

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%)

 **Abhitej** 1 month, 1 week ago

A is correct
upvoted 1 times

 **ServiceNowNoob** 2 months, 1 week ago**Selected Answer: C**

Correct
upvoted 1 times

 **Amit7414** 3 months ago

c is correct
upvoted 1 times

 **som_420** 3 months, 3 weeks ago**Selected Answer: C**

Correct
upvoted 2 times

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** 2 months, 1 week 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 2 times

🗳️ 👤 **Amit7414** 3 months ago

Selected Answer: B

correct

upvoted 1 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: B

correct

upvoted 2 times



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%)

  **eslin** 1 month, 1 week ago
textbook P235,236,237
upvoted 1 times

  **Amit7414** 3 months ago
correct
upvoted 1 times

  **som_420** 3 months, 3 weeks ago
Selected Answer: BCE
correct
upvoted 1 times

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%)

🗳️ 👤 **g_user** 2 weeks, 3 days ago

Selected Answer: C

Tokyo eBook p454
upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: C

textbook p289
upvoted 1 times

🗳️ 👤 **ServiceNowNoob** 2 months, 1 week 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 2 times

🗳️ 👤 **Amit7414** 3 months ago

Selected Answer: C

correct
upvoted 1 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: C

Correct answer is C
upvoted 1 times

🗳️ 👤 **KD2016** 3 months, 3 weeks ago

Selected Answer: C

Agreed, answer is C
upvoted 1 times

🗳️ 👤 **Virtusa_0123** 4 months ago

answer is C
upvoted 1 times

🗳️ 👤 **vjuska** 4 months, 2 weeks ago

It's C
upvoted 3 times

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 (83%)

C (17%)

  **esllin** 1 month, 1 week ago



Selected Answer: B

Textbook P34javascript:void(0)
upvoted 1 times

  **GURUDEV7267** 1 month, 2 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 2 times

  **Amit7414** 3 months ago

Selected Answer: C

correct
upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: B

correct
upvoted 2 times

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

C (70%)

B (30%)

  **lolnaman** 1 day, 13 hours ago

Selected Answer: C

Catalog UI Policies are used to configure the appearance and behavior of catalog items and variables on catalog item forms. They can be used to set variables to mandatory, read-only, or hidden based on conditions. They can also apply requirements to specific form views. However, they do not have any functionality to set the visibility of catalog categories.

upvoted 1 times

  **lolnaman** 1 day, 13 hours ago

B and C both are the correct answer. Poor question.

upvoted 1 times

  **Gil1211** 2 weeks, 5 days ago

Selected Answer: B

Correct is B, as reported on manual

upvoted 1 times

  **abdelgu** 3 weeks ago

Selected Answer: B

B we CAN set following options : visible , mandatory , read only ==> SO Answer is B



upvoted 1 times

  **BL80** 3 weeks, 2 days ago

Selected Answer: B

Have you all not read CAN NOT? On my Catalog UI Policy Action, I can set Answer A, C and D... but not B



upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: C

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

upvoted 1 times

  **esllin** 1 month, 1 week ago

But Catalog UI Policy can not apply to all form view.

upvoted 2 times



  **DevMoe** 3 months ago

Selected Answer: C

Correct Answer is C

Because catalogs category can not be hidden though UI policy - only variables

upvoted 1 times

  **Amit7414** 3 months ago

Selected Answer: C

correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: C

Correct answer - C

upvoted 2 times

🗨️ 👤 **KD2016** 3 months, 3 weeks ago

Selected Answer: C

I think it's also C
upvoted 1 times

🗨️ 👤 **rex11** 4 months, 1 week ago

its C for the answer
upvoted 1 times

🗨️ 👤 **vjuska** 4 months, 2 weeks ago

I also think it's C
upvoted 1 times

🗨️ 👤 **s2josemanuel2** 4 months, 3 weeks ago

C is not possible
upvoted 1 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%)

🗨️ 👤 **Amit7414** 3 months ago

Selected Answer: D

correct
upvoted 1 times

🗨️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: D

correct
upvoted 1 times

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%)

  **lolnaman** 2 weeks, 1 day ago

<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

  **Amit7414** 3 months ago

Selected Answer: AD

correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: AD

correct

upvoted 1 times

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%)

  **esllin** 1 month, 1 week ago

Selected Answer: A

textbook p87



upvoted 2 times

  **Amit7414** 3 months ago

Selected Answer: A

correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 1 times



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%)

  **Jtcash247** 1 month, 2 weeks ago

Selected Answer: B

It is B



upvoted 2 times

  **Amit7414** 3 months ago

Selected Answer: B

correct



upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: B

Correct Answer : B

upvoted 1 times

  **KD2016** 3 months, 3 weeks ago

Selected Answer: B

The correct answer is search as user

upvoted 1 times



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%)

  **shikha_01** 2 weeks ago

I do not have tokyo ebook , I have rome ebook. can I prepare using that?
upvoted 1 times



  **esllin** 1 month, 1 week ago

Selected Answer: C

textbook P366
upvoted 2 times



  **SatwikY** 1 month ago

Which textbook are you talking about?
upvoted 3 times

  **Amit7414** 3 months ago

Selected Answer: C

correct
upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: C

correct
upvoted 2 times

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%)

 **Amit7414** 3 months ago

Selected Answer: C

correct

upvoted 1 times

 **som_420** 3 months, 3 weeks ago

Selected Answer: C

correct

upvoted 2 times

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%)

  **lolnaman** 2 weeks, 1 day ago

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

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: E

textbook P152

upvoted 1 times

  **lolnaman** 3 weeks, 6 days ago

how to get the textbook?

upvoted 1 times

  **Madhu31** 3 weeks, 1 day ago



Hi, how to get the textbook?

upvoted 1 times

  **lolnaman** 2 days, 19 hours ago

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

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: E

correct

upvoted 2 times

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%)

🗲️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

textbook p156

upvoted 1 times

🗲️ 👤 **Amit7414** 3 months ago

Selected Answer: A

correct

upvoted 1 times

🗲️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 2 times

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%)

🗲️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: AB

textbook p94

upvoted 1 times

🗲️ 👤 **Amit7414** 3 months ago

Selected Answer: AB

correct

upvoted 1 times

🗲️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: AB

correct

upvoted 2 times

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%)

esllin 1 month, 1 week ago

Selected Answer: A

textbook p85

upvoted 1 times

MrBravo 1 month, 1 week ago

Why incident and not any other table?

upvoted 1 times

amineHTB 1 month ago

because the create incident inbound action has the lowest order

upvoted 2 times

Amit7414 3 months ago

Selected Answer: A

correct

upvoted 1 times

som_420 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 1 times

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 (100%)

 **Gil1211** 2 weeks, 5 days ago


A should be correct for incidents not opened. In that case workaround is paste on additional comments of incidents related to the problem, so visible to Callers. For incidents opened the workaround is paste on work notes.. not visible to caller... I don't understand what is the correct answer
upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: A

textbook p190

upvoted 1 times

 **doode** 1 month, 3 weeks ago

Why the uses of : 1. The Problem Assignment Group 2. Problems Work Notes?

upvoted 1 times

 **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: A

A is correct


upvoted 1 times

 **Amr94** 3 months ago

Selected Answer: A

Correct ans: A


upvoted 2 times

 **som_420** 3 months, 3 weeks ago

Selected Answer: A

Correct Answer : A

upvoted 2 times

 **KD2016** 3 months, 3 weeks ago

Selected Answer: A

A is the answer

upvoted 2 times

 **vjuska** 5 months ago

Selected Answer: A

A sounds more correct

upvoted 3 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: B

textbook P150

upvoted 1 times

  **lolnaman** 3 weeks, 6 days ago

How to get the textbook? These page numbers are not matching with eBook.



upvoted 3 times

  **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: B

B probably

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: B

Correct Answer : B

upvoted 1 times



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** 1 month, 1 week ago

Selected Answer: BDEFG

Incident , problem ,change, knowledge, case
upvoted 1 times



  **esllin** 1 month, 1 week ago

textbook p152
upvoted 1 times

  **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: BDEFG

BDEFG correct
upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: BDEFG

correct
upvoted 1 times

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%)

🗲️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

textbook p153

upvoted 1 times

🗲️ 👤 **Amit7414** 3 months ago

Selected Answer: B

correct

upvoted 1 times

🗲️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: B

Correct

upvoted 1 times



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%)

  **eslin** 1 month, 1 week ago

Selected Answer: A



textbook p224

upvoted 1 times

  **lolnaman** 3 weeks, 6 days ago

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



upvoted 2 times

  **Amit7414** 3 months ago

Selected Answer: A

correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 1 times

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 (100%)

🗳️ 👤 **esllin** 1 month, 1 week ago
textbook p186
upvoted 1 times

🗳️ 👤 **Sana_18** 1 month ago
Which is correct answer and which Release Book Ur referring ? pls respond
upvoted 5 times

🗳️ 👤 **amineHTB** 5 days ago
it's a bot
upvoted 1 times

🗳️ 👤 **anantsamaiya** 1 month, 3 weeks ago
Selected Answer: A
A is right
upvoted 2 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago
Selected Answer: A
Correct Answer : A
upvoted 1 times

🗳️ 👤 **KD2016** 3 months, 3 weeks ago
Selected Answer: A
Problem Managers don't have access to system UI module so it would be A
upvoted 2 times

🗳️ 👤 **Andskie** 3 months, 3 weeks ago
Selected Answer: A
It's A
upvoted 1 times

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%)

  **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: E

E is right

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: E

Correct

upvoted 1 times

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 (86%)



14%



  **SarojPatel** Highly Voted 🗳️ 3 months, 1 week 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 6 times



  **hetch252** Most Recent ⌚ 2 weeks, 2 days ago
Selected Answer: BC
BC is correct
upvoted 1 times



  **Iolnaman** 3 weeks, 6 days ago
Selected Answer: BC
B C is right
upvoted 1 times



  **chaudh7y** 1 month, 1 week ago
is A not also correct? Jut asking
upvoted 1 times

  **doode** 1 month, 3 weeks ago
1. There's no such thing as CMDB classes, so CD
upvoted 2 times

  **anantsamaiya** 1 month, 3 weeks ago
Selected Answer: BC
B,C is right
upvoted 1 times

  **SBhatia** 2 months, 4 weeks ago
BC - is 100% correct.
upvoted 2 times

  **Amr94** 3 months ago
Selected Answer: BC
Categorisation can be done in two ways
1. use incident categories
2. utilise cmdb (if the cmdb is robust)
upvoted 3 times

  **som_420** 3 months, 3 weeks ago
Selected Answer: CD
Correct
upvoted 1 times

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 (65%)


A (35%)

 **Pszem** Highly Voted 3 months, 4 weeks ago

Selected Answer: B

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

upvoted 8 times

 **doode** 2 months, 2 weeks ago

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

upvoted 4 times

 **lolnaman** Most Recent 2 weeks, 1 day ago

<https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/concept/sync-btwn-inc-prob.html>

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

upvoted 1 times

 **lolnaman** 2 weeks, 1 day ago

Answer - B


upvoted 1 times

 **abdelgu** 2 weeks, 6 days ago

Selected Answer: B

Please refer to Page 356

upvoted 1 times

 **eslin** 1 month, 1 week 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** 2 weeks, 6 days 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

 **MrBravo** 1 month, 1 week ago

I think it is work notes if the incident is not active and comments in the incident is active, so C should be right if you ask me.

upvoted 1 times

 **Lila1982** 1 month, 3 weeks ago

Answer is B

upvoted 1 times

 **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: B

B is right

upvoted 1 times

🗨️ 👤 **Amr94** 3 months ago

Selected Answer: A

1.Communicate workaround : copy workaround to incident in new , on hold ,inprogress
2.Communicate fix - copies to incident on sate On-hold :awaiting problem
upvoted 3 times

🗨️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: B

Correct Answer : B
upvoted 2 times

🗨️ 👤 **KD2016** 3 months, 3 weeks ago

Selected Answer: B

From the book, the script action is copy prb fix to inc work notes and the state = new, on hold, or in progress which technically would be an active record
upvoted 3 times

🗨️ 👤 **Andskie** 4 months ago

Selected Answer: A

It's A. Check 15:08
https://nowlearning.servicenow.com/lxp?id=learning_course&course_id=5ea0f4f0db8ac55072b7826305961930&group_id=0556e1b4db8ac550a87c2d3d56961994&child_id=81983285db0acd50a87c2d3d5696198a&spa=1
upvoted 3 times

🗨️ 👤 **vjuska** 4 months, 2 weeks ago

no it's B
upvoted 2 times



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%)

  **esllin** 1 month, 1 week ago



Selected Answer: BD

problem_coordinator , problem_manager and problem_admin.
upvoted 2 times

  **anantsamaiya** 1 month, 3 weeks ago



Selected Answer: BD

B,D is right
upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: BD

Correct Answer : BD
upvoted 2 times

  **Pszem** 3 months, 4 weeks 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** 4 months ago

Selected Answer: BD

It's B and D
upvoted 2 times

  **NoQuarantino** 4 months, 1 week ago

Rome Textbook says: roles that can communication workaround and fixes are
- admin
- problem_admin
- problem_manager
- problem_coordinator
upvoted 2 times

  **doode** 2 months, 2 weeks ago

what is the role of itil_admin when it comes to problem management?
upvoted 1 times

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 (58%)

A (42%)

 **lolnaman** 2 weeks, 1 day ago

<https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/concept/sync-btwn-inc-prob.html>

Answer D

The workaround is copied to the Work notes field.

upvoted 2 times

 **abdelgu** 2 weeks, 6 days ago

Selected Answer: D

D Please refer to the page 355 , Work around is only copied to comments if case incident already resolved\closed with resolution code know error

upvoted 1 times

 **Gil1211** 3 weeks, 1 day ago

Selected Answer: D

D is correct base on cis itsm manual

upvoted 2 times

 **zebitas** 4 weeks ago


Correct answer is D. The communicate workaround is not the communicate fix as stated on other comments on this thread. The communicate workaround calls the copy prb workaround to work notes if incident is new\inprogress\on hold, Work around is only copied to comments if case already resolved\closed with resolution code know error

upvoted 3 times

 **saikat_mitra** 1 month ago

Both A and D are correct answer.


upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: A

A Communicate Fix UI action calls the script action:Copy Prb fix to Inc comments"

upvoted 1 times

 **esllin** 1 month, 1 week ago

Communicate Fix UI action calls the script action:Copy Prb fix to Inc comments"


upvoted 1 times

 **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: D

D is correct


upvoted 1 times

 **Deekaj** 2 months, 1 week ago

Selected Answer: A


It is A according to the book. "Communicate Fix UI action calls the script action:Copy Prb fix to Inc comments"

upvoted 4 times

 **Stiff112** 3 months ago

This question is worded poorly. If this is pre san diego its A. If this is post san diego is both A and D.


upvoted 1 times

 **Lokkes** 3 months, 2 weeks ago

Selected Answer: D

The workaround is copied to the Work notes field. A notification is sent to the users listed in the Assigned to and Work notes list fields. The notification is sent only when the incident state is New, On Hold, or In Progress.

upvoted 1 times

 **som_420** 3 months, 3 weeks ago

Selected Answer: D

Correct Answer : D

upvoted 2 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 (67%)

BD (33%)

 **lolnaman** 1 week, 2 days 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 2 times

 **Manmaya** 1 week, 2 days 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** 3 months, 3 weeks ago

Selected Answer: BD

correct

upvoted 1 times

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 (83%)

AB (17%)

  **amineHTB** 4 days, 23 hours ago

Selected Answer: BC

run the new ProblemStateUtils().getReqFieldsFromUI('assess_dialog_form_view') you will get state and assigned_to upvoted 1 times

  **Iolnaman** 2 weeks, 1 day 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** 2 weeks, 2 days ago

Selected Answer: BC

Definitely BC



upvoted 1 times

  **esllin** 1 month, 1 week 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

  **Berton** 1 month, 2 weeks ago

Selected Answer: AB

correct

upvoted 1 times

  **anantsamaiya** 1 month, 3 weeks ago

Selected Answer: BC

B,C is right

upvoted 1 times

  **DevMoe** 3 months ago

BC is correct


upvoted 1 times

  **som_420** 3 months ago

Selected Answer: BC


answer - BC

upvoted 1 times

  **Rahulmane8586** 3 months, 1 week ago


State and Assigned to require, in that State will auto-populate by system

upvoted 2 times

  **Rahulmane8586** 3 months, 2 weeks ago

State and assigned to

upvoted 1 times

  **Pravesh_** 4 months, 1 week ago

IT's assigned to and assignment group

upvoted 3 times

  **NoQuarantino** 4 months, 1 week ago

Wrong!!! It's assignment group 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%)

  **som_420** 3 months, 3 weeks ago

Selected Answer: C

correct

upvoted 4 times

  **NoQuarantino** 4 months, 1 week ago

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

upvoted 4 times

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%)

🗲️ 👤 **Amit7414** 3 months ago

Selected Answer: C

correct

upvoted 1 times

🗲️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: C

correct

upvoted 1 times

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%)

  **amineHTB** 1 day ago

Selected Answer: E

correct answer is E

upvoted 1 times

  **Amr94** 3 months 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 or before- 5 days- from now

upvoted 2 times

  **DevMoe** 3 months ago

Correct answer is E - Change ----> Risk Conditions



upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: E

Correct Answer : E

upvoted 1 times

  **rex11** 4 months, 1 week ago

E is the answer here

upvoted 2 times

  **VVR1991** 4 months, 1 week ago

Answer is E

upvoted 2 times



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%)

  **doode** 2 months, 2 weeks ago

you would set up a project to handle one or more releases.

upvoted 1 times

  **som_420** 2 months, 2 weeks ago

Selected Answer: B

Correct : B

upvoted 1 times

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%)

  **lolnaman** 2 weeks ago



Change - Normal - Assess
Change - Normal - Authorize
Change - Normal - Implement
upvoted 2 times

  **lolnaman** 2 weeks ago


Change - Implementation tasks

Answer- A

upvoted 2 times

  **BL80** 2 months, 1 week ago

<https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/change-management/concept/change-flows.html>
upvoted 1 times

  **som_420** 3 months ago

Selected Answer: A

Correct - A



upvoted 2 times

  **niteshks9886** 3 months ago

Selected Answer: A

As change flow A is right answer



upvoted 1 times

  **SarojPatel** 3 months, 1 week ago

Selected Answer: A


A is the right answer check in flow designer flow tab

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

I think it should be C

upvoted 2 times

  **doode** 2 months, 2 weeks ago

me too :)

upvoted 1 times

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%)

🗳️ 👤 **lolnaman** 2 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** 1 month ago

Plan
Design
Build
Test
Review

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: ABC

Planning
Implementation
Testing
Review

upvoted 1 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: ABC

correct

upvoted 1 times

🗳️ 👤 **Andskie** 3 months, 4 weeks ago

Planning
Implementation
Testing
Review

upvoted 2 times

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%)

  **lolnaman** 2 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** 2 weeks ago

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

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 2 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: AB

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

upvoted 2 times

  **oriow** 1 month, 1 week 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 2 times

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 (100%)

🗲️ 👤 **Alec_Schechter** 2 weeks, 1 day ago
How is it pin?
upvoted 2 times

🗲️ 👤 **amineHTB** 1 day ago
same here, it's add to favorite
upvoted 1 times

🗲️ 👤 **eslin** 1 month, 1 week ago
Selected Answer: A
PIN it!!
upvoted 1 times

🗲️ 👤 **Jtcash247** 1 month, 1 week ago
Selected Answer: A
AAA is it
upvoted 1 times

🗲️ 👤 **Lila1982** 1 month, 3 weeks ago
Selected Answer: A
Correct A
upvoted 1 times

🗲️ 👤 **GHOTI** 2 months ago
Correct Answer : A
upvoted 1 times

🗲️ 👤 **Amr94** 3 months ago
Selected Answer: A
Use the pin feature
upvoted 2 times

🗲️ 👤 **som_420** 3 months, 3 weeks ago
Selected Answer: A
Correct Answer : A
upvoted 1 times

🗲️ 👤 **NoQuarantino** 4 months, 1 week ago
It's pin!!!!!!!!!!
upvoted 1 times

🗲️ 👤 **rex11** 4 months, 1 week ago
its the pin
upvoted 2 times

🗲️ 👤 **CHIRUNGV** 5 months, 3 weeks ago
Its use pin feature
upvoted 3 times

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 (50%)

CD (38%)

13%

🗳️ 👤 **lolnaman** 2 weeks ago

p391

Answer: AC

upvoted 2 times

🗳️ 👤 **betch252** 2 weeks, 1 day ago

Selected Answer: CD

On my Tokyo PDI I was able to update a change type from Emergency to Normal but I wasn't able to delete a CAB definition or a Standard Change Template.

upvoted 2 times

🗳️ 👤 **PappyFox** 2 weeks, 1 day ago

A & C are correct. I confirmed it on my PDI

upvoted 1 times

🗳️ 👤 **abdelgu** 2 weeks, 6 days ago

Selected Answer: AC

AC ---->page 391

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: AC

Textbook p225

upvoted 1 times

🗳️ 👤 **lolnaman** 3 weeks, 6 days ago

Please please please share details on text book. I have eBook.

upvoted 1 times

🗳️ 👤 **Lila1982** 1 month, 3 weeks ago

Selected Answer: CD

A- You can change the type by going back to the new state. then changing the type

C + D are correct. Verified on instance

upvoted 3 times

🗳️ 👤 **pinu_pritam** 2 months, 2 weeks ago

A & C, verified in instance

upvoted 2 times

🗳️ 👤 **Amr94** 3 months ago

Selected Answer: AC

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

Source- ebook CIS ITSM

upvoted 3 times

🗳️ 👤 **DevMoe** 3 months ago

cd - CAB Definitions can not be deleted - Standard change cannot be deleted but can be deactivated

upvoted 1 times

🗨️ 👤 **Shashwat2211** 3 months ago

Selected Answer: AC

Type of change record cannot be changed and we cannot delete the standard change templates on standard change
upvoted 1 times

🗨️ 👤 **niteshks9886** 3 months ago

Selected Answer: AC

A & C is correct
upvoted 1 times

🗨️ 👤 **tipsybroom** 3 months, 1 week ago

Selected Answer: BC

B and C are correct. There are certain actions that cannot be performed by anyone, even an administrator, in ServiceNow. These include deleting a change record and deleting a standard change template. These actions may be restricted to prevent accidental or unauthorized deletion of important data or to maintain the integrity of the change management process.

A and D are incorrect. An administrator or a user with the appropriate permissions can perform these actions in ServiceNow. Update Change Type on an existing change record and deleting a CAB Definition are actions that can be performed by users with the appropriate permissions.
upvoted 2 times

🗨️ 👤 **an_dam** 3 months, 1 week ago

Selected Answer: CD

C and D
upvoted 1 times

🗨️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: AC

A and C
upvoted 1 times

🗨️ 👤 **NoQuarantino** 4 months, 1 week ago

Def A and C! Cannot delete standard template but can deactivate it
upvoted 1 times

🗨️ 👤 **VVR1991** 4 months, 1 week ago

Probably A and C
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 (100%)

🗨️ 👤 **som_420** 1 month ago

Selected Answer: AD

Correct
upvoted 2 times

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%)

  **lolnaman** 2 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** 1 month, 1 week ago

Selected Answer: A

Correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct

upvoted 1 times

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%)

🗳️ 👤 **lolnaman** 2 weeks ago

AD Correct

upvoted 1 times

🗳️ 👤 **Amr94** 3 months ago

Selected Answer: AD

Correct ans:A,D

upvoted 1 times

🗳️ 👤 **DevMoe** 3 months ago

Selected Answer: AD

Unauthorized chnage properties - AD

upvoted 1 times

🗳️ 👤 **som_420** 3 months, 3 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 1 times

🗳️ 👤 **Andskie** 3 months, 4 weeks ago

Selected Answer: AD

I think it's A and D

upvoted 1 times

🗳️ 👤 **NoQuarantino** 4 months ago

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

upvoted 3 times

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

🗳️ 👤 **lolnaman** 2 weeks ago

Selected Answer: A

Answer - A

upvoted 1 times

🗳️ 👤 **betch252** 2 weeks, 2 days 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 2 times

🗳️ 👤 **Stiff112** 3 months ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

upvoted 2 times

🗳️ 👤 **DevMoe** 3 months ago

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

upvoted 2 times

🗳️ 👤 **George_Ch** 3 months, 2 weeks ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

upvoted 2 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago

Selected Answer: B

correct

upvoted 1 times

🗳️ 👤 **NoQuarantino** 4 months ago

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

upvoted 1 times

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%)

  **lolnaman** 2 weeks ago



Selected Answer: BCDE

BCDE Correct
upvoted 1 times

  **esllin** 1 month, 1 week 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 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: BCDE

correct
upvoted 1 times



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%)

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct
upvoted 1 times

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 (86%)

14%

  **Iolnaman** Highly Voted 🗳️ 3 weeks, 6 days ago

Selected Answer: AE



catalog_editor can't delete
so A and E

upvoted 6 times

  **Chandanasree** Most Recent ⌚ 2 weeks, 3 days ago

A and E refer to page 110



upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AC

catalog_editor and above can modify categories.

upvoted 1 times

  **n21ba** 1 month, 1 week ago

AC , was checked in table role

upvoted 1 times

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%)

esllin 1 month, 1 week ago

Selected Answer: D

correct

upvoted 1 times

som_420 3 months, 3 weeks ago

Selected Answer: D

correct

upvoted 1 times

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%)

esllin 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times

som_420 3 months, 3 weeks ago

Selected Answer: C

correct

upvoted 1 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: D

service catalog management. P333
upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: D

correct
upvoted 1 times



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%)

  **som_420** 3 months, 3 weeks ago

Selected Answer: B

correct
upvoted 1 times

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 (78%)

D (22%)

  **lolnaman** 2 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** 2 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** 2 weeks, 1 day ago

A is correct.
Go to Maintain Catalogs, open any catalog, look for Manager & Editors fields. Hover over Manager and Editors words.
upvoted 1 times

  **g_user** 2 weeks, 4 days ago

Selected Answer: A

Manager can edit/update/delete, editor can only edit/update
upvoted 2 times

  **saikat_mitra** 1 month ago



The correct answer is C-Owner. There is no Editors or Contributor field in catalog item form.
upvoted 1 times

  **SatwikY** 1 month 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 2 times


  **lolnaman** 3 weeks, 6 days ago

Only admin and catalog admin can delete the catalog
Options are wrong.
upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

A is Correct.
Editor only can modify the item in the catalog.
upvoted 1 times

  **Jtcash247** 1 month, 1 week ago

Selected Answer: D


D is correct. there is an 'editors' field which is what this is referring to
upvoted 1 times

  **rittersportler** 2 months, 1 week ago

Selected Answer: D

D is correct.
Only the users with catalog_admin 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** 3 months ago

Selected Answer: A



Correct answer is A

upvoted 2 times

  **DevMoe** 3 months ago

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


upvoted 2 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: A

correct answer : A

upvoted 1 times

  **VVR1991** 4 months, 1 week 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 (100%)

  **lolnaman** 2 weeks ago

Selected Answer: B

B correct

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: B

correct

upvoted 2 times

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%)

  **PappyFox** 2 weeks, 1 day ago

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



upvoted 1 times

  **esllin** 1 month, 1 week 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** 1 month, 1 week ago

Selected Answer: BC

bc is right



upvoted 1 times

  **Stiff112** 3 months ago

Selected Answer: BC

Correct Answer : BC

upvoted 1 times

  **som_420** 3 months, 3 weeks ago

Selected Answer: BC

Correct Answer : BC

upvoted 1 times

  **alaro** 4 months 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 2 times

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** 1 month, 1 week ago
editor can modify items in catalog
upvoted 1 times

🗳️ 👤 **Jtcash247** 1 month, 1 week ago
Selected Answer: A
editors - similar to above question, that is what this is referring to
upvoted 1 times

🗳️ 👤 **som_420** 3 months, 3 weeks ago
Selected Answer: A
correct
upvoted 1 times

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 too deep with subcategories: go only 1-2 levels deep

Correct Answer: BD

Community vote distribution

BD (80%)

AB (20%)

  **lolnaman** 2 weeks ago

Selected Answer: BD

p123

BD

upvoted 1 times

  **PappyFox** 2 weeks, 1 day ago

B & D are correct

upvoted 1 times

  **lolnaman** 3 weeks, 6 days ago

Selected Answer: BD



BD - confirmed

upvoted 1 times

  **Romeoxmen** 1 month, 1 week ago

BD - confirmed. Tokyo version P123

upvoted 2 times

  **chaudh7y** 1 month, 1 week ago

Selected Answer: BD

Tokyo Book: P 123, it is BD

upvoted 2 times

  **Deekej** 2 months, 1 week ago

According to the book it is B,D

upvoted 4 times

  **som_420** 3 months ago

Selected Answer: AB

I would go for AB option.

upvoted 1 times

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%)

 **lolnaman** 2 weeks ago

Selected Answer: AC

AC correct

upvoted 1 times

 **som_420** 3 months, 3 weeks ago

Selected Answer: AC

correct

upvoted 1 times

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** 2 weeks ago

Selected Answer: D

D correct

upvoted 1 times

 **som_420** 1 month ago

Selected Answer: D

correct

upvoted 1 times

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** 2 weeks ago

Selected Answer: A

correct

upvoted 1 times


 **esllin** 1 month, 1 week 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** 2 months, 1 week ago

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

upvoted 3 times

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** 2 weeks, 1 day ago

A & B are correct.

eBook pages 19 & 118.

https://nowlearning.servicenow.com/nowcreate?id=search_assets

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AB

Correct

upvoted 1 times

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 (67%)

D (33%)

  **jkighg** 2 weeks, 1 day ago

Selected Answer: A

ecmdb_admin correct
upvoted 1 times

  **PappyFox** 2 weeks, 1 day ago

A is correct.
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_BaseSystemRoles.html
upvoted 1 times

  **betch252** 2 weeks, 1 day ago

Selected Answer: A

A is the only one that exists in baseline.
upvoted 1 times

  **ALDADI** 2 weeks, 2 days ago

Selected Answer: D

CORRECT
upvoted 1 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: D

Correct
upvoted 1 times


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%)

 **esllin** 1 month, 1 week ago

Selected Answer: B

Correct

upvoted 2 times


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%)

 **esllin** 1 month, 1 week 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

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 (100%)

  **lolnaman** 2 weeks ago

A or D????

C is for sure



upvoted 1 times

  **PappyFox** 2 weeks, 1 day ago

C is correct for sure.

ITSM implementation (Tokyo) ebook pg 313.



upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AC

AC is correct.

upvoted 1 times

  **oriyow** 1 month, 1 week 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



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: AB

Correct

upvoted 1 times


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%)

 **esllin** 1 month, 1 week 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 1 times


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%)

 **esllin** 1 month, 1 week 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 1 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

upvoted 1 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times

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** 2 weeks ago

A & B are correct.
ITSM implementation Tokyo ebook pg 268
upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AB

Correct
upvoted 1 times

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%)

  **Iolnaman** 2 weeks ago

Selected Answer: BD

BD correct

upvoted 1 times

  **Shashwat2211** 2 weeks ago

Selected Answer: BD

B and D is right



upvoted 1 times

  **PappyFox** 2 weeks ago

B & D are correct.

ITSM implementation Tokyo pg 290

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: BD

Correct

upvoted 1 times

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

C (38%)

A (38%)

B (25%)

  **lolnaman** 1 week, 2 days ago

Selected Answer: B

B correct
p265
Point number 2
upvoted 1 times



  **Manmaya** 1 week, 2 days ago

its ref_ac_columns
upvoted 1 times

  **Gil1211** 1 week, 3 days ago

Selected Answer: A

It's A the correct answer, as reported in the ebook
upvoted 1 times

  **AceSNSStudy** 1 week, 5 days 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 1 times

  **Shashwat2211** 2 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** 2 weeks ago

B is correct.
ITSM implementation Tokyo eBook pg 265
upvoted 1 times

  **jkighg** 2 weeks, 1 day 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** 2 weeks, 1 day 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** 3 weeks, 1 day 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

🗨️ **som_420** 1 month ago

Selected Answer: A

correct

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%)

🗨️ **PappyFox** 2 weeks ago

C is correct.

ITSM implementation Tokyo eBook pg 270

upvoted 1 times

🗨️ **betch252** 2 weeks, 2 days 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** 3 weeks, 1 day ago

C is correct

upvoted 1 times

🗨️ **esllin** 1 month, 1 week ago

Selected Answer: C

Contextual search> Table configuration

C is correct.

upvoted 1 times

🗨️ **GHOTI** 1 month, 4 weeks ago

Selected Answer: C

I thing the correct answer is C

upvoted 1 times

🗨️ **GoodEngpeaker** 2 months, 3 weeks ago

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

upvoted 2 times

🗨️ **GoodEngpeaker** 2 months, 3 weeks ago

maybe C

upvoted 1 times

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 (83%)

C (17%)

  **thvel** 1 month ago

Selected Answer: B

Correct answer is B

upvoted 1 times

  **SatwikY** 1 month ago

Selected Answer: B



It's written in the given e-book

upvoted 1 times

  **Romeoxmen** 1 month ago

Correct answer is B

upvoted 1 times

  **esllin** 1 month, 1 week 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 3 times

  **Jaaaimin** 3 months, 2 weeks ago

Selected Answer: C

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

upvoted 1 times

  **keljemrae** 4 months ago

Its letter C

upvoted 1 times



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** 1 month, 1 week ago

Selected Answer: D

Correct

upvoted 1 times

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%)

  **PappyFox** 2 weeks ago

B is correct.

ITSM implementation Tokyo pg 347

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: B

Correct

upvoted 1 times

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** 2 weeks ago

Selected Answer: C

ITSM implementation Tokyo eBook pg 353

upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times


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** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times

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%)

  **alexkaniv** 1 day, 21 hours ago

Selected Answer: A

Definitely A

upvoted 1 times

  **ritu_parna** 1 day, 22 hours ago

Selected Answer: A

A is the correct answer



upvoted 1 times

  **Shashwat2211** 2 weeks ago

Selected Answer: A

A only sounds relevant, other options seems to be making no sense

upvoted 2 times

  **esllin** 1 month, 1 week 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** 2 months, 3 weeks ago

Why C?

upvoted 2 times

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%)



  **PappyFox** 2 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** 1 month, 1 week 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 1 times



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** 1 month, 1 week ago

Selected Answer: AB

correct

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

upvoted 2 times

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%)

🗳️ 👤 **Shashwat2211** 2 weeks ago

Selected Answer: A

A is the correct ans
upvoted 1 times

🗳️ 👤 **PappyFox** 2 weeks ago

Selected Answer: A

A is correct.
upvoted 1 times

🗳️ 👤 **betch252** 2 weeks, 2 days ago

Selected Answer: A

Definitely A. Just installed the plugin and tested it in PDI on Tokyo.
upvoted 2 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

After creating a known error article, it is still in Draft state. Need to publish it.
upvoted 1 times

🗳️ 👤 **GHOTI** 2 months ago

Correct answer is A.
upvoted 1 times

🗳️ 👤 **KD2016** 3 months, 2 weeks ago

Selected Answer: A

The answer is A, you have to publish it since it's set as a draft.
upvoted 1 times

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%)

  **PappyFox** 2 weeks ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 402

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

upvoted 1 times

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** 2 weeks ago

Selected Answer: C

ITSM Implementation Tokyo eBook pg 404

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times

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 (80%)


A (20%)

  **Lila1982** Highly Voted 1 month, 3 weeks ago

Honestly what is the point of this question! why would I care what something USED TO BE?!
upvoted 5 times

  **jkighg** 2 weeks, 1 day 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 1 times

  **PappyFox** Most Recent 2 weeks ago

E is correct
upvoted 1 times

  **betch252** 2 weeks, 2 days ago



Selected Answer: E
E. Without doubt
upvoted 1 times

  **g_user** 2 weeks, 3 days ago

Selected Answer: E
eBook page 397 "this was introduced in Quebec and replaces the legacy change interceptor"
upvoted 2 times

  **Gil1211** 2 weeks, 5 days ago



Selected Answer: E
Before Quebec it was the Interceptor
upvoted 1 times

  **eslin** 1 month, 1 week ago

Selected Answer: A
Correct.
textbook Tokyo p397
Change landing page is from Quebec
upvoted 1 times

  **GHOTI** 2 months ago

I think the correct answer is A.
upvoted 1 times

  **KD2016** 3 months, 2 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 4 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct.

upvoted 1 times

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%)

  **MrBravo** 3 weeks, 1 day ago

D is correct.

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: D

Correct.

upvoted 1 times

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%)

 **Shashwat2211** 2 weeks ago

Selected Answer: B

B is the ans

upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: B

B is correct

upvoted 2 times

 **davidmonf** 1 month, 1 week 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

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

 **Iolnaman** 2 weeks ago

p388, p444, p397

Answer : C

upvoted 1 times

 **MrBravo** 3 weeks, 1 day 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 1 times

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 (50%)

ACE (50%)

🗳️ 👤 **Gil1211** 1 week, 3 days ago

Selected Answer: BCE

The right answer should be BCE
upvoted 1 times

🗳️ 👤 **PappyFox** 1 week, 6 days ago

Selected Answer: BCE

ITSM Implementation Tokyo eBook pg 333, 396, 408, 410
upvoted 1 times

🗳️ 👤 **lolnaman** 2 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** 1 month ago

Selected Answer: ACE

ACE correct
upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: ACE

ACE is correct
One change only for one CI.
Change group is responsible for change implementations.
upvoted 2 times

🗳️ 👤 **Stiff112** 3 months ago

I think this should be BCE. I dont think the CI Manager is an approval for baseline CMRs.
upvoted 4 times

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** 1 week, 6 days ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 389,398

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

upvoted 1 times

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 (75%)

A (25%)

🗳️ 👤 **MesutDemirel28** 4 days ago

Selected Answer: A

p408 Tokyo Version ITSM book its A trust me
upvoted 1 times

🗳️ 👤 **lolnaman** 3 weeks, 5 days ago

Selected Answer: D

eBoook p290
Answer is A for Incident, Problem and Change request
upvoted 2 times

🗳️ 👤 **lolnaman** 3 weeks, 5 days ago

Sorrr type,
Answer is D
upvoted 2 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: D

D is for incident, problem.
A is for change.
Bad question.
upvoted 1 times

🗳️ 👤 **vjuska** 1 month, 1 week ago

It is D, Page 111 In ITSM Implementation Rome Book
upvoted 1 times

🗳️ 👤 **SBhatia** 2 months, 4 weeks ago

A is the correct one.
Support Group goes for Incident. For a change record, it is the change group. Source ITSM ebook.
upvoted 2 times

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

🗲️ 👤 **lolnaman** 2 weeks ago

Answer : A (given above)
Change Landing Page
upvoted 1 times

🗲️ 👤 **jkighg** 2 weeks, 1 day ago

Pretty sure it will be Change Landing Page i think the option has been removed
upvoted 1 times

🗲️ 👤 **jkighg** 2 weeks, 1 day ago

What is A cannot see
upvoted 1 times

🗲️ 👤 **Gil1211** 2 weeks, 5 days ago

A sounds correct
upvoted 3 times

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%)

🗲️ 👤 **lolnaman** 3 weeks, 5 days ago

Selected Answer: BDE

BDE correct
upvoted 1 times

🗲️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: BDE

correct
upvoted 1 times

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%)

  **lolnaman** 3 weeks, 5 days ago

Selected Answer: BDE

BDE correct

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: BDE

correct

upvoted 1 times



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** 1 month, 1 week ago

Selected Answer: A

Correct.

One release to many change

upvoted 1 times

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%)

  **lolnaman** 3 weeks, 5 days ago

Selected Answer: C

C Correct

upvoted 1 times

  **esllin** 1 month, 1 week 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** 1 month, 1 week ago

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

upvoted 2 times

  **Jaaaimin** 3 months, 2 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

About 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** 4 months, 1 week ago

should be C

upvoted 1 times



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%)

  **esllin** 1 month, 1 week 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** 3 months, 2 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** 4 months, 1 week ago

should be C

upvoted 1 times

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%)



  **Iolnaman** 1 week, 2 days ago

Selected Answer: A

p108

it's user_criteria_admin not catalog_criteria_admin

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

Admin and catalog_admin.

upvoted 1 times

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** 1 week, 3 days 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** 1 month, 1 week ago

Selected Answer: B

Correct

upvoted 1 times


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** 1 month, 1 week ago

Selected Answer: B

Correct

upvoted 2 times

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 (75%)

E (25%)

🗨️ 👤 **MesutDemirel28** 3 days, 3 hours ago

Selected Answer: A

Its called the fulfiller role but the name of the role is itil
upvoted 1 times

🗨️ 👤 **Gil1211** 1 week, 5 days ago

Selected Answer: A

Correct is itil, fulfiller role doesn't not exist
upvoted 1 times

🗨️ 👤 **Iolnaman** 1 week, 6 days 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** 1 week, 3 days 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 2 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

Correct
upvoted 1 times

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 (100%)

  **esllin** Highly Voted 1 month, 1 week ago

Selected Answer: C

correct

Link = content item

upvoted 6 times

  **Iolnaman** Most Recent 1 week, 6 days ago

Selected Answer: C

p143

C. Content Item

upvoted 2 times

  **MrBravo** 3 weeks, 5 days ago

I think its E, Catalog Item.

upvoted 1 times

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 (100%)



  **lolnaman** 1 week, 6 days ago

Selected Answer: A

p142

requested together as a part of bundle

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

correct.

upvoted 1 times

  **lolnaman** 3 weeks, 5 days ago

how? explain?

upvoted 1 times

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 (100%)

  **lolnaman** 1 week, 6 days ago

Selected Answer: C

C is correct

upvoted 1 times

  **esllin** 1 month, 1 week 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** 2 months, 1 week ago

It's Answer A

upvoted 1 times

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 (75%)

D (25%)

  **Iolnaman** 1 week, 6 days ago

Selected Answer: B

B Correct

upvoted 1 times

  **jkighg** 2 weeks, 1 day ago

Selected Answer: B

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

upvoted 1 times

  **GHOTI** 2 weeks, 1 day ago

Selected Answer: B

Correct answer is B

upvoted 1 times

  **ALDADI** 2 weeks, 6 days ago

Selected Answer: D

Correct answer

upvoted 1 times

  **GHOTI** 2 weeks, 1 day ago

I think the answer should be B

upvoted 1 times

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** 1 week, 6 days ago

Selected Answer: A

p144

A is correct

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

upvoted 2 times

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%)



  **lolnaman** 1 week, 6 days ago

Selected Answer: AC

AC

p132

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AC

correct

upvoted 1 times

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 (75%)

B (25%)

🗨️ 👤 **jkighg** 2 weeks, 1 day ago

Selected Answer: A

A is correct - content items cannot create requests but Knowledge articles can be linked on catalog items
upvoted 2 times

🗨️ 👤 **Gil1211** 3 weeks ago

Selected Answer: A

A is correct. Verified on PDI .
upvoted 1 times

🗨️ 👤 **MrBravo** 3 weeks, 1 day ago

KB is not even a alternative... A should be the right answer.
upvoted 2 times

🗨️ 👤 **lolnaman** 3 weeks, 5 days ago

Selected Answer: B

B Correct
Link to KB
upvoted 1 times

🗨️ 👤 **lolnaman** 1 week, 6 days ago

Agree
Correct answer is A
Thanks
upvoted 1 times


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%)

 **esllin** 1 month, 1 week ago

Selected Answer: AD

correct

upvoted 1 times


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%)

 **esllin** 1 month, 1 week ago

Selected Answer: B

correct

upvoted 2 times

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%)

🗲️ 👤 **MrBravo** 3 weeks, 5 days ago

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

upvoted 2 times

🗲️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: AB

Might be AB

upvoted 3 times

🗲️ 👤 **Stiff112** 3 months 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

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%)

  **Iolnaman** 1 week, 6 days ago

Selected Answer: B

B is correct

p40



upvoted 2 times

  **GHOTI** 2 weeks, 1 day ago

Selected Answer: B

Correct

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: B

correct

upvoted 2 times

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%)

🗳️ 👤 **ALDADI** 2 weeks, 6 days ago

Selected Answer: B

correct

upvoted 1 times

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

Its B, [incident]

upvoted 1 times

🗳️ 👤 **vjuska** 1 month ago

The answer is B

upvoted 1 times

🗳️ 👤 **Romeoxmen** 1 month ago

Correct answer is B

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

Bullshit

incident table is [incident]

upvoted 2 times

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** 1 month, 1 week ago

Selected Answer: E

Correct

upvoted 2 times

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%)

🗳️ 👤 **PappyFox** 1 week, 2 days ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg273
upvoted 2 times

🗳️ 👤 **ALDADI** 2 weeks, 6 days ago

Selected Answer: A

Proposed -> Rejected / Accepted -> Resolved / Canceled.
upvoted 2 times

🗳️ 👤 **vjuska** 1 month ago

A is Correct Page 90 in ROME Implementation Book
upvoted 3 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

MIM state:
Proposed -> Rejected / Accepted -> Resolved / Canceled.
upvoted 3 times

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%)

  **vjuska** 1 month ago

B is Correct

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: B

correct

upvoted 2 times



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: AB

correct

upvoted 2 times



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%)

  **vjuska** 1 month ago
B + C Correct
upvoted 3 times

  **esllin** 1 month, 1 week ago
Selected Answer: BC
correct
upvoted 3 times



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.ital.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%)

  **MrBravo** 3 weeks, 5 days ago
ABC is correctt
upvoted 2 times

  **vjuska** 1 month ago
A B C is correct
upvoted 2 times

  **esllin** 1 month, 1 week ago
Selected Answer: ABC
ABC is correct.
There is no incident.ital.role.
We dont want the customer to get too many email notifications. So E is not correct.
upvoted 2 times

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%)

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: CD

Correct

upvoted 2 times

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%)

🗳️ 👤 **Gil1211** 1 week, 5 days ago

Selected Answer: B

B is correct

upvoted 1 times

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

B, Performance Analytics

upvoted 2 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

PA is correct.

textbook tokyo P320

upvoted 3 times



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%)

  **oasisss** 3 days, 2 hours ago

View P265

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 1 times

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**  1 month, 1 week 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 5 times

  **MrBravo**  3 weeks, 5 days ago

A, Default view is shown.

upvoted 2 times

  **vjuska** 1 month ago

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

upvoted 1 times

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 (100%)

  **esllin** Highly Voted 🗳️ 1 month, 1 week 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 5 times

  **PappyFox** Most Recent 🕒 1 week, 2 days ago

Selected Answer: B

ITSM Implementation Tokyo eBook pg289

upvoted 1 times

  **BL80** 3 weeks, 2 days ago

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

upvoted 1 times

  **BL80** 3 weeks, 2 days 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** 3 weeks, 5 days ago

Also think B is correct.

upvoted 2 times

  **vjuska** 1 month 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

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 (100%)

🗨️ 👤 **vjuska** 1 month ago

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

upvoted 1 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

textbook P292

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

upvoted 2 times

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%)

🗳️ 👤 **PappyFox** 1 week, 2 days 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** 3 weeks, 5 days ago

B, sn_problem_read

upvoted 1 times

🗳️ 👤 **vjuska** 1 month ago

E is incorrect it's B and D.

upvoted 1 times

🗳️ 👤 **Romeoxmen** 1 month ago

Correct answer should be B

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

sn_problem_read
only for read problem record.

upvoted 2 times

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%)



  **lolnaman** 1 week, 6 days ago

Selected Answer: D

p337

D. problem_admin

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: D

Correct

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

upvoted 1 times

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 (80%)

C (20%)

  **PappyFox** 1 week, 2 days ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg357

upvoted 1 times

  **Iolnaman** 1 week, 6 days ago

Selected Answer: A

p357

plugin missing

upvoted 2 times

  **GHOTI** 1 week, 3 days ago

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

upvoted 1 times

  **PappyFox** 1 week, 2 days ago

https://nowlearning.servicenow.com/lxp?id=learning_course_prev&course_id=c8730ad847679914f6b11244846d4306

Go to the eBook tab

upvoted 1 times

  **jklgghg** 2 weeks, 1 day ago

Selected Answer: A

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

upvoted 1 times

  **Iolnaman** 3 weeks, 3 days ago

Selected Answer: A

Key: Known Error knowledge base in the instance is missing

plugin not installed

Answer is A

upvoted 2 times

  **abdelgu** 3 weeks, 6 days ago

Selected Answer: C

Tester is not impersonating Problem Coordinator .

problem_coordinator is allowed to create Knowledge error article



upvoted 2 times

  **BL80** 2 weeks, 1 day 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** 1 month, 1 week ago

Selected Answer: A

Correct is A

Role with: admin, problem_admin, problem_coordinator, or problem_manager, can create Known Error article.

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%)

 **ALDADI** 2 weeks, 6 days ago

Selected Answer: B


Problem > Overview

upvoted 1 times

 **MrBravo** 3 weeks, 5 days ago

B, problem > Overview

upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: B

B is correct.

Problem > Overview

No "Dashboard" module in Problem application.

upvoted 2 times

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 (50%)

B (50%)



  **benvankorn** 1 week, 4 days 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 1 times

  **BL80** 3 weeks, 2 days ago

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

upvoted 1 times

  **lolnaman** 3 weeks, 3 days ago

Selected Answer: B

B
there is a scheduled job that performs this activity automatically.

upvoted 1 times

  **MrBravo** 3 weeks, 5 days ago

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

upvoted 1 times

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 (88%)

13%

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

C is correct.
upvoted 3 times

🗳️ 👤 **vjuska** 1 month ago

C is correct. If you click Re-analyze it goes to Root Cause Analysis not draft.
upvoted 3 times

🗳️ 👤 **SatwikY** 1 month ago

Selected Answer: C

Root Cause Analysis
Tested in the instance.
upvoted 3 times

🗳️ 👤 **Romeoxmen** 1 month 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 2 times

🗳️ 👤 **esllin** 1 month, 1 week 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 4 times

🗳️ 👤 **Jtcash247** 1 month, 1 week ago

Selected Answer: B

B is correct
upvoted 1 times

🗳️ 👤 **Jtcash247** 1 month, 1 week ago

B is correct answer
upvoted 1 times

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** 3 weeks, 3 days ago

Selected Answer: B

B correct



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.

upvoted 1 times

  **MrBravo** 3 weeks, 5 days ago

B sounds right.

upvoted 1 times

  **esllin** 1 month, 1 week 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 2 times

  **benvankorn** 1 week, 4 days ago

correct!

upvoted 1 times

  **Jtcash247** 1 month, 1 week ago

Selected Answer: B

think it is B

upvoted 2 times

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%)

  **lolnaman** 1 week, 6 days ago



Selected Answer: AD

AD

p380

I don't see SLA anywhere for Problem

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: AD

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

upvoted 4 times

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%)

  **PappyFox** 1 week, 2 days ago

Selected Answer: D



ITSM Implementation Tokyo eBook pg399
upvoted 1 times

  **MrBravo** 3 weeks, 1 day ago

Its D, Change Registration.
upvoted 1 times

  **BL80** 3 weeks, 2 days ago

<https://docs.servicenow.com/bundle/utah-it-service-management/page/product/change-management/concept/change-models.html>
D
upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: D

Correct
upvoted 3 times

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%)

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

A - Change Approval Policy

upvoted 1 times

🗳️ 👤 **Romeoxmen** 1 month ago

Correct answer is A

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week 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 4 times

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%)

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

A sounds right.

upvoted 1 times

🗳️ 👤 **vjuska** 1 month 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** 1 month ago

I think the correct answer is D

upvoted 1 times

🗳️ 👤 **Romeoxmen** 1 month 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

🗳️ 👤 **esllin** 1 month, 1 week 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

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%)

  **PappyFox** 1 week, 2 days ago

Selected Answer: E

ITSM Implementation Tokyo eBook pg449
upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: E

correct
upvoted 1 times

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%)

  **vjuska** 1 month ago

Yes B is correct

upvoted 1 times

  **esllin** 1 month, 1 week 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

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 (100%)

  **PappyFox** 1 week, 2 days ago

Selected Answer: C

Change Models > Normal > Authorize
upvoted 1 times

  **Iolnaman** 1 week, 6 days 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 1 times



  **Gil1211** 3 weeks, 2 days ago

Selected Answer: C

checked on PDI
upvoted 1 times



  **Romeoxmen** 1 month ago

The correct and confirmed answer is C
upvoted 2 times

  **esllin** 1 month, 1 week 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** 1 month, 1 week 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

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%)

 **lolnaman** 3 weeks, 3 days ago

Selected Answer: C

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

upvoted 2 times

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** 1 week, 2 days ago

Selected Answer: BCE

ITSM Implementation Tokyo eBook pg385

upvoted 1 times

 **lolnaman** 1 week, 6 days ago

Selected Answer: BCE

p386

BCE

upvoted 1 times

 **lolnaman** 3 weeks, 3 days ago

Selected Answer: BCE

BCE

Correct

upvoted 2 times

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%)

🗳️ 👤 **Romeoxmen** 1 month ago

A - Manual state selection, is correct

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

Checked with my instance. Should be manual select

upvoted 1 times

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 (71%)

C (29%)

  **esllin** Highly Voted 🍌 1 month, 1 week ago

Selected Answer: B

B and C

upvoted 5 times

  **PappyFox** Most Recent ☹ 1 week, 2 days ago

Selected Answer: C

B & C

ITSM Implementation Tokyo eBook pg 251,387

upvoted 1 times

  **jkighg** 2 weeks, 1 day ago

Selected Answer: C

C too not just b

upvoted 1 times

  **lolnaman** 1 week, 6 days ago

you have to select two answers

upvoted 1 times

  **Romeoxmen** 1 month ago

B and C

upvoted 3 times

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** 1 week, 2 days ago

Selected Answer: BC


ITSM Implementation Tokyo eBook pg 387

upvoted 1 times

 **Romeoxmen** 1 month ago

B and C

upvoted 1 times

 **eslin** 1 month, 1 week ago

Selected Answer: BC

BC are correct.

upvoted 2 times

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%)

 **Iolnaman** 3 weeks, 3 days 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

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%)

  **lolnaman** 3 weeks, 3 days 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** 3 weeks, 3 days ago

B is correct
upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: B

correct
upvoted 3 times

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%)

  **MrBravo** 3 weeks, 5 days ago

Yes, A.
upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Never heard how to document.
Might be A
upvoted 4 times

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: A, C, E, F

Community vote distribution

ABCE (100%)

🗳️ 👤 **PappyFox** 1 week, 2 days ago

Selected Answer: ABCE

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

upvoted 1 times

🗳️ 👤 **sifot** 2 weeks, 2 days ago

ABCE correct

upvoted 1 times

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

ABCE, yes.

upvoted 1 times

🗳️ 👤 **vjuska** 4 weeks, 1 day ago

I agree ABCE correct

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: ABCE

ABCE correct

upvoted 2 times

🗳️ 👤 **Jtcash247** 1 month, 1 week ago

Selected Answer: ABCE

I think ABCE

upvoted 2 times

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%)

🗳️ 👤 **sifot** 2 weeks, 2 days ago

D is correct

upvoted 1 times

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

D, search logs.

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: D

correct is D

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

upvoted 3 times

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%)

🗳️ 👤 **MrBravo** 3 weeks, 5 days ago

B, onload.

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: B

correct

upvoted 1 times


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%)

 **esllin** 1 month, 1 week 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

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%)

 **esllin** 1 month, 1 week ago

Selected Answer: E

correct

upvoted 2 times

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%)

🗨️ 👤 **PappyFox** 1 week, 2 days ago

Selected Answer: A

https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/roles/reference/r_BaseSystemRoles.html

upvoted 1 times

🗨️ 👤 **MrBravo** 3 weeks, 1 day ago

Approver_user.

upvoted 1 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

Approver_user is correct.

upvoted 1 times

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** 1 week, 2 days ago

Selected Answer: D

ITSM Implementation Tokyo eBook pg 134

upvoted 1 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: D

correct

upvoted 2 times

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

B (71%)

C (29%)

🗳️ 👤 **lolnaman** 1 day, 14 hours 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** 1 week, 4 days ago

Selected Answer: B

Following logic it should be B

upvoted 1 times

🗳️ 👤 **lolnaman** 1 week, 5 days 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** 2 weeks, 1 day ago

Selected Answer: B

C is incorrect that is to configure the default variables B is correct

upvoted 1 times

🗳️ 👤 **ALDADI** 2 weeks, 1 day 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** 1 month, 1 week 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 2 times

🗳️ 👤 **benvankorn** 1 week, 4 days ago

you are completely right!

upvoted 1 times

🗳️ 👤 **benvankorn** 1 week, 4 days 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** 1 month, 1 week ago

Selected Answer: C

correct

upvoted 3 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%)

  **Romeoxmen** 1 month ago

A - Date is the correct answer

upvoted 1 times

  **esllin** 1 month, 1 week 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 1 times

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%)

  **lolnaman** 1 week, 5 days ago

Selected Answer: B



Content items

upvoted 1 times

  **vjuska** 3 weeks, 6 days 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** 1 month, 1 week ago

Selected Answer: B

B is correct

Standard catalog items

Content items

Order Guide

Record producer

upvoted 2 times

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%)

🗨️ 👤 **lolnaman** 3 weeks, 2 days ago

Selected Answer: ADE

ADE correct

upvoted 1 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: ADE

correct

upvoted 3 times

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%)

🗲️ 👤 **PappyFox** 1 week, 2 days ago

Selected Answer: ACD

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/reference/r_ServiceCatalogManagementTermsandRoles.html

upvoted 1 times

🗲️ 👤 **vjuska** 3 weeks, 6 days ago

ACD is correct

upvoted 3 times

🗲️ 👤 **Jtcash247** 1 month, 1 week ago

Selected Answer: ACD

think its acd

upvoted 3 times

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%)



  **lolnaman** 1 week, 5 days ago

Selected Answer: A

p195

SLA for Catalog items

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct is A

Requested item [sc_req_item] table for SLA

upvoted 2 times

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** 1 week, 1 day 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** 1 month, 1 week ago

Selected Answer: BD

CORRECT

upvoted 3 times

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%)


 **lolnaman** 1 week, 5 days ago

Selected Answer: BC

BC

p126

upvoted 2 times

 **esllin** 1 month, 1 week ago

Selected Answer: BC

correct

upvoted 2 times

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**  1 month, 1 week 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

 **Romeoxmen**  1 month 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



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%)

  **esllin** 1 month, 1 week ago

Selected Answer: D

correct is D.

Base class is Base Configuration Item [cmdb] table

upvoted 3 times

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%)

  **PappyFox** 1 week, 1 day ago

Selected Answer: D

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



upvoted 1 times

  **Iolnaman** 1 week, 5 days ago

Selected Answer: D

incident_manager

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: D

D is correct.

incident properties manage = Admin or incident_manager

upvoted 1 times

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 (50%)

BD (50%)

🗳️ 👤 **Gil1211** 1 week, 4 days ago

Selected Answer: CD

I think C and D

upvoted 1 times

🗳️ 👤 **vjuska** 3 weeks, 1 day ago

isnt it C and D?

upvoted 1 times

🗳️ 👤 **esllin** 1 month, 1 week 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** 3 weeks, 2 days 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** 3 weeks, 2 days 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

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%)

  **PappyFox** 1 week, 1 day 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** 1 month, 1 week ago

Selected Answer: D

D is correct.
upvoted 4 times

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 (88%)

13%

🗨️ 👤 **PappyFox** 1 week, 1 day 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** 1 week, 5 days ago

Selected Answer: C

p268

C correct

upvoted 2 times

🗨️ 👤 **BL80** 3 weeks, 2 days ago

Selected Answer: D

D is the right answer. You can find the category in the Incident table.

upvoted 1 times

🗨️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: C

Correct

upvoted 2 times

🗨️ 👤 **Jtcash247** 1 month, 1 week ago

Selected Answer: C

c is correct

upvoted 2 times

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%)

🗨️ 👤 **GHOTI** 1 week ago

Selected Answer: A

Publish workaround is the quickest
upvoted 1 times

🗨️ 👤 **Iolnaman** 1 week, 5 days ago

Selected Answer: A

A Publish Workaround

For Documenting Known error is also another way but it will take some time to approve before publishing.

The question is about the quickest way.

upvoted 2 times

🗨️ 👤 **eslin** 1 month, 1 week ago

Selected Answer: B

Correct

upvoted 2 times

🗨️ 👤 **benvankorn** 1 week, 4 days ago

think also A is correct. B does work but is not the quickest way.

upvoted 2 times

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%)

  **PappyFox** 1 week, 1 day ago

Selected Answer: A



ITSM Implementation Tokyo eBook pg 290

upvoted 1 times

  **Romeoxmen** 1 month ago

Correct answer is A

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

A is correct.

upvoted 2 times

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%)

  **PappyFox** 1 week, 1 day ago

Selected Answer: C

ITSM Implementation Tokyo eBook pg 345

upvoted 1 times

  **BL80** 3 weeks, 2 days ago

Selected Answer: C



C is correct

upvoted 1 times

  **Romeoxmen** 1 month ago

Correct answer is C

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: C

C is correct.

System Policy > Rules > Data lookup Definitions.

upvoted 3 times

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

0 1 2 3 4 5



  **lolnaman** 1 week, 5 days ago

Selected Answer: C

p351

correct

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: C

correct

upvoted 2 times

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** 1 week, 1 day 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

  **Iolnaman** 1 week, 5 days 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** 3 weeks, 3 days ago



A can be also correct ?

upvoted 1 times

  **BL80** 3 weeks, 2 days ago

No, A isn't right. That is a property of the incident mgmt.

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: B

correct

upvoted 3 times

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%)

  **lolnaman** 1 week, 5 days ago

Selected Answer: A

p454

correct

upvoted 2 times

  **esllin** 1 month 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](https://[yourinstancename].service-now.com/$flow-designer.do?sysparm_nostack=true#/flow-designer/bd6932da731310108ef62d2b04f6a7f4)

upvoted 2 times

  **BL80** 3 weeks, 2 days ago

Find it in the Flow desinger

upvoted 1 times

  **esllin** 1 month, 1 week ago

???

"Change request - Emergency " workflow create change task for PIR

upvoted 1 times

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 (83%)

C (17%)

 **PappyFox** 1 week, 1 day 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** 1 month 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** 3 weeks, 2 days ago

That's right

upvoted 1 times

 **esllin** 1 month, 1 week ago

Selected Answer: C

C is correct

upvoted 1 times

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%)

  **lolnaman** 1 week, 5 days ago

Selected Answer: ACD

ACD correct

p392

change_manager can Create and manage Approval Policies

upvoted 2 times

  **lolnaman** 1 week, 2 days ago



Only admin can Delete CAB Definition

upvoted 2 times

  **MrBravo** 3 weeks, 1 day ago

Think its ACE.

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: ACD

ACD is correct.

Change approval policy need chanage_manager role.

upvoted 2 times

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 (71%)

C (29%)

 **ALDADI** 1 week ago

Selected Answer: A

A correct
upvoted 1 times

 **PappyFox** 1 week, 1 day 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 2 times

 **MrBravo** 3 weeks, 1 day ago

Not C i mean
upvoted 1 times

 **MrBravo** 3 weeks, 1 day ago

Think A, since "not migrated to multimodal change" and therefore not D.
upvoted 1 times

 **Iolnaman** 3 weeks, 1 day ago


Selected Answer: C

C
correct
p397
upvoted 1 times

 **BL80** 3 weeks, 2 days 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

 **eslin** 1 month, 1 week ago

Selected Answer: A

A is correct.
Before Quebec, it used interceptor.
upvoted 2 times

 **BL80** 3 weeks, 2 days ago

And now it's named Chage Landing Page
C is correct
upvoted 4 times

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 (63%)

BD (38%)

  **PappyFox** 1 week, 1 day ago

Selected Answer: AC

ITSM Implementation Tokyo eBook pg 456

upvoted 2 times

  **Gil1211** 1 week, 4 days ago

Selected Answer: BD

I think B and D

upvoted 1 times

  **lolnaman** 3 weeks, 1 day ago

Selected Answer: AC

p456

% Successful Changes

% Unauthorized Changes

upvoted 3 times

  **abdelgu** 3 weeks, 3 days ago

Please refer to page 456

upvoted 2 times

  **abdelgu** 3 weeks, 3 days ago

I think AC , the count is something available in ServiceNow reporting

upvoted 2 times

  **esllin** 1 month ago

Selected Answer: BD

I think it might be B and D.

upvoted 2 times

  **benvankorn** 1 week, 3 days ago

B and D should be done by Zootb capabilities. I think A and C, which means percentage

upvoted 1 times

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** 1 week, 1 day ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 444



upvoted 1 times

  **lolnaman** 3 weeks, 1 day ago

Selected Answer: A

Copy the existing one and edit the newly created flow

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

correct

upvoted 1 times

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%)

  **lolnaman** 3 weeks, 1 day ago

Selected Answer: AD

p398



AD

upvoted 3 times

  **Romeoxmen** 1 month ago

The correct answer is A and D.

upvoted 2 times

  **esllin** 1 month, 1 week ago

Selected Answer: AD

AD is correct

upvoted 2 times

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** 1 week, 2 days ago

Selected Answer: A

correct

upvoted 1 times

  **esllin** 1 month, 1 week ago

Selected Answer: A

Correct

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

upvoted 4 times

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 (75%)

A (25%)

  **MrBravo** 3 weeks, 1 day ago

D I think
upvoted 3 times

  **lolnaman** 1 week, 2 days 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** 3 weeks, 1 day 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** 3 weeks, 1 day ago

Selected Answer: A

A correct
upvoted 1 times

  **lolnaman** 1 week, 2 days 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** 3 weeks, 3 days ago

Selected Answer: D

D correct
upvoted 2 times

  **Romeoxmen** 1 month ago

The answer should be A. Fulfillment management manages the approval or rejection of items
upvoted 1 times

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** 1 week, 1 day ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 148
upvoted 1 times

🗳️ 👤 **lolnaman** 1 week, 2 days ago

Selected Answer: A

Because:
Applies on a Catalog Item View option is available but not to all form views
upvoted 1 times

🗳️ 👤 **Gil1211** 2 weeks, 5 days ago

Selected Answer: A

Correct is A, as reported in manual
upvoted 1 times

🗳️ 👤 **vjuska** 3 weeks, 2 days ago

look at question 6 I think C
upvoted 1 times

🗳️ 👤 **vjuska** 3 weeks, 2 days ago

actually I take that back, it's A but if A is correct what is the right answer for question 6?
upvoted 1 times

🗳️ 👤 **BL80** 3 weeks, 2 days ago

Look at the Form UI Policy Action in your instance. There you can see field settings.
upvoted 1 times

🗳️ 👤 **Romeoxmen** 1 month ago

Correct answer is A. Emphasis on "CANNOT"
upvoted 2 times

🗳️ 👤 **esllin** 1 month, 1 week ago

Selected Answer: A

A is correct
upvoted 2 times

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%)

  **lolnaman** 1 day, 13 hours 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 1 times

  **lolnaman** 3 weeks, 1 day ago

Selected Answer: AD

<https://www.youtube.com/watch?v=N1rupqeVSRo>

upvoted 2 times

  **esllin** 1 month ago

Selected Answer: AD

correct

upvoted 1 times

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** 3 weeks, 1 day ago

Selected Answer: AC

Yes

correct

upvoted 1 times

  **esllin** 1 month ago

Selected Answer: AC

Correct

upvoted 1 times

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** 1 week, 2 days ago

Selected Answer: C

Admin and catalog_admin

upvoted 1 times

  **esllin** 1 month ago

Selected Answer: C

correct

Admin and catalog_admin can modify cart

upvoted 2 times

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%)

  **Iolnaman** 3 weeks, 1 day ago

Selected Answer: BE

BE correct

upvoted 1 times

  **vjuska** 3 weeks, 2 days ago

Correct Page 136 of the book

upvoted 2 times

  **MrBravo** 3 weeks, 2 days 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

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%)

  **lolnaman** 3 weeks, 1 day ago

Selected Answer: D

p39

D is correct

upvoted 1 times

  **esllin** 1 month ago

Selected Answer: D

correct

upvoted 1 times