you have customised the Task UI action or any of its extended tables or created new UI actions that have the 'Overrides' value pointing to the Task UI action, you must perform the following actions to avoid seeing two 'Assign to me' UI actions on your extended table forms.

- Set the 'Action name' field to 'task_assign_to_me'.
- Remove the 'Overrides' value for extended tables.

Question 53: **Incorrect**

What are the two ways for the information in the record producer form to be mapped to fields in the resulting record?

Select 2 Answers from the below options.

- [ ] **Using transform maps**
- [x] **Via the Staging table** **(Incorrect)**
- [ ] **Selecting Map to Field checkbox on the Variable record** **(Correct)**
- [x] **Using JavaScript code in the Script field** **(Correct)**

Explanation

You can map information in the record producer form to fields in the resulting record. You can do this in two ways:

1. In the Script field, fields can be mapped **using JavaScript code**,
2. On the Variable record, **select the Map to Field checkbox** and choose the field to populate on the resulting record.

Question 54: **Incorrect**

What are the recommended ways that you can approach problem categorisation?

Select 3 Answers from the below options.

- [x] **Drive categorisation by change request type** (Incorrect)
- [ ] **Re-use existing categories** (Correct)
- [x] **Define new categories** (Correct)
- [ ] **Drive categorisation by CI class** (Correct)

Explanation

You can approach problem categorisation in the following ways:

- **Re-use existing categories,**
- **Define new categories, and**
- **Drive categorisation by CI.**

If you have a robust CMDB, you can drive categorisation based on the CI class. This would require additional configuration and scripting.

Question 55: **Incorrect**

Which incident field is populated when you attach a known error (KE) article to an incident, and the attached KE article has a problem record associated with it?

- ○ **Problem (problem_id)** (Correct)
- ○ **Resolved by (resolved_by)**
- ○ **Resolution Code (close_code)**
- ◉ **On hold reason (hold_reason)** (Incorrect)
- ○ **Caused by Change (caused_by)**

Explanation

You can populate the **Problem** field in the Related Records section of the Incident form when you attach a known error (KE) article to an incident and the attached KE article has a problem associated with it.

You will be prompted to select a known error article when you resolve an incident by selecting Known error from the 'Resolution code' field, and the incident doesn't have an associated KE.

Question 56: Correct

Which plugins are used to support Request Management?

Select 3 Answers from the below options.

- [x] ITSM Roles (Correct)
- [x] Service Catalog core applications (Correct)
- [x] Delegated Request Experience (Correct)
- [ ] ITSM Basic

Explanation

ITSM Roles, Service Catalog core applications and **Delegated Request Experience** are the plugins used to support Request Management.

Question 57: Incorrect

How would you associate multiple Business Applications with a problem record on the problem form?

- (●) Under the 'Other information' tab (Incorrect)
- ( ) From the 'Business Applications' related list (Correct)
- ( ) From the Additional actions menu
- ( ) In the Business Applications reference field

Explanation

Use the **Business Applications related list** on the Problem form to add or remove business application records using the **Edit** UI action.

There is no Business Applications reference field, although it only allowed for one entry.

There is nothing about Business Applications under the 'Other information' tab or on the Additional actions menu.

Screenshot: **Adding related Business Applications to a problem record**

Question 58: **Incorrect**

Which of the following are the available change models for new users with the activation of the Change Model Foundation Data plugin?

Select 3 Answers from the below options.

- [x] **Unauthorized Change** (Correct)
- [ ] **Retrospective Change**
- [x] **Change Registration** (Correct)
- [ ] **Site Reliability Ops** (Correct)

Explanation

Here are the available change models with the activation of the Change Management - Change Model Foundation Data (com.snc.change_management.change_model.foundation) plugin:

Normal, Emergency, Standard, **Change Registration**, Cloud Infrastructure, **Site Reliability Ops**, and **Unauthorized Change**.

The Site Reliability Operations Change model requires the Site Reliability application to be installed in your instance. For new users, the change model is available by default.

Question 59: **Incorrect**

What is the default data retention policy for knowledge View logs?

- **3 calendar years**
- **6 calendar months**
- **5 calendar years** **(Incorrect)**
- **1 calendar year** **(Correct)**

Explanation

Using the data retention policy, you can remove unwanted and older data from the Knowledge Use [kb_use] table.

The View log displays data from the Knowledge Use [kb_use] table.

By default, all the records in the Knowledge Use [kb_use] table are retained.

Activating the data retention policy for the kb_use table deletes records that you no longer need.

The deleted data is not visible on the reports used in dashboards such as Self-Service Analytics for customer service and Knowledge Management dashboards.

You can adjust the amount of time the system waits before deleting the records by modifying the value in the 'Age in seconds' field in the kb_use table.

By default, the **Age in seconds** field value is set to 31,536,000 seconds (**equivalent to 1 calendar year**).

Question 60: **Incorrect**

What is the objective of using formal approvals in request management?

Select 2 Answers from the below options.

- [x] **To ensure approval is in place for all requests, including low risk and repeatable items.** **(Incorrect)**
- [ ] **To ensure that individual items within the order are complete, accurate, and appropriate before work begins to fulfil the items.** **(Correct)**
- [ ] **To ensure that overall orders are complete, accurate, and appropriate before individual items are evaluated.** **(Correct)**
- [x] **To ensure that overall orders and individual items are evaluated by appropriate groups or individuals after fulfilment occurs.** **(Incorrect)**

Explanation

Requests or requested items may require no approval (e.g. if under a certain monetary amount), be pre-approved (e.g., low risk, repeatable items), or require one or more approvals.

The objective of using formal approvals in request management is:

1. **To ensure that overall orders are complete, accurate, and appropriate before individual items are evaluated.**
2. **To ensure that individual items within the order are complete, accurate, and appropriate before work begins to fulfil the items.**

Approvals are a critical component of the request management process, ensuring that appropriate groups or individuals evaluate overall orders and individual items before fulfilment occurs.