Question #10*Topic 1*

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

* A. Internal/External Highlighting
* B. Search as User
* C. Show User Viewable
* D. User Only View

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

Question #33*Topic 1*

How are Releases related to Projects?

* A. Project tasks and Release tasks are interchangeable
* B. Projects can be part of one or more releases
* C. Project features are components of a release
* D. Projects need to be completed before releases can be defined

Question #37*Topic 1*

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

* A. Change requests meeting different conditions, like Risk level or Type
* B. Change requests planned within a certain date range
* C. Use any of the options on the Agenda Criteria Tab
* D. Change requests for a certain Change Flow Definition

Question #39*Topic 1*

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

* A. Update Change Type on an existing change record
* B. Delete a Change record
* C. Delete a Standard Change Template
* D. Delete CAB Definition

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

Question #42*Topic 1*

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

* A. Enable/Disable creation of Unauthorized changes
* B. Maximum number of unauthorized change records for a CI
* C. Unauthorized Change Dashboard
* D. CI classes to monitor

Question #51*Topic 1*

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

* A. Manager
* B. Contributors
* C. Owner
* D. Editors

Question #53*Topic 1*

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

* A. Display the stages to the requester
* B. Create any number of stages
* C. Import a copy of a pre-defined stage set
* D. Define the stage set in a subflow

Question #54*Topic 1*

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

* A. Editors
* B. Item Admins
* C. Item Owners
* D. Authors

Question #63*Topic 1*

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

* A. Email Templates are like forms that can be sent to the caller for completion; Quick Messages are primarily used by the Chat Bot
* B. Email Template is defined and automatically applied when the email form launches; Quick Messages are defined and then can be manually applied by the user
* C. Email Templates are included with ITSM; Quick Messages are new with Machine Learning
* D. Email templates are defined by users with admin role; Quick Messages are defined by users with quick\_message\_admin role

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

Question #82*Topic 1*

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

* A. The article is in draft state, but has not been published
* B. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated
* C. The user criteria on the knowledge base is incorrect
* D. The tester is not impersonating an itil user

Question #83*Topic 1*

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

* A. Model State Transition Conditions
* B. Dictionary Overrides
* C. State choices
* D. State conditions

Question #88*Topic 1*

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

* A. The business rule "Apply approval policy" on the change\_request table has not been updated to include the new Approval Policy.
* B. The "Apply Change Approval Policy" action in the flow created for the new change model does not reference the new Approval Policy.
* C. The workflow that triggers the Approval Policy for the new model has not been created using the workflow editor.
* D. The system property "glide.ui.approval.policies" has not been updated to include the new Approval Policy.

Question #89*Topic 1*

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

* A. Catalog builder and Change Designer
* B. Change Flows, Change Designer and Change Approval Matrix
* C. Change Models, Change Flows and State Transition Models
* D. Change PIR Assessments, Change Designer and Change Approval Policies
* E. A CI can be affected by a change, even if it is not the CI being changed

Question #91*Topic 1*

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

* A. State Transition Models
* B. State Flows
* C. Workflows 2.0
* D. Conditional Change Models

Question #93*Topic 1*

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

Question #97*Topic 1*

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

* A. Knowledge – Article Retire
* B. Knowledge – Retire Authorize
* C. Knowledge – Approval Retire
* D. Knowledge – Retire-Approval Required
* E. Knowledge – Instant Retire

Question #103*Topic 1*

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

* A. Knowledge Item
* B. Record Producer
* C. Content Item
* D. Order Guide
* E. Catalog Item

Question #105*Topic 1*

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

* A. On the Cart Layout, Columns tab, unselect Quantity column
* B. On the Catalog Item, Columns tab, unselect Quantity column
* C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity
* D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity
* E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Question #109*Topic 1*

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

* A. Catalog Item
* B. Content Item
* C. Record Producer
* D. Order Guide

Question #116*Topic 1*

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

* A. Proposed, Accepted, Rejected, Cancelled
* B. Proposed, Accepted, Rejected, Reopened
* C. Proposed, Received, eCAB Convened, Closed
* D. New, Work in progress, Escalated, Communicated

Question #121*Topic 1*

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

* A. On Incident Properties, for Autoclose Incident Tasks, select Yes
* B. Edit system property com.snc.incident.autoclose.basedon.resolved\_at
* C. On Incident Properties, for Close open Incident Tasks when Incident is closed or canceled, select Yes
* D. Enable system property com.snc.incident.incident\_task.closure

Question #126*Topic 1*

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

* A. SLA definition record
* B. Default SLA flow
* C. SLA Properties application
* D. SLA trigger conditions
* E. problem\_coordinator

Question #129*Topic 1*

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

* A. The Problem Management Best Practice - Madrid - Knowledge Integration plugin has not been activated
* B. The customer did not pay the bill for Knowledge management
* C. Tester is not impersonating Problem Coordinator
* D. The sn\_known\_error\_write role is required to see the Create Known Error article link
* E. The requirement was not in the stories

Question #132*Topic 1*

In the life of a Problem record, there are opportunities to click the Re-Analyze button and move backwards in the lifecycle.  
  
When you click the Re-Analyze button, what state is set on the problem record?

* A. Assess
* B. Draft
* C. Root Cause Analysis
* D. Fix in Progress

Question #137*Topic 1*

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

* A. A Change request using the Normal Change model is moved to the Assess state
* B. A Change request using the Normal Change model is created
* C. A Change request using the Normal Change model is Low Risk, and is moved to the Assess state
* D. A Change request using the Normal Change model is Assigned to a group

Question #140*Topic 1*

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

* A. Authorize to Draft, Authorize to Assess, Authorize to Review
* B. Authorize to Implement, Authorize to Assess, Authorize to Review
* C. Authorize to Canceled, Authorize to New, Authorize to Scheduled
* D. Authorize to Scheduled, Authorize to Closed, Authorize to New

Question #142*Topic 1*

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

* A. Release management application is required, to use the Change management application
* B. Change includes planning and approvals; Release includes building, testing and execution of changes
* C. A Release can contain one or more Changes
* D. A Change can contain one or more Releases
* E. Change management provides governance, which includes Release management

Question #143*Topic 1*

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

* A. Manual state selection
* B. Workflow
* C. State model
* D. Flow

Question #146*Topic 1*

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

* A. Testers need itil role to see the change models
* B. New change model needs Active to be set to True
* C. New change models are only visible to Change Managers
* D. Workflow has not been published

Question #147*Topic 1*

How are Features related to Products and Releases?

* A. Emergency releases can include products and features
* B. Products have associated features, which are organized into releases
* C. Features are included in releases, not associated with products
* D. Products use features to define release types

Question #150*Topic 1*

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

* A. Knowledge queries application
* B. [kb\_view] table
* C. [kb\_feedback] table
* D. Search logs application

Question #153*Topic 1*

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

* A. Service Portal
* B. Service Dashboard
* C. Service Map
* D. Service One Stop Shop
* E. Service Catalog

Question #156*Topic 1*

Your customer would like to add a field to the Something is Broken record producer form.  
  
Which formatter would you use to add the field?

* A. Form Designer
* B. Record Producer Form Designer
* C. Default Variables Editor
* D. Variable Designer
* E. Editor

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

Question #159*Topic 1*

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

* A. Requested Items
* B. Content Items
* C. Categories
* D. Execution Plans

Question #161*Topic 1*

When building out a service catalog, categorizing items helps users navigate and search in the catalog. Which roles would allow you to create and maintain categories? (Choose three.)

* A. catalog\_admin
* B. itil\_admin
* C. catalog\_manager
* D. catalog\_editor
* E. catalog\_builder\_editor

Question #167*Topic 1*

Which role has the ability to configure and manage Incident Management properties?

* A. incident\_admin
* B. itil
* C. itil\_admin
* D. incident\_manager

Question #169*Topic 1*

How do you define the content that is tracked and displayed in all Incident record activity streams?

* A. Configure the Activity stream client script
* B. Configure the incident form design
* C. Configure the dictionary entry for the Activity stream
* D. Configure the available fields from the Activity stream filter

Question #171*Topic 1*

What is normally done when a Root Cause and a Workaround are identified for a problem to document the quickest known resolution?

* A. Publish Workaround
* B. Document a Known error
* C. Complete Investigation
* D. Complete RCA
* E. Document Five Whys

Question #175*Topic 1*

A problem investigation had been previously closed, because the risk was accepted, in favor of using the workaround, instead of applying the fix. After a couple of weeks, the issue starts to occur more frequently, so management wants to re-visit the root cause analysis.  
  
What would be the next step for this problem?

* A. If 7 days has passed, since the Problem was closed, it cannot be re-opened
* B. Problem Manager clicks Re-Analyze on the Problem record
* C. Problem Assignee clicks Re-Open on the Problem record
* D. Administrator clicks Re-Open on the Problem Record

Question #177*Topic 1*

Your customer wants to use the Normal change model, but wants to add another level of approval for changes relating to the Service, SAP Enterprise Services.  
  
What should you do to satisfy this requirement?

* A. Add a new Policy Input to the Normal Change Approval Policy
* B. Add a new Decision to the Normal Change Approval Policy
* C. Add a new Change Approval Policy
* D. Add a new Decision to the Normal Change Workflow

Question #178*Topic 1*

What actions can a user with the itil\_admin role take in support of Change Management? (Choose three.)

* A. Manage Risk Assessments
* B. Delete CAB Definition
* C. Manage Risk Conditions
* D. Delete Change
* E. Create and manage Approval Policies

Question #182*Topic 1*

In Change Management, what does a Model State contain? (Choose two.)

* A. Model State transitions conditions
* B. Model State properties
* C. Model State transition policies
* D. Model State transitions

Question #186*Topic 1*

When configuring stages in Flow Designer, what are some of the options that can be done? (Choose two.)

* A. Stage labels and names can be changed
* B. States for the requested item records can be renamed
* C. Define a Service Level Agreement for a stage
* D. Estimated durations can be set

Question #192*Topic 1*

Which platform role can create service portfolios and taxonomy nodes?

* A. portfolio\_viewer
* B. portfolio\_admin
* C. portfolio\_manager
* D. portfolio\_editor

Question #195*Topic 1*

Which is the process responsible for delivering items that have been ordered from a Service Catalog?

* A. Service Catalog Management
* B. Catalog Workflows
* C. Catalog Fulfillment
* D. Catalog Item Design
* E. Request Management

Question #197*Topic 1*

When using Catalog Builder, what can be built using templates? (Choose two.)

* A. Content items
* B. Catalog items
* C. Knowledge articles
* D. Order guides
* E. Record producers

Question #200*Topic 1*

Which organizational role is responsible for the overall administrative capabilities of a portfolio?

* A. Service Manager
* B. Portfolio Manager
* C. Portfolio Owner
* D. Service Owner

Question #201*Topic 1*

What defines which catalog items, and in what order, are included in an Order Guide?

* A. Order guide template
* B. Rules
* C. Variable sets
* D. UI policies

Question #202*Topic 1*

A customer requires incidents to automatically move to a Closed state from Resolved after 7 days. How is this configured? (Choose two.)

* A. Configure the incident lifecycle flow script action
* B. Configure the number of days Resolved incidents automatically close property
* C. Configure the incident lifecycle timeline property
* D. Enable the auto closure of Incidents based on Resolution date property

Question #205*Topic 1*

Which Service Portfolio Management phase does a service belong to when it is in operational state?

* A. Active
* B. Retired
* C. Catalog
* D. Pipeline