- Expert Verified, Online, **Free**.

Custom View Settings

Topic 1 - Exam A

Question #1 *Topic 1*

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

```
- cmdb
---- cmdb_ci
---- ---- cmdb_ci_hardware
---- ---- ---- cmdb_ci_computer
---- ---- ---- ---- cmdb_ci_server
---- ---- ---- ---- ---- ---- cmdb_ci_win_server
---- ---- ---- ---- ---- ---- cmdb_ci_linux_server
---- ---- ---- ---- ---- ---- cmdb_ci_unix_server
---- ---- ---- ---- cmdb_ci_pc_hardware
```

A. Just CIs defined directly in cmdb_ci_computer

B. CIs defined directly in cmdb_ci_computer and all parent classes

C. CIs defined directly in cmdb_ci_computer and all child classes

Correct Answer: *C*

Community vote distribution

C (100%)

DeekshithCB 2 months, 3 weeks ago
C is correct
upvoted 2 times

Honeybadge 4 months ago
Selected Answer: C
C is correct
upvoted 2 times

Wiwiz 4 months, 2 weeks ago
C correct answer
upvoted 2 times

Abhitej 9 months, 2 weeks ago
A is correct
upvoted 1 times

ServiceNowNoob 10 months, 2 weeks ago
Selected Answer: C
Correct
upvoted 2 times

Amit7414 11 months, 1 week ago
c is correct
upvoted 2 times

som_420 11 months, 4 weeks ago
Selected Answer: C
Correct
upvoted 3 times

Question #2 *Topic 1*

Which field from the configuration item will automatically populate in the Assignment group field of an incident record?

A. Managed by

B. Support group

C. Approval group

D. Change group

Correct Answer: *B*

Community vote distribution

B (100%)

ServiceNowNoob Highly Voted 10 months, 2 weeks ago

Selected Answer: B

Support group is correct. Tested on Tokyo PDI. Opened up a CI and added the available fields (through form design): Approval Group, Change Group, and Support Group. Populated them and then opened an incident, filled in "Configuration Item", saved it, and the assignment group was filled with the group from "Support Group".

upvoted 7 times

MarlyB Most Recent 3 months, 3 weeks ago

Selected Answer: B

From the book:

Automatically populate the Assignment group field based on the support group available for the respective configuration item (CI). If the CI does not have a support group, then the field gets automatically populated with the support group available for the service offering.

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: B

correct

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: B

correct

upvoted 3 times

Question #3 *Topic 1*

Which of the following are defined for a given change model? (Choose three.)

A. Phase transitions

B. State model

C. State transition conditions

D. Phase model

E. State transitions

Correct Answer: *BCE*

Community vote distribution

BCE (100%)

MarlyB 4 months ago

Selected Answer: BCE

From the book:
An individual change model will have the following defined:
- State models
- State transitions
- State transition conditions

upvoted 2 times

goldbiga 4 months, 3 weeks ago

Is this site dump very helpful for the exam?^^

upvoted 1 times

pfo38 5 months, 2 weeks ago

ebook pages 392-394

upvoted 1 times

brownbear324 5 months, 2 weeks ago

Selected Answer: BCE

Correct answer is BCE as mentioned above, and verified on pg 398 of the CIS-ITSM ebook. @esllin: which textbook?

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: BCE

The correct answer is BCE.
Check the ITSM implementation book page (398)

upvoted 1 times

PappyFox 7 months, 3 weeks ago

The correct answer is BCE.
Check the ITSM implementation book page (398)

upvoted 1 times

esllin 9 months, 2 weeks ago

textbook P235,236,237

upvoted 1 times

Amit7414 11 months, 1 week ago

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: BCE

correct

upvoted 1 times

Question #4 *Topic 1*

When is a change task for Post Implementation Review created for an unauthorized change?

A. When the change request moves to Close

B. When a change manager accepts the change

C. When the change request moves to a state of Review

D. When the change request moves to a state of Assess

Correct Answer: *A*

Community vote distribution

C (100%)

PappyFox Highly Voted 7 months, 3 weeks ago

The correct answer is C
When an unauthorized, Emergency Change Request record moves to a state of Review, a change task for Post Implementation Review is automatically created. ITSM Implementation book page(454)

upvoted 6 times

Shan123011 Most Recent 1 month, 2 weeks ago

448- itsm implementation book tokyo

upvoted 1 times

06Timm 5 months, 2 weeks ago

Selected Answer: C

correct

upvoted 3 times

brownbear324 5 months, 2 weeks ago

Selected Answer: C

correct

upvoted 2 times

Hunter_Bee 6 months ago

Selected Answer: C

correct answer is C

upvoted 2 times

g_user 8 months, 3 weeks ago

Selected Answer: C

Tokyo eBook p454

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: C

textbook p289

upvoted 2 times

ServiceNowNoob 10 months, 2 weeks ago

Selected Answer: C

It is C. Tested in Tokyo PDI. Created an unauthorized change, went straight to the "Review" state with a Post Implementation Review change task created.

upvoted 4 times

Amit7414 11 months, 1 week ago

Selected Answer: C

correct

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: C

Correct answer is C

upvoted 2 times

KD2016 12 months ago

Selected Answer: C

Agreed, answer is C

upvoted 2 times

Virtusa_0123 1 year ago

answer is C

upvoted 2 times

[Removed] 1 year ago

It's C

upvoted 4 times

Question #5 *Topic 1*

Which should be used to explore the entire hierarchy and table definitions of the Configuration Management Database Classes?

A. Reports

B. CI Class Manager

C. Application Menus

D. Dependency View

Correct Answer: *B*

Community vote distribution

B (81%) C (19%)

nelmos 2 weeks, 4 days ago

Selected Answer: B

B is Correct

upvoted 1 times

Honeybadge 4 months ago

Selected Answer: B

Use the CI Class Manager as a central location to explore the CMDB class hierarchy, CI table definitions, and class CIs. https://docs.servicenow.com

upvoted 1 times

lyon301 5 months, 1 week ago

Selected Answer: B

https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/configuration-management/reference/ci-class-manager-landing-page.html

upvoted 3 times

06Timm 5 months, 2 weeks ago

Selected Answer: B

ITSM implementation book pg 33

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Sorry, B is correct, CI Class Manager

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: C

B is the correct answer .

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Textbook P34javascript:void(0)

upvoted 1 times

GURUDEV7267 9 months, 3 weeks ago

Selected Answer: B

Correct answer- B

Explanation : The CI Class Manager brings all of this together and provides a centralized place to view the CMDB class hierarchy in a tree-view format as well as view or edit class definitions and class settings for identification rules, reconciliation rules, and CMDB Health.

upvoted 3 times

Amit7414 11 months, 1 week ago

Selected Answer: C

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: B

correct

upvoted 2 times

Question #6 *Topic 1*

Which of the following cannot be defined or set through a Catalog UI Policy?

A. Setting a variable to mandatory

B. Apply a requirement to all form views

C. Setting a catalog category to visible

D. Setting a variable to read-only

Correct Answer: *B*

Community vote distribution

B (70%) C (30%)

SHAJENEK Highly Voted 8 months ago

Selected Answer: B

Correct is B, checked in PDI.

upvoted 6 times

rajesh_pavan_varma_kalidindi Most Recent 2 months ago

Selected Answer: B

Catalog UI Policies only apply to catalogs,
Not to forms

upvoted 2 times

subhadeep_ghosh 3 months, 4 weeks ago

Both B and C.
Catalog UI Policies cannot be applied to all form views and to set category visible.

upvoted 1 times

Honeybadge 4 months ago

Selected Answer: B

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 on catalog item forms and variables displayed through a variables editor on the request, request item, and catalog task forms.- copy and pasted from Ebook pg. 148. There is also a chart for furth explanation that states you can not apply on all form views. Please check out the book and test in your free developer instance.

upvoted 2 times

Honeybadge 4 months ago

Selected Answer: B

After playing around with Catalog UI Policies on my developer instance (Latest release -Vancouver), I am able to set categories as visible by creating or editing the Catalog UI Policy Actions in the the policy (Hint: must save form first before option is available). Options are Leave alone, True, and False. I DO NOT see an option anywhere to apply the action to ALL form views, These are the options:

Applies on a Catalog Item view

Applies on Catalog Tasks

Applies on Requested Items

So correct answer is B. CANNOT

upvoted 4 times

Honeybadge 4 months ago

If I get this question on the test, I might just close my laptop

upvoted 4 times

Laurys 4 months, 3 weeks ago

Selected Answer: C

it's not a UI policy variable, it says ''category'' visible... you can'dot do that

upvoted 1 times

subhadeep_ghosh 5 months ago

Selected Answer: C

C is correct - catalog category cannot be manipulated through UI policy
According to ITSM Implementation eBook page 148, option B is possible - hence not correct answer for this question.

upvoted 1 times

Honeybadge 4 months ago

I just checked the eBook Pg 148, It literally states you CANNOT apply to all form views. And you CAN set categories as visible.

upvoted 2 times

subhadeep_ghosh 5 months ago

C is correct - catalog category cannot be manipulated through UI policy
According to ITSM Implementation eBook page 148, option B is possible - hence not correct answer for this question.

upvoted 1 times

Honeybadge 4 months ago

I just checked the eBook Pg 148, It literally states you CANNOT apply to all form views. And you CAN set categories as visible. B is the correct answer. I'm positive

upvoted 1 times

lyon301 5 months ago

Selected Answer: C

According to the article,

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogUIPolicy.html

The option "C. Setting a catalog category to visible" cannot be defined or set through a Catalog UI Policy. The other options are supported by the policy:

A. "Setting a variable to mandatory" - UI policy can indeed make a variable mandatory.

B. "Apply a requirement to all form views" - UI policies can control the behavior of variables on forms.

D. "Setting a variable to read-only" - UI policies can also set a variable to be read-only.

upvoted 1 times

brownbear324 5 months, 2 weeks ago

The question says "cannot" be defined in a "Catalog UI Policy" so the answer is B & C. This can be confirmed on pg. 148 in the CIS-ITSM ebook.

upvoted 2 times

Zolly 5 months, 3 weeks ago

Selected Answer: C

Anybody who selected B, please show us how can you create UI policy action on catalog category :)

upvoted 1 times

Honeybadge 4 months ago

Once you save the Catalog UI Policy or if you are editing one, at the bottom of the form you can create a Catalog UI Policy action where you are able to set categories as Read only, Mandatory, and visible. Tried and tested on my developer instance. Try it

upvoted 1 times

Wewe1 4 months, 1 week ago

But it is also clearly stated on page.148 ebook- Utah - that you can not apply "Catalog UI Policies" on all form views. For this reason,I will say B and C are correct answers

upvoted 1 times

Hunter_Bee 6 months ago

Selected Answer: B

B is correct

upvoted 3 times

nam289 6 months ago

B is correct (ITSM Implementation - Tokyo ebook p148)

upvoted 2 times

mikech82 6 months, 1 week ago

Selected Answer: B

B is correct

upvoted 3 times

fivani 7 months ago

Selected Answer: B

B as suggested by most recent posts.

upvoted 3 times

PappyFox 7 months, 2 weeks ago

Selected Answer: B

B is correct.
Check the Catalog UI Policies on diagram on page 148 of the ITSM Implementation(Tokyo) book.

upvoted 4 times

Question #7 Topic 1

Which type of catalog item should be used to create an incident record from the portal?

A. Incident Template

B. Request Item

C. Order Guide

D. Record Producer

Correct Answer: *D*

Community vote distribution

D (100%)

nelmos 2 weeks, 4 days ago

Selected Answer: D

correct is D

upvoted 1 times

Honeybadge 4 months ago

Selected Answer: D

D is correct- A record producer is a specific type of catalog item that allows end users to create task-based records, such as incident records, from the service catalog. https://docs.servicenow.com

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: D

correct

upvoted 3 times

som_420 11 months, 4 weeks ago

Selected Answer: D

correct

upvoted 1 times

Question #8 *Topic 1*

Which incident management roles are activated by installing the ITSM Roles plugin (com.snc.itsm.roles)? (Choose two.)

A. sn_incident_read

B. itsm_incident_read

C. incident_manager

D. sn_incident_write

E. itsm_incident_write

Correct Answer: *AD*

Community vote distribution

AD (100%)

MagdaGrs 2 months ago

Selected Answer: AD

A and D

upvoted 1 times

lolnaman 8 months, 3 weeks ago

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/task/req-itsm-roles-inci-mgmt.html

upvoted 4 times

Amit7414 11 months, 1 week ago

Selected Answer: AD

correct

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: AD

correct

upvoted 1 times

Question #9 *Topic 1*

A customer requests that when the Service Desk agent clicks on the information icon for the Caller's name, the quick view frame shows only the following fields:

User name -

Manager name -

Email Address -

Employee ID -
How would you modify the quick view frame?

A. Update the sys_popup view for the user table

B. Update the sys_quick view for the caller table

C. Update the sys_popup view for the caller table

D. Update the sys_quick view for the user table

Correct Answer: *A*

Community vote distribution

A (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: A

From the book:
Use the table name of the table being referenced. In this case, the Caller field is on the incident form, but the field references to the User [sys_user] table. The URL to add the sys_popup view should reference the User table

upvoted 1 times

lyon301 5 months ago

Selected Answer: A

the answer is at
https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB1116883

upvoted 1 times

Vinay_Sahu 6 months ago

A is correct !!

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: A

A Is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

textbook p87

upvoted 2 times

Amit7414 11 months, 1 week ago

Selected Answer: A

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #10 *Topic 1*

Your customer has built a mature knowledge base, with articles targeted to internal audiences -which are technical. Other articles are written for end users, with simple instructions. From the Incident form, the agents would like to be able to identify which articles are visible to the callers
What feature would you use, to satisfy this requirement?

A. Internal/External Highlighting

B. Search as User

C. Show User Viewable

D. User Only View

Correct Answer: *A*

Community vote distribution

B (100%)

Guh 1 month, 1 week ago
B is correct. Page 270 edvantage book.
upvoted 1 times

omgitsmattyp 3 months ago
B is correct. Page 270 of textbook.
upvoted 1 times

MarlyB 3 months, 3 weeks ago
Selected Answer: B
B is correct, for more explanation look at Honeybadge's post
upvoted 1 times

Honeybadge 4 months ago
Selected Answer: B
Service desk agents may see articles users should not see. Use Search As to share appropriate articles with users.

Optionally, administrators may enable Search as. This feature returns search results as both the current user and a specified user on the current form (i.e. caller). This allows agents to be confident that articles shared with users are appropriate.

ServiceNow (n.d). IT Service Management (ITSM) Implementation - Tokyo. ServiceNow. https://evantage.gilmoreglobal.com/books/SN-ITSMI-T010-PG-E
upvoted 2 times

tanaris_e 4 months, 2 weeks ago
why is A the correct answer?
upvoted 1 times

Hunter_Bee 5 months, 4 weeks ago
Selected Answer: B
B is correct
upvoted 1 times

lelf 7 months, 1 week ago
it should be search as caller not user
upvoted 1 times

lelf 7 months, 1 week ago
search as user is correct.
upvoted 1 times

Jtcash247 9 months, 3 weeks ago
Selected Answer: B
It is B
upvoted 2 times

Amit7414 11 months, 1 week ago
Selected Answer: B
correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: B

Correct Answer : B

upvoted 1 times

KD2016 12 months ago

Selected Answer: B

The correct answer is search as user

upvoted 1 times

Question #11 *Topic 1*

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

A. Edit in Catalog Item Designer

B. Edit in Item Designer

C. Edit in Catalog Builder

D. Edit in Form Designer

Correct Answer: *C*

Community vote distribution

C (100%)

RyanH33 1 month, 1 week ago

Selected Answer: C

C is correct. Pg 134 in the itsm implementation tokyo ebook

upvoted 1 times

lyon301 5 months, 1 week ago

Selected Answer: C

The C is correct
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder.html

upvoted 1 times

shikha_01 8 months, 3 weeks ago

I do not have tokyo ebook , I have rome ebook. can I prepare using that?

upvoted 1 times

Prasanna_22 4 months, 3 weeks ago

In now learning you will find new book for tokyo. Go to certification, requirement and well now utah book will be eligible which i dont know how to get but atleast you can get tokyo one.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

textbook P366

upvoted 2 times

SatwikY 9 months, 1 week ago

Which textbook are you talking about?

upvoted 4 times

Amit7414 11 months, 1 week ago

Selected Answer: C

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: C

correct

upvoted 2 times

Question #12 *Topic 1*

Your customer is complaining that Service Desk users keep accidentally assigning Incidents to the Network CAB, instead of Network Support You have confirmed that:
The Network Support group record has the Group types: Incident and Change
The Network CAB group record has the Group type: Change
What could you do on the incident form, for the Assignment Group field, to resolve this issue?

A. Add a UI action to hide the Network CAB group from the list

B. Add a UI action to provide an error message if the Network CAB group is selected

C. Add Dictionary Override to specify the Incident group Reference Qualifier

D. Modify the choice list to include only the appropriate group types

Correct Answer: *C*

Community vote distribution

C (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
Once group types are assigned, use Dictionairy Overrides to specify Reference Qualifiers on the Assignment group fields for each task type.

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: C

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: C

correct

upvoted 2 times

Question #13 *Topic 1*

Which Agent workspace feature gives agents automatic search results that show possible solutions for records they open?

A. Chat Bot

B. Related Search Results

C. Knowledge Bases

D. Intelligent Agent

E. Agent Assist

Correct Answer: *E*

Community vote distribution

E (100%)

Kimhw 6 months ago

Selected Answer: E

ITSM Implementation (Tokyo) ebook p319

upvoted 4 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation Tokyo version P152 was not helpful.

upvoted 2 times

PappyFox 7 months, 2 weeks ago

Selected Answer: E

https://docs.servicenow.com/bundle/utah-customer-service-management/page/product/customer-service-management/concept/migration-agent-assist.html

upvoted 2 times

lolnaman 8 months, 3 weeks ago

https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/workspace/task/set-up-agent-assist.html

upvoted 1 times

foolishsoul4556 7 months, 2 weeks ago

this link doesn't work

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: E

textbook P152

upvoted 1 times

lolnaman 9 months ago

how to get the textbook?

upvoted 1 times

Madhu31 9 months ago

Hi, how to get the textbook?

upvoted 1 times

lolnaman 8 months, 1 week ago

https://evantage.gilmoreglobal.com/#/user/registration

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: E

correct

upvoted 2 times

Question #14 *Topic 1*

Which capability provides visibility to data joined between multiple tables?

A. Database Views

B. Metric Tables

C. Published Reports

D. Custom Tables

E. Breakdown Sources

Correct Answer: *A*

Community vote distribution

A (100%)

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: A

Page 201 of CIS-ITSM eBook:
Database views exist in baseline instances to combine information related to SLAs and metrics with requests, requested items, and catalog tasks. These are equivalent to SQL joins.

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

textbook p156

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: A

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 2 times

Question #15 *Topic 1*

What tools are available to the assignee to help resolve an Incident? (Choose two.)

A. Knowledge Articles

B. Workarounds

C. CI Class Manager

D. Incident Overview Dashboard

E. Enterprise CMDB Dashboard

Correct Answer: *AB*

Community vote distribution

AB (100%)

pfo38 5 months, 2 weeks ago

ebook Utah p. 249

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AB

textbook p94

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: AB

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: AB

correct

upvoted 2 times

Question #16 *Topic 1*

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

A. New incident created from the message

B. New interaction is created from the message

C. Email is rejected and auto-reply sent to sender

D. New case is created from the message

Correct Answer: *A*

Community vote distribution

A (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: A

From the book:
An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions:
- Email reply: sending an email back to the source that triggered the action
- By default, if an email has no identifiable watermark, an inbound email action creates a new incident from the message.
- If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script

upvoted 1 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: A

This is clearly given in CIS-ITSM (Tokyo) eBook page 264.

upvoted 2 times

AmyZ 4 months ago

Why couldnt D be the answer?

upvoted 1 times

aloku1 5 months, 3 weeks ago

Selected Answer: A

Tokyo p112 - New INC

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

textbook p85

upvoted 1 times

MrBravo 9 months, 2 weeks ago

Why incident and not any other table?

upvoted 1 times

amineHTB 9 months, 1 week ago

because the create incident inbound action has the lowest order

upvoted 4 times

Amit7414 11 months, 1 week ago

Selected Answer: A

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #17 *Topic 1*

Under what circumstances, should you use the Communicate workaround Related Link on the Problem record?

A. The workaround is helpful information for the Callers on the Problem's related Incidents (open)

B. The workaround should be published to a knowledge article, visible from the portal

C. The workaround is helpful information for the members of the Problem's Assignment Group

D. The workaround is helpful information for the members of the Problem's Work notes list

Correct Answer: *D*

Community vote distribution

A (55%) D (45%)

subhadeep_ghosh Highly Voted 3 months, 4 weeks ago

Selected Answer: D

D. is the correct answer.
As per page 355 of CIS-ITSM (Tokyo) eBook:
1. By default, the workaround gets copied to the work notes of any active (i.e. Open, In Progress) incidents related to the problem record.
2. The workaround is also copied to the Additional Comments of any related incident that has Resolution code of Known error.

A is NOT correct answer, because callers are not able to see work notes, they can only see additional comments. As per 2nd point above, workaround is copied to additional comments of 'resolved' incidents not for 'open' incidents (which is specified in option A).

upvoted 5 times

serviceNowExamen Most Recent 2 days, 15 hours ago

Selected Answer: A

From ITSM Utah:
"The contents of the workaround is added to the Work notes field for any active incidents related to the problem record,
- and to the Additional comments field of any related incident with a Reolution code of Known error.
- The workaround is also automatically sent to the incident Caller,
- to anyone added to the incident Watch list,
- and to the incident Assigned to user."

Option B is discarded because the text does not include knowledge articles.
Option C is discarded because it is not included in the text Problem's Assignment Group.
Option D is also discarded because the text names the Incident Watch List, which is different from the Work Notes List.
The most correct option is A because "The workaround is also automatically sent to the incident Caller".

upvoted 1 times

Guh 1 month, 1 week ago

Selected Answer: A

Because it is copied into the incident records, not only into the problem

upvoted 1 times

Guh 1 month, 1 week ago

Selected Answer: A

A is the correct answer, it doesn't appear only in work notes, but in the additional comments too

upvoted 1 times

DKey 1 month, 3 weeks ago

A. as per servicenow documentation: The problem number and the content of the Workaround field are added to the activity stream on all related incidents. By default, any entries made in an incident activity stream field generate an email notification to the Caller that you mention on the Incident form. It stops escalations and effectively communicates to the appropriate audience ("caller" receives a notification)

upvoted 1 times

sauso 1 month, 3 weeks ago

Work Notes are not communicated to callers. Only Additional Comments.

upvoted 2 times

JBurns1979 2 months ago

Selected Answer: A

All of these explanations talk about Incidents, but A is the only one that talks about loading to Incidents, so how can it be D?

upvoted 1 times

JY1235 3 months ago

Selected Answer: D

Correct Answer is "D".

A. is for "Open" incidents which for this question is a wrong answer, since the workaround gets copied to the "Resolved" incident's additional comments with "Known Error" resolution code.

upvoted 3 times

WIM_SN 3 months, 1 week ago

Selected Answer: D

D is correct

upvoted 1 times

MarlyB 4 months ago

Selected Answer: D

D is correct since the workaround gets copied to the worknotes of open incidents

upvoted 1 times

Honeybadge 4 months ago

Selected Answer: D

The Communicate Workaround UI action may be used to copy the problem workaround to related incidents.
By default, the workaround gets copied to the Work notes of any active (not in a state of Resolved, Closed, or Canceled) incident related to the problem record. The workaround is also copied to the Additional comments of any related incident that has a Resolution code of Known error. PG. 355.

ServiceNow (N.D). IT Service Management (ITSM) Implementation - Tokyo. ServiceNow. https://evantage.gilmoreglobal.com/books/SN-ITSMI-T010-PG-E

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/problem-management/task/communicate-workaround.html

upvoted 2 times

uwbe 4 months, 2 weeks ago

D is correct: Communicate Workaround will update the work notes of the related incidents. Who subscribed to the work notes list will get notified.

upvoted 2 times

Honeybadge 4 months ago

Thank you for looking it up, this is correct. Please put in this comment as a voting comment so it counts towards the votes.

upvoted 1 times

Laurys 4 months, 3 weeks ago

Selected Answer: A

i would say A based on https://docs.servicenow.com/bundle/rome-it-service-management/page/product/problem-management/task/communicate-workaround.html

upvoted 1 times

Prasanna_22 4 months, 3 weeks ago

D answer pg 350 utah. Not a because open incident.and not c because workaround goes to worknote only unlike fix which go to assignee also.

upvoted 2 times

itguy2023 5 months ago

Selected Answer: D

D.

The caller would not be informed unless incident has a resolution code of Known Error, thus Work notes list is the correct answer

Pg 355 says "By default, the workaround gets copied to the Work notes of any active (not in a state of Resolved, Closed, or Canceled) incident related to the problem record.

The workaround is also copied to the Additional comments of any related incident that has a Resolution code of Known error."

upvoted 3 times

brownbear324 5 months ago

A is correct. Pg 355 in the CIS-ITSM ebook

upvoted 2 times

Honeybadge 4 months ago

Pg. 355 states "By default, the workaround gets copied to the Work notes of any active (not in a state of Resolved, Closed, or Canceled) incident related to the problem record.

The workaround is also copied to the Additional comments of any related incident that has a Resolution code of Known error." - The answer is D. You looked it up, and still got it wrong.

upvoted 2 times

Hunter_Bee 6 months ago

Selected Answer: A

A is correct

upvoted 1 times

Honeybadge 4 months ago
No. PG. 355 ebook.
upvoted 1 times

Abizai 6 months ago
Correct answer is A
upvoted 1 times

Honeybadge 4 months ago
No. PG. 355 ebook.
upvoted 1 times

Question #18 *Topic 1*

Which interface is designed for tier 1 IT agents who solve internal or external customer issues?

A. ITSM Dashboard

B. IT Service Management Workspace (Agent Workspace)

C. ITIL Homepage

D. Incident Overview

Correct Answer: *B*

Community vote distribution

B (100%)

Hunter_Bee 6 months ago
Selected Answer: B
B is correct but should be updated to Service Operations Workspace (agent workspace has been deprecated since the Utah release)
upvoted 2 times

esllin 9 months, 2 weeks ago
Selected Answer: B
textbook P150
upvoted 1 times

lolnaman 9 months ago
How to get the textbook? These page numbers are not matching with eBook.
upvoted 4 times

Kimhw 6 months, 3 weeks ago
Me neither.
upvoted 1 times

anantsamaiya 10 months ago
Selected Answer: B
B probably
upvoted 1 times

som_420 11 months, 4 weeks ago
Selected Answer: B
Correct Answer : B
upvoted 1 times

Question #19 *Topic 1*

When using Agent assist in the Agent workspace, what are examples of possible solutions can be automatically searched and displayed? (Choose five.)

A. Runbook Actions

B. Knowledge

C. SQL Queries

D. Problems

E. Changes

F. Cases

G. Incidents

Correct Answer: *BDEFG*

Community vote distribution

BDEFG (100%)

esllin 9 months, 2 weeks ago

Selected Answer: BDEFG

Incident , problem ,change, knowledge, case

upvoted 2 times

esllin 9 months, 2 weeks ago

textbook p152

upvoted 1 times

anantsamaiya 10 months ago

Selected Answer: BDEFG

BDEFG correct

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: BDEFG

correct

upvoted 1 times

Question #20 *Topic 1*

Which module is a useful starting point for a manager to view current state operational information for Incident management?

A. CMDB Health Dashboard

B. Incident > Overview

C. Manager Workspace

D. Critical Incidents Map

Correct Answer: *B*

Community vote distribution

B (100%)

NowExam 2 months ago

B - p320 of ITSM Implementation (Tokyo)

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

textbook p153

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: B

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: B

Correct

upvoted 1 times

Question #21 *Topic 1*

The Problem table is extended from what table?

A. Task

B. Major Incident

C. Outage

D. Problem Task

E. Incident

Correct Answer: *A*

Community vote distribution

A (100%)

Honeybadge 4 months ago

Selected Answer: A

CSA 101

upvoted 1 times

sephereth 5 months, 1 week ago

answer is A, pretty much all ITSM tables, incident, request, blah blah all extend from task

upvoted 2 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook P335

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

textbook p224

upvoted 1 times

lolnaman 9 months ago

How to get textbook? your page number is not matching with eBook.

upvoted 2 times

Amit7414 11 months, 1 week ago

Selected Answer: A

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #22 *Topic 1*

The Problem Manager wants the Problem Coordinators to be able to Re-analyze a Completed Problem.
Which module could they use to make this change?

A. Problem > Administration » Problem Properties

B. System UI > UI Action Groups

C. State Management > State Models

D. System UI > Form Actions

E. System UI > UI Actions

Correct Answer: *E*

Community vote distribution

A (94%) 6%

MarlyB 4 months ago

Selected Answer: A

Copied from the book:
Determine which problem role can re-analyze problem records through the Problem Management properties (Problem > Administration > Problem Properties)

upvoted 3 times

Honeybadge 4 months ago

Selected Answer: A

Problem Management properties are used to control features such as creating problem task on a closed problem and reanalyzing a closed or a canceled problem.
These properties are available at Problem > Administration > Problem Properties.

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/problem-management/reference/problem-mgmt-properties.html

upvoted 3 times

Naw210 4 months ago

Selected Answer: C

choose A

upvoted 1 times

Honeybadge 4 months ago

Bruh. Trolling is outahand on this website. I have to verify every answer now. learning better though so whatevs.

upvoted 1 times

MrDDo 4 months, 1 week ago

Selected Answer: A

Validated: Problem -> Problem Properties module
There is a field choice option 'Who can Re-analyze a Completed Problem?
Selectable values are Problem Managers or Problem Coordinators or Problem Administrators.

upvoted 2 times

MrDDo 4 months, 1 week ago

Problem -> Administration -> Problem Properties

upvoted 2 times

francat 5 months, 1 week ago

A - eBook Tokyo ITSM Implementation p.376

upvoted 1 times

sephereth 5 months, 1 week ago

only a makes sense, the rest doesn't

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: A

VitalSource ITSM Implementer eBook, p376 clearly states the answer.

upvoted 2 times

Abizai 6 months ago

correct answer is A. Confirmed on the instance.

upvoted 1 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook P337

upvoted 1 times

esllin 9 months, 2 weeks ago

textbook p186

upvoted 1 times

Sana_18 9 months, 1 week ago

Which is correct answer and which Release Book Ur referring ? pls respond

upvoted 6 times

amineHTB 8 months, 1 week ago

it's a bot

upvoted 3 times

anantsamaiya 10 months ago

Selected Answer: A

A is right

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: A

Correct Answer : A

upvoted 1 times

KD2016 12 months ago

Selected Answer: A

Problem Managers don't have access to system UI module so it would be A

upvoted 3 times

Andskie 12 months ago

Selected Answer: A

It's A

upvoted 1 times

Question #23 *Topic 1*

Your Problem Manager has a structured problem management process, which includes a final review of the solution implemented and of the data regarding incident reduction. When a problem is resolved, after implementing a fix, they want the Post Fix Review task to be automatically created and assigned to the Problem assignee.
What feature would you use to meet this requirement?

A. State Model

B. Workflow Dashboard

C. Action Modeler

D. Task Creator

E. Flow Designer

Correct Answer: *E*

Community vote distribution

E (100%)

sephereth 5 months, 1 week ago

Selected Answer: E

given the choices Flow Designer but, workflow editor, business rule could also work

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: E

Flow Designer

upvoted 1 times

anantsamaiya 10 months ago

Selected Answer: E

E is right

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: E

Correct

upvoted 1 times

Question #24 *Topic 1*

Your customer needs help defining Category values for the Problem records. What approach should you suggest? (Choose two.)

A. Re-use existing categories from legacy systems

B. Define categories based on the customer's CMDB classes

C. Re-use existing categories from incident management

D. Define categories based on ITIL problem taxonomy

Correct Answer: *CD*

Community vote distribution

BC (94%) 6%

SarojPatel Highly Voted 11 months, 2 weeks ago

BC is the right answer

you can approach categorization in the following ways

1) Re - use existing categories
2)Define new categories
3)Drive categorization by CI class

upvoted 9 times

DKey Most Recent 1 month, 3 weeks ago

BC as per CIS-ITSM eBook, correct answer would be B and C

upvoted 1 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: BC

As per page 344 of CIS-ITSM eBook:
(1) Re-use existing categories
(2) Drive categorization by CI (if customer has a robust CMDB architecture)
(3) Define new categories
Hence B and C are correct answers

upvoted 2 times

MarlyB 4 months ago

Selected Answer: BC

From the book:
Re-use existing categories: Customers typically use the same categories for incident and problem.

Define new categories: use oob categories or define your own.

Drive categorization by CI: you can drive categorization based on the CI class

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: BC

P. 344

upvoted 2 times

Kimhw 6 months, 2 weeks ago

Selected Answer: BC

ITSM Implementation (Tokyo) ebook p344

upvoted 3 times

betch252 8 months, 3 weeks ago

Selected Answer: BC

BC is correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: BC

B C is right

upvoted 1 times

chaudh7y 9 months, 2 weeks ago

is A not also correct? Jut asking

upvoted 1 times

doode 9 months, 4 weeks ago

1. There's no such thing as CMDB classes, so CD

upvoted 4 times

brownbear324 5 months ago

Not "CMDB Classes" exactly but classes within the CMDB (eg, CI Classes).

upvoted 1 times

doode 5 months ago

but "CI Classes" wasn't mentioned.

upvoted 1 times

anantsamaiya 10 months ago

Selected Answer: BC

B,C is right

upvoted 1 times

SBhatia 11 months ago

BC - is 100% correct.

upvoted 2 times

Amr94 11 months, 1 week ago

Selected Answer: BC

Categorisation can be done in two ways
1.use incident categories
2.utilise cmdb (if the cmdb is robust)

upvoted 4 times

som_420 11 months, 4 weeks ago

Selected Answer: CD

Correct

upvoted 1 times

Question #25 Topic 1

When a user clicks on the Communicate fix UI action on the Problem form, what happens?

A. Fix is written to the Comments field on any Incident associated with the problem, which is On Hold, Awaiting Problem

B. Fix is written to the Work notes field on any Incident associated with the problem, which is Active

C. Fix is written to the Comments field on any Incident associated with the problem, which is Active

D. Fix is written to a draft Knowledge article

Correct Answer: *C*

Community vote distribution

B (79%) A (21%)

Pszem Highly Voted 1 year ago

Selected Answer: B

checked on PDI, it's adding a work note, not a comment

upvoted 11 times

doode 10 months, 3 weeks ago

"work note" makes more sense intuitively, as a comment would be for a different purpose.

upvoted 4 times

NowExam Most Recent 2 months ago

B - p356 ITSM Implementation (Tokyo)

upvoted 1 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: B

As per page 356 of CIS-ITSM eBook, the Communicate Fix UI action copies the fix notes to the activity stream of the associated incidents - here 'activity stream' means the Work Notes of the incidents.

upvoted 1 times

MarlyB 4 months ago

Selected Answer: B

From the book:
Communicate Fix UI action calls the script action: Copy Prb fix to Inc work notes (only for the states New, On Hold or In Progress, which means Active Incidents)

upvoted 1 times

Honeybadge 4 months ago

Selected Answer: B

Communicate Fix UI action calls the script action: Copy Prb fix to Inc work notes
Associated Incident Activity

Fix is copied to the Activity Stream and a notification is sent to the users in the Assigned to and Work notes list fields for all associated incidents where:
State = New, On Hold, or In Progress
PG. 356

upvoted 2 times

MrDDo 4 months, 1 week ago

Selected Answer: B

The Fix Notes gets copied to incidents that are New, On Hold, or In Progress.
Communicate Fix UI action calls the script action: Copy Pro fix to Inc work notes.

upvoted 1 times

pfo38 5 months, 2 weeks ago

ebook Utah p. 351

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: B

Work Notes: p 356

upvoted 3 times

francat 5 months, 1 week ago

(Tokyo) ;-)
upvoted 1 times

Hunter_Bee 6 months ago
Selected Answer: B
B is correct
upvoted 1 times

cuongtkq 6 months, 1 week ago
B nhé bro
upvoted 1 times

mikech82 6 months, 1 week ago
Selected Answer: B
its written to work notes
upvoted 1 times

Nepoleon 7 months ago
Abswer is B .. tested in Personal Instance which is OOB
upvoted 1 times

PappyFox 7 months, 2 weeks ago
Selected Answer: B
B is correct.
Fix is copied to the Activity Stream and a notification is sent to the users in the Assigned to and Work notes list fields for all associated incidents where:
State = New, On Hold, or In Progress
ITSM Implementation ebook page (356) Tokyo version.
upvoted 2 times

lisa_k 7 months, 2 weeks ago
It's B. https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/problem-management/concept/sync-btwn-inci-prob.html
upvoted 1 times

lolnaman 8 months, 3 weeks ago
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/concept/sync-btwn-inci-prob.html

The fix is copied to the Work Notes field of the incident record.
upvoted 1 times

lolnaman 8 months, 3 weeks ago
Answer - B
upvoted 1 times

abdelgu 8 months, 3 weeks ago
Selected Answer: B
Please refer to Page 356
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: A
Communicate Fix
If a fix is added to a problem and if you click the Communicate Fix related link, then the following occurs:
The fix is copied to the Work Notes field.
A notification is sent to the users listed in the Assigned to and Work notes list fields of the problem record. The notification is sent only when the incident state is New, On Hold, or In Progress.
https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/incident-management/concept/inc-mgmt-best-prac-plugin-sd.html
upvoted 2 times

abdelgu 8 months, 3 weeks ago
But the Answer A , it refer to Comment field instead of Work note which is not correct, so then Answer is B ?
upvoted 1 times

Question #26 Topic 1

Users with which role can Communicate a workaround or fix? (Choose two.)

A. itil_admin

B. problem_coordinator

C. problem_task_analyst

D. problem_admin

Correct Answer: *AB*

Community vote distribution

BD (100%)

MarlyB 4 months ago

Selected Answer: BD

From the book:
Communicate workaround, fix can be done by the admin, problem_admin, problem_manager and problem_coordinator roles

upvoted 1 times

MrDDo 4 months, 1 week ago

Selected Answer: BD

As pert Problem Management platform roles matrix

upvoted 2 times

uwbe 4 months, 2 weeks ago

BD are correct - from the documentation: Role required: admin, problem_admin, problem_manager or problem_coordinator

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: BD

BD are correct

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: BD

BD is correct.
ITSM Implementation ebook page (337)

upvoted 4 times

francat 5 months, 1 week ago

no doubt

upvoted 1 times

stophs 8 months, 1 week ago

problem_coordinator , problem_manager and problem_admin.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: BD

problem_coordinator , problem_manager and problem_admin.

upvoted 2 times

anantsamaiya 10 months ago

Selected Answer: BD

B,D is right

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: BD

Correct Answer : BD

upvoted 2 times

Pszem 1 year ago

Selected Answer: BD

Those UI actions have a problem_coordinator role requirement. The role can be also inherited from problem_manager and problem_admin.

upvoted 3 times

Andskie 1 year ago

Selected Answer: BD

It's B and D

upvoted 2 times

NoQuarantino 1 year ago

Rome Textbook says: roles that can communication workaround and fixes are
- admin
- problem_admin
- problem_manager
- problem_coordinator

upvoted 2 times

doode 10 months, 3 weeks ago

what is the role of itil_admin when it comes to problem management?

upvoted 1 times

doode 5 months ago

people with itil_admin, are typically team leaders, so I expect they would communicate issues and resolutions?

upvoted 1 times

doode 5 months ago

nevertheless see: https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/communicate-workaround.html

upvoted 1 times

Question #27 *Topic 1*

When a user clicks on the Communicate workaround UI action on the Problem form, what happens?

A. Workaround is written to the Comments field on any open Incident associated with the problem

B. Workaround is written to the Workaround field on any incident associated with the problem

C. Workaround is written to a draft Knowledge article

D. Workaround is written to the Work notes field on any open Incident associated with the problem

Correct Answer: *A*

Community vote distribution

D (79%) A (21%)

sourabh009x 3 weeks ago

D is the correct answer. Tested in PDI.
Fix workaround post the workaround from problem to WorkNotes in open/in progress incidents and to the additional comments in resolved incidents and does not post anything on closed incidents.

upvoted 1 times

CJM6 1 month, 1 week ago

Selected Answer: D

Question is about Open Incidents.
A) Resolved incidents are NOT open
Therefore correct answer is D

upvoted 1 times

Viperous 1 month, 3 weeks ago

Selected Answer: D

From the book:
By default, the workaround gets copied to the Work notes of any active (not in a state of Resolved, Closed or Canceled) incident related to the problem record.
The workaround is also copied to the additional comments of any related incident that has a Resolution code of Known error.

upvoted 2 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: D

D is correct because it is the default behavior.
A is NOT correct because this is only applicable for resolved incidents, not for open incidents.

upvoted 1 times

subhadeep_ghosh 3 months, 4 weeks ago

This is very clearly given in CIS-ITSM (Tokyo) eBook page no. 355.
Workaround always gets copied to the Work Notes by default.
A is only applicable when incident is resolved with known error.

upvoted 1 times

MarlyB 4 months ago

Selected Answer: D

From the book:
By default, the workaround gets copied to the Work notes of any active (not in a state of Resolved, Closed or Canceled) incident related to the problem record.
The workaround is also copied to the additional comments of any related incident that has a Resolution code of Known error.

upvoted 1 times

MrDDo 4 months, 1 week ago

Selected Answer: D

Communicate Workaround calls two scripts:
1. Copy Prb workaround to work notes. Workaround is copied to Work notes for all incidents where State = New, In Progress, OR On Hold
2. Copy Pro workaround to Inc comments. Workaround is copied to Additional comments to all Resolved Incidents where Resolution code = Known error.

upvoted 1 times

Prasanna_22 4 months, 3 weeks ago

D only because comments when resolution code of incident is known error utah page 350

upvoted 1 times

lyon301 5 months ago

Selected Answer: A

When a user clicks on the "Communicate workaround" UI action on the Problem form, this typically triggers communication about the workaround for the problem to all related incidents.

Therefore, the most likely answer is A

upvoted 1 times

viola02 4 months, 2 weeks ago

it is only for resolved incidents which resolution code is 'known error'

upvoted 2 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: D

D is correct. See eBook p355. A is NOT correct - comment is populated only if State=Resolved AND Resolution Code=Known Error.

upvoted 2 times

pfo38 5 months, 2 weeks ago

ebook Utah p. 350

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: D

D is correct, p 355

upvoted 1 times

Lucky62 6 months ago

Selected Answer: D

D for sure.

upvoted 1 times

Lucky62 6 months ago

Selected Answer: D

D is correct. Tested in PDI.

upvoted 1 times

cuongtkq 6 months, 1 week ago

D nha bro

upvoted 1 times

fivani 7 months, 1 week ago

Selected Answer: D

Answer is D.

Question is about Communicate WORKAROUND, not fix. Creates event "communicate.workaround", which has two script actions - "Copy Prb workaround to Inc work notes" and "Copy Prb workaround to Inc comments".

RESOLVED incidents is comment, otherwise it's work note.

upvoted 2 times

PappyFox 7 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

foolishsoul4556 7 months, 2 weeks ago

Selected Answer: D

Logically D makes sense as well, since its a workaround which the Agent can decide whether how to take the information.

upvoted 1 times

Question #28 *Topic 1*

A tester wants to submit a bug report, because they are not able to see the Communicate Fix link under the Related Links on the Problem form. What do you recommend that they confirm, before submitting the bug report? (Choose two.)

A. Tester is impersonating a user with communications.manager role

B. Tester is impersonating the assignee, which has the problem_coordinator role

C. Tester is impersonating a user with problem_coordinator role

D. The Fix notes field is filled in and saved

Correct Answer: *BD*

Community vote distribution

CD (90%) 10%

MarlyB 4 months ago

Selected Answer: CD

From the book:
The Communicate Fix UI action will not appear until text is saved to the Fix notes field.
Also its best to make sure the user you impersonate has the role required.

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: CD

The scenario in B is restrictive - Assignee _could_ be a problem_coordinator, but the more general scenario in C is broader and is also true. C and D are the best answers.

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: CD

CD are correct, p 356

upvoted 1 times

Lucky62 6 months ago

Selected Answer: CD

C and D are correct.

upvoted 1 times

fivani 7 months, 1 week ago

Selected Answer: CD

Answer is CD

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: CD

C. The tester is impersonating a user with the "problem_coordinator" role: The "Communicate Fix" link is also visible to users with the "problem_coordinator" role. Therefore, the tester should also confirm if they can see the link by impersonating a user with this role.

D. The Fix notes field is filled in and saved: The "Communicate Fix" link appears only when the "Fix notes" field on the Problem record is filled in and saved. The tester needs to ensure that this field has been populated and saved before checking if the link is visible or not.

upvoted 4 times

Manmaya 8 months, 2 weeks ago

C is actually correct just tried it on the lab instance, any user with the probelm_coordinator role is able to see that link.

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: BD

correct

upvoted 1 times

Question #29 *Topic 1*

Problem and Problem Task records, move automatically from New to Assess states, when which fields are filled? (Choose two.)

A. Short Descriptor

B. State

C. Assigned to

D. Configuration Item

Correct Answer: *AD*

Community vote distribution

BC (66%) AC (28%) 3%

TomaszSietrecki 2 weeks, 3 days ago

Selected Answer: BC

Business rule "Update Problem State to Assess" changes state to "Assess" when fields "State" and "Assigned to" on "assess_dialog_form_view" are provided.

upvoted 1 times

Guh 1 month, 1 week ago

Selected Answer: AC

We have this demo in video through the CIS ITSM On Demand path

upvoted 1 times

153df45 3 months ago

Selected Answer: BC

Just tried it on PDI

upvoted 1 times

wolterfox 4 months ago

Selected Answer: AC

Problem statement (i.e. Short description) and Assigned to field

upvoted 2 times

MarlyB 4 months ago

Selected Answer: CD

Its Assigned To and Configuration Item, just tried on the learning instance

upvoted 1 times

MarlyB 4 months ago

I change my answer to BC because in the book it states the State and Assigned_to fields as default required fields.

upvoted 1 times

MrDDo 4 months, 1 week ago

Selected Answer: BC

Update Problem State to Asses business rule checks if the fields in the Assess Dialog Form View dialog are filled. By default, State and Assigned to are required.

upvoted 3 times

brownbear324 5 months ago

Selected Answer: BC

CIS-ITSM ebook pg 353

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: BC

Just look at the form. BC is correct.

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: BC

B and C are correct, p 353

upvoted 3 times

QuanTH2209 5 months, 2 weeks ago

Selected Answer: AC

Short description and Assign to are two mandatory fields on the PRB Form when creating a new PRB record.
State is the read-only field on the PRB form

upvoted 3 times

Trymybest 6 months ago

Selected Answer: AC

In case of Problem task record Short description and Assigned to fields are mandatory for moving the state from New to Assess. You can check this on your instance on a Problem task record.

upvoted 2 times

Trymybest 6 months ago

State field is a read only field, we can't select it manually.

upvoted 1 times

brownbear324 5 months ago

Per pg 353 in the CIS-ITSM ebook, "Problem records and problem task records in the New state automatically to Assess when the required values (fields) are provided." "By default, State and Assigned to are required."

upvoted 1 times

bzul 7 months ago

Selected Answer: BC

B, C - seems correct

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: BC

BC is correct
Navigate to the problem form.
Right click on the form header of the problem form.
Select (Configure >> Form layout)
In the top left-corner of the form designer, change the default view to Assess Dialog Form View and you will see the OOB criterial to meet to move the from view from NEW to ASSESS.

upvoted 2 times

amineHTB 8 months, 1 week ago

Selected Answer: BC

run the new ProblemStateUtils().getReqFieldsFromUI('assess_dialog_form_view') you will get state and assigned_to

upvoted 1 times

lolnaman 8 months, 3 weeks ago

A popup window will appear if the assigned to is not provided
State is by default selected as Assess.

Answer - BC

upvoted 1 times

betch252 8 months, 3 weeks ago

Selected Answer: BC

Definitely BC

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BC

When mandatory fields are filled, it changed to ASSESS state.
OOTB mandatory fields are [State] and [Assigned to]

upvoted 1 times

Question #30 *Topic 1*

On a Change Approval Definition record, what does the 'wait for' condition define?

A. Whether the change approval is sent to an individual user or a group

B. The state the change must be in before the approval notifications can be sent

C. The number or percentage of users from the approval group that must approve the change

D. The fields that must be populated before the approval can be requested

Correct Answer: *C*

Community vote distribution

C (100%)

NoQuarantino Highly Voted 1 year ago

1. First Response
2. All Response
3. Percentage of Users

upvoted 5 times

MarlyB Most Recent 4 months ago

Selected Answer: C

From the book:
If there are any Wait for conditions, which means how many users from the group must approve; first response, all responses, or a percentage of users

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

C is one of the available options for the wait condition, none of the others are.

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: C

C is correct, p 434

upvoted 1 times

bzul 7 months ago

Selected Answer: C

C- correct

upvoted 1 times

PappyFox 7 months, 2 weeks ago

Selected Answer: C

C is the correct answer.
Check the diagram on the page (434) of the ITSM Implementation Tokyo ebook.

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: C

correct

upvoted 4 times

Question #31 *Topic 1*

In what table are Change records stored?

A. Change [change_task]

B. Change Request [rfc]

C. Change Request [change_request]

D. Change [change]

E. Change [task_change]

Correct Answer: *C*

Community vote distribution

C (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Amit7414 11 months, 1 week ago

Selected Answer: C

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: C

correct

upvoted 1 times

Question #32 *Topic 1*

Risk is configured by default, to calculate Risk = High for a change that is scheduled with only 3 days lead time. Your customer's change policy requires that changes be requested with 5 days lead time.
How would you satisfy this requirement?

A. Update the Risk Property for Insufficient lead time

B. Update the Risk Assessment Matrix for Insufficient lead time

C. Update the Calculate Risk UI Action

D. Update the Risk Matrix for insufficient lead time

E. Update the Risk Condition for Insufficient lead time

Correct Answer: *B*

Community vote distribution

E (100%)

Guh 1 month, 1 week ago

Selected Answer: E

Its "E" correct.

upvoted 1 times

153df45 3 months ago

Selected Answer: E

It is E, tested it on PDI

upvoted 2 times

MarlyB 4 months ago

Selected Answer: E

From the book:
Risk is assessed based on the Risk conditions defined in Change > Administration > Risk Conditions

upvoted 2 times

brownbear324 5 months ago

Selected Answer: E

CIS-ITSM ebook, pg 413

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: E

Problem > Change > Administration > Risk Conditions > Insufficient lead time

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: E

E is correct, p 413

upvoted 3 times

Abizai 6 months ago

Correct answer is E. Verify on instance by navigating to ALL > Change > Administration > Risk Conditions. Open "Insufficient lead time" on the list, and update the filter condition to Planned start date - relative - on o before- 5 days

upvoted 2 times

amineHTB 8 months, 1 week ago

Selected Answer: E

correct answer is E

upvoted 1 times

Amr94 11 months, 1 week ago

Selected Answer: E

Correct Ans is "E" . Update the risk condition "Insufficient lead time". We can change the filter conditions inside the risk condition- Planned start date - relative - on o before- 5 days- from now

upvoted 3 times

DevMoe 11 months, 1 week ago
Correct answer is E - Change ---> Risk Conditions
upvoted 1 times

som_420 11 months, 4 weeks ago
Selected Answer: E
Correct Answer : E
upvoted 1 times

rex11 1 year ago
E is the answer here
upvoted 2 times

VVR1991 1 year ago
Answer is E
upvoted 2 times

Question #33 *Topic 1*

How are Releases related to Projects?

A. Project tasks and Release tasks are interchangeable

B. Projects can be part of one or more releases

C. Project features are components of a release

D. Projects need to be completed before releases can be defined

E. Projects are used to do root cause analysis for releases

Correct Answer: *B*

Community vote distribution
B (100%)

pfo38 5 months, 2 weeks ago
swer:

ebook Utah p. 473
upvoted 1 times

marka_1267 5 months, 2 weeks ago
Selected Answer: B
B, p 485
upvoted 4 times

doode 10 months, 3 weeks ago
you would set up a project to handle one or more releases.
upvoted 2 times

som_420 10 months, 3 weeks ago
Selected Answer: B
Correct : B
upvoted 1 times

Question #34 *Topic 1*

What baseline Change Flows support the baseline Normal Change model?

A. Change - Normal - Assess, Change - Normal - Authorize, Change - Normal - Implement Change - Implementation tasks

B. Change - Normal - New, Change - Normal - Review, Change - Normal - Close, Change - Implementation tasks

C. Change - Normal - New, Change - Normal - Assess, Change - Normal - Implement, Change - Implementation tasks

D. Change - Normal - Assess, Change - Normal - Authorize, Change - Normal - Close, Change - Implementation tasks

Correct Answer: *A*

Community vote distribution

A (100%)

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: A

A is correct because other options are wrong.
But actually it should be New - Assess - Authorize - Schedule - Implement - Review - Close

upvoted 1 times

MarlyB 4 months ago

Selected Answer: A

From the book:
Change - Normal - Assess
Change - Normal - Authorize
Change - Normal - Implement

AAI :) Assess Authorize Implement

upvoted 3 times

subhadeep_ghosh 5 months ago

Selected Answer: A

A is an OK answer, but not really the correct answer.
The correct flow is NEW - ASSESS - AUTHORIZE - SCHEDULE - IMPLEMENT - REVIEW - CLOSE

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

A, p 444

upvoted 3 times

PappyFox 7 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Change - Normal - Assess
Change - Normal - Authorize
Change - Normal - Implement

upvoted 3 times

lolnaman 8 months, 3 weeks ago

Change - Implementation tasks

Answer- A

upvoted 2 times

BL80 10 months, 2 weeks ago

https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/change-management/concept/change-flows.html

upvoted 1 times

som_420 11 months, 1 week ago

Selected Answer: A

Correct - A

upvoted 2 times

niteshks9886 11 months, 2 weeks ago

Selected Answer: A

As change flow A is right answer

upvoted 1 times

SarojPatel 11 months, 2 weeks ago

Selected Answer: A

A is the right answer check in flow designer flow tab

upvoted 1 times

som_420 11 months, 4 weeks ago

I think it should be C

upvoted 2 times

doode 10 months, 3 weeks ago

me too :)

upvoted 1 times

Question #35 *Topic 1*

Which of the following Change Task Types are available by default? (Choose three.)

A. Planning

B. Testing

C. Review

D. Deployment

E. Verification

Correct Answer: *ABC*

Community vote distribution

ABC (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: ABC

A, B, C > - 452

upvoted 2 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook p452

upvoted 2 times

PappyFox 7 months, 2 weeks ago

Selected Answer: ABC

ABC is the correct answer.

upvoted 1 times

lolnaman 8 months, 3 weeks ago

A change task is a piece of work related to the change request. For example, there can be tasks to plan the change, implement the change, and test, and review the work.

upvoted 1 times

SatwikY 9 months, 1 week ago

Plan
Design
Build
Test
Review

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: ABC

Planning
Implementation
Testing
Review

upvoted 3 times

som_420 11 months, 4 weeks ago

Selected Answer: ABC

correct

upvoted 1 times

Andskie 1 year ago

Planning
Implementation
Testing
Review

upvoted 3 times

Question #36 *Topic 1*

What is the Business Rule that triggers automatic group assignment on Incident, Problem or Change requests?

A. Populate Assignment Group based on CI/SO

B. Auto-populate ITSM Assignment Groups

C. ITSM Assignment Lookup Rule

D. Automatic Assignment for ITSM

Correct Answer: *A*

Community vote distribution

A (100%)

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: A

But in real world while working on projects, we do not memorize names of business rules.
Most often than not, developers customize business rules as per requirements of customer.

upvoted 4 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

A, p 290

upvoted 2 times

lolnaman 8 months, 3 weeks ago

A change task is a piece of work related to the change request. For example, there can be tasks to plan the change, implement the change, and test, and review the work.

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Business Rule is a OOB (populate assignment group based on CI/SO)

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 2 times

Question #37 *Topic 1*

In the CAB workbench, what are some ways the CAB manager can identify the Change requests to be added to a particular meeting agenda? (Choose two.)

A. Change requests meeting different conditions, like Risk level or Type

B. Change requests planned within a certain date range

C. Use any of the options on the Agenda Criteria Tab

D. Change requests for a certain Change Flow Definition

Correct Answer: *AC*

Community vote distribution

AB (100%)

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: AB

CAB team always looks at risk and impact before deciding if a CR needs to be included in the weekly CAB review or not. They also look at the CR schedule that is planned end date of deployment to decide to take up a CR on weekly meeting agenda or not.

upvoted 2 times

tanaris_e 4 months, 2 weeks ago

what page is this in the ebook

upvoted 2 times

armin_vcg 5 months, 2 weeks ago

The CAB Manager creates the meetings. This question is about the CAB Meeting form. All criteria options are presented on the Agenda Management tab.

upvoted 1 times

Lucky62 6 months ago

Selected Answer: AB

A and B

upvoted 2 times

cuongtkq 6 months, 1 week ago

AB nha bro

upvoted 3 times

Naw210 4 months ago

okie broo

upvoted 1 times

foolishsoul4556 6 months, 3 weeks ago

Selected Answer: AB

AB is the correct answer

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: AB

https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/task/define-your-cab.html

upvoted 4 times

oriyow 9 months, 2 weeks ago

correct answer is AB. There is no Agenda Criteria tab in CAB meeting form, user can specify changes that can be added in CAB workbench thru the Agenda Management tab.

upvoted 4 times

Question #38 *Topic 1*

A change user complains that with the new Preapproved tab, they have to search through many options to find the Reboot Windows Server change. Since they use this change several times per day, it is inconvenient. What should you suggest to make it easier for the change user?

A. Use the Pin feature

B. Make a Favorite

C. Use the keyword search

D. Drag the change tile to the Navigation pane

Correct Answer: *B*

Community vote distribution

A (61%) B (39%)

Viperous 1 month, 3 weeks ago

Selected Answer: A

Change models use pin. Favorite is for navigation modules.

upvoted 1 times

NowExam 2 months ago

A - p397 ITSM Implementation Tokyo

upvoted 1 times

WIM_SN 3 months, 1 week ago

Selected Answer: A

The on-demand course lab discusses pinned models

upvoted 1 times

chatgpt11 3 months, 1 week ago

Selected Answer: A

Page 397 on ITSM Implementation Tokyo, and Tested on PDI, Favorites is for Modules and Applications.

upvoted 2 times

samtanu 3 months, 2 weeks ago

A under Preapproved users can pin a particular model

upvoted 1 times

subhadeep_ghosh 3 months, 4 weeks ago

Given in page 397 of CIS-ITSM (Tokyo) eBook.
NOTE: Favorite is something else - where you save a list in navigation pane, hence B is absolutely wrong answer for this question.

upvoted 2 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: A

In the change management landing page, users can see the Pinned, Models, Preapproved, All tabs - under Preapproved users can pin a particular model or category of changes.

upvoted 1 times

ahpathak28 3 months, 4 weeks ago

Selected Answer: B

It's B

upvoted 1 times

MarlyB 4 months ago

Selected Answer: B

Pin for the Change landing page

upvoted 1 times

brownbear324 5 months ago

Selected Answer: B

Per pg 397 in the ebook (Change Landing Page):
- Users have the ability to "pin" change request models.
- The Pinned tab is unique to the logged in user.

upvoted 2 times

francat 5 months, 1 week ago
Tokyo ITSM Implementation p.397
upvoted 1 times

marka_1267 5 months, 2 weeks ago
Selected Answer: B
Pin for Change landing page
upvoted 2 times

cuongtkq 6 months, 1 week ago
PIN nha bro
upvoted 2 times

foolishsoul4556 7 months, 1 week ago
Selected Answer: B
I can only see the "pin" feature for the Navigator to be pinned for Polaris view.
upvoted 1 times

foolishsoul4556 7 months ago
realised my mistake. The question is talking about the Change Landing Page, where the preapproved tab does exist and I can see the pin feature. Making A the correct answer.
upvoted 1 times

lisa_k 7 months, 2 weeks ago
I can't even find a "pin" feature in ServiceNow (except to pin the All or Favorites menus)
upvoted 3 times

Alec_Schechter 8 months, 3 weeks ago
How is it pin?
upvoted 3 times

Kimhw 6 months, 3 weeks ago
Navigate to Change > Create New > click Preapproved tab You will see pin icon.
upvoted 2 times

amineHTB 8 months, 1 week ago
same here, it's add to favorite
upvoted 2 times

esllin 9 months, 2 weeks ago
Selected Answer: A
PIN it!!
upvoted 1 times

Question #39 *Topic 1*

Roles control which users can perform which actions on a change record. What are actions, which cannot be performed by anyone, even an administrator? (Choose two.)

A. Update Change Type on an existing change record

B. Delete a Change record

C. Delete a Standard Change Template

D. Delete CAB Definition

Correct Answer: *BD*

Community vote distribution

AC (66%) CD (30%) 5%

SAMSAM_01 1 month ago

Selected Answer: AC

P 392 ITSM TOKYO Book

upvoted 1 times

Viperous 1 month, 3 weeks ago

Selected Answer: AC

ITSM Tokyo book p. 391.

upvoted 4 times

Dela803 1 month, 4 weeks ago

A&C. Page391

upvoted 2 times

NowExam 2 months ago

AC. p391 ITSM-Impl-Tokyo

upvoted 2 times

WIM_SN 3 months, 1 week ago

Selected Answer: AC

Confirmed on lab instance

upvoted 2 times

subhadeep_ghosh 3 months, 4 weeks ago

Selected Answer: AC

Change Type of an existing change can never be updated even with admin rights. It is always read-only field and it references from the change model table.

Standard change templates cannot be deleted by admin, however you can add new templates.

upvoted 3 times

MarlyB 4 months ago

Selected Answer: AC

From the book:

No role or user has the ability to update the change type or model on an existing record, or the ability to delete a standard change proposal

In the roles overview it is stated that admin users can delete a CAB definition

upvoted 2 times

MarlyB 4 months ago

The roles overview also states that admin and itil_admin users can delete a change record

upvoted 1 times

uwbe 4 months, 2 weeks ago

Selected Answer: CD

I successfully changed the type of a change, deleted a change record but could not delete a template nor a CAB definition

upvoted 2 times

subhadeep_ghosh 3 months, 4 weeks ago

you're very special !!!

upvoted 3 times

Laurys 4 months, 3 weeks ago

Selected Answer: AC

people saying it's not A, because you can change it when in state = new....

please read again, it says "existing change record", so the state here cannot be = new

upvoted 2 times

mbrum 5 months, 1 week ago

A,C - tested on PDI

upvoted 1 times

francat 5 months, 1 week ago

Tokyo ITSM Implementation p.391

upvoted 2 times

francat 5 months, 1 week ago

So : A,C

upvoted 3 times

sephereth 5 months, 1 week ago

can a standard change template be deleted via background script?

upvoted 1 times

sephereth 5 months, 1 week ago

i think so, technically any records can be deleted via the background script or a fix script.

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: AC

AC. The solutiohttps://www.examtopics.com/exams/servicenow/cis-itsm/view/10/#n answers what CAN be deleted.

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: AC

AC, p 391

upvoted 4 times

Trymybest 6 months ago

Selected Answer: CD

We can update Change Type when it is in New State, but we can't delete a Standard Change Template and can't delete CAB Definition

upvoted 2 times

cuongtkq 6 months, 1 week ago

AC nha bro

upvoted 1 times

Rashidat 7 months, 2 weeks ago

No one can delete a Standard Change Template, and Change type can not be updated once it passes the new state. Answer is AC

upvoted 1 times

Question #40 *Topic 1*

In the baseline Change - Normal model how can Change Tasks be added? (Choose two.)

A. Automatically via the Change - Implementation subflow

B. Manually by the user during New, Assess, and Authorized states

C. Automatically depending on the category selected on the Change Request

D. Manually by the user during all states, except Closed or Canceled

Correct Answer: *AD*

Community vote distribution

AD (64%) AB (29%) 7%

NowExam 2 months ago

A and D

upvoted 2 times

MarlyB 4 months ago

Selected Answer: AD

From the book:
Change tasks may be created manually or automatically when changes enter the implement phase, and triggers the Change - Implementation subflow.

upvoted 3 times

Naw210 4 months ago

Selected Answer: AB

AB
D is not correct cause: when Change on "Closed" state, user also can create new change task, after the task is submit successfully, the Change state will switch from "Close" to "Review" .... Tested on PDI

upvoted 1 times

Naw210 4 months ago

User error, retest on PDI
D is CORRECT b/c "Closed" state CAN NOT create new change task.
B is NOT CORRECT b/c it lack Schdeduled, Implement, Review states (those can also create new Change Task)
... the Final answer should be AD

upvoted 3 times

itguy2023 5 months ago

Selected Answer: AD

Tested in PDI myself... AD is correct

upvoted 3 times

GHOTI 5 months, 1 week ago

Selected Answer: AB

correct

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: AB

AB, p 452

upvoted 2 times

nam289 6 months ago

AD is correct

upvoted 1 times

Abena0696 7 months, 1 week ago

Selected Answer: BC

correct

upvoted 1 times

som_420 9 months, 1 week ago

Selected Answer: AD

Correct

upvoted 3 times

Question #41 *Topic 1*

In the baseline Change - Normal model, when the Change request goes to the Review state, what happens to the implementation and testing tasks, if they have not been closed.

A. They are automatically canceled

B. They are automatically closed

C. They are automatically assigned to the Change assignee and closed

D. An error displays, requiring that the Tasks be closed before moving to Review

Correct Answer: *A*

Community vote distribution

A (100%)

MarlyB 4 months ago

Selected Answer: A

From the book:
If any tasks remain in an active state, they are moved to the state of Canceled.

upvoted 1 times

sephereth 5 months, 1 week ago

Selected Answer: A

tested that in the Tokyo demo instance, so A

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

A, p 448

upvoted 1 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook p448

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Click Review after reviewing the details on the change request.
The change request is moved to the Review state. All open change tasks are set to Canceled.

Answer: A

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #42 *Topic 1*

On the Unauthorized Change Properties module what can you configure? (Choose two.)

A. Enable/Disable creation of Unauthorized changes

B. Maximum number of unauthorized change records for a CI

C. Unauthorized Change Dashboard

D. CI classes to monitor

Correct Answer: *AB*

Community vote distribution

AD (100%)

Flanky 2 months, 2 weeks ago

A D as for product documentation.

Use the Unauthorized Change Properties page to enable or disable the unauthorized change capability, and to configure the criteria for additional unauthorized change properties.

From this properties page, you can control the capabilities, such as:
Enabling or disabling the creation of unauthorized change requests when receiving the ci.change.unplanned event.
Configuring the type of change requests, which are valid, and fall into the unauthorized change category.
Configuring a quiet time, whereby, if there is a repeated change to a CI that has been flagged previously, another unauthorized change is not created within that time period.
Configuring the interval frequency for detection.
Including a CI class for the change request that must be monitored.

upvoted 2 times

MarlyB 4 months ago

Selected Answer: AD

From the book:
Use the Unauthorized Change Properties page to control capabilities, such as:
- Enabling or disabling the creation of unauthorized change requests when receiving the ci.change.unplanned event.
- Configuring a quiet time, whereby, if there is a repeated change to a CI that has been flagged previously, another unauthorized change is not created within that time period.
- Configuring the interval frequency for detection.
- Including CI class(es) for the change request that must be monitored.

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: AD

AD, p 404

upvoted 2 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook p404

upvoted 2 times

lolnaman 8 months, 3 weeks ago

AD Correct

upvoted 1 times

Amr94 11 months, 1 week ago

Selected Answer: AD

Correct ans:A,D

upvoted 1 times

DevMoe 11 months, 1 week ago

Selected Answer: AD

Unauthorized chnage properties - AD

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: AD

Enabling or disabling the creation of unauthorized change requests when receiving the ci.change.unplanned event.
Configuring the type of change requests, which are valid, and fall into the unauthorized change category.
Configuring a quiet time, whereby, if there is a repeated change to a CI that has been flagged previously, another unauthorized change is not

created within that time period.
Configuring the interval frequency for detection.
Including a CI class for the change request that must be monitored

upvoted 4 times

Andskie 1 year ago

Selected Answer: AD

I think it's A and D

upvoted 1 times

NoQuarantino 1 year ago

1. Enable event processing
2. Notification ignored period
3. Change Request Query
4. CI Class inclusion

upvoted 4 times

Question #43 *Topic 1*

How do you describe the relationship between a Knowledge article and a Knowledge base category?

A. Articles can only be published to one category

B. Articles must be published to at least one category

C. Articles must be approved by the selected category owner

D. Articles can be published to a category and subcategory

Correct Answer: *B*

Community vote distribution

A (93%) 7%

sauso 2 months ago

Selected Answer: A

Page 220 Tokyo book
3. Knowledge Categories [kb_categoryl are associated to articles. An article may be published within a single category. Categories may be nested through parent-child relationships.

upvoted 2 times

Flanky 2 months, 2 weeks ago

Bad question:
Even D is kind of correct. "(Optional) Select or add a subcategory."
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectACategory.html

upvoted 1 times

MarlyB 4 months ago

Selected Answer: A

From the book:
Knowledge Categories (kb_category) are associated to articles. An article may be published within a single category.

upvoted 1 times

Wewe1 4 months, 1 week ago

Selected Answer: A

Utah ebook Pg 220
".........An article may be published within a single category."

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

A, p 220

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: A

Answer - A

upvoted 1 times

betch252 8 months, 3 weeks ago

Selected Answer: A

Has to be A. If you could publish to more than one category, how would you do it since the category field is a single reference field.

upvoted 3 times

Stiff112 11 months, 1 week ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

upvoted 2 times

DevMoe 11 months, 1 week ago

A is correct - One artical can be linked with one category only

upvoted 2 times

George_Ch 11 months, 3 weeks ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: B

correct

upvoted 1 times

NoQuarantino 1 year ago

I was able to publish an article without selecting a category. Do you mean i must choose a KNOWLEDGE BASE?

upvoted 2 times

Question #44 *Topic 1*

What are the different ways a user can provide feedback on a knowledge article? (Choose four.)

A. 10 Star scale

B. Comment on Article

C. Helpful?

D. Flag Article

E. 5 Star scale

F. Pin Article

Correct Answer: *BCDE*

Community vote distribution

BCDE (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: BCDE

BCDE correct

upvoted 3 times

lolnaman 8 months, 3 weeks ago

Selected Answer: BCDE

BCDE Correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: BCDE

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/knowledge-management/task/respond-evaluate-articles-agent.html

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: BCDE

correct

upvoted 2 times

Question #45 *Topic 1*

When using the Knowledge - instant Retire workflow, how does the Valid to date enact a Knowledge article?

A. On Valid to date, article is automatically retired

B. On Valid to date, retire notification is sent to the Knowledge article author

C. On Valid to date, retire notification is sent to the Knowledge base owner

D. On Valid to date, the article is archived

Correct Answer: *A*

Community vote distribution

A (100%)

sephereth 5 months, 1 week ago

Selected Answer: A

duh....

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

A, p 232

upvoted 3 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #46 *Topic 1*

In the ServiceNow native platform, the service catalog can be accessed via the Self-Service > Service Catalog module. Your customer wants to make modifications to this home page, to add, remove and re-arrange the categories.
Users with what roles can make these edits? (Choose two.)

A. catalog_admin

B. sc_catalog_admin

C. catalog_editor

D. sn_catalog_homepage_write

E. admin

Correct Answer: *AE*

Community vote distribution

AE (91%) 9%

lolnaman Highly Voted 9 months ago

Selected Answer: AE

catalog_editor can't delete
so A and E

upvoted 6 times

Wewe1 Most Recent 4 months, 1 week ago

Selected Answer: AE

Utah Pg 110

upvoted 1 times

lyon301 5 months ago

I think this is a poor question, since three options are ok (A,C,E) not only two options

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: AE

AE, p 108

upvoted 1 times

PappyFox 7 months, 1 week ago

Selected Answer: AE

AE is correct.
ITSM-Tokyo ebook page (110)
Administrators and catalog administrators can design a home page in any of the following ways:
• Customizing the catalog home page.
• Adding, removing, and arranging categories.
• Enabling content types.
• Using catalog properties to provide additional control over behavior and appearance.
• Using renderers to define the appearance of categories.
Administrators can also create and customize a multi-catalog homepage to provide end users with access to multiple catalogs from one homepage.

upvoted 2 times

Chandanasree 8 months, 3 weeks ago

A and E refer to page 110

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AC

catalog_editor and above can modify categories.

upvoted 1 times

n21ba 9 months, 2 weeks ago

AC , was checked in table role

upvoted 1 times

Question #47 *Topic 1*

What would you use to create a New Hire Employee request which would allow you to order your workstation and company mobile?

A. Knowledge item

B. Record Producer

C. Catalog Item

D. Order Guide

E. Content Item

Correct Answer: *D*

Community vote distribution

D (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: D

correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: D

correct

upvoted 1 times

Question #48 *Topic 1*

Which tool allows process owners to use natural language to automate approvals, tasks, notifications and other record operations with little to no code?

A. Workflow Mapper

B. Workflow Manager

C. Flow Designer

D. Flow Dashboard

E. Process Designer

Correct Answer: *C*

Community vote distribution

C (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: C

correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: C

correct

upvoted 1 times

Question #49 *Topic 1*

What process is responsible for defining and managing the lifecycle of all catalog items, by producing and maintaining the services in the catalog and ensuring that a central, accurate, and consistent source of data is provided?

A. Service portfolio management

B. Catalog item management

C. Service mapping

D. Service catalog management

Correct Answer: *D*

Community vote distribution

D (100%)

MarlyB 4 months ago

Selected Answer: D

From the book:
Service catalog management is responsible for defining and managing the lifecycle of all catalog items

upvoted 1 times

francat 5 months, 1 week ago

p.103 in TSM Implementation - Tokyo

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: D

correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

service catalog management. P333

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: D

correct

upvoted 1 times

Question #50 *Topic 1*

Your customer needs different catalogs for:
Human Resources - employee facing - for submitting requests to HR
Customer - external customer facing - for ordering company products and services
When these catalogs are created, in which table would the definition be stored?

A. Business Services Catalog [bs_catalog]

B. Catalog [sc_catalog]

C. Service Portfolio Catalog [sc_portfolio]

D. Service Offering Catalog [sn_offering]

Correct Answer: *B*

Community vote distribution

B (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: B

B, p 106

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: B

correct

upvoted 1 times

Question #51 *Topic 1*

When creating a catalog, which field specifies who can edit, update, and delete catalogs, categories, and catalog items?

A. Manager

B. Contributors

C. Owner

D. Editors

Correct Answer: *D*

Community vote distribution

A (80%) D (20%)

Guh 1 month, 1 week ago

Selected Answer: A

Only managers can manage categories, pag 122 ITSM book (Tokyo):"Managers can edit catalog records, manage categories, and assign editors. They can also create, modify, and publish items within their catalog.

Editors:
Editors can create, modify, and publish items within catalogs they are assigned to.

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: A

A is correct. Label hint for Manager field says "Catalog Manager is able to Edit/Update/Delete Catalogs, Categories and Items."

upvoted 3 times

Abizai 5 months, 4 weeks ago

Manager can delete, editors cannot delete

upvoted 2 times

Kimhw 6 months ago

Selected Answer: A

ITSM Implementation (Tokyo) ebook p122 Editors only create modify items within catalogs they are assigned. They can't manage categories.

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: A

Manager can only edit, update, and delete catalogs, categories, and catalog items
Owner can only edit, and update catalogs, categories, and catalog items (NO DELETE)

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Manager can only edit, update, and delete catalogs, categories, and catalog items
Owner can only edit, and update catalogs, categories, and catalog items (NO DELETE)

upvoted 1 times

PappyFox 8 months, 3 weeks ago

A is correct.
Go to Maintain Catalogs, open any catalog, look for Manager & Editors fields. Hover over Manager and Editors words.

upvoted 2 times

g_user 8 months, 3 weeks ago

Selected Answer: A

Manager can edit/update/delete, editor can only edit/update

upvoted 2 times

saikat_mitra 9 months, 1 week ago

The correct answer is C -Owner. There is no Editors or Contributor field in catalog item form.

upvoted 3 times

SatwikY 9 months, 1 week ago

Deleting a catalog can only be done by catalog admin or the admin himself, I don't think this question has a right answer

upvoted 3 times

lolnaman 9 months ago

Only admin and catalog admin can delete the catalog
Options are wrong.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

A is Correct.
Editor only can modify the item in the catalog.

upvoted 1 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: D

D is correct. there is an 'editors' field which is what this is referring to

upvoted 2 times

rittersportler 10 months, 2 weeks ago

Selected Answer: D

D is correct.
Only the users with catalog_amin role are able to delete catalogs!!!
When creating a new catalog (maintain catalog) you find a field "Editors" there you can choose from a list of user with catalog_admin role.

upvoted 1 times

Amr94 11 months, 1 week ago

Selected Answer: A

Correct answer is A

upvoted 2 times

DevMoe 11 months, 1 week ago

Correct answer is A - Only managers can Delete the catalog - Editors can only update

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: A

correct answer : A

upvoted 1 times

VVR1991 1 year ago

Answer is A

upvoted 2 times

Question #52 *Topic 1*

Which type of catalog item may be found in a Service Catalog?

A. Requested Items

B. Record Producers

C. Categories

D. Execution Plans

Correct Answer: *B*

Community vote distribution

B (91%) 9%

sephereth 5 months, 1 week ago

Selected Answer: B

3 types of catalog items that can be found in service catalog
1. Record producers: giving alternative ways of adding information such as Incidents via the service catalog.
2. Order guides: to group multiple catalog items in one request.
3. Content Items: catalog items which provide information instead of goods or services.

source: https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/product/service-catalog-management/reference/r_ExtendedCatalogItemFunctions.html

upvoted 3 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: B

For those saying A is correct, consider that a request (REQ) is stored in the request table, so it is not a catalog item (though it often will have a reference to one). Record Producer is a type of Catalog Item that just happens to produce requests. See p133, p134.

upvoted 3 times

marka_1267 5 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

Gupta1234 6 months, 2 weeks ago

Selected Answer: A

A should be the right answer

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: B

B correct

upvoted 1 times

som_420 11 months, 4 weeks ago

Selected Answer: B

correct

upvoted 2 times

Question #53 *Topic 1*

Which of the following are users able to do when configuring stages in Flow Designer? (Choose two.)

A. Display the stages to the requester

B. Create any number of stages

C. Import a copy of a pre-defined stage set

D. Define the stage set in a subflow

Correct Answer: *AD*

Community vote distribution

BC (100%)

marka_1267 Highly Voted 5 months, 2 weeks ago

Selected Answer: BC

BC, page 176

upvoted 6 times

Flanky Most Recent 2 months, 2 weeks ago

Who was setting the answers for this pages? It's two clicks to confirm that Stages are never revealed to the user.
"While stages can be added to a flow with a scheduled trigger, the stages are never displayed to an end user because there is no associated record for the stage field. Only use stages in flows with record and Service Catalog triggers."
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/task/add-stages.html

So A is clearly wrong.
Or am I missing something?

upvoted 2 times

MarlyB 4 months ago

Selected Answer: BC

From the book:
When configuring stages in Flow Designer, you can:
- Create any number of stages
- Change stage labels and names
- Set the estimated duration for a stage
- Import a copy of a pre-defined stage set from the Stage Sets table. Any changes made to the copy do not affect the original Stage set record

upvoted 3 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook p176

upvoted 2 times

lelf 7 months ago

A and D r not correct as "the stages are never displayed to an end user bc there is no associated record for the stage field. only use stages in flows with record and service catalog triggers. STAGES ARE NOT SUPPORTED ON SUBFLOWS.

upvoted 3 times

PappyFox 8 months, 3 weeks ago

B & C are correct. https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/concept/flow-designer-stages.html

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: BC

- Create any number of stages
-Change stage labels and names
-Set the estimated duration for a stage
-Import a copy of a pre-defined stage set from the stage set table. Any changes made to the copy do not affect the original stage set record

upvoted 2 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: BC

bc is right

upvoted 1 times

Stiff112 11 months, 1 week ago

Selected Answer: BC

Correct Answer : BC
upvoted 1 times

som_420 11 months, 4 weeks ago
Selected Answer: BC
Correct Answer : BC
upvoted 1 times

alaro 1 year ago
I think the answer is B,C

When configuring states in Flow Designer, you can
- Create any number of stages
-Change stage labels and names
-Set the estimated duration for a stage
-Import a copy of a pre-defined stage set from the stage set table. Any changes made to the copy do not affect the original stage set record
upvoted 3 times

Question #54 *Topic 1*

When creating a catalog, which field specifies who is able to create, modify, and publish items in the catalog?

A. Editors

B. Item Admins

C. Item Owners

D. Authors

Correct Answer: *A*

Community vote distribution

A (100%)

esllin 9 months, 2 weeks ago
editor can modify items in catalog
upvoted 1 times

Jtcash247 9 months, 2 weeks ago
Selected Answer: A
editors - similar to above question, that is what this is referring to
upvoted 1 times

som_420 11 months, 4 weeks ago
Selected Answer: A
correct
upvoted 1 times

Question #55 *Topic 1*

When defining catalog categories and subcategories, what are some good practices to follow? (Choose two.)

A. Align categories with CMDB classes where possible

B. Keep the number of top-level categories to 8-10

C. Remember that items can only be assigned to one category

D. Do not go to deep with subcategories: go only 1-2 levels deep

Correct Answer: *BD*

Community vote distribution

BD (93%) 7%

MarlyB 4 months ago

Selected Answer: BD

From the book:
It is important to keep in mind a few fundamental guidelines considering categories:
- Keep the number of top-level categories to 8-10
- Do not go too deep. Nest categories 1-2 levels deep only
- Organize in a way that will make sense to the audience
- Use language that the audience will understand

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: BD

BD, p 123

upvoted 4 times

lolnaman 8 months, 3 weeks ago

Selected Answer: BD

p123
BD

upvoted 3 times

PappyFox 8 months, 3 weeks ago

B & D are correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: BD

BD - confirmed

upvoted 1 times

Romeoxmen 9 months, 2 weeks ago

BD - confirmed. Tokyo version P123

upvoted 3 times

chaudh7y 9 months, 2 weeks ago

Selected Answer: BD

Tokyo Book: P 123, it is BD

upvoted 3 times

Deekej 10 months, 2 weeks ago

According to the book it is B,D

upvoted 4 times

som_420 11 months, 1 week ago

Selected Answer: AB

I would go for AB option.

upvoted 1 times

Question #56 *Topic 1*

In request fulfillment, approvals can be required before a request can be fulfilled. Your customer is worried about requests getting stuck in the process flow, if the approver is on extended absence from the office.
What can you suggest to alleviate this concern? (Choose two.)

A. The approver can use the Delegate module to assign a person to approve on their behalf, while they are away from the office

B. The approver can set their approval notifications to forward to their personal email address

C. The approval can be defined as a group approval, where any member of the group can approve

D. The approver can set their approval notifications to auto-reply with “approved” in the subject line

Correct Answer: *AC*

Community vote distribution

AC (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: AC

AC correct

upvoted 3 times

lolnaman 8 months, 3 weeks ago

Selected Answer: AC

AC correct

upvoted 2 times

som_420 11 months, 4 weeks ago

Selected Answer: AC

correct

upvoted 2 times

Question #57 *Topic 1*

Released in Quebec, what tool enables you to delegate the creation and maintenance of common and simple use case Catalog Items to business users?

A. Catalog Wizard

B. Catalog Designer

C. Catalog Item Builder

D. Catalog Builder

Correct Answer: *D*

Community vote distribution

D (100%)

lolnaman 8 months, 3 weeks ago

Selected Answer: D

D correct

upvoted 3 times

som_420 9 months, 1 week ago

Selected Answer: D

correct

upvoted 2 times

Question #58 *Topic 1*

Request fulfillment relies on three record types, Requests, Requested Items, and Catalog Tasks. The lifecycle status of these records is reflected in a combination of state and stage fields. Which status field is set by the flow?

A. Stage on Requested item

B. Status on Request

C. State on Catalog Task

D. State on Requested Item

Correct Answer: *A*

Community vote distribution

A (100%)

lolnaman 8 months, 3 weeks ago

Selected Answer: A

correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Displaying stages in a stage field
A stage field is a field of type Workflow that displays the stages of a flow to a user. The Service Catalog table uses a Stage field to indicate the progress of a request as it is processed.

upvoted 1 times

GoodEngpeaker 10 months, 2 weeks ago

https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/concept/flow-designer-stages.html

upvoted 4 times

Question #59 *Topic 1*

Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible for capturing notes and decisions from the workshop.
What Now Create assets do you recommend they review, to prepare? (Choose two.)

A. Service Catalog and Request Mgmt - Workshop Preparation Guide

B. Service Catalog and Request Mgmt - Process Guide

C. IT Service Management - Typical Challenges and Remediation

D. ITSM - Business Outcomes and Corresponding KPIs

Correct Answer: *AB*

Community vote distribution

AB (100%)

PappyFox 8 months, 3 weeks ago
A & B are correct.
eBook pages 19 & 118.
https://nowlearning.servicenow.com/nowcreate?id=search_assets
upvoted 2 times

esllin 9 months, 2 weeks ago
Selected Answer: AB
Correct
upvoted 1 times

Question #60 *Topic 1*

Which role would give you access to the CI Class Manager?

A. ecmdb_admin

B. ecmdb

C. class_manager

D. sn_class_manager

Correct Answer: *A*

Community vote distribution

A (83%) D (17%)

brownbear324 5 months ago

Selected Answer: A

Tokyo CIS-ITSM ebook, pg 36

upvoted 2 times

marka_1267 5 months, 2 weeks ago

Selected Answer: A

Checked roles in PDI, only ecmdb_admin exists in the baseline instance

upvoted 1 times

jklghg 8 months, 3 weeks ago

Selected Answer: A

ecmdb_admin correct

upvoted 1 times

PappyFox 8 months, 3 weeks ago

A is correct.
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_BaseSystemRoles.html

upvoted 4 times

betch252 8 months, 3 weeks ago

Selected Answer: A

A is the only one that exists in baseline.

upvoted 1 times

ALDADI 8 months, 3 weeks ago

Selected Answer: D

CORRECT

upvoted 1 times

Question #61 *Topic 1*

What module do you use to change the setting for the time between incident Resolution and Closure?

A. ITSM Properties

B. System Settings

C. Incident Settings

D. Incident Properties

E. Resolution Properties

Correct Answer: *D*

Community vote distribution

D (100%)

marka_1267 5 months, 2 weeks ago

Selected Answer: D

Checked in PDI

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

Correct

upvoted 1 times

Question #62 *Topic 1*

By default, when using Inbound actions, what happens if an email is received which has an Incident watermark?

A. Incident SLA clock is un-paused

B. Incident record is updated, per the action's script

C. Auto-reply sent to sender, recommending they use Portal chat

D. Incident record is re-set to state = attention required

Correct Answer: *B*

Community vote distribution

B (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: B

From the book:
An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions:
- Email reply: sending an email back to the source that triggered the action
- By default, if an email has no identifiable watermark, an inbound email action creates a new incident from the message.
- If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script

upvoted 1 times

Naw210 4 months ago

Selected Answer: B

By default, if an email has no identifiable watermark, an inbound email action creates a new incident from the message.

If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script.

...ITSM Implementation (Tokyo) ebook p264

upvoted 1 times

nam289 6 months ago

B is correct. If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script.

upvoted 1 times

Kimhw 6 months, 3 weeks ago

ITSM Implementation (Tokyo) ebook p264

upvoted 2 times

PappyFox 6 months, 3 weeks ago

Selected Answer: B

By default, if an email has no identifiable watermark, an inbound email action attempts to create an incident from the message. If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct

upvoted 2 times

Question #63 *Topic 1*

When using the Email Client, what is the difference between an Email Template and a Quick Message?

A. Email Templates are like forms that can be sent to the caller for completion; Quick Messages are primarily used by the Chat Bot

B. Email Template is defined and automatically applied when the email form launches; Quick Messages are defined and then can be manually applied by the user

C. Email Templates are included with ITSM; Quick Messages are new with Machine Learning

D. Email templates are defined by users with admin role; Quick Messages are defined by users with quick_message_admin role

Correct Answer: *B*

Community vote distribution

B (100%)

sephereth 5 months, 1 week ago

Selected Answer: B

for sure

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct
Quick Message:Create predefined content to add in the email client so that users can write emails consistently and efficiently.
Email Template:You can create a different template for each table that uses the email client.

upvoted 1 times

Question #64 *Topic 1*

Your customer wants incidents to close automatically 7 days after the incident is resolved. How do you meet this requirement? (Choose two.)

A. Modify the Incident Lifecycle flow to trigger from the Resolved date instead of the Updated date

B. Update the incident_close UI action script

C. From the Incident Properties application, set Enable auto closure of incidents based on Resolution date to Yes

D. Modify the Incident Lifecycle flow to expire after 7 days

Correct Answer: *AD*

Community vote distribution

AC (80%) C (20%)

MarlyB 4 months ago

Selected Answer: AC

From the book:
Enable auto-close of incidents based on the resolution date of the incident instead of the last updated date. This property is set to true only for new customers. Existing customers must manually set the property to true.
The default time for resolved incidents to be closed by the system is seven days.

upvoted 1 times

brownbear324 5 months ago

Selected Answer: AC

AC is correct. It's not D. Per pg 313 in the (Tokyo) ebook, "The default time for resolved incidents to be closed by the system is SEVEN days" already. Nothing to "modify"

upvoted 3 times

sephereth 5 months ago

Selected Answer: AC

A and C for sure

upvoted 1 times

francat 5 months, 1 week ago

C for sure !

upvoted 1 times

sephereth 5 months, 1 week ago

Selected Answer: AC

C for sure
you can also configure auto-closing of resolved incidents by modifying the incident lifecycle flow, in the auto close section, seelc the auto close check box under the resolved stage and set the auto-close incidents in days field to whatever days you want

upvoted 1 times

armin_vcg 5 months, 2 weeks ago

Selected Answer: C

Technically, none of the answers are correct. Incident Properties is the place to do this, but both the "Enable autoclosure..." and "Number of days..." properties would be set. Alternatively, these properties can be looked up in System Properties.

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: C

C for sure
A? D?

upvoted 1 times

cuongtkq 6 months, 1 week ago

CD is correct

upvoted 2 times

lolnaman 8 months, 3 weeks ago

A or D????
C is for sure

upvoted 1 times

PappyFox 8 months, 3 weeks ago

C is correct for sure.
ITSM implementation (Tokyo) ebook pg 313.
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: AC
AC is correct.
upvoted 2 times

oriyow 9 months, 2 weeks ago
correct answer should be CD.
Letter A is focused on Flow triggers which initially does not make sense because the question is for incident closure not incident creation.
upvoted 1 times

Question #65 *Topic 1*

What tools are available to the assignee to help resolve an Incident? (Choose two.)

A. Known Errors

B. Resolutions from similar incidents

C. CI Class Manager

D. Incident Overview Dashboard

E. Enterprise CMDB Dashboard

Correct Answer: *AB*

Community vote distribution
AB (100%)

marka_1267 5 months, 2 weeks ago
Selected Answer: AB
correct
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: AB
Correct
upvoted 1 times

Question #66 *Topic 1*

Your customer wants to use the Service Catalog to generate task-based records for end-user inquiries. What Service Catalog capability can you use to generate these records?

A. Execution Plans

B. Content Items

C. Catalog Items

D. Record Producers

Correct Answer: *D*

Community vote distribution

D (100%)

subhadeep_ghosh 2 months, 3 weeks ago

This is answer is doubtful.
Catalog Item can also be used.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: D

D is correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: D

A record producer is a specific type of catalog item that allows end users to create task-based records, such as incident records, from the service catalog.
https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html

upvoted 3 times

Question #67 *Topic 1*

Which type of catalog item may be found in a Service Catalog?

A. Requested Items

B. Order guides

C. Categories

D. Execution Plans

Correct Answer: *B*

Community vote distribution

B (100%)

PappyFox 7 months ago

Selected Answer: B

The overall catalog is made up of a collection of discrete catalog items.
The basic Service Catalog item types include:

Standard catalog items
Record producers: giving alternative ways of adding information such as Incidents via the service catalog.
Order guides: to group multiple catalog items in one request.
Content Items: catalog items which provide information instead of goods or services.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct
The basic Service Catalog item types include:

・Standard catalog items
・Record producers: giving alternative ways of adding information such as Incidents via the service catalog.
Order guides: to group multiple catalog items in one request.
Content Items: catalog items which provide information instead of goods or services.

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_IntroductionToCatalogItems.html

upvoted 2 times

Question #68 *Topic 1*

From which table, is the Incident table extended?

A. Task [task]

B. Task [sn_task]

C. Ticket [ticket]

D. Work [sn_work]

Correct Answer: *A*

Community vote distribution

A (100%)

sephereth 5 months, 1 week ago

Selected Answer: A

Change Request [change_request]
Problem [problem]
Incident [incident]
Request [sc_request]
Request Item [sc_req_item]
Service Catalog Task [sc_task]
all extended from task

upvoted 4 times

PappyFox 7 months ago

Selected Answer: A

A is the correct answer

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

Question #69 *Topic 1*

What optional Incident table is extended from the Task table?

A. Child Incident [incident_child]

B. Major Incident [major_incident]

C. Incident Task [incident task]

D. Parent Incident [incident_parent]

Correct Answer: *C*

Community vote distribution

C (100%)

Guh 1 month, 1 week ago

Selected Answer: C

Incident_task page 253 diagram.

upvoted 1 times

sephereth 5 months ago

Selected Answer: C

typo, should be [incident_task]

upvoted 1 times

francat 5 months, 1 week ago

C- ITSM Implementation - Tokyo p.253

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 1 times

Question #70 *Topic 1*

Category and Subcategory values can be set manually on the Incident form. What are disadvantages of this approach? (Choose two.)

A. Too many options may confuse users and increase mis-categorization

B. Choices have no additional metadata to drive process

C. It is difficult to implement

D. It is not part of the baseline instance

Correct Answer: *AB*

Community vote distribution

AB (100%)

PappyFox 8 months, 3 weeks ago

A & B are correct.
ITSM implementation Tokyo ebook pg 268

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: AB

Correct

upvoted 1 times

Question #71 *Topic 1*

When using the baseline business rule, Populate Assignment Group based on CI/SO, what behavior would you expect on an Incident form? (Choose two.)

A. If selected CI does not have an Owner group, write the Support group from the Service Offering to the Assignment group field

B. If selected CI has a Support group, write that group to the Assignment group field

C. If selected CI has an Owner group, write that group to the Assignment group field

D. If selected CI does not have a Support group, write the Support group from the Service Offering to the Assignment group field

Correct Answer: *BD*

Community vote distribution

BD (100%)

subhadeep_ghosh 2 months, 3 weeks ago

Selected Answer: BD

There is nothing called 'owner group' field. Hence both options A and C are wrong.
Correct answer B and D.

upvoted 1 times

MarlyB 4 months ago

Selected Answer: BD

From the book:
Automatically populate the Assignment group field based on the support group available for the respective CI. If the CI does not have a support group, then the field gets populated with the support group available for the service offering.

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: BD

BD correct

upvoted 1 times

Shashwat2211 8 months, 3 weeks ago

Selected Answer: BD

B and D is right

upvoted 1 times

PappyFox 8 months, 3 weeks ago

B & D are correct.
ITSM implementation Tokyo pg 290

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: BD

Correct

upvoted 1 times

Question #72 *Topic 1*

On an incident record, where are the fields that appear on the caller lookup select box defined?

A. The Caller lookup field on the [user] table

B. The ref_ac_column attribute from the dictionary entry

C. The ref_contributions attribute on the caller lookup form

D. The form design of the caller lookup form

Correct Answer: *A*

Community vote distribution

B (75%) 13% 13%

WIM_SN 3 months, 1 week ago

Selected Answer: B

This topic is mentioned in the on-demand course

upvoted 3 times

MarlyB 4 months ago

Selected Answer: B

From the book:
However, additional fields may be added by adding the ref_ac_column attribute from the dictionary entry and listing all the columns you want visible for the Caller Lookup Select Box

upvoted 2 times

Naw210 4 months ago

Selected Answer: B

focus on "select box" not prewview icon.

upvoted 2 times

brownbear324 5 months ago

Selected Answer: B

Per the diagram on pg 265 of the Tokyo ebook, #2 on the left corresponds to #2 on the right.

upvoted 2 times

nam289 6 months ago

B is correct.

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: B

ref_ac_column attribute from the dictionary entry

upvoted 2 times

Jhel 6 months, 2 weeks ago

Selected Answer: B

REF AC IS CORRECT

upvoted 1 times

foolishsoul4556 7 months, 2 weeks ago

Selected Answer: B

The ref_ac_column attribute from the dictionary entry defines the fields that appear on the caller lookup select box on an incident.

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: B

B correct
p265
Point number 2

upvoted 3 times

Manmaya 8 months, 2 weeks ago

its ref_ac_columns

upvoted 1 times

Gil1211 8 months, 2 weeks ago

Selected Answer: A

It's A the correct answer, as reported in the ebook

upvoted 1 times

AceSNSStudy 8 months, 2 weeks ago

Selected Answer: B

This is actually B. I think some people are hung up on the select box when it's asking where the FIELDS are configured that appear there. Not where the select box or icons are configured

upvoted 2 times

Shashwat2211 8 months, 3 weeks ago

All options seems incorrect. The columns on the Caller Lookup list are define in UI View -> sys_ref_list -> List(related list) -> sys_user -> List elements

upvoted 2 times

PappyFox 8 months, 3 weeks ago

B is correct.
ITSM implementation Tokyo eBook pg 265

upvoted 1 times

jklghg 8 months, 3 weeks ago

Selected Answer: C

C is correct as it states the select box not the actual reference, misleading but C is the correct answer.

upvoted 1 times

betch252 8 months, 3 weeks ago

Selected Answer: C

The ref_contributions attribute controls the icons that appear next to the reference field:

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/field-administration/concept/c_AutoCompleteForReferenceFields.html

The columns displayed is controlled by ref_ac_columns

upvoted 2 times

MrBravo 9 months ago

C, ref_contributions.

Option A (The Caller lookup field on the [user] table) is not correct because the lookup select box is part of the incident form, not the [user] table.

upvoted 2 times

Question #73 *Topic 1*

Where do you enable the Search as feature for an incident?

A. incident.deflection system property

B. Incident Properties application

C. Related Search Results table configuration

D. Incident form design

Correct Answer: *D*

Community vote distribution

C (100%)

armin_vcg Highly Voted 5 months, 1 week ago

Selected Answer: C

Technically, none of the solutions are correct. The right answer is on p270. "Search as" is set on the "Search as" tab in Contextual Search > Table Configuration. It has nothing to do with Related Search.

upvoted 6 times

marka_1267 Most Recent 5 months, 2 weeks ago

Selected Answer: C

correct

upvoted 1 times

cuongtkq 6 months, 1 week ago

C is correct !

upvoted 2 times

Jhel 6 months, 2 weeks ago

Selected Answer: C

its C. from the ebook 270

upvoted 2 times

PappyFox 8 months, 3 weeks ago

C is correct.
ITSM implementation Tokyo eBook pg 270

upvoted 1 times

betch252 8 months, 3 weeks ago

Selected Answer: C

I answered C and was surprised when it told me it was D. Glad to see that C was the answer mostly given in the comments.

upvoted 1 times

MrBravo 9 months ago

C is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Contextual search> Table configuration
C is correct.

upvoted 2 times

GHOTI 10 months, 1 week ago

Selected Answer: C

I thing the correct answer is C

upvoted 1 times

GoodEngpeaker 10 months, 4 weeks ago

https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/contextual-search/task/t_DefineContextualSearchForForm.html

upvoted 2 times

GoodEngpeaker 10 months, 4 weeks ago

maybe C

upvoted 1 times

Question #74 *Topic 1*

If the Assignment group is empty on an incident record, what happens when an agent that is a member of a single user groups clicks the Assign to me UI action?

A. The agent is prompted to select the Assignment group

B. The Assignment group field is populated with agent's user group

C. An error is displayed indicating the Assignment group field must be populated before executing the Assign to me UI action

D. The Assignment group field remains empty

Correct Answer: *B*

Community vote distribution

B (91%) 9%

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: B

Correct
Textbook Tokyo P289
2. If the Assignment group is empty and you are a member of a single group, the Assignment group field is filled in and the record is assigned to you.

upvoted 8 times

thvel Most Recent 9 months, 1 week ago

Selected Answer: B

Correct answer is B

upvoted 1 times

SatwikY 9 months, 1 week ago

Selected Answer: B

It's written in the given e-book

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is B

upvoted 1 times

Jaaaimin 11 months, 3 weeks ago

Selected Answer: C

The field is prompted in red and it remains with no value

upvoted 1 times

keljemrae 1 year ago

Its letter C

upvoted 1 times

Question #75 *Topic 1*

A problem record is the Parent to what record?

A. Known Error

B. Workaround

C. Major Incident

D. Problem Task

E. Related Incidents

Correct Answer: *D*

Community vote distribution

D (100%)

esllin 9 months, 2 weeks ago

Selected Answer: D

Correct

upvoted 1 times

Question #76 *Topic 1*

When you create a problem from an incident, impact, urgency and priority are automatically populated, from the incident record. Your problem management process owner wants the problem manager to be responsible for assessing the impact and urgency on the problem, so they don't want the values from incident to be copied over.

What module would you use to make this adjustment?

A. System Policy > Rules > Priority Lookup Rules

B. Problem > Administration > Problem Properties

C. ITSM > Administration > Properties

D. Incident > Administration > Incident Properties

Correct Answer: *B*

Community vote distribution

B (100%)

sephereth 5 months, 1 week ago

Selected Answer: B

Problem > Administration > Problem Properties, under Problem Created from Incident Properties, add the column names (incident) seperated by a comma.

upvoted 1 times

PappyFox 8 months, 3 weeks ago

B is correct.
ITSM implementation Tokyo pg 347

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct

upvoted 1 times

Question #77 *Topic 1*

As of Quebec, Problem task records will move automatically from one state, to another state, provided the required fields are filled. What are those states?

A. Assess to Work in Progress

B. On Hold to Work in Progress

C. New to Assess

D. Draft to Assess

E. Work in Progress to Closed

Correct Answer: *C*

Community vote distribution

C (100%)

PappyFox 8 months, 3 weeks ago

Selected Answer: C

ITSM implementation Tokyo eBook pg 353

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 1 times

Question #78 *Topic 1*

A new problem manager wants to know how to create reports for monitoring problem management activities. What do you recommend they do before creating new reports?

A. Submit a New Report Request via the service catalog

B. Take the Performance Analytics fundamentals course

C. Go to Reports > View/Run > All, then search for Problem reports

D. Submit a request for the sn_report_creator role

E. Turn on data collection jobs

Correct Answer: *C*

Community vote distribution

C (100%)

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 2 times

Question #79 *Topic 1*

Your customer wants to know why users with the problem_coordinator role can Communicate workarounds, and fixes; but users with problem_task_analyst cannot. How do you explain this?

A. The technical resources working on the problem investigation are focused on the technical details, and may provide information that is not useful for the callers

B. The problem coordinator is the only role with the ability to recall a message

C. The problem coordinator is responsible for approving or rejecting the proposed message

D. The message will be automatically displayed on the Portal

Correct Answer: *D*

Community vote distribution

A (100%)

armin_vcg 5 months, 1 week ago
A provides an explanation of why D is relevant, but none of the solutions are technically correct. This is a question of roles and responsibilities. Communicating fixes falls into the coordinator's role. See p349.
upvoted 2 times

marka_1267 5 months, 2 weeks ago
Selected Answer: A
A is correct
upvoted 1 times

DishaTiwari 6 months, 2 weeks ago
Selected Answer: A
Tokyo pg no. 349
upvoted 2 times

alexkaniv 8 months, 1 week ago
Selected Answer: A
Definitely A
upvoted 1 times

ritu_parna 8 months, 1 week ago
Selected Answer: A
A is the correct answer
upvoted 1 times

Shashwat2211 8 months, 3 weeks ago
Selected Answer: A
A only sounds relevant, other options seems to be making no sense
upvoted 2 times

esllin 9 months, 2 weeks ago
Selected Answer: A
Problem_task_analyst only response for problem task. A might be correct.

https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/reference/installed-with-madrid-best-prac.html
upvoted 1 times

GoodEngpeaker 10 months, 4 weeks ago
Why C?
upvoted 2 times

Question #80 *Topic 1*

A user wants to know what makes the Known Error knowledge base in ServiceNow different from all other knowledge bases. How should you respond?

A. The Known Error knowledge base documents problems that are under investigation, but not yet have a root cause

B. Only users with sn_known_error_write can create Known Error articles

C. Users with sn_problem_write can create known error articles, but not articles for other knowledge bases

D. The Known Error knowledge articles use a template, which includes the Workaround and the Cause

Correct Answer: *D*

Community vote distribution

D (100%)

MarlyB 4 months ago

Selected Answer: D

From the book:
Users can create a knowledge article using the Known Error template.

upvoted 1 times

nam289 6 months ago

Not sure but D seems to be the correct answer.

upvoted 1 times

DishaTiwari 6 months, 2 weeks ago

Selected Answer: D

pg no. 357 tokyo

upvoted 2 times

PappyFox 8 months, 3 weeks ago

Selected Answer: D

D seems to be correct
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/create-known-error-from-problem.html

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/act-pm-best-prac-madrid-know-int.html

upvoted 2 times

brownbear324 5 months ago

This article has the best "solution" for this question as the first two bullet points make "D" the correct answer.

upvoted 1 times

Question #81 *Topic 1*

Problem management provides what benefits for Incident management? (Choose two.)

A. Solutions implemented reduce future incidents

B. Published workarounds help quickly resolve incidents

C. Problem investigations automatically triggered for multiple user incidents

D. Incident managers authorize problem investigations

Correct Answer: *AB*

Community vote distribution

AB (100%)

esllin 9 months, 2 weeks ago

Selected Answer: AB

correct
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html

upvoted 3 times

Question #82 *Topic 1*

A tester reports a bug, because they submitted a Known Error article from a Problem record, but it is not visible from the Known Error database.
What could cause this?

A. The article is in draft state, but has not been published

B. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated

C. The user criteria on the knowledge base is incorrect

D. The tester is not impersonating an itil user

Correct Answer: *C*

Community vote distribution

A (100%)

armin_vcg 5 months, 1 week ago

Selected Answer: A

Though it is possible that user criteria could be interfering, it would be due to poorly considered changes away from the OOB implementation. Better to look first to see if the article is published anyway.

upvoted 2 times

Shashwat2211 8 months, 3 weeks ago

Selected Answer: A

A is the correct ans

upvoted 1 times

PappyFox 8 months, 3 weeks ago

Selected Answer: A

A is correct.

upvoted 1 times

betch252 8 months, 3 weeks ago

Selected Answer: A

Definitely A. Just installed the plugin and tested it in PDI on Tokyo.

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: A

After creating a known error article, it is still in Draft state. Need to publish it.

upvoted 1 times

GHOTI 10 months, 1 week ago

Correct answer is A.

upvoted 1 times

KD2016 11 months, 3 weeks ago

Selected Answer: A

The answer is A, you have to publish it since it's set as a draft.

upvoted 1 times

Question #83 *Topic 1*

Where can a change manager define the conditions that must be met before a change request can move from one state to another?

A. Model State Transition Conditions

B. Dictionary Overrides

C. State choices

D. State conditions

Correct Answer: *A*

Community vote distribution

A (100%)

sg97 6 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

PappyFox 8 months, 3 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 402

upvoted 4 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 2 times

Question #84 *Topic 1*

Where can a change manager define the interval frequency for unauthorized change detection?

A. The ci.change.unplanned business rule

B. Event Processing Properties module

C. Unauthorized Change Properties module

D. Unauthorized change flow

Correct Answer: *C*

Community vote distribution

C (100%)

PappyFox 8 months, 3 weeks ago

Selected Answer: C

ITSM Implementation Tokyo eBook pg 404

upvoted 4 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 1 times

Question #85 *Topic 1*

Prior to Quebec, when you click Change > Create New, which page is displayed?

A. Change Landing Page

B. Change Form

C. Change Catalog

D. Change Wizard

E. Change Interceptor

Correct Answer: *A*

Community vote distribution

E (82%) Other

Lila1982 Highly Voted 10 months ago
Honestly what is the point of this question! why would I care what something USED TO BE?!
upvoted 21 times

jklghg 8 months, 3 weeks ago
I think they want you to have the years of experience so its kind of validation if you were in servicenow during that time
upvoted 2 times

KD2016 Highly Voted 11 months, 3 weeks ago
Change landing page was introduced in Quebec. Before it was the change interceptor so the wording of this question is a little confusing. According to the question, it technically would be Change Interceptor.
upvoted 8 times

DishaTiwari Most Recent 6 months, 2 weeks ago
Selected Answer: E
Prior to = Before Quebec
upvoted 1 times

Gupta1234 6 months, 2 weeks ago
Selected Answer: B
Change form is the answer
upvoted 1 times

PappyFox 8 months, 3 weeks ago
E is correct
upvoted 3 times

betch252 8 months, 3 weeks ago
Selected Answer: E
E. Without doubt
upvoted 1 times

g_user 8 months, 3 weeks ago
Selected Answer: E
eBook page 397 "this was introduced in Quebec and replaces the legacy change interceptor"
upvoted 6 times

Gil1211 8 months, 3 weeks ago
Selected Answer: E
Before Quebec it was the Interceptor
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: A
Correct.
textbook Tokyo p397
Change landing page is from Quebec
upvoted 1 times

GHOTI 10 months, 1 week ago
I think the correct answer is A.

upvoted 1 times

Question #86 *Topic 1*

Inside a change flow, you can automate a task with a sequence of related steps, like looking up a record, creating a record, or applying a policy. What is this component of the flow called?

A. Flow Actions

B. Flow Activities

C. Flow Steps

D. Action Pills

E. Flow Tasks

Correct Answer: *A*

Community vote distribution

A (100%)

francat 5 months, 1 week ago

eBook Tokyo - ITSM Implementation - p.445

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct.

upvoted 2 times

Question #87 *Topic 1*

On the Release record, what are the available options on the Release phase list?

A. Requirement Gathering, Design, Build, Roll-out, Unit Testing, User Acceptance, Pilot

B. Scoping, Design, Develop, Deployment, Unit Testing, Integration, Pilot

C. Analyze, Design, Development, Build, Roll-out, QA, User Acceptance

D. Requirement Gathering, Design, Development, Build, Deployment, QA, User Acceptance

Correct Answer: *D*

Community vote distribution

D (100%)

JBurns1979 2 months, 1 week ago

Selected Answer: D

Verified in PDI

upvoted 1 times

gataVitiligo 3 months, 2 weeks ago

In the Vancouver doc it saya "Release Phases represents the planned phases within a release, (...). For example:
Gathering requirements,
planning,
design,
development,
testing, and
deployment.
https://docs.servicenow.com/en-US/bundle/vancouver-it-service-management/page/product/release-management/concept/c_ReleaseManagementConcepts.html
I got tricked by this one too, but marked D.

upvoted 1 times

tanaris_e 4 months, 1 week ago

What page validates this? PG 484 doesn't indicate any of these answers

upvoted 1 times

armin_vcg 5 months, 1 week ago

Not sure where information comes from to call D correct. Current SN releases allow the release manager/coordinator to create phases by any name/description that they desire. Any phases that are created show up in the Release Phases related lists.

upvoted 1 times

MrBravo 9 months ago

D is correct.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

Correct.

upvoted 1 times

Question #88 *Topic 1*

You have created a new Change model and added a new Approval Policy for that model. But the newly defined approval is not triggering. What could cause this issue?

A. The business rule "Apply approval policy" on the change_request table has not been updated to include the new Approval Policy.

B. The "Apply Change Approval Policy" action in the flow created for the new change model does not reference the new Approval Policy.

C. The workflow that triggers the Approval Policy for the new model has not been created using the workflow editor.

D. The system property "glide.ui.approval.policies" has not been updated to include the new Approval Policy.

Correct Answer: *A*

Community vote distribution

B (100%)

armin_vcg 5 months, 1 week ago

Selected Answer: B

This is not explained in the SN docs (at least that I can find). As marka_1267 says, about the only way to discover the correct answer (B) is found in the eBook lab starting on p462.

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: B

eBook > p 462, there is a practice task to update the flow with a new Approval action

upvoted 1 times

DishaTiwari 6 months, 2 weeks ago

Selected Answer: B

Tokyo ebook pg no 459

upvoted 1 times

Shashwat2211 8 months, 3 weeks ago

Selected Answer: B

B is the ans

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 2 times

davidmonf 9 months, 2 weeks ago

Selected Answer: B

The answer actually is B: https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/change-management/concept/change-approval-policy.html

upvoted 3 times

Question #89 *Topic 1*

In the Quebec release of Change management, what new architectural features were added?

A. Catalog builder and Change Designer

B. Change Flows, Change Designer and Change Approval Matrix

C. Change Models, Change Flows and State Transition Models

D. Change PIR Assessments, Change Designer and Change Approval Policies

Correct Answer: *C*

Community vote distribution

C (100%)

Naw210 4 months ago

Selected Answer: C

ebook p.389

upvoted 2 times

lolnaman 8 months, 3 weeks ago

p388, p444, p397
Answer : C

upvoted 4 times

MrBravo 9 months ago

C, In the Quebec release of ServiceNow, the new architectural features added to Change Management are Change Models, Change Flows, and State Transition Models.

upvoted 2 times

Question #90 *Topic 1*

In the baseline implementation, what are key relationships between Change and Configuration Item (CI) records? (Choose three.)

A. The CI Manager is part of the change approval workflow

B. One Change can be submitted for multiple CIs

C. Changes should reference at least one CI

D. The CI Support Group is responsible for change implementations

E. A CI can be affected by a change, even if it is not the CI being changed

Correct Answer: *ABE*

Community vote distribution

BCE (64%) ACE (36%)

WIM_SN 3 months, 1 week ago

Selected Answer: BCE

A and D don't make sense

upvoted 1 times

marka_1267 5 months, 2 weeks ago

Selected Answer: BCE

BCE correct

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: BCE

BCE is correct

upvoted 1 times

DishaTiwari 6 months, 2 weeks ago

In the baseline implementation, what are key relationships between Change and Configuration Item (CI) records? (Choose three.)

A. The CI Manager is part of the change approval workflow (change manager)
B. One Change can be submitted for multiple CIs (Tokyo pg no 333, 396)
C. Changes should reference at least one CI
D. The CI Support Group is responsible for change implementations (not as 408)
E. A CI can be affected by a change, even if it is not the CI being changed

upvoted 3 times

foolishsoul4556 7 months, 2 weeks ago

Selected Answer: BCE

A is not true as the Change Manager and the Change Approval Workflow are involved in chang approvals, not the CI Manager. D is incoorect as the Implementation Team, not the CI Support Group is responsible for implementing the changes.

upvoted 1 times

Gil1211 8 months, 2 weeks ago

Selected Answer: BCE

The right answer should be BCE

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: BCE

ITSM Implementation Tokyo eBook pg 333, 396, 408, 410

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: BCE

Why B: One Change can be submitted for multiple CIs

You can add multiple CIs to once change request

upvoted 1 times

som_420 9 months, 1 week ago

Selected Answer: ACE

ACE correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: ACE

ACE is correct
One change only for one CI.
Change group is responsible for change implementations.

upvoted 3 times

Stiff112 11 months, 1 week ago

I think this should be BCE. I dont think the CI Manager is an approval for baseline CMRs.

upvoted 4 times

Question #91 *Topic 1*

In Change management, what allows customers to define condition based flows for a fit for purpose model?

A. State Transition Models

B. State Flows

C. Workflows 2.0

D. Conditional Change Models

Correct Answer: *A*

Community vote distribution

A (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 389,398

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

Question #92 *Topic 1*

By default, a business rule, causes the Assignment group to be automatically set. How is the group identified?

A. Change group on CI record, or if empty, the Change group on the Service offering

B. Support group on CI record, or the default assignment group for the user

C. Support group on CI record, or if empty, the Support group on the Service

D. Support group on CI record, or if empty, the Support group on the Service offering

Correct Answer: *D*

Community vote distribution

D (80%) A (20%)

SBhatia Highly Voted 11 months ago

A is the correct one.
Support Group goes for Incident. For a change record, it is the change group. Source ITSM ebook.

upvoted 5 times

cuongtkq Most Recent 6 months, 1 week ago

Question must mentions what table is using

upvoted 3 times

DishaTiwari 6 months, 2 weeks ago

```
if (current.sys_class_name + '' == 'change_request') {
assignmentGroupFieldName = 'assignment_group'; //change Group
} else if (current.sys_class_name + '' == 'incident' || current.sys_class_name + '' == 'problem') {
assignmentGroupFieldName = 'support_group';
}
```

so for change A is correct otherwise D

upvoted 2 times

[Removed] 8 months, 1 week ago

Selected Answer: A

p408 Tokyo Version ITSM book its A trust me

upvoted 2 times

lolnaman 9 months ago

Selected Answer: D

eBoook p290
Answer is A for Incident, Problem and Change request

upvoted 4 times

lolnaman 9 months ago

Sorrt type,
Answer is D

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: D

D is for incident, problem.
A is for change.
Bad question.

upvoted 4 times

[Removed] 9 months, 2 weeks ago

It is D, Page 111 In ITSM Implementation Rome Book

upvoted 2 times

Question #93 *Topic 1*

Your implementation has some legacy change types with workflows, and also some new change models. What option for Change Create New will support your scenario?
A Change Landing Page

B. Change Overview

C. Change Interceptor

D. Change Catalog

Correct Answer: *D*

Community vote distribution

C (100%)

Gil1211 Highly Voted 8 months, 3 weeks ago
A sounds correct
upvoted 5 times

EspindolaGomes Most Recent 5 days, 8 hours ago
Selected Answer: C
Instance upgrading to Quebec or Rome from a Paris or older release:

will continue to use the Change Interceptor and types by default and will only have the legacy change types visible. The instance properties will be set to:
com.snc.change_management.change_model.hide=true
com.snc.change_management.change_model.type_compatibility=true
upvoted 1 times

franseno 2 months, 3 weeks ago
A - definitely
upvoted 2 times

MarlyB 3 months, 3 weeks ago
A.
From the book:
Before the Change > Create New module creates a new record in the Change Request [change_request] table, the change landing page is presented and prompts the user to select the change model the change request should follow. This was introduced in Quebec and replaces the legacy change interceptor.
upvoted 2 times

Trymybest 6 months ago
A. Change Landing Page
upvoted 2 times

Lucky62 6 months ago
A is correct.
upvoted 2 times

lolnaman 8 months, 3 weeks ago
Answer : A (given above)
Change Landing Page
upvoted 3 times

jklghg 8 months, 3 weeks ago
Pretty sure it will be Change Landing Page i think the option has been removed
upvoted 2 times

foolishsoul4556 7 months ago
A is correct as the 'Create a chang request' page has the suffix 'sn_chg_model_ui_landing' which looking at other the answers and cross checking the keywords. The Change Landing Page makes the most sense to compare with this link suffix.
upvoted 2 times

jklghg 8 months, 3 weeks ago
What is A cannot see
upvoted 3 times

Hmzpkts 1 week, 5 days ago
It is right under the question seperated from other options..

upvoted 2 times

Question #94 *Topic 1*

Which Change request fields are used in conflict detection? (Choose three.)

A. CI Business criticality

B. Planned end date

C. Risk

D. Planned start date

E. Configuration item

Correct Answer: *BDE*

Community vote distribution

BDE (100%)

PappyFox 7 months ago

Selected Answer: BDE

BDE is Correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: BDE

BDE correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BDE

correct

upvoted 1 times

Question #95 *Topic 1*

What types of Conflicts are detected automatically on the Change request? (Choose three.)

A. Conflict with Assignee Shift Schedule

B. Conflict with Blackout Schedule

C. Conflict with Company Holiday Schedule

D. Another change for the same CI, at the same time

E. Conflict with Maintenance Window

Correct Answer: *BDE*

Community vote distribution

BDE (100%)

ADE1234567 2 months, 1 week ago

Answer is BDE,
Page 410 of the book

upvoted 1 times

MarlyB 3 months, 3 weeks ago

Selected Answer: BDE

From the book:
Through conflict properties, conflict detection can identify conflicts for any of the following reason:
- The CIs (or a child or parent of the CIs) are already scheduled at the given date and time
- The CI (or a child or parent of the CI) is not in the maintenance window
- The CI (or a child or parent of the CI) is in a blackout window
- The assigned to person is already scheduled at the given date and time

upvoted 1 times

lolnaman 9 months ago

Selected Answer: BDE

BDE correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BDE

correct

upvoted 1 times

Question #96 *Topic 1*

How are Releases related to Changes?

A. Releases are comprised of one or more Changes

B. Changes are comprised of one or more Releases

C. Releases are implemented prior to Changes

D. Changes are implemented prior to Releases

Correct Answer: *A*

Community vote distribution

A (100%)

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct.
One release to many change

upvoted 1 times

Question #97 *Topic 1*

Which workflow is defined as: Requests approval from a manager of the knowledge base before moving the article to the retired state. The workflow is canceled and the article remains in the published state if any manager rejects the request.

A. Knowledge – Article Retire

B. Knowledge – Retire Authorize

C. Knowledge – Approval Retire

D. Knowledge – Retire-Approval Required

E. Knowledge – Instant Retire

Correct Answer: *A*

Community vote distribution

C (100%)

franseno 2 months, 3 weeks ago

Selected Answer: C

there is no A

upvoted 1 times

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
There are the Instant Retire (when using the Retire UI Action, the KB is instantly retired). The Retire Knowledge (when the valid to date is reached, the workflow sets the KB to retired). Lastly the Approval Retire (the Retire UI Action is used, which generates an approval for owners and managers, after approval the KB is retired)

upvoted 1 times

BharatizSNC 4 months, 3 weeks ago

C is correct

upvoted 1 times

PappyFox 7 months ago

Selected Answer: C

C is correct
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

upvoted 2 times

lolnaman 9 months ago

Selected Answer: C

C Correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Knowledge - Approval Retire Requests approval from a manager of the knowledge base before moving the article to the retired state. The workflow is canceled and the article remains in the published state if any manager rejects the request.
If ownership groups is enabled, email notifications with a link to the article are sent to the ownership group members for approval.

If ownership groups is not enabled, email notifications with a link to the article are sent to knowledge base managers for approval.

upvoted 1 times

esllin 9 months, 2 weeks ago

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

upvoted 2 times

Jaaaimin 11 months, 3 weeks ago

Selected Answer: C

Default knowledge workflows:
- Knowledge - Approval Publish
- Knowledge - Approval Retire
- Knowledge - Instant Publish
- Knowledge - Instant Retire
- Knowledge - Publish Knowledge

- Knowledge - Retire Knowledge

Abour the "Approval Retire" one: Requests approval from a manager of the knowledge base before moving the article to the retired state. The workflow is canceled and the article remains in the published state if any manager rejects the request.
If ownership groups is enabled, email notifications with a link to the article are sent to the ownership group members for approval.

upvoted 1 times

rex11 1 year ago

should be C

upvoted 1 times

Question #98 *Topic 1*

What Knowledge base feature can you use to standardize the sections and fonts on a knowledge article?

A. Article designer

B. Coaching loops

C. Templates

D. Article layout

Correct Answer: *D*

Community vote distribution

C (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: C

The option of creating and modifying article templates is in the Knowledge platform roles matrix.

upvoted 1 times

BharatizSNC 4 months, 3 weeks ago

Article Templates provide standards.

upvoted 1 times

foolishsoul4556 7 months, 2 weeks ago

Selected Answer: C

It should be C

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-templates.html

upvoted 1 times

Jaaaimin 11 months, 3 weeks ago

Selected Answer: C

"Article templates have pre-defined fields structured in a specific order. These templates help create a consistent structure for knowledge articles."

upvoted 2 times

rex11 1 year ago

should be C

upvoted 1 times

Question #99 *Topic 1*

Which of the following roles has the ability to create and manage user criteria for service catalogs?

A. catalog_admin

B. itil_admin

C. catalog_manager

D. catalog_criteria_admin

E. catalog_criteria_manager

Correct Answer: *A*

Community vote distribution

A (100%)

lolnaman 8 months, 2 weeks ago

Selected Answer: A

p108
it's user_criteria_admin not catalog_criteria_admin

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct
Admin and catalog_admin.

upvoted 1 times

Question #100 *Topic 1*

Which catalog property allows users to save partially-completed requests to complete and submit at a later time?

A. Edit cart layout

B. Enable wish list

C. Enable cart save

D. User partial save

Correct Answer: *B*

Community vote distribution

B (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: B

https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-items-wishlist.html

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct

upvoted 1 times

Question #101 *Topic 1*

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

A. Processes

B. Flows

C. Procedures

D. Actions

E. Scripts

Correct Answer: *B*

Community vote distribution

B (100%)

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct

upvoted 3 times

Question #102 *Topic 1*

Unless there are particular security requirements, what role is given to users that perform request fulfillment work?

A. itil

B. task_worker

C. sc_fulfiller

D. catalog_fulfiller

E. fulfiller

Correct Answer: *A*

Community vote distribution

A (80%) E (20%)

PappyFox 7 months ago

Selected Answer: A

A is the correct anwer

upvoted 1 times

[Removed] 8 months, 1 week ago

Selected Answer: A

Its called the fulfiller role but the name of the role is itil

upvoted 1 times

Gil1211 8 months, 2 weeks ago

Selected Answer: A

Correct is itil, fulfiller role doesn't not exist

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: E

In ServiceNow, the role given to users who perform request fulfillment work is typically the "fulfiller" role. The fulfiller role is a predefined role in ServiceNow that is designed to give users the necessary permissions to fulfill requests, such as creating and updating records, adding comments, and closing requests.

upvoted 1 times

benvankorn 8 months, 2 weeks ago

there is no fulfiller role in the base system roles list. when searching in the sys_user_role table (name contains "fulfill"), no roles will be found. so C/D/E is incorrect. also, task_worker role does not exist. A is correct.

upvoted 4 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 1 times

Question #103 *Topic 1*

Your customer is a data center. They have a construction department that builds out spaces for new customers. The customer account representatives are responsible for initiating the construction requests. The guidelines are extensive for how to complete the construction request documentation.
Your customer wants the catalog to contain two items:
1. Construction request
2. Getting Started with Construction Requests
The Getting Started Item should contain a link to a Knowledge Article.
What type of item would you use to satisfy the requirement for the Getting Started Item?

A. Knowledge Item

B. Record Producer

C. Content Item

D. Order Guide

E. Catalog Item

Correct Answer: *C*

Community vote distribution

C (91%) 9%

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: C

correct
Link = content item

upvoted 6 times

omgitsmattyp Most Recent 3 months ago

Selected Answer: D

Why isn't it just D? The requirements are for 2 items - A Construction request AND a Knowledge Article link. Everyone answering C is only meeting the second requirement not the first.

upvoted 1 times

omgitsmattyp 3 months ago

Ah never mind me, I didn't pay attention to that last line of the question lol. My bad.

upvoted 2 times

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
Content Items may be used for multiple purposes:
- Link to a Knowledge Base Article (policy articles, articles providing additional information about items)
- Link to catalog content (cross-references amongst catalogs)
- Link for a Module (redirect user to the same target location specified in a navigation module)
- External Content (link to public website or internal portal)

upvoted 1 times

mikech82 6 months, 1 week ago

I'm not fully sure on this question tough..
Content Item is only content, but it also needs to have a request.. Then it would be Catalog Item.. as it can hold information and a request.

upvoted 4 times

PappyFox 8 months, 1 week ago

C is correct
pg 64 ITSM Tokyo

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: C

p143
C. Content Item

upvoted 3 times

MrBravo 9 months ago

I think its E, Catalog Item.
upvoted 2 times

Question #104 *Topic 1*

What is an example of a good use case for an Order Guide?

A. Order a set of Dishes

B. Order a Custom Automobile

C. Order a Technical Consultation

D. Order a Couch

E. Order a case of Laundry Soap

Correct Answer: *A*

Community vote distribution
A (60%) B (40%)

MarlyB 3 months, 3 weeks ago
Selected Answer: A
Because a set of dishes is a bundle of items that you pick out. A custom automobile is one item with different options, which is just a Catalog Item.
upvoted 1 times

itguy2023 5 months ago
Selected Answer: B
I feel like B because you select every aspect of the custom automobile
upvoted 2 times

WIM_SN 3 months, 1 week ago
The custom automobile would probably have variables within the cat item, so wouldn't need an order guide
upvoted 1 times

bh001 6 months, 1 week ago
are you sure A is the correct answer. why custom automobile can not be
upvoted 2 times

lolnaman 8 months, 3 weeks ago
Selected Answer: A
p142
requested together as a part of bundle
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: A
correct.
upvoted 1 times

lolnaman 9 months ago
how? explain?
upvoted 1 times

sephereth 5 months, 1 week ago
i think it's in the wording, order guide is used to request a bunch of stuff as part of a bundle, while a custom automobile isn't techincally a bundle (i guess), while a set of dishwasher is
upvoted 3 times

Question #105 *Topic 1*

Your customer has a catalog item for Request VPN. They would like to adjust the cart layout for only the VPN item, so the Quantity field is not displayed. How would you meet this requirement?

A. On the Cart Layout, Columns tab, unselect Quantity column

B. On the Catalog Item, Columns tab, unselect Quantity column

C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity

D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity

E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Correct Answer: *C*

Community vote distribution

C (88%) 13%

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
Change the Advanced view of the catalog item to add cart option fields to the layout. Fields to add include:
- No cart
- No quantity
- No order
- No proceed checkout
- Omit price in cart

UI Policy hides these option fields if Use cart layout is selected.

upvoted 1 times

bzul 7 months ago

Selected Answer: C

correct

upvoted 1 times

bzul 7 months ago

Selected Answer: B

correct

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct.
Textbook tokyo P132.
For each item, change the advanced view of catalog item form to add cart option fields to the layout.
-No cart
-No quantity
-No order
-On proceed checkout

upvoted 4 times

BL80 10 months, 2 weeks ago

It´s Answer A

upvoted 1 times

Question #106 *Topic 1*

A manager wants to run a report on the Computer catalog items, to see how many requests are being made for the add on extra memory, as compared with those requiring only the base memory. How would you meet this requirement?

A. Build report on SC Task table, Group by Variables for Computer > Extra memory

B. Build report on Requested Item table, Group by Variables for Computer > Extra memory

C. Build report on Task table, Group by Variables for Computer > Extra memory

D. Build report on Request table, Group by Variables for Computer > Extra memory

E. Build report on Catalog Item table, Group by Variables for Computer > Extra memory

Correct Answer: *B*

Community vote distribution

B (80%) D (20%)

Domjno 5 months, 1 week ago

B 100%

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: B

B Correct

upvoted 1 times

jklghg 8 months, 3 weeks ago

Selected Answer: B

B definitely right, D doesnt work tested on my PDI and REQ doesnt have variables attached the RITMS do

upvoted 2 times

GHOTI 8 months, 3 weeks ago

Selected Answer: B

Correct answer is B

upvoted 1 times

ALDADI 8 months, 3 weeks ago

Selected Answer: D

Correct answer

upvoted 1 times

sephereth 5 months, 1 week ago

memory item is actually a requested item record under related records on the request table record, if you want to know how many ordered, you should run the report on the requested items table instead, or do a new GlideRecord() query and use the .getRowCount() mehtod to get the value

upvoted 1 times

GHOTI 8 months, 3 weeks ago

I think the answer should be B

upvoted 1 times

Question #107 *Topic 1*

Which record type would you use for an Ask a Question form that would generate an Incident?

A. Record Producer

B. Order Guide

C. Linked Item

D. Catalog Item

E. Content Item

Correct Answer: *A*

Community vote distribution

A (100%)

lolnaman 8 months, 3 weeks ago

Selected Answer: A

p144
A is correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct

upvoted 2 times

Question #108 *Topic 1*

Which of the following objects on the Shopping Cart Widget can be displayed or hidden using Maintain Cart Layouts settings? (Choose two.)

A. Quantity

B. Requested by

C. Price

D. Shipping Address

Correct Answer: *AC*

Community vote distribution

AC (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: AC

From the book:
Change the Advanced view of the catalog item to add cart option fields to the layout. Fields to add include:
- No cart
- No quantity
- No order
- No proceed checkout
- Omit price in cart

UI Policy hides these option fields if Use cart layout is selected.

upvoted 1 times

Wewe1 5 months, 1 week ago

Selected Answer: AC

Correct
Page 132 ebook

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: AC

AC
p132

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AC

correct

upvoted 1 times

Question #109 *Topic 1*

Your customer wants a catalog to contain two items:
1. A request with 1 approval and 2 fulfillment tasks
2. A link to a knowledge article
What type of item would you use to satisfy the requirement for the Construction request?

A. Catalog Item

B. Content Item

C. Record Producer

D. Order Guide

Correct Answer: *A*

Community vote distribution

A (88%) 13%

jklghg Highly Voted 8 months, 3 weeks ago

Selected Answer: A

A is correct - content items cannot create requests but Knowledge articles can be linked on catalog items

upvoted 5 times

PappyFox Most Recent 7 months ago

Selected Answer: A

A is correct

upvoted 1 times

Gil1211 8 months, 4 weeks ago

Selected Answer: A

A is correct. Verified on PDI .

upvoted 1 times

MrBravo 8 months, 4 weeks ago

KB is not even a alternative... A should be the right answer.

upvoted 2 times

lolnaman 9 months ago

Selected Answer: B

B Correct
Link to KB

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Agree
Correct answer is A
Thanks

upvoted 1 times

Question #110 *Topic 1*

When building multiple catalog items, which components would you evaluate for consolidation and re-use? (Choose two.)

A. Sets of Variables

B. Entitlements

C. Icons

D. Flows and Subflows

Correct Answer: *AD*

Community vote distribution

AD (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: AD

Definitely correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AD

correct

upvoted 1 times

Question #111 *Topic 1*

Which record type would you use for a Computer request?

A. Record Producer

B. Catalog Item

C. Content Item

D. Order Guide

Correct Answer: *B*

Community vote distribution

B (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: B

If only the computer, then off course B, if it was for a set with also a mouse, keyboard etc. then it would be a Record Producer.

upvoted 1 times

gboirkov 2 months ago

Then it would be Order guide

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 3 times

Question #112 *Topic 1*

What are the different ways a user can locate items in a service catalog? (Choose two.)

A. Use the search on catalog or portal

B. Navigate through the categories

C. Use the Top Request or Popular Items widget

D. Use the application navigator

Correct Answer: *BD*

Community vote distribution

AB (100%)

Lucky62 6 months ago

Selected Answer: AB

A and B are correct.

upvoted 1 times

nam289 6 months, 1 week ago

I think ABC is correct. If i had to choose 2, its AB

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: AB

AB is correct, while C would be possible, but wasnt intended for that purpose ;)

upvoted 1 times

MrBravo 9 months ago

Thinking same, ABC, but if I have to choose two its AB.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: AB

Might be AB

upvoted 3 times

Stiff112 11 months, 1 week ago

Im pretty Sure the answer is AB BUT it could also be ABC. If i had to only answer two i would answer AB

upvoted 4 times

Question #113 *Topic 1*

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true

B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms

C. Create an Access control to hide the unnecessary CIs from the itil users

D. Make a show/hide UI action to show only the desired CIs to the itil users

Correct Answer: *B* -

Community vote distribution

B (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: B

From the book:
Once any class is set as a principal class, the principal class filter is automatically applied to the CI field on change, incident and problem records. This means that only CI's within a principal class can be selected on the CI field. If there are no CI Classes marked as Principal Class, then all CIs on all forms will be selectable on the CI field.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is Correct.

If there are no CI Classes marked as Principal Class, then all CIs on all forms will be selectable on the Configuration Item field.

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: B

B is correct
p40

upvoted 3 times

GHOTI 8 months, 3 weeks ago

Selected Answer: B

Correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 2 times

Question #114 *Topic 1*

Incidents are stored in what table?

A. Incident [sn_task_incident]

B. Incident [incident]

C. Incident [task_incident]

D. Incident [sn_incident]

Correct Answer: *D*

Community vote distribution

B (100%)

mikech82 Highly Voted 6 months, 2 weeks ago

hilarious answer, and they want now money for that.. > B

upvoted 5 times

JBurns1979 Most Recent 1 month, 4 weeks ago

Selected Answer: B

Awful lot of wrong answers for a paid product. You would think they would go clean these up at some point.

upvoted 2 times

MarlyB 3 months, 3 weeks ago

Selected Answer: B

Lololol

upvoted 2 times

foolishsoul4556 7 months, 2 weeks ago

Selected Answer: B

incident, problem and change tables doesn't not have sn in front as there one of the main required tables of ITSM.

upvoted 2 times

ALDADI 8 months, 3 weeks ago

Selected Answer: B

correct

upvoted 1 times

MrBravo 9 months ago

Its B, [incident]

upvoted 1 times

[Removed] 9 months, 1 week ago

The answer is B

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is B

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Bullshit
incident table is [incident]

upvoted 4 times

Question #115 Topic 1

Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

• Default
• Major incidents
• Self Service
• Mobile

What are these UI layouts called in the Now Platform?

A. Form Layouts

B. Workspaces

C. Forms

D. Form Designs

E. Views

Correct Answer: *E*

Community vote distribution

E (100%)

esllin 9 months, 2 weeks ago

Selected Answer: E

Correct

upvoted 4 times

Question #116 *Topic 1*

The Major Incident Management (MIM) application is linked to the Incident management process, but the records have an additional set of States. What are these MI States?

A. Proposed, Accepted, Rejected, Cancelled

B. Proposed, Accepted, Rejected, Reopened

C. Proposed, Received, eCAB Convened, Closed

D. New, Work in progress, Escalated, Communicated

Correct Answer: *C*

Community vote distribution

A (100%)

Flanky 2 months ago

It's A.
Although "cancelled" is not a nice wording by SN. An Incident does not get cancelt, it gets resolved one way or another.
But regarding the MIM the MI gets demoted to a normal incident and in the MIM app the state gets called "cancelled".
ITSM book Tokyo 273

upvoted 1 times

MarlyB 3 months, 3 weeks ago

Selected Answer: A

From the book:
Any itil user can propose a major incident, the major incident state is Proposed. The MI manager can promote the state to Accepted or Rejected (after it has been rejected it can be proposed again). If after it has been Accepted it needs to be demoted again, the state becomes Cancelled.

upvoted 1 times

KaygaNaki 4 months, 1 week ago

A is correct, Tokyo book p. 273

upvoted 1 times

nam289 6 months ago

A is correct.

upvoted 1 times

mikech82 6 months, 2 weeks ago

Selected Answer: A

correct

upvoted 1 times

Abena0696 7 months ago

Selected Answer: A

correct

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg273

upvoted 3 times

ALDADI 8 months, 3 weeks ago

Selected Answer: A

Proposed -> Rejected / Accepted -> Resolved / Canceled.

upvoted 2 times

[Removed] 9 months, 1 week ago

A is Correct Page 90 in ROME Implementation Book

upvoted 4 times

esllin 9 months, 2 weeks ago

Selected Answer: A

MIM state:
Proposed -> Rejected / Accepted -> Resolved / Canceled.

upvoted 3 times

Question #117 *Topic 1*

What would you use to create Incident records, based on email sent by users or systems?

A. Record Producer

B. Inbound Flow Action

C. Data Collection Job

D. Transform Map

Correct Answer: *B*

Community vote distribution

B (100%)

sephereth 5 months, 1 week ago

Selected Answer: B

you can also use inbound email action (which isn't a choice here)

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is correct

upvoted 1 times

[Removed] 9 months, 1 week ago

B is Correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 2 times

Question #118 *Topic 1*

What tools are available to the assignee to help resolve an incident? (Choose two.)

A. Knowledge Articles

B. Known Errors

C. CI Class Manager

D. Enterprise CMDB Dashboard

E. Incident Overview Dashboard

Correct Answer: *AB*

Community vote distribution

AB (100%)

PappyFox 7 months ago

Selected Answer: AB

AB is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AB

correct

upvoted 2 times

Question #119 *Topic 1*

When you activate the ITSM Roles plugin, what additional granular roles are created for the Incident application? (Choose two.)

A. sn_incident_update

B. sn_incident_read

C. sn_incident_write

D. sn_incident_insert

Correct Answer: *BC*

Community vote distribution

BC (100%)

PappyFox 7 months ago

Selected Answer: BC

B & C is Correct

upvoted 1 times

[Removed] 9 months, 1 week ago

B + C Correct

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: BC

correct

upvoted 3 times

Question #120 *Topic 1*

What are some good practices for guiding your customers' use of Notifications? (Choose three.)

A. Make sure Notification requirements and test plans are in the project scope from the start

B. Get input from Marketing department, regarding format of customer/caller facing notifications

C. Use templates to ensure consistency and ease of configuration

D. Use incident.itil.role template as the master template to build all other ITSM templates

E. When possible, maximize the quantity of email updates to customers

Correct Answer: *ACE*

Community vote distribution

ABC (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: ABC

From the book:
Notifications Good practices:
- Go for under-notification vs. over-notification
- Guide and advise customers on what notifications they should be using
- Be aware if Marketing and Communications needs to approve the wording and format

upvoted 2 times

Lucky62 6 months ago

Selected Answer: ABC

ABC !!

upvoted 1 times

Kimhw 6 months, 2 weeks ago

Selected Answer: ABC

ITSM Implementation (Tokyo) ebook p296

upvoted 2 times

kilkot 7 months, 3 weeks ago

Selected Answer: ABC

ABC is correct. Customer does not want to get too many email notifications.

upvoted 2 times

MrBravo 9 months ago

ABC is correctt

upvoted 2 times

[Removed] 9 months, 1 week ago

A B C is correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: ABC

ABC is correct.
There is no incident.itil role.
We dont want the customer to get too many email notifications. So E is not correct.

upvoted 2 times

Question #121 *Topic 1*

Your customer wants to use Incident Tasks on Incident records. But for efficiency reasons, they want to automatically close all Incident Tasks when the parent Incident is closed or canceled. How could you meet this requirement? (Choose two.)

A. On Incident Properties, for Autoclose Incident Tasks, select Yes

B. Edit system property com.snc.incident.autoclose.basedon.resolved_at

C. On Incident Properties, for Close open Incident Tasks when Incident is closed or canceled, select Yes

D. Enable system property com.snc.incident.incident_task.closure

Correct Answer: *CD*

Community vote distribution

CD (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: CD

From the book:
Enable System property - com.snc.incident.incident_task.closure to close open incident tasks when an incident is closed or cancelled. This System Property has the Description: Close open Incident Tasks when Incident is closed or cancelled.

upvoted 2 times

BharatizSNC 4 months, 3 weeks ago

C - is the property description, D is the property name.
Both CD are correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: CD

Correct

upvoted 2 times

Question #122 *Topic 1*

Incident management includes limited functionality for what advanced reporting capability?

A. Analytics Dashboards

B. Performance Analytics

C. Machine Learning Metrics

D. KPI Reports

Correct Answer: *D*

Community vote distribution

B (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: B

From the book:
Aditionally, limited Performance Analytics functionality for incident management is available to all customers without the need for a Performance Analytics Premium license.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is correct

upvoted 1 times

Gil1211 8 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

MrBravo 9 months ago

B, Performance Analytics

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

PA is correct.
textbook tokyo P320

upvoted 4 times

Question #123 *Topic 1*

Your client indicates they would like a way to designate VIP callers on an incident form. How would you accomplish this?

A. VIP Flag dictionary entry

B. VIP Flash action script

C. VIP Flag field style

D. VIP Flag reference decorator

Correct Answer: *C*

Community vote distribution

C (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
Very Important Person (VIP) Flag - Field style:
Callers, such as executives and leadership, may be designated as VIP users. VIP users' names appear in red to make them more visible to agents. In the baseline, a callers' VIP status does not affect the incident priority or any other process logic. This is managed in Highlight VIP Caller Client Script.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: C

C is correct
ITSM Implementation ebook(Tokyo) Page (265)

upvoted 1 times

oasisss 8 months, 1 week ago

View P265

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 1 times

Question #124 Topic 1

What happens if an agent hovers over the reference icon next to the caller field on an incident record and there is not a sys_popup view defined for the [sys_user] table?

A. The default view of the User form is displayed

B. An error is displayed

C. Only dot-walked fields will be displayed

D. There will be no reference icon if there is no sys_popup defined

Correct Answer: *D*

Community vote distribution

A (100%)

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: A

A is correct.
If no sys_popup view is defined for a table, the Default view of the form will be used when a user hovers a reference icon.
Textbook Tokyo P266.

upvoted 6 times

MarlyB Most Recent 3 months, 3 weeks ago

Selected Answer: A

From the book:
If no sys_popup view is defined for a table, the Default view of the form will be used when a user hovers over a reference icon.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: A

A is correct

upvoted 1 times

stophs 8 months, 1 week ago

A is correct

upvoted 1 times

MrBravo 9 months ago

A, Default view is shown.

upvoted 2 times

[Removed] 9 months, 1 week ago

A is correct, it just shows default view of User Form!

upvoted 1 times

Question #125 *Topic 1*

If the Assignment group is empty on an incident record, what happens when an agent that is a member of multiple user groups clicks the Assign to me UI action?

A. An error is displayed indicating the agent must manually assign the incident

B. The agent is prompted to select the Assignment group

C. The Assignment group field automatically populates with the agent's primary group

D. The Assignment group field will not populate

Correct Answer: *D*

Community vote distribution

B (91%) 9%

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: B

B is correct
Textbook Tokyo P289
If the Assignment group is empty and you are a member of multiple groups, you are prompted to select the assignment group.

upvoted 7 times

SophieBoldheart Most Recent 4 days, 5 hours ago

Selected Answer: A

I tried this on a Tokyo PDI, it displays an error message. I tested it on the list and the workspace.

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: B

b is ok

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: B

ITSM Implementation Tokyo eBook pg289

upvoted 2 times

BL80 9 months ago

Sorry... I mean B is the right answer.

upvoted 1 times

BL80 9 months ago

Enhancement to the Assign to me UI action
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.
- 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.

San Diego Releases Notes - Answer C

upvoted 1 times

MrBravo 9 months ago

Also think B is correct.

upvoted 2 times

[Removed] 9 months, 1 week ago

Could be A B or D, I am leaning more towards A, because if user is member of multiple groups a Red Error Message is displayed telling user to select one as Assignment Group.

upvoted 1 times

Question #126 *Topic 1*

Where are the timeframe conditions for sending an SLA breach warning notification defined?

A. SLA definition record

B. Default SLA flow

C. SLA Properties application

D. SLA trigger conditions

Correct Answer: *D*

Community vote distribution

B (83%) A (17%)

KaygaNaki 4 months, 1 week ago

B is correct, Tokyo book, p. 292

upvoted 1 times

itguy2023 5 months ago

Selected Answer: A

The correct answer is A. The flow fires the notification but where you define SLA is what determines when those notifications will fire.

upvoted 1 times

Lucky62 6 months ago

Selected Answer: B

B correct

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: B

b is ok

upvoted 1 times

[Removed] 9 months, 1 week ago

I believe this is B, that's the name of the SLA flow inside flow designer.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

textbook P292
Default SLA flow Action wait until 50, 75, 100%

upvoted 3 times

Question #127 *Topic 1*

Your customer wants to give secure access to business users to view problem records and reports for the products they support. When you install the ITSM roles plugin, what additional problem role is installed to support this requirement?

A. sn_business_user

B. sn_problem_read

C. sn_service_owner

D. sn_problem_write

E. sn_problem_business_user

Correct Answer: *E*

Community vote distribution

B (100%)

lyon301 5 months ago

B or D are correct according to https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/task/req-itsm-roles-inci-mgmt.html

upvoted 1 times

Lucky62 6 months ago

Selected Answer: B

B is required sn_problem_read

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: B

B and D gets added, but to read, it only needs the read one ;)

upvoted 3 times

PappyFox 8 months, 2 weeks ago

Selected Answer: B

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/problem-management/reference/prob-roles-instld-itsm-roles.html

upvoted 1 times

MrBravo 9 months ago

B, sn_problem_read

upvoted 1 times

[Removed] 9 months, 1 week ago

E is incorrect it's B and D.

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer should be B

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

sn_problem_read
only for read problem record.

upvoted 2 times

Question #128 *Topic 1*

A new Problem Coordinator accidentally created several problem investigations that need to be deleted.

What role is required to delete a problem record?

A. sn_problem_delete

B. itil_manager

C. problem_manager

D. problem_admin

E. problem_coordinator

Correct Answer: *D*

Community vote distribution

D (100%)

ScareKrow_45 5 days, 15 hours ago

D. problem_admin
Ebook link - https://evantage.gilmoreglobal.com/reader/books/SN-ITSMI-V010-PG-E/pageid/320

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: D

d is ok

upvoted 1 times

lolnaman 8 months, 3 weeks ago

Selected Answer: D

p337
D. problem_admin

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: D

Correct
Problem_admin, itil_admin + itil, admin can delete problem record.

upvoted 1 times

Question #129 *Topic 1*

A tester has submitted a bug report, because at no point in the Problem lifecycle, does the Create Known Error article link appear under Related Links. Also, they notice there is no Known Error knowledge base in the instance.

What might be the cause of this?

A. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated

B. The customer did not pay the bill for Knowledge management

C. Tester is not impersonating Problem Coordinator

D. The sn_known_error_write role is required to see the Create Known Error article link

E. The requirement was not in the stories

Correct Answer: *D*

Community vote distribution

A (88%) 13%

MarlyB 3 months, 3 weeks ago

Selected Answer: A

From the book:
With the Problem Management Best Practice - Madrid and Problem Management Practice - Madrid - Knowledge Integration plugins, users can create a knowledge article using the Known Error template by clicking the Create Known Error article from the Related Links section of the problem record.

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: A

a is ok

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg357

upvoted 2 times

lolnaman 8 months, 3 weeks ago

Selected Answer: A

p357
plugin missing

upvoted 3 times

GHOTI 8 months, 2 weeks ago

Can you send the link of the book that you are referring?

upvoted 1 times

PappyFox 8 months, 2 weeks ago

https://nowlearning.servicenow.com/lxp?id=learning_course_prev&course_id=c8730ad847679914f6b11244846d4306
Go to the eBook tab

upvoted 1 times

jklghg 8 months, 3 weeks ago

Selected Answer: A

A is definitely correct, Tested in the instance, the app is not installed default.

upvoted 2 times

lolnaman 9 months ago

Selected Answer: A

Key: Known Error knowledge base in the instance is missing
plugin not insatlled
Answer is A

upvoted 3 times

abdelgu 9 months ago

Selected Answer: C

Tester is not impersonating Problem Coordinator .
problem_coordinator is allowed to create Knowledge error article

upvoted 2 times

BL80 8 months, 3 weeks ago

I think C is correct
https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct is A
Role with: admin, problem_admin, problem_coordinator, or problem_manager, can create Known Error article.
https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-templates.html

upvoted 2 times

Question #130 *Topic 1*

A new problem manager wants a high level view of the activities in problem management.

What module do you recommend?

A. Problem > Homepage

B. Problem > Overview

C. ITIL Manager > Homepage

D. Problem > Process Health Dashboard

E. Problem > Dashboard

Correct Answer: *E*

Community vote distribution

B (100%)

sephereth 5 months, 1 week ago

Selected Answer: B

there is no problem -> dashboard LOL

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is Correct
Problem >> Overview

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: B

b is ok

upvoted 1 times

ALDADI 8 months, 3 weeks ago

Selected Answer: B

Problem > Overview

upvoted 1 times

MrBravo 9 months ago

B, problem > Overview

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

B is correct.
Problem > Overview

No "Dashboard" module in Problem application.

upvoted 2 times

Question #131 *Topic 1*

Why don't Problem records automatically move from Resolved to Closed after the fix is implemented?

A. It is designed to follow the ITIL4 standard

B. There is a scheduled job that automatically moves Resolved problems to Closed after 7 days

C. There is no Closed state. Problem records are moved to Completed

D. It is good practice to monitor fixes implemented, to ensure the underlying issues are resolved, before closing a problem record

Correct Answer: *D*

Community vote distribution

D (75%) B (25%)

Lucky62 6 months ago

Selected Answer: D

D is correct.

Question is clearly stating WHY they don't move to close and not when they move.

upvoted 1 times

benvankorn 8 months, 2 weeks ago

Selected Answer: D

I did not found any scheduled job regarding to this. Only 2 jobs for historical data collection are in place.

So I think should be D

upvoted 2 times

foolishsoul4556 6 months, 3 weeks ago

I believe that many thinks B is correct due to being that the auto resolved to close after 7 days applies to Incident records.

upvoted 1 times

BL80 9 months ago

I think D is the right answer. 7 days closed = Incident Properties

upvoted 2 times

lolnaman 9 months ago

Selected Answer: B

B

there is a scheduled job that performs this activity automatically.

upvoted 1 times

MrBravo 9 months ago

Is D really correct? Thought it was B, but now I'm unsure.

upvoted 1 times

sephereth 5 months, 1 week ago

is the why part, the answer should be good practice

upvoted 1 times

Question #132 *Topic 1*

In the life of a Problem record, there are opportunities to click the Re-Analyze button and move backwards in the lifecycle.

When you click the Re-Analyze button, what state is set on the problem record?

A. Assess

B. Draft

C. Root Cause Analysis

D. Fix in Progress

Correct Answer: *B*

Community vote distribution

C (92%) 8%

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: C

C is correct.
Click Re-analyze. The problem opens for reanalysis and the state is changed to Root Cause Analysis.
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/investigate-root-cause.html

upvoted 6 times

kilkot Most Recent 7 months, 3 weeks ago

Selected Answer: C

no Draft state. It goes to Root Cause analysis. Tested in the instance in PDI.

upvoted 2 times

Lamour123 8 months ago

Theres no Draft state. It goes to Root Cause analysis

upvoted 1 times

MrBravo 9 months ago

C is correct.

upvoted 3 times

[Removed] 9 months, 1 week ago

C is correct. If you click Re-analyze it goes to Root Cause Analysis not draft.

upvoted 4 times

SatwikY 9 months, 1 week ago

Selected Answer: C

Root Cause Analysis
Tested in the instance.

upvoted 3 times

Romeoxmen 9 months, 1 week ago

I think it's C. I opened a problem in a closed state, clicked re-analyze and it went back to the root cause analysis stage

upvoted 3 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

Jtcash247 9 months, 2 weeks ago

B is correct answer

upvoted 1 times

Question #133 *Topic 1*

The key stakeholder for your ITSM implementation wants to have SLAs on every Task record.

What advice do you give regarding SLAs on Problem records?

A. SLAs are essential to problem management, as support specialists need to quickly identify root causes

B. SLAs may be counterproductive to problem management, as the key objective is to permanently fix an error no matter how long that may take

C. SLAs are available for problem management, but require custom code

D. SLAs are recommended in the ITIL framework for problem management

Correct Answer: *D*

Community vote distribution

B (100%)

lolnaman 9 months ago

Selected Answer: B

B correct
LAs can be used to ensure that problems are highlighted. As investigating and fixing a problem could be a long-term effort, it is not recommended that you apply SLAs to an overall problem. SLAs are also used as a performance indicator for the Problem Management team.

upvoted 1 times

MrBravo 9 months ago

B sounds right.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct is B.
Service level agreements: SLAs can be used to ensure that problems are highlighted. As investigating and fixing a problem could be a long-term effort, it is not recommended that you apply SLAs to an overall problem. SLAs are also used as a performance indicator for the Problem Management team.

https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/problem-management/concept/c_ProblemManagementProcess.html

upvoted 4 times

benvankorn 8 months, 2 weeks ago

correct!

upvoted 1 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: B

think it is B

upvoted 2 times

Question #134 *Topic 1*

What are two effective measures of performance for the Problem Management process? (Choose two.)

A. Problems older than 30 days by Priority and State

B. Number of Problem that have Breached SLAs

C. Percentage of Problem Resolution within SLA by Category

D. Average Problem Resolution Time

Correct Answer: *AB*

Community vote distribution

AD (100%)

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: AD

SLAs is not recommended that you apply SLAs to an overall problem. So A and D should be correct.

upvoted 5 times

goldbiga Most Recent 4 months, 2 weeks ago

What's the answer?

upvoted 1 times

BharatizSNC 4 months, 3 weeks ago

SLA not recommended on Problems

upvoted 2 times

lolnaman 8 months, 3 weeks ago

Selected Answer: AD

AD
p380
I don't see SLA anywhere for Problem

upvoted 3 times

Flanky 2 months, 1 week ago

Correct. Just contra productive in PRB.

upvoted 1 times

Question #135 *Topic 1*

Your customer has an external system, which is used to perform changes. Your customer wants to capture these changes in your instance for reporting and CMDB maintenance purposes.

What baseline Change Model supports this scenario?

A. Cloud Infrastructure

B. Automated Changes

C. Retroactive Changes

D. Change Registration

E. Unauthorized Changes

Correct Answer: *D*

Community vote distribution

D (100%)

kilkot 7 months, 3 weeks ago

Selected Answer: D

Change Registration model is used to capture change requests in an external system. There are no approvals associated with this model.

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: D

ITSM Implementation Tokyo eBook pg399

upvoted 1 times

MrBravo 8 months, 4 weeks ago

Its D, Change Registration.

upvoted 1 times

BL80 9 months ago

https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/concept/change-models.html
D

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

Correct

upvoted 3 times

Question #136 *Topic 1*

Where are the technical approvals defined, that are executed in the Change - Normal - Assess flow?

A. Change Approval Policy

B. Change Assess Approval Subflow

C. Change Approval Matrix

D. Change Approval Subflow

Correct Answer: *C*

Community vote distribution

A (100%)

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: A

A is correct.
Apply Change Approval Policy:
Controls the approval process for a change request by creating user and group approvals according to a change approval policy record. Multiple actions can be used in a flow, where each action references the same or different Change approval policies.
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/concept/change-flow-actions.html

upvoted 5 times

sephereth Most Recent 5 months, 1 week ago

Selected Answer: A

i don't think change approval matrix exists in SN - Change Module

upvoted 1 times

stophs 8 months, 1 week ago

Selected Answer: A

a is correct

upvoted 1 times

MrBravo 9 months ago

A - Change Approval Policy

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is A

upvoted 1 times

Question #137 *Topic 1*

What is the trigger for the Change - Normal - Assess Flow?

A. A Change request using the Normal Change model is moved to the Assess state

B. A Change request using the Normal Change model is created

C. A Change request using the Normal Change model is Low Risk, and is moved to the Assess state

D. A Change request using the Normal Change model is Assigned to a group

Correct Answer: *C*

Community vote distribution

A (100%)

s1o2n3a4l5i 4 months, 1 week ago

Selected Answer: A

A is correct. Change - Normal - Assess is triggered when a change request using the Normal Change model is moved to the Assess state (ITSM Implementation ebook P446)

upvoted 1 times

BharatizSNC 4 months, 3 weeks ago

A right answer

upvoted 1 times

Lucky62 6 months ago

Selected Answer: A

A right answer

upvoted 1 times

nam289 6 months, 1 week ago

A is correct. Change - Normal - Assess is triggered when a change request using the Normal Change model is moved to the Assess state (ITSM Implementation ebook P446)

upvoted 2 times

Mayshaikhoun 6 months, 1 week ago

A. A Change request using the Normal Change model is moved to the Assess state
(C) is not correct as the normal Change can be (Low or Medium) Risk

upvoted 1 times

Kimhw 6 months, 1 week ago

Selected Answer: A

ITSM Implementation (Tokyo) ebook P446

upvoted 1 times

MrBravo 9 months ago

A sounds right.

upvoted 1 times

[Removed] 9 months, 1 week ago

A is correct. Look at flow designer "Change - Normal - Assess" and look at the trigger, it says Created or updated where state is Assess!

upvoted 1 times

Romeoxmen 9 months, 1 week ago

I think the correct answer is D

upvoted 1 times

Romeoxmen 9 months, 1 week ago

The trigger for a change request form to proceed to the assess state is based on the assignment group field. If the assignment group field is empty or not specified, the form will not proceed to the assess state

upvoted 1 times

Lucky62 6 months ago

Its Assigned to field, not Assignment group.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

A is correct
Change - Normal - Assess:Process a normal change that is in the assess state and is not on hold.
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/concept/change-flows.html
upvoted 2 times

Question #138 *Topic 1*

A CAB manager is looking for a way to make their CAB meetings more organized and efficient. They want to be able to:

- Define CAB meeting agendas
- View change calendars
- Review, Approve or Reject changes directly from the change application

What feature would you recommend?

A. Change CAB Dashboard

B. CMDB Health Dashboard

C. CAB Taskboard

D. Change Overview

E. CAB Workbench

Correct Answer: *E*

Community vote distribution

E (100%)

Roy_7789 3 months ago
E is correct
upvoted 1 times

nam289 6 months ago
E is correct.
upvoted 1 times

stophs 8 months, 1 week ago
Selected Answer: E
e is ok
upvoted 1 times

PappyFox 8 months, 2 weeks ago
Selected Answer: E
ITSM Implementation Tokyo eBook pg449
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: E
correct
upvoted 1 times

Question #139 *Topic 1*

What are the Release types available on the baseline release record?

A. Standard, Normal, Prototype, Patch

B. Major, Minor, Upgrade, Emergency, Maintenance, Patch

C. Standard, Normal, Emergency

D. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate

Correct Answer: *B*

Community vote distribution

B (100%)

[Removed] 9 months, 1 week ago

Yes B is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct
Type of release: Major, Minor, Emergency, or Patch.

https://docs.servicenow.com/ja-JP/bundle/utah-it-business-management/page/product/enterprise-release-management/task/create-product-release.html

upvoted 3 times

Question #140 *Topic 1*

On a Normal Change Model, what are some examples of the Model State Transitions that are defined for the Authorize state?

A. Authorize to Draft, Authorize to Assess, Authorize to Review

B. Authorize to Implement, Authorize to Assess, Authorize to Review

C. Authorize to Canceled, Authorize to New, Authorize to Scheduled

D. Authorize to Scheduled, Authorize to Closed, Authorize to New

Correct Answer: *B*

Community vote distribution

C (90%) 10%

JBurns1979 1 month, 4 weeks ago

Selected Answer: B

Verified on PDI

upvoted 1 times

JBurns1979 1 month, 4 weeks ago

Verified C. It's too early in the morning for me to be commenting on here

upvoted 1 times

Lucky62 6 months ago

Selected Answer: C

C correct

upvoted 2 times

PappyFox 8 months, 2 weeks ago

Selected Answer: C

Change Models > Normal > Authorize

upvoted 2 times

lolnaman 8 months, 3 weeks ago

Selected Answer: C

Authorize to Canceled
Authorize to New
Authorize to Scheduled

https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/change-management/concept/normal-standard-emergency-states.html

upvoted 2 times

Gil1211 9 months ago

Selected Answer: C

checked on PDI

upvoted 3 times

Romeoxmen 9 months, 1 week ago

The correct and confirmed answer is C

upvoted 2 times

esllin 9 months, 2 weeks ago

Can not understand the question.

https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/change-management/concept/c_ChangeStateModel.html

upvoted 1 times

esllin 9 months, 2 weeks ago

https://docs.servicenow.com/ja-JP/bundle/utah-it-service-management/page/product/change-management/concept/normal-standard-emergency-states.html
Might be this answer?
Access to Authorize
Authorize to Canceled
Authorize to schedule

upvoted 1 times

Question #141 *Topic 1*

What are the components of a Flow Action?

A. Inputs, Processes, Subprocesses, and Outputs

B. Processes, Subprocess and Action Steps

C. Inputs, Action Steps and Outputs

D. Indexes, Processes and Outputs

Correct Answer: *C*

Community vote distribution

C (100%)

ftpuser 2 months, 4 weeks ago

Selected Answer: C

ITSM Implementation (Tokyo) ebook P445

upvoted 1 times

PappyFox 7 months ago

Selected Answer: C

C is Correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: C

https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/concept/actions.html

upvoted 2 times

Question #142 *Topic 1*

What are key relationships between Change and Release Management? (Choose three.)

A. Release management application is required, to use the Change management application

B. Change includes planning and approvals; Release includes building, testing and execution of changes

C. A Release can contain one or more Changes

D. A Change can contain one or more Releases

E. Change management provides governance, which includes Release management

Correct Answer: *BCE*

Community vote distribution

BCE (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: BCE

ITSM Implementation Tokyo eBook pg385

upvoted 3 times

lolnaman 8 months, 3 weeks ago

Selected Answer: BCE

p386
BCE

upvoted 1 times

lolnaman 9 months ago

Selected Answer: BCE

BCE
Correct

upvoted 2 times

Question #143 *Topic 1*

In release management, what controls the movement of the state from Scoping to Awaiting Approval?

A. Manual state selection

B. Workflow

C. State model

D. Flow

Correct Answer: *B*

Community vote distribution

A (100%)

franseno 2 months, 2 weeks ago

Selected Answer: A

definitely A

upvoted 1 times

franseno 2 months, 3 weeks ago

Selected Answer: A

checked on dev instance

upvoted 1 times

chatgpt11 3 months, 1 week ago

Selected Answer: A

A is the correct option, checked on PDI

upvoted 1 times

Romeoxmen 9 months, 1 week ago

A - Manual state selection, is correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Checked with my instance. Should be manual select

upvoted 1 times

Question #144 *Topic 1*

What are key relationships between Changes and Incidents? (Choose two.)

A. Incidents autoclose upon closure of a related Change

B. Incidents can be caused by a Change

C. A Change can resolve Incidents

D. Incident owners are part of the change approval workflow

Correct Answer: *B*

Community vote distribution

B (58%) C (42%)

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: B

B and C

upvoted 6 times

franseno Most Recent 2 months, 3 weeks ago

B & C definitely

upvoted 1 times

Lucky62 6 months ago

Selected Answer: C

Both B and C

upvoted 1 times

mikech82 6 months, 2 weeks ago

Selected Answer: C

B and C

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B & C is correct

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: C

B & C

ITSM Implementation Tokyo eBook pg 251,387

upvoted 2 times

jklghg 8 months, 3 weeks ago

Selected Answer: C

C too not just b

upvoted 1 times

lolnaman 8 months, 3 weeks ago

you have to select two answers

upvoted 1 times

Romeoxmen 9 months, 1 week ago

B and C

upvoted 3 times

Question #145 *Topic 1*

What are key relationships between Change and Problem records? (Choose two.)

A. Changes which cause Incidents, should have an associated Problem

B. A Problem can be solved by a Change

C. A Change can cause a Problem

D. A Problem must be associated with a Change, before it can be closed

Correct Answer: *AB*

Community vote distribution

BC (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: BC

ITSM Implementation Tokyo eBook pg 387

upvoted 3 times

Romeoxmen 9 months, 1 week ago

B and C

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BC

BC are correct.

upvoted 2 times

Question #146 *Topic 1*

You have just released a new Change Model to the testers. Testers report they can see the old change models, but cannot see the new change model on the change landing page.

What could cause this?

A. Testers need itil role to see the change models

B. New change model needs Active to be set to True

C. New change models are only visible to Change Managers

D. Workflow has not been published

Correct Answer: *B*

Community vote distribution

B (100%)

sephereth 5 months, 1 week ago

Selected Answer: B

be is correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: B

https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/task/create-a-change-model.html

B correct

Manage the users to access the change model by providing the user access in Not Available For, Available For, and Can Write tabs
-But this option is not available

upvoted 2 times

Question #147 *Topic 1*

How are Features related to Products and Releases?

A. Emergency releases can include products and features

B. Products have associated features, which are organized into releases

C. Features are included in releases, not associated with products

D. Products use features to define release types

Correct Answer: *B*

Community vote distribution

B (100%)

nam289 6 months ago

B is correct

upvoted 1 times

Kimhw 6 months, 1 week ago

ITSM Implementation (Tokyo) ebook p479,482

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is Correct

upvoted 1 times

lolnaman 9 months ago

Define a planned release for a product. The content of the release is decided by the features and related requests for change that it implements.

upvoted 1 times

lolnaman 9 months ago

B is correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 3 times

Question #148 *Topic 1*

When a Service Desk again shares a "How to" item with a customer, what type of record is being shared?

A. Knowledge article

B. Content object

C. Information item

D. How to document

Correct Answer: *D*

Community vote distribution

A (100%)

sephereth 5 months, 1 week ago

Selected Answer: A

theres is no "how to document" in SN, the logical answer is A

upvoted 1 times

Lucky62 6 months ago

Selected Answer: A

A is correct.

upvoted 1 times

MrBravo 9 months ago

Yes, A.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Never heard how to document.
Might be A

upvoted 4 times

Question #149 *Topic 1*

What are the different ways a user can provide feedback on a knowledge article? (Choose four.)

A. Helpful?

B. Flag Article

C. 5 Star scale

D. 10 Star scale

E. Comment on Article

F. Pin Article

Correct Answer: *ACEF*

Community vote distribution

ABCE (100%)

franseno 2 months, 2 weeks ago

Selected Answer: ABCE

ABCE is correct definitely

upvoted 1 times

sephereth 5 months, 1 week ago

Selected Answer: ABCE

while you can pin an ariticle in SN, it is more for yourself and doesn't really provide any feedback...
there is no 10 star rating system in SN KB Articles

upvoted 1 times

Lamour123 8 months ago

ABCE is correct

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: ABCE

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeFeedback.html

upvoted 1 times

sifot 8 months, 3 weeks ago

ABCE correct

upvoted 1 times

MrBravo 9 months ago

ABCE, yes.

upvoted 1 times

[Removed] 9 months, 1 week ago

I agree ABCE correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: ABCE

ABCE correct

upvoted 2 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: ABCE

I think ABCE

upvoted 2 times

Question #150 *Topic 1*

Where should an admin go to view all of the search queries entered by users in the knowledge search?

A. Knowledge queries application

B. [kb_view] table

C. [kb_feedback] table

D. Search logs application

Correct Answer: *C*

Community vote distribution

D (100%)

PRGODA 5 months ago

D, Page 235

upvoted 1 times

Lucky62 6 months ago

Selected Answer: D

D correct

upvoted 2 times

sifot 8 months, 3 weeks ago

D is correct

upvoted 1 times

MrBravo 9 months ago

D, search logs.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

currect is D

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/knowledge-management/task/view-knowledge-logs.html

upvoted 4 times

Question #151 *Topic 1*

Which of the following catalog client script methods will modify the choice list options available to an end user on a catalog item?

A. onLaunch

B. onLoad

C. onSubmit

D. onSave

Correct Answer: *B*

Community vote distribution

B (100%)

PappyFox 7 months ago

Selected Answer: B

B is Correct
ITSM- Tokyo ebook page (149)

upvoted 2 times

MrBravo 9 months ago

B, onload.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 1 times

Question #152 *Topic 1*

Which property on an order guide will pass variables from one item to another item with equivalent variables?

A. Waterfall Variables

B. Cascade Variables

C. Share Variables

D. Mirror Variables

Correct Answer: *B*

Community vote distribution

B (100%)

nam289 6 months ago

B is correct.

upvoted 1 times

PappyFox 7 months ago

Selected Answer: B

B is Correct.
ITSM-Tokyo eBook Page(142)

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct
Cascading enables values entered for variables in the initial order form to be passed to the equivalent variables in the ordered catalog items.
https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_CascadeTheOrderGuideVariables.html

upvoted 2 times

Question #153 *Topic 1*

ServiceNow contains a resource with information about all services. It is used to support the sale and delivery of services to employees and customers. It includes information about deliverables, options, prices, delivery and performance targets.

What is this resource called?

A. Service Portal

B. Service Dashboard

C. Service Map

D. Service One Stop Shop

E. Service Catalog

Correct Answer: *E*

Community vote distribution

E (100%)

PappyFox 7 months ago

Selected Answer: E

E is Correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: E

correct

upvoted 2 times

Question #154 *Topic 1*

The ability to authorize requests is enabled using a role which requires a user license. What is this role?

A. approver_user

B. sn_approval_write

C. sc_approver

D. approver

Correct Answer: *D*

Community vote distribution

A (100%)

kilkot 7 months, 3 weeks ago

Selected Answer: A

approver_user -> Can modify requests for approval routed to them. They also have all capabilities of Requesters.
Note: There is a fee associated with this role. Do not assign it to users without confirming your organization has the appropriate entitlement.

upvoted 3 times

PappyFox 8 months, 2 weeks ago

Selected Answer: A

https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/roles/reference/r_BaseSystemRoles.html

upvoted 1 times

MrBravo 8 months, 4 weeks ago

Approver_user.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Approver_user is correct.

upvoted 1 times

Question #155 *Topic 1*

Released in Quebec, what tool enables the creation of templates for Catalog Items?

A. Template Builder

B. Catalog Wizard

C. Catalog Template Library

D. Catalog Builder

E. Template Management

Correct Answer: *D*

Community vote distribution

D (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: D

ITSM Implementation Tokyo eBook pg 134

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

correct

upvoted 2 times

Question #156 *Topic 1*

Your customer would like to add a field to the Something is Broken record producer form.

Which formatter would you use to add the field?

A. Form Designer

B. Record Producer Form Designer

C. Default Variables Editor

D. Variable Designer

E. Editor

Correct Answer: *B*

Community vote distribution

C (47%) B (33%) A (20%)

opsolerus 1 week, 4 days ago

Selected Answer: C

C - in the book 'ITSM implementation VANCOUVER'
PAGE 135 at the bottom
Note: 'DEFAULT VARIABLES EDITOR' is only for record producers.

upvoted 1 times

franseno 2 months, 2 weeks ago

Selected Answer: C

Def C - the wording is a bit weird in this question, but what they mean i to add another field or variable to the Record Producer form - so C is definitely the answer.

upvoted 1 times

itguy2023 5 months ago

Selected Answer: A

A. No such thing as "Record Producer Form Designer" however Form Designer can be used for any table with a form including Record Producers

upvoted 3 times

DKey 3 weeks, 5 days ago

Form design would do the trick for this question

upvoted 1 times

mbrum 5 months ago

Maybe I am blind but I can't see Form Designer :?

upvoted 2 times

kilkot 7 months, 3 weeks ago

Selected Answer: C

The default variable editor is applicable only for record producers. This editor is a formatter added on records that are generated by a record producer for task-extended tables. This editor displays the values of questions specified in the record producer.

upvoted 2 times

cuongtkq 5 months, 4 weeks ago

Page 133. The Default Variable Editor is just for displaying value of questions for records generated from a RP. Question asks about adding a field

upvoted 1 times

lolnaman 8 months, 1 week ago

Selected Answer: B

B. Record Producer Form Designer.

In ServiceNow, to add a field to a record producer form, you would typically use the Record Producer Form Designer. This formatter allows you to add fields, sections, and other form elements to a record producer form, and configure their properties and behavior.

upvoted 1 times

Gil1211 8 months, 2 weeks ago

Selected Answer: B

Following logic it should be B

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: B

adding a field to a record producer form can be done through the form designer or form builder
Answer B

upvoted 1 times

jklghg 8 months, 3 weeks ago

Selected Answer: B

C is incorrect that is to configure the default variables B is correct

upvoted 1 times

ALDADI 8 months, 3 weeks ago

Selected Answer: B

Default Variables Editor is used to modify the default values for variables used in record producers WHILE Record producer form designer allows you to modify the fields and layout of the form used for creating new records in ServiceNow. You can add, remove, or modify form fields, configure the layout of the form, and configure form-related settings, such as the form's name and description.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Default variable editor
The default variable editor is applicable only for record producers. This editor is a formatter added on records that are generated by a record producer for task-extended tables. This editor displays the values of questions specified in the record producer.

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/service-catalog-variable-editor.html

upvoted 3 times

benvankorn 8 months, 2 weeks ago

you are completely right!

upvoted 1 times

benvankorn 8 months, 2 weeks ago

sorry, I think it is about adding a field instead of editing existing variables within the fulfillment process. so I think D should be the proper answer.

upvoted 1 times

Question #157 *Topic 1*

Which record type would you use for a View Company Policies link that would redirect to a Knowledge Article?

A. Knowledge Item

B. Record Producer

C. Content Item

D. Order Guide

E. Catalog Item

Correct Answer: *C*

Community vote distribution

C (100%)

esllin 9 months, 2 weeks ago

Selected Answer: C

correct

upvoted 4 times

Question #158 *Topic 1*

On a request form, the requester needs to indicate when they need to receive the item.

What Variable type would you use for this information?

A. Date

B. Due Date

C. Date Picker

D. Duration

Correct Answer: *C*

Community vote distribution

A (100%)

SophieBoldheart 4 days, 5 hours ago

Selected Answer: A

There is no "Date picker" data type, only "Date". Checked on PDI

upvoted 1 times

Hmzpkts 1 week, 5 days ago

"Date" is valid data type, thus the answer should be A

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: A

Its a type of "Date" .. then "date picker" is not a type its just what it end up with.

upvoted 2 times

Romeoxmen 9 months, 1 week ago

A - Date is the correct answer

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Date picker is not supported for variable.

https://docs.servicenow.com/ja-JP/bundle/utah-build-workflows/page/administer/flow-designer/reference/supported-service-catalog-types.html

upvoted 2 times

Question #159 *Topic 1*

Which type of catalog item may be found in a Service Catalog?

A. Requested Items

B. Content Items

C. Categories

D. Execution Plans

Correct Answer: *A*

Community vote distribution

B (100%)

Kimhw 6 months, 1 week ago

Selected Answer: B

ITSM Implementation (Tokyo) ebook p129

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: B

B is correct. Content Items is a type of catalog item. Request Item is just the result that probably gets created after submitting a form

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: B

Content items

upvoted 1 times

[Removed] 9 months ago

Yes B is correct https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_IntroductionToCatalogItems.html

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: B

B is correct

Standard catalog items
Content items
Order Guide
Record producer

upvoted 3 times

Question #160 *Topic 1*

When a user submits a service request from a catalog, what actions are triggered, based on the flow definition? (Choose three.)

A. Tasks

B. Access Controls

C. Action Specs

D. Notifications

E. Approvals

Correct Answer: *ADE*

Community vote distribution

ADE (100%)

PappyFox 7 months ago

Selected Answer: ADE

ADE is Correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: ADE

ADE correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: ADE

correct

upvoted 3 times

Question #161 *Topic 1*

When building out a service catalog, categorizing items helps users navigate and search in the catalog. Which roles would allow you to create and maintain categories? (Choose three.)

A. catalog_admin

B. itil_admin

C. catalog_manager

D. catalog_editor

E. catalog_builder_editor

Correct Answer: *ACE*

Community vote distribution

ACD (100%)

mikech82 6 months, 1 week ago

Selected Answer: ACD

of course they follow the namespecifications.

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: ACD

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/reference/r_ServiceCatalogManagementTermsandRoles.html

upvoted 2 times

[Removed] 9 months ago

ACD is correct

upvoted 3 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: ACD

think its acd

upvoted 3 times

Question #162 *Topic 1*

When defining SLAs for the service catalog, at what level is the SLA typically defined?

A. Requested Item

B. Request

C. Service Catalog

D. Catalog Task

Correct Answer: *C*

Community vote distribution

A (100%)

nam289 6 months ago

A is correct. Define Service Level Agreements for catalog items on the sc_req_item table.

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: A

SLA has to be on a specific item and not on a catalog

upvoted 1 times

PappyFox 7 months ago

Selected Answer: A

A is correct.

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: A

p195

SLA for Catalog items

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct is A

Requested item [sc_req_item] table for SLA

upvoted 2 times

Question #163 *Topic 1*

What functionality can be used to define the sequence of activities that should be taken to complete catalog items? (Choose two.)

A. Activity May

B. Workflow

C. State Transitions

D. Flow

Correct Answer: *BD*

Community vote distribution

BD (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: BD

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/task/create-sc-flow.html

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/workflow-administration/task/t_CrtWkflwNewSvcCtlgItm.html

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BD

CORRECT

upvoted 3 times

Question #164 *Topic 1*

Your customer wants to limit the users who are able to see internal Network requests, to members of the Network department.

Which roles would enable you to make these required changes? (Choose two.)

A. catalog_editor

B. user_criteria_admin

C. catalog_admin

D. catalog_manager

Correct Answer: *BC*

Community vote distribution

BC (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: BC

From the book:
The catalog_admin role contains the user_criteria_admin role. This allows users with catalog_admin to manage user criteria.

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: BC

BC
p126

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: BC

correct

upvoted 2 times

Question #165 *Topic 1*

What should you use to capture data in a grid layout on a catalog item?

A. Multi-row variable set

B. Variable set

C. Cascade variable

D. Grid variable

Correct Answer: *D*

Community vote distribution

A (100%)

esllin Highly Voted 9 months, 2 weeks ago

Selected Answer: A

Correct is A

Multi-row variable set
Use a multi-row variable set (MRVS) to capture variable data in a grid layout while submitting a catalog item request for a group of entities.

https://docs.servicenow.com/ja-JP/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogVariableSets.html

upvoted 5 times

PappyFox Most Recent 7 months ago

Selected Answer: A

A is correct.
ITSM-Tokyo ebook Page (147)

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is A - Multi-Row Variable Set Creates a variable set with multiple rows that captures variable data in a grid layout

upvoted 3 times

Question #166 Topic 1

From a data model perspective, which table is the base class for the configuration management database?

A. Configuration Item [cmdb_ci]

B. Asset [asset]

C. Base Item [cmdb_base_item]

D. Base Configuration Item [cmdb]

Correct Answer: *A*

Community vote distribution

D (100%)

JBurns1979 1 month, 4 weeks ago

Selected Answer: D

ITSM (Rome) page 34 -
Over 500 classes extend from Base Configuration Item [cmdb], the base class for CMDB.

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: D

D is correct. cmdb_ci is a child table of cmdb

upvoted 1 times

kilkot 7 months, 3 weeks ago

Selected Answer: D

Base class is Base Configuration Item [cmdb] table

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

correct is D.
Base class is Base Configuration Item [cmdb] table

upvoted 3 times

Question #167 *Topic 1*

Which role has the ability to configure and manage Incident Management properties?

A. incident_admin

B. itil

C. itil_admin

D. incident_manager

Correct Answer: *C*

Community vote distribution

D (100%)

Flanky 2 months ago
D page 255
upvoted 1 times

franseno 2 months, 3 weeks ago
Selected Answer: D
Definitely D - pg 255 in Tokyo book
upvoted 1 times

goldbiga 4 months, 2 weeks ago
C. itil_admin

In ITIL (Information Technology Infrastructure Library) terminology, the role that has the ability to configure and manage Incident Management properties is typically the "itil_admin." This role is responsible for overseeing the implementation and customization of ITIL processes within an organization, including Incident Management. They have administrative privileges that allow them to configure, maintain, and manage various aspects of the Incident Management process, such as defining incident categories, escalation procedures, and other properties related to handling incidents effectively.
upvoted 1 times

Flanky 2 months ago
It's D, incident manager. ITSM book page 255. 100% clear.
upvoted 1 times

j2008 7 months, 1 week ago
Selected Answer: D
D is correct according to the book
upvoted 1 times

Lamour123 8 months ago
D is correct answer.
upvoted 1 times

PappyFox 8 months, 2 weeks ago
Selected Answer: D
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_BaseSystemRoles.html
upvoted 1 times

lolnaman 8 months, 2 weeks ago
Selected Answer: D
incident_manager
upvoted 1 times

esllin 9 months, 2 weeks ago
Selected Answer: D
D is correct.
incident properties manage = Admin or incident_manager
upvoted 1 times

Question #168 *Topic 1*

Which of the following options can a survey administrator define on an individual survey? (Choose two.)

A. The ability for end users to decline survey assignments

B. Number of survey reminder notifications

C. Trigger conditions

D. Anonymize responses

Correct Answer: *BD*

Community vote distribution

CD (67%) BD (33%)

DKey 1 week, 4 days ago

CD
configurable selections are: anonymize responses, allow retake, schedule period and activate (of course)

upvoted 1 times

franseno 2 months, 3 weeks ago

Selected Answer: BD

Definitely B and D - the 'Trigger Condition' is a relate dlist, not an option on the form.

upvoted 1 times

kilkot 7 months, 3 weeks ago

Selected Answer: CD

https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/administer/survey-administration/task/t_ModifySurveyDefinitions.html

upvoted 3 times

Gil1211 8 months, 2 weeks ago

Selected Answer: CD

I think C and D

upvoted 1 times

[Removed] 9 months ago

isnt it C and D?

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: BD

Correct
https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/administer/survey-administration/task/t_ModifySurveyDefinitions.html

upvoted 1 times

> **BL80** 9 months ago
>
> In this docs entry I find the answer C and D as well. There is no remark about "Number of notifications" or "reminder".
> Therefore C+D is probably correct.
>
> upvoted 2 times
>
> **lolnaman** 9 months ago
>
> I don't see option B on the above article.
> But I can see 'Trigger Condition'
> SO the answer will be C and D?
>
> upvoted 1 times
>
> > **KaygaNaki** 4 months, 1 week ago
> >
> > 'Trigger Condition' is a Related List, not an Option
> >
> > upvoted 1 times

Question #169 *Topic 1*

How do you define the content that is tracked and displayed in all Incident record activity streams?

A. Configure the Activity stream client script

B. Configure the incident form design

C. Configure the dictionary entry for the Activity stream

D. Configure the available fields from the Activity stream filter

Correct Answer: *C*

Community vote distribution

D (100%)

nam289 6 months, 1 week ago

D. Configure the available fields from the Activity stream filter (Correct)

upvoted 1 times

Kimhw 6 months, 1 week ago

Selected Answer: D

ITSM Implementation (Tokyo) ebook p267

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: D

Its D, it's next to the activity stream, the filter item

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: D

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/form-administration/task/t_UseTheActivityFilterInUI15.html

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: D

D is correct.

upvoted 4 times

Question #170 *Topic 1*

Which table stores incident categories and subcategories?

A. Category [sys_category]

B. Task Category [task_category]

C. Choice [sys_choice]

D. Incident [incident]

Correct Answer: *C*

Community vote distribution

C (90%) 10%

tgoprashant 4 months, 1 week ago

Selected Answer: C

Check text book P268

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: C

in the incident table is a reference field pointing to sys_choice

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: C

https://www.servicenow.com/community/itsm-forum/in-what-table-is-stored-categories-and-subcategories-for/m-p/775369

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: C

p268
C correct

upvoted 2 times

BL80 9 months ago

Selected Answer: D

D is the right answer. You can find the category in the Incident table.

upvoted 1 times

> **schaparro** 6 months, 1 week ago
>
> The category field in the incident table is a string field with choices, and those choices are stored in the sys_choice table. So the correct answer is C
>
> upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

Correct

upvoted 2 times

Jtcash247 9 months, 2 weeks ago

Selected Answer: C

c is correct

upvoted 2 times

Question #171 *Topic 1*

What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

A. Publish Workaround

B. Document a Known error

C. Complete Investigation

D. Complete RCA

E. Document Five Whys

Correct Answer: *B*

Community vote distribution

A (60%) B (40%)

JBurns1979 1 month, 4 weeks ago

Selected Answer: B

I don't see where Communicate Workaround requires a known Root Cause. I think this one is B.

upvoted 1 times

franseno 2 months, 2 weeks ago

Selected Answer: B

Def B - it's not asking for the quickest way to documet, it;s the quickest knowwn resolution, so that would be to documeent a known error.

upvoted 1 times

Wewe1 4 months, 1 week ago

Selected Answer: A

A - The "quickest" is Publish Workaround

upvoted 1 times

Lucky62 6 months ago

Selected Answer: A

A is correct.

upvoted 1 times

GHOTI 8 months, 2 weeks ago

Selected Answer: A

Publish workaround is the quickest

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: A

A Publish Workaround

For Documenting Knowen error is also another way but it will take some time to approve before publishing.

The question is about the quickest way.

upvoted 3 times

esllin 9 months, 2 weeks ago

Selected Answer: B

Correct

upvoted 2 times

benvankorn 8 months, 2 weeks ago

think also A is correct. B does work but is not the quickest way.

upvoted 2 times

Question #172 *Topic 1*

Your customer wants Problem records to be assigned automatically to the Support group associated with the CI on the problem record.

Which business rule already satisfies this requirement?

A. Populate Assignment Group based on CI/SO

B. Populate Assignment Group based on CI Support Group

C. Problem Assignment Group based on CI Support Group

D. ITSM Best Practice Group Assignment

Correct Answer: *C*

Community vote distribution

A (100%)

JBurns1979 1 month, 4 weeks ago

Selected Answer: A

There is no existing business rule called 'Problem Assignment Group based on CI Support Group'.

upvoted 1 times

sephereth 5 months, 1 week ago

Selected Answer: A

the business rule is literally caleld "Populate Assignment Group based on CI/SO"

upvoted 2 times

nam289 6 months ago

A is correct. Driven by the populate Assignment Group based on CI/SO business rule.

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: A

Name of B and C are to long for business rules ;))

upvoted 1 times

kilkot 7 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 290

upvoted 2 times

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 290

upvoted 2 times

Romeoxmen 9 months, 1 week ago

Correct answer is A

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

A is correct.

upvoted 2 times

Question #173 *Topic 1*

Your customer wants to change the way Priority on Problem records is calculated based on Impact and Urgency.

Which module should you use to locate and update the Priority Problem Lookup record?

A. Priority Matrix

B. Choice Lists

C. Data Lookup Definitions

D. Priority Rule Definitions

Correct Answer: *D*

Community vote distribution

C (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: C

From the book:
Priority values based on Impact and Urgency may be updated in the Priority Data Lookups table. No scripting is required to calculate values. To update how and when lookup occurs, see System Policy > Rules > Data Lookup Definitions and open the Priority Problem Lookup record.

upvoted 2 times

tgoprashant 4 months, 1 week ago

Selected Answer: C

Data Lookup Definitions as per textbook p345

upvoted 1 times

sephereth 5 months, 1 week ago

System Policy > Rules > Data lookup Definitions > Priority Problem Lookup

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: C

ITSM Implementation Tokyo eBook pg 345

upvoted 1 times

BL80 9 months ago

Selected Answer: C

C is correct

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is C

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: C

C is correct.
System Policy > Rules > Data lookup Definitions.

upvoted 4 times

Question #174 *Topic 1*

The current status of a problem record is tracked in the State field. Each state has a label, value and constant. This example is for Fix in Progress state:

Label: Fix in Progress -

Value: 104 -
Constant Problem State STATES.FIX IN PROGRESS

Your customer wants to add a prerequisite for moving out of the Fix in Progress state. When you update the script include which value is better to use in the script?

A. 104

B. "Fix in Progress"

C. ProblemState.STATES.FIX_IN_PROGRESS

D. 104.ProblemState.STATES.FIX_IN_PROGRESS

Correct Answer: *C*

Community vote distribution

C (100%)

sephereth 5 months, 1 week ago

Selected Answer: C

while it is best pratice to use constant values, as a consultant i've seen people being lazy and just use the values instead more often than not....

upvoted 1 times

PappyFox 7 months ago

Selected Answer: C

C is correct

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: C

p351
correct

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: C

correct

upvoted 2 times

Question #175 *Topic 1*

A problem investigation had been previously closed, because the risk was accepted, in favor of using the workaround, instead of applying the fix. After a couple of weeks, the issue starts to occur more frequently, so management wants to re-visit the root cause analysis.

What would be the next step for this problem?

A. If 7 days has passed, since the Problem was closed, it cannot be re-opened

B. Problem Manager clicks Re-Analyze on the Problem record

C. Problem Assignee clicks Re-Open on the Problem record

D. Administrator clicks Re-Open on the Problem Record

Correct Answer: *B*

Community vote distribution

B (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: B

"You can reanalyze the problem even after it is closed by clicking Re-analyze. The state of the problem changes from Closed to Root Cause Analysis."
https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/problem-management/task/resolve-and-complete-problem.html

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: B

p351
check diagram
we can reopen a closed problem and the problem manager can do this activity.

upvoted 1 times

abdelgu 9 months ago

A can be also correct ?

upvoted 1 times

BL80 9 months ago

No, A isn´t right. That is a property of the incident mgmt.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: B

correct

upvoted 3 times

Question #176 *Topic 1*

Which baseline Change Flow automatically generates a Change task, for Post Implementation Review?

A. Change - Emergency - Review

B. Change - Emergency - Authorize

C. Change - P1 - Review

D. Change - Major Incident - Authorize

E. Change - Emergency - PIR

Correct Answer: *E*

Community vote distribution

A (100%)

BharatizSNC 4 months, 3 weeks ago

E - flow is not available in baseline

upvoted 1 times

PappyFox 7 months ago

A is Correct.
*When an unauthorized, Emergency Change Request record moves to a state of Review, a change task for Post Implementation Review is automatically created. Page (454)

upvoted 3 times

lolnaman 8 months, 2 weeks ago

Selected Answer: A

p454
correct

upvoted 4 times

esllin 9 months, 1 week ago

Selected Answer: A

A is the correct answer.

Source: my instance.
https://[yourinstancename].service-now.com/$flow-designer.do?sysparm_nostack=true#/flow-designer/bd6932da731310108ef62d2b04f6a7f4

upvoted 2 times

BL80 9 months ago

Find it in the Flow desinger

upvoted 1 times

esllin 9 months, 2 weeks ago

???
"Change request - Emergency " workflow create change task for PIR

upvoted 1 times

Question #177 *Topic 1*

Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services.

What should you do to satisfy this requirement?

A. Add a new Policy Input to the Normal Change Approval Policy

B. Add a new Decision to the Normal Change Approval Policy

C. Add a new Change Approval Policy

D. Add a new Decision to the Normal Change Workflow

Correct Answer: *B*

Community vote distribution

B (86%) 14%

omgitsmattyp 3 months ago

Selected Answer: B

B is correct. ITSM Tokyo textbook pg. 437

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: B

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/change-management/concept/change-approval-policy.html

upvoted 2 times

Romeoxmen 9 months, 1 week ago

Selected Answer: B

The correct answer is B. You can use the Normal Change Approval Policy and add a new Decision, then set a condition where Services = SAP Enterprise Services

upvoted 3 times

BL80 9 months ago

That´s right

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

Question #178 *Topic 1*

What actions can a user with the itil_admin role take in support of Change Management? (Choose three.)

A. Manage Risk Assessments

B. Delete CAB Definition

C. Manage Risk Conditions

D. Delete Change

E. Create and manage Approval Policies

Correct Answer: *ACE*

Community vote distribution

ACD (100%)

MarlyB 3 months, 3 weeks ago

Selected Answer: ACD

According to the role matrix in the book an itil admin can do the following:
- Create, read, update change record
- Approve or reject a change request
- Delete, copy change record
- Advance change record state
- Fill out risk assessment
- Manage risk assessments and conditions
- Read CAB definition
- Propose standard change template; read standard chg proposals

upvoted 2 times

Trymybest 6 months ago

Selected Answer: ACD

Ans- A, C, D are correct
because
B) Delete CAB Definition needs admin role
E) Create and manage Approval Policies needs admin or change_manager role

upvoted 3 times

Lucky62 6 months ago

Selected Answer: ACD

ACD is correct
itil_admin can delete a change request -
https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/itsm-workspace/task/delete-change-workspace.html

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Selected Answer: ACD

ACD correct
p392
change_manager can Create and manage Approval Policies

upvoted 3 times

lolnaman 8 months, 2 weeks ago

Only admin can Delete CAB Definition

upvoted 2 times

MrBravo 8 months, 4 weeks ago

Think its ACE.

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: ACD

ACD is correct.
Change approval policy need chanage_manager role.

upvoted 2 times

Question #179 *Topic 1*

You have just upgraded your instance and have not migrated to multimodal change.

Using the default settings, when you click on Change > Create new, what page displays?

A. Change Interceptor

B. Change Form

C. Change Landing Page

D. Change Overview

Correct Answer: *B*

Community vote distribution

A (85%) C (15%)

PappyFox Highly Voted 8 months, 2 weeks ago

Selected Answer: A

"For upgrade customers, this new feature is NOT set to active out of box and the existing State Model behavior has been preserved to protect existing investments."
"A new landing page has been introduced with Multimodal Change as well to further simplify the change engagement experience. The legacy interceptor was preserved for upgrading customers"

https://www.servicenow.com/community/itsm-blog/breaking-the-change-barrier/ba-p/2294272

upvoted 5 times

Lucky62 Most Recent 6 months ago

Selected Answer: A

A is correct -> Change Interceptor

upvoted 2 times

ALDADI 8 months, 2 weeks ago

Selected Answer: A

A correct

upvoted 1 times

MrBravo 8 months, 4 weeks ago

Not C i mean

upvoted 1 times

MrBravo 8 months, 4 weeks ago

Think A, since "not migrated to multimodal change" and therefore not D.

upvoted 1 times

lolnaman 9 months ago

Selected Answer: C

C
correct
p397

upvoted 1 times

BL80 9 months ago

Selected Answer: C

C. Book Page 229 or https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/change-management/task/create-a-change-model.html

upvoted 1 times

schaparro 6 months, 1 week ago

You need to migrate to multimodal change to see the change landing page. This question states that the migration has not been made, so the correct answer is A.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

A is correct.
Before Quebec, it used interceptor.

upvoted 3 times

BL80 9 months ago

And now it´s named Chage Landing Page
C is correct

upvoted 5 times

Question #180 *Topic 1*

What is an example of a Key Performance Indicator for Change management that is included with Performance Analytics, but not available in ServiceNow reporting? (Choose two.)

A. % Successful Changes

B. Count of Completed Changes per Month, by Change Type

C. % Unauthorized Changes

D. Count of Completed Changes per Month, by Category

Correct Answer: *AD*

Community vote distribution

AC (70%) BD (30%)

MarlyB 3 months, 3 weeks ago

Selected Answer: AC

From the book:
Key Performance Indicators for Performance Analytics:
- % unauthorized changes
- % changes with incorrectly assessed risk or impact
- Number of change request not updated in x days
- Average age change request on problems
- Number of changes without approved change request
- Time taken from approval to scheduling
- % successful changes

upvoted 1 times

PappyFox 8 months, 2 weeks ago

Selected Answer: AC

ITSM Implementation Tokyo eBook pg 456

upvoted 3 times

Gil1211 8 months, 2 weeks ago

Selected Answer: BD

I think B and D

upvoted 1 times

lolnaman 9 months ago

Selected Answer: AC

p456
% Successful Changes
% Unauthorized Changes

upvoted 3 times

abdelgu 9 months ago

Please refer to page 456

upvoted 2 times

abdelgu 9 months ago

I think AC , the count is somthing available in ServiceNow reporting

upvoted 2 times

esllin 9 months, 1 week ago

Selected Answer: BD

I think it might be B and D.

upvoted 2 times

benvankorn 8 months, 2 weeks ago

B and D should be done by Zootb capabilities. I think A and C, which means percentage

upvoted 1 times

Question #181 *Topic 1*

Your customer wants to add a notification to the Change - Emergency - Authorize Flow. What is the first thing you would do to meet this requirement?

A. Create a copy of the baseline Change - Emergency - Authorize Flow, and then edit the new copy

B. Create a backup of the baseline Change - Emergency - Authorize Flow, and edit the baseline flow

C. Deactivate the baseline Change - Emergency - Authorize Flow

D. Unpublish the baseline Change - Emergency - Authorize Flow

Correct Answer: *A*

Community vote distribution

A (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 444

upvoted 1 times

lolnaman 9 months ago

Selected Answer: A

Copy the existing one and edit the newly created flow

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

correct

upvoted 1 times

Question #182 *Topic 1*

In Change Management, what does a Model State contain? (Choose two.)

A. Model State transitions conditions

B. Model State properties

C. Model State transition policies

D. Model State transitions

Correct Answer: *AB*

Community vote distribution

AD (100%)

sauso 2 months ago

Selected Answer: AD

page 398 Tokyo

upvoted 1 times

nam289 6 months ago

AD is correct. An individual change model will have the following defined: State models, State transitions, State transition conditions.

upvoted 1 times

mikech82 6 months, 1 week ago

Selected Answer: AD

AD is correct

upvoted 1 times

lolnaman 9 months ago

Selected Answer: AD

p398
AD

upvoted 3 times

Romeoxmen 9 months, 1 week ago

The correct answer is A and D.

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: AD

AD is correct

upvoted 2 times

Question #183 *Topic 1*

At which level can the type of knowledge feedback be enabled or disabled?

A. Knowledge base

B. Knowledge article

C. Knowledge category

D. Knowledge article template

Correct Answer: *A*

Community vote distribution

A (100%)

lolnaman 8 months, 2 weeks ago

Selected Answer: A

correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: A

Correct
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeFeedback.html

upvoted 4 times

Question #184 Topic 1

A customer wants to add a new Catalog Item to the Service Catalog.

What process would be used to ensure the new item is authorized?

A. Fulfillment Management

B. Release Management

C. Configuration Management

D. Change Management

E. Catalog Management

Correct Answer: *D*

Community vote distribution

D (83%) A (17%)

fasf98 3 months ago

Selected Answer: D

D.
ITSM Implementation book (tokyo) pg. 103:
Service catalog management relies heavily upon:
- the change management process for controlling changes to the service catalog
(...)

upvoted 1 times

sephereth 5 months, 1 week ago

Selected Answer: D

adding something to service catalog is a change request.... so that kinda answer the question (tricky question though)

upvoted 1 times

MrBravo 8 months, 4 weeks ago

D I think

upvoted 3 times

lolnaman 8 months, 2 weeks ago

Change Management is responsible for ensuring that all changes made to the ServiceNow platform, including changes to the Service Catalog, are authorized and controlled. Before a new Catalog Item can be added to the Service Catalog, it must be reviewed and approved through the change management process.

upvoted 1 times

BL80 8 months, 4 weeks ago

Selected Answer: D

Change Management is the process which authorized changes. Add a new catalog item is a change. So i think D is correct.

upvoted 1 times

lolnaman 9 months ago

Selected Answer: A

A correct

upvoted 1 times

lolnaman 8 months, 2 weeks ago

Correcting answer- D
Change Management is responsible for ensuring that all changes made to the ServiceNow platform, including changes to the Service Catalog, are authorized and controlled. Before a new Catalog Item can be added to the Service Catalog, it must be reviewed and approved through the change management process.

upvoted 1 times

abdelgu 9 months ago

Selected Answer: D

D correct

upvoted 2 times

Romeoxmen 9 months, 1 week ago

The answer should be A. Fulfillment management manages the approval or rejection of items

upvoted 1 times

Question #185 *Topic 1*

Which of the following cannot be defined or set through a Catalog UI Policy?

A. Apply a requirement to all form views

B. Setting a variable to mandatory

C. Reverse UI Policy if conditions are false

D. Setting a variable to read-only

Correct Answer: *C*

Community vote distribution

A (100%)

PappyFox 8 months, 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 148

upvoted 3 times

lolnaman 8 months, 2 weeks ago

Selected Answer: A

Because:
Applies on a Catalog Item View option is available but not to all form views

upvoted 2 times

Gil1211 8 months, 3 weeks ago

Selected Answer: A

Correct is A, as reported in manual

upvoted 1 times

[Removed] 9 months ago

look at question 6 I think C

upvoted 1 times

[Removed] 9 months ago

actually I take that back, it's A but if A is correct what is the right answer for question 6?

upvoted 2 times

BL80 9 months ago

Look at the Form UI Policy Action in your instance. There you can see field settings.

upvoted 1 times

Romeoxmen 9 months, 1 week ago

Correct answer is A. Emphasis on "CANNOT"

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 2 times

Question #186 *Topic 1*

When configuring stages in Flow Designer, what are some of the options that can be done? (Choose two.)

A. Stage labels and names can be changed

B. States for the requested item records can be renamed

C. Define a Service Level Agreement for a stage

D. Estimated durations can be set

Correct Answer: *AD*

Community vote distribution

AD (100%)

lyon301 5 months ago

Selected Answer: AD

A and D are correct according to
https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/concept/flow-designer-stages.html

upvoted 1 times

nam289 6 months, 1 week ago

A,D are correct.

upvoted 1 times

Kimhw 6 months, 1 week ago

Selected Answer: AD

ITSM Implementation (Tokyo) ebook p176

upvoted 1 times

stophs 7 months, 2 weeks ago

A and D are correct

upvoted 1 times

PappyFox 7 months, 3 weeks ago

Correct Answer is AD
When configuring stages in Flow Designer, you can: • Create any number of stages. • Change stage labels and names. • Set the estimated duration for a stage. • Import a copy of a pre-defined stage set from the Stage Sets table. Any changes made to the copy do not affect the original stage set record. ITSM Implementation book Page (176)

upvoted 1 times

lolnaman 8 months, 1 week ago

Selected Answer: AD

A. Stage labels and names can be changed
D. Estimated durations can be set

When configuring stages in Flow Designer, you can change the name or label of the stages, and also set the estimated duration for each stage. This helps in tracking how much time is taken for each stage in the flow. However, Flow Designer is not directly related to the Requested Item states or SLAs.

upvoted 2 times

lolnaman 9 months ago

Selected Answer: AD

https://www.youtube.com/watch?v=N1rupqeVSRo

upvoted 2 times

esllin 9 months, 2 weeks ago

Selected Answer: AD

correct

upvoted 1 times

Question #187 *Topic 1*

How are Service Catalogs and Catalog Items related? (Choose two.)

A. A catalog item can be associated with one or more service catalogs

B. Access to catalog items is determined by the service catalog's assigned user criteria

C. Service catalogs may contain multiple catalog items

D. A catalog item can only be associated with one service catalog

Correct Answer: *AC*

Community vote distribution

AC (100%)

lolnaman 9 months ago

Selected Answer: AC

Yes
correct

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: AC

Correct

upvoted 1 times

Question #188 *Topic 1*

Which role has the ability to modify the cart layout?

A. itil

B. itil_admin

C. catalog_admin

D. catalog_manager

Correct Answer: *C*

Community vote distribution

C (100%)

lolnaman 8 months, 2 weeks ago

Selected Answer: C

Admin and catalog_admin

upvoted 1 times

esllin 9 months, 2 weeks ago

Selected Answer: C

correct
Admin and catalog_admin can modify cart

upvoted 2 times

Question #189 *Topic 1*

Which of the following elements are automatically included in the name of the update set for items published via Catalog Builder? (Choose two.)

A. catalog(s)

B. item name

C. variables

D. item author

E. timestamp

Correct Answer: *BE*

Community vote distribution

BE (100%)

PappyFox 7 months, 3 weeks ago
Correct answer is BE
Check the ITSM Implementation book page (136)
upvoted 3 times

lolnaman 9 months ago
Selected Answer: BE
BE correct
upvoted 1 times

[Removed] 9 months ago
Correct Page 136 of the book
upvoted 2 times

MrBravo 9 months ago
Think its BE.
CB_<Template Name>_<Catalog Item Name>_<Date and Time Stamp:
https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/service-catalog-management/task/transfer-catalog-items-using-update-sets.html
upvoted 2 times

Question #190 *Topic 1*

What would you use to define a common grouping of configuration items such as all web servers in Miami?

A. CI class

B. Dependent group

C. CSDM component group

D. Dynamic CI group

Correct Answer: *D*

Community vote distribution

D (100%)

PappyFox 7 months, 3 weeks ago

Correct Answer is D
A Dynamic CI group is a dynamic grouping of configuration items (CIs), based on some common criteria. For example, you can create a dynamic CI group based on the location of all web servers in Detroit or all Oracle databases in Boston.

upvoted 1 times

lolnaman 9 months ago

Selected Answer: D

p39
D is correct

upvoted 1 times

esllin 9 months, 1 week ago

Selected Answer: D

correct

upvoted 1 times