1. Two roles which are added when ITSM Roles — Incident Management [com.snc.itsm.roles.incident\_management] plugin is installed -> sn\_incident\_read and sn\_incident\_write
2. 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? Edit in Catalog Builder
3. While using Inbound actions, what happens when an email with no watermark is received – New Incident record is created.
4. Tools available to the assignee to help resolve an incident? Resolution from similar incidents and Known errors
5. Customer wants to use Service Catalog to generate task based records – Record Producers
6. When a workaround is identified for a Problem what should the assignee do to the related Incidents? Communicate Workaround
7. Change record table name? change\_request
8. Optional Incident table extended from the Task table? incident\_task
9. Baseline BR used to populate assignment group field? Populate Assignment Group based on CI/SO
10. In the CAB workbench. what are some ways the CAB manager can identify the Change requests to be added to a particular meeting agenda? A. Change requests planned within a certain date range B. Change requests meeting different conditions. like Risk level or Type
11. Prior to Quebec, Change Interceptor page was being displayed
12. When is PIR task generated for Unauthorized, Emergency Change? In Review Stage
13. Which Problem roles can communicate Workaround? Problem\_manager and problem\_admin
14. Change Management KPIs
15. . What would you use to define a common grouping of configuration items such as all web servers in Miami? Dynamic CI group
16. To add additional approvals to a Normal Change -> add a decision under the Change approval policy
17. A Project can have multiple releases
18. Ways to provide feedback on a knowledge article
19. When creating a catalog, which field specifies who is able to create, modify, and publish items in the catalog?
20. Who/ which role can modify cart layout
21. 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? Service Catalog
22. ‘Valid to’ date on KB article
23. Question on how to use – GetGroupFilter (Reference Qualifier)
24. Type of catalog item may be found in Service Catalog? Order Guides
25. Which of the following are defined for a given change model? State Models, State Transitions, State Transition Conditions
26. Given the class structure shown, which types of CIs will be included in a report run against cmdb\_ci\_computer table? Cis defined in cmdb\_ci\_computer and all child classes
27. Which should be used to explore the entire hierarchy and table definitions of the CMDB classes? CI Class Manager
28. ‘Applies on all form views’ option is not available in Catalog UI Policies
29. If a view is not configured in ‘sys\_popup’ then **Default** view is displayed
30. 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? **Search as User**
31. . Which module is a useful starting point for a manager to view current state operational information for Incident management? **Incident > Overview**
32. How do you define the content that is tracked and displayed in all Incident record activity streams? Configure the available fields from the Activity stream filter
33. . Which table stores Incident categories and subcategories? sys\_choice table
34. Data Lookup definitions for Problem Priority Matrix
35. Question on whether to use **Incident state Constant** or the Incident state value
36. Who can reanalyze a completed problem? Problem Manager clicks Re-Analyze on the Problem record
37. If a change model needs additional task to be generated, then modify in **Flow Designer**
38. Question on Flow Stages (customizations that can be made to a Stage)
39. On a Change Approval Definition record, what does the ’wait for‘ condition define? The number or percentage of users from the approval group that must approve the change
40. . Which baseline Change Flow automatically generates a Change task. for Post Implementation Review? Change – Emergency- Review
41. What actions can a user with the itil\_admin role take do in support of Change Management?
42. You have just upgraded your instance and have not migrated to multi modal change. Using he default settings when you click on Change > Create new. what page displays? Change Interceptor
43. . In Change Management what does a modal state contain? Model State Transition Conditions and Model State Transitions
44. What would you use to create a New Hire Employs-e request which would allow you to order your workstation and company mobile? Oder Guide
45. Which tool allows process owners to use natural language to automate approvals, tasks. notifications and other record operations shh little to no code? Flow Designer
46. When configuring stages in Flow Designer. v/hat are some of lie options that can be done?
47. How are Service Catalogs and Catalog Items related? A catalog item can be associated with one or more service catalogs, Service Catalogs may contain multiple catalog items
48. In request fulfillment, approvals can be required before a request can be fulfilled. Your customer is worried about? The approver can use the Delegate module to assign a person to approve on their behalf while they are away from office and The approval can be defined as a group approval, where any member of the group can approve
49. Released in Quebec, what tool enables you to delegate the creation and maintenance of common and simple use case Catalog Items to business users? Catalog Builder
50. Your implementation team has a new Business Analyst. They will be attending their first Service Catalog workshop and will be responsible lor capturing notes and decisions from the workshop. What Now Create assets do you recommend they review', to prepare? A. Service Catalog and Request Mgmt - Process Guide and B. Service Catalog and Request Mgmt - Workshop Preparation Guide
51. To join two tables – Database Views
52. **Disable suggesting** – Knowledge Base level
53. On an incident record, where are the fields that appear on the caller lookup select box defined? The Caller lookup field on the [user] table
54. Role provided to the business user to access Problem table to read problem records and build reports on it?
55. 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? The "Apply Change Approval Policy" action in the flow created for the new change model does not reference the new Approval Policy.
56. 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? Flow Actions