"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

## Question: 1

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

A. Resolution Properties
B. ITSM Properties
C. Incident Properties
D. System Settings
E. incident Settings

**Answer: C**

Explanation:

## Question: 2

Incidents are stored what table?

A. Incident [incident]
B. Incident [sn_task_incident]
C. Incident [sn_incident]
D. Incident [task_incident]

**Answer: B**

Explanation:

## Question: 3

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

- Default
- Major incidents
- Self Service
- Mobile

What are these Ul layouts called in the Now Platform?

A. Forms

B. Form Designs
C. Form Layouts
D. Views
E. Workspaces

**Answer: D**

Explanation:

## Question: 4

The Major Incident Management (MIM) application is linked at the Incident management process but the records have in additional set of States. What are these Ml States?

A. New. Work: m progress Escalated Communicated
B. Proposed. Accepted Rejected Cancelled
C. Proposed Received eCAB Convened Closed
D. Proposed Accepted Reacted Reopened

**Answer: B**

Explanation:

## Question: 5

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 Builder
B. Edit in Item Designer
C. Edit in Catalog Item Designer
D. Edit in Form Designer

**Answer: A**

Explanation:
https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/catalog-builder.html

## Question: 6

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

A. Transform Map
B. Record Producer
C. Inbound Flow Action
D. Data Collection Job

**Answer: C**

Explanation:

## Question: 7

What tools are available to the assignee to help resolve an incident?
Choose 2 answers

A. Knowledge Articles
B. Known Errors
C. Class Manager
D. Enterprise CMDB Dashboard
E. Incident Overview Dashboard

**Answer: C, E**

Explanation:

## Question: 8

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

A. New case is created from the message
B. New incident created from the message
C. New interaction is created from the message
D. Email is rejected and auto-reply sent to sender

**Answer: B**

Explanation:

## Question: 9

When you activate the ITSM Roles plugin what additional granular roles are created for the Incident application?
Choose 2 answers

A. sn_incident_write
B. sn_incident_insert
C. sn_incident_update
D. sn_incident_read

**Answer: B, C**

Explanation:

## Question: 10

What are some good practices for guiding your customers' use of Notifications?
Choose 3 answers

A. When possible, maximize the quality or email updates to customers
B. Use incident itil role template as the master template to build all other ITSM templates
C. Get input from Marketing department, regarding format of customer/caller facing notifications
D. Make sure Notification requirements and test plans are in the project scope from the start
E. Use templates to ensure consistency and ease of configuration

**Answer: B, C, D**

Explanation:

## Question: 11

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 2 answers

A. On Incident Properties, for Close Open Incident Tasks when Incident is closed or canceled, select Yes
B. Enable system property com snc incident.mcidentjask closure
C. Edit system property com.snc incident autoclose basedon resolved_at
D. On Incident Properties, for Autoclose Incident Tasks, select Yes

**Answer: C, D**

Explanation:

## Question: 12

Incident management includes limited functionality for what advanced reporting capability?

A. Machine Learning Metrics
B. Performance Analytics

C. KPI Reports
D. Analytics Dashboards

**Answer: B**

Explanation:

## Question: 13

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

A. The ref_contributions attribute on the caller lookup form
B. The ref_ac_column attribute from the dictionary entry
C. The Caller lookup field on the [user] table
D. The form design of the caller lookup form

**Answer: B**

Explanation:

## Question: 14

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

A. VIP Flag reference decorator
B. VIP flag dictionary entry
C. VIP Flag field style
D. VIP Flag action script

**Answer: C**

Explanation:

## Question: 15

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 the Ul action?

A. The agent is prompted to select the Assignment group
B. An error is displayed indicating the agent must manually assign the incident
C. The Assignment group field will not populate
D. The Assignment group field automatically populates with the agent's primary group

**Answer: A**

Explanation:

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.

## Question: 16

Which field from the configuration item will automatically populate in the Assignment group field of a problem record?

A. Change group
B. Support group
C. Managed
D. Approval group

**Answer: B**

Explanation:

## Question: 17

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

What role is required to delete a problem record?

A. problem_admin
B. problem_coordinator
C. so_problem_delete
D. RH_manager
E. problem_manager

**Answer: A**

Explanation:

## Question: 18

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. Tester is not impersonating Problem Coordinator
C. The customer did not pay the bill for Knowledge management
D. The sn_known_error_write role is required to see the Create Known Error article link
E. The requirement was not m the stories

**Answer: A**

Explanation:

## Question: 19

A new problem manager wants a high level view of the activities in problem management. What module do you recommend?

A. Problem > Dashboard
B. Problem > Overview
C. Problem > Process Health Dashboard
D. Problem > Homepage
E. ITIL Manager > Homepage

**Answer: B**

Explanation:

## Question: 20

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

A. Submit a request for the sn_report_creator role
B. Submit a New Report Request via the service catalog
C. Take the Performance Analytics fundamentals course
D. Turn on data collection jobs
E. Go to Reports > View/Run > All. then search for Problem reports

**Answer: E**

Explanation:

## Question: 21

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

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

**Answer: C**

Explanation:

## Question: 22

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. Root Cause Analysis

C. Fix in Progress

D. Draft

**Answer: B**

Explanation:

## Question: 23

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 re recommended in the ITIL framework for problem management

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

**Answer: B**

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

## Question: 24

What are two effective measures of performance for the Problem Management process?
Choose 2 answers

A. Number of Problem that have Breached SLAs
B. Average Problem Resolution Time
C. Percentage of Problem Resolution within SLA by Category
D. Problems older than 30 days by Priority and State

**Answer: B, D**

Explanation:

## Question: 25

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. Automated Changes
B. Cloud Infrastructure
C. Unauthorized Changes
D. Change Registration
E. Retroactive Changes

**Answer: D**

Explanation:

## Question: 26

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

A. Change Assess Approval Subflow
B. Change Approval Policy
C. Change Approval Subflow
D. Change Approval Matrix

**Answer: A**

Explanation:

## Question: 27

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

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

**Answer: A**

Explanation:

## Question: 28

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

A. Standard, Normal, Prototype, Patch
B. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate
C. Standard, Normal, Emergency
D. Major, Minor Upgrade, Emergency Maintenance, Patch

**Answer: D**

Explanation:

## Question: 29

On a Normal Change Model what are some examples of the Model Stale 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 *o Review
C. Authorize to Canceled, Authorize to New, Authorize to Scheduled
D. Authorize to Scheduled Authorize to Closed, Authorize to New

**Answer: C**

Explanation:

## Question: 30

What baseline Change Flows support the baseline Normal Change model?

A. Change - Normal - Assess- Change - Normal -Authorize- Change- Normal-Close. Change - Implementation tasks
B. Change - Normal - New, Change - Normal -Assess, Change - Normal - Implement Change - Implementation tasks
C. Change-Normal-Assess, Change-Normal-Authorize, Change- Normal - Implement Change - Implementation tasks
D. Change - Normal - New Change - Normal - Review, Change - Normal - Close. Change - implementation tasks

**Answer: C**

Explanation:

## Question: 31

What are the components of a Flow Action?

A. Processes, Subprocess aid Action Steps
B. Indexes, Processes and Outputs
C. Inputs Action Steps and Outputs
D. Inputs Processes, Subprocesses and Outputs

**Answer: C**

Explanation:

## Question: 32

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

A. USM Assignment Lookup Rule
B. Automatic Assignment for ITSM

C. Populate Assignment Group based on Cl/SO D. Auto-populate ITSM Assignment Groups

**Answer: C**

Explanation:
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.

## Question: 33

What are key relationships between Change and Release Management?
Choose 3 answers

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

**Answer: C, D, E**

Explanation:

## Question: 34

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

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

**Answer: D**

Explanation:

## Question: 35

What are key relationships between Change and Problem records?
Choose 2 answers

A. A Problem must be associated with a Change, before it can be closed
B. Changes which cause incidents should have an associated Problem
C. A Change can cause a Problem
D. Problem can be solved by a Change

**Answer: C, D**

Explanation:

## Question: 36

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

**Answer: C**

Explanation:

## Question: 37

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 backup of the baseline Change - Emergency - Authorize Flow, and eat the baseline flow
B. Unpublish the baseline Change - Emergency -Authorize flow
C. Deactivate the baseline Change - Emergency - Authorize flow
D. Create a copy of the baseline Change - Emergency -Authorize Flow, and then edit the new copy

**Answer: D**

Explanation:

## Question: 38

How are Features related to Products and Releases?

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

**Answer: A**

Explanation:

## Question: 39

How is granular read and write access for a specific change model defined?

A. Setting Advanced Security to true and applying user criteria
B. Configuring ACL's on the Create New landing page
C. Change properties
D. Configuring ACL's on the chge_model table

**Answer: A**

Explanation:

## Question: 40

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. How to document
D. Information item

**Answer: A**

Explanation:

## Question: 41

What are the different ways a user can provide feedback on a knowledge article?
Choose 4 answers

A. Helpful?
B. 10 Star scale
C. Comment on Article
D. Pin Article
E. 5 Star scale
F. Flag Article

**Answer: C, D, E, F**

Explanation:

## Question: 42

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

A. [KD_feedback] table
B. [kb_view] table
C. Knowledge queries application
D. Search logs application

**Answer: C**

Explanation:

## Question: 43

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

A. onSubmit
B. onLoad
C. onSave
D. onLaunch

**Answer: B**

Explanation:

## Question: 44

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

A. Cascade Variables
B. Share Variables
C. Waterfall Variables

D. Mirror Variables

**Answer: A**

Explanation:

## Question: 45

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

A. sn_approval_write
B. sc_approver
C. approver
D. approver_user

**Answer: D**

Explanation:

## Question: 46

Released in Quebec, what tool enables the creation of templates for Catalog Items?

A. Template Builder
B. Template Management
C. Catalog Wizard
D. Catalog Builder
E. Catalog Template Library

**Answer: D**

Explanation:

## Question: 47

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. VEditor
C. Variable Designer
D. Record Producer Form Designer
E. Default Variables Editor

**Answer: D, E**

Explanation:

## Question: 48

Which record type would you use for a View Company Policies link that would redirect to a Knowledge Article?

A. Content Item
B. Record Producer
C. Knowledge Item

D. Order Guide
D. Catalog Item

**Answer: A**

Explanation:

## Question: 49

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. Duration
B. Due Date
C. Date Picker
D. Date

**Answer: C**

Explanation:

## Question: 50

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

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

**Answer: B**

Explanation:

## Question: 51

When a user submits a service request from a catalog what actions are triggered based on the flow definition?

Choose 3 answers

A. Approvals
B. Notifications
C. Tasks
D. Action Specs
E. Access Controls

**Answer: ABC**

Explanation:

## Question: 52

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 3 answers

A. catalog_manager
B. itil_admin
C. catalog_builder_editor
D. catalog_editor
E. catalog_admin

**Answer: ADE**

Explanation:

## Question: 53

When defining SLAs for the service catalog at what level is the SLA typically defined?

A. Catalog Task
B. Requested Item
C. Request
D. Service Catalog

**Answer: B**

Explanation:

## Question: 54

What functionality can be used to define the sequence of activities that should be taken to complete catalog items?
Choose 2 answers

A. Workflow
B. Activity Map
C. Flow
D. State Transitions

**Answer: AC**

Explanation:

## Question: 55

Your customer wants to limit the users who ate able to see internal Network requests, to members of the Network department.
Which roles would enable you to make these required changes?
Choose 2 answers

A. catalog_manager
B. catalog_admin
C. user_criteria_admin
D. catalog_editor

**Answer: B, C**

Explanation:

## Question: 56

What should you use to capture data in a grid layout on a catalog item?

A. Cascade variable
B. Multi-row variable set
C. Grid variable
D. Enable set

**Answer: B**

Explanation:

## Question: 57

Which of the following elements are automatically included in the name of the update set for items published via Catalog Builder?
Choose 2 answers

A. timestamp
B. item author
C. variables

D. catalog(s)
E. item name

**Answer: DE**

Explanation:

## Question: 58

From a data model perspective which Table is the base class for the configuration management database?

A. Base Item [cmdb_base_item]
B. Configuration Item [cmdb_ci]
C. Base Configuration Item (cmdb)
D. Asset (asset)

**Answer: C**

Explanation:

## Question: 59

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

A. Cls defined directly in cmdb_ci_computer and all parent classes
B. Just GIs defined directly in cmdb_cl_computer
C. Cls defined directly in cmdb_ci_compulet and all child classes

**Answer: C**

Explanation:

## Question: 60

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

A. Application Menus
B. Reports
C. CI Class Manager
D. Dependency View

**Answer: C**

Explanation:

## Question: 61

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

**Answer: C**

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

## Question: 62

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

**Answer: B**

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

be selectable on the CI field.

## Question: 63

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

**Answer: D**

Explanation:

## Question: 64

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

**Answer: B**

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

## Question: 65

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 Cl Support Group
C. Problem Assignment Group based on CI Support Group
D. ITSM Best Practice Group Assignment

**Answer: A**

Explanation:

## Question: 66

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

**Answer: A, C, D**

Explanation:

## Question: 67

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

**Answer: A, D**

Explanation:

## Question: 68

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

**Answer: A**

Explanation:

## Question: 69

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:

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

**Answer: C**

Explanation:

## Question: 70

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

**Answer: A, C**

Explanation:

## Question: 71

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

**Answer: A**

Explanation:

## Question: 72

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

**Answer: A**

Explanation:

## Question: 73

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

**Answer: A**

Explanation:

## Question: 74

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

**Answer: A**

Explanation:

## Question: 75

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

**Answer: C**

Explanation:

## Question: 76

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

**Answer: D**

Explanation:

## Question: 77

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

**Answer: B, C, E**

Explanation:

## Question: 78

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

**Answer: B**

Explanation:

## Question: 79

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

**Answer: A**

Explanation:

## Question: 80

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

**Answer: D**

Explanation:

## Question: 81

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

**Answer: B**

Explanation:

## Question: 82

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

A. ecmdb_admin
B. ecmdb
C. class_manager
D. sn_class_manager

**Answer: A**

Explanation:

## Question: 83

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

**Answer: A**

Explanation:

## Question: 84

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

**Answer: B**

Explanation:

## Question: 85

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

**Answer: D**

Explanation:

## Question: 86

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

**Answer: B, D**

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

## Question: 87

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

**Answer: E**

Explanation:

## Question: 88

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 PIRQUESTION NO:

**Answer: A**

## Question: 89

What tools are available to the assignee to help resolve an incident?
Choose 2 answers
A. Resolutions from similar incidents
B. Known Errors
C. CI Class Manager
D. Enterprise CMDB Dashboard
E. Incident Overview Dashboard

**Answer: A, B**

## Question: 90

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

**Answer: C**

Explanation:

## Question: 91

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

**Answer: B**

Explanation:

## Question: 92

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

**Answer: A, D**

Explanation:

## Question: 93

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

**Answer: B, D**

Explanation:

## Question: 94

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

**Answer: A, D**

Explanation:

## Question: 95

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

**Answer: B**

Explanation:

## Question: 96

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

**Answer: E**

Explanation:

## Question: 97

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

**Answer: A, D**

Explanation:

## Question: 98

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

**Answer: A, B**

Explanation:

## Question: 99

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

**Answer: C**

Explanation:

## Question: 100

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

**Answer: C**

Explanation:

## Question: 101

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

**Answer: A**

Explanation:

## Question: 102

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

**Answer: B**

Explanation:

## Question: 103

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

**Answer: A, D**

Explanation:

## Question: 104

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

**Answer: C**

Explanation:

## Question: 105

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

**Answer: A, B**

Explanation:

## Question: 106

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

**Answer: B**

Explanation:

## Question: 107

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

**Answer: E**

Explanation:

## Question: 108

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

**Answer: D**

Explanation:

## Question: 109

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

**Answer: B, D**

Explanation:

## Question: 110

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

**Answer: C**

Explanation:

## Question: 111

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]

**Answer: C**

Explanation:

## Question: 112

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

**Answer: E**

Explanation:

## Question: 113

How is the Resource Management application activated?

A. Installed with PPM Standard plugin
B. Installed as part of Release Management plugin
C. Installed as part of adding users
D. Installed automatically as part of new system

**Answer: A**

Explanation:

## Question: 114

What is KCS (Knowledge Centered Services)?

A. A bunch of tables strictly pertaining to CSM case articles that focus on mapping articles to Knowledge management

B. A documented methodology to provide a set of best practices for creating and maintaining knowledge
C. A dashboard with specific visualization of the different knowledge bases and categories
D. An application that helps agents and managers to create cases from Knowledge articles

**Answer: B**

Explanation:

## Question: 115

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 responsible for approving or rejecting the proposed message
C. The message will be automatically displayed on the Portal

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

**Answer: A**

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

## Question: 116

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

A. New interaction is created from the message
B. Email is rejected and auto-reply sent to sender
C. New incident created from the message
D. New case is created from the message

**Answer: C**

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

## Question: 117

Which record type would you use for a Computer request?

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

**Answer: C**

Explanation:

## Question: 118

What are key relationships between Changes and Incidents?
Choose 2 answers

A. Incident owners are part of the change approval workflow
B. Incidents can be caused by a Change
C. A Change can resolve Incidents
D. Incidents autoclose upon closure of a related Change

**Answer: BC**

Explanation:

## Question: 119

What types of Conflicts are detected automatically on the Change request? Choose 3 answers

A. Conflict with Company Holiday Schedule
B. Conflict with Blackout Schedule
C. Conflict with Assignee Shift Schedule
D. Conflict with Maintenance Window
E. Another change for the same CI, at the same time

**Answer: BDE**

Explanation:

## Question: 120

Where is the definition of what is provided, or not provided, for a service defined?

A. Vendor service agreements
B. Service scope
C. Service contracts
D. Service limitations

**Answer: B**

Explanation:
According to the product documentation of ServiceNow1, the definition of what is provided, or not provided,

for a service is defined in the service scope. The service scope is a document that describes the features, functions, and boundaries of a service, as well as the roles and responsibilities of the service provider and the customer1. Therefore, the correct answer is B. Service scope.

## Question: 121

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. Only users with sn_known_error_write can create Known Error articles

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

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

**Answer: D**

Explanation:
https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/create-known-error-from-problem.html

## Question: 122

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

A. Incident Properties application

B. Related Search Results table configuration

C. Incident form design

D. incident.deflection system property

**Answer: B**

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

## Question: 123

When using Catalog Builder, what can be built using templates?

Choose 2 answers

A. Content items

B. Catalog items

C. Knowledge articles

D. Order guides

E. Record producers

**Answer: BD**

Explanation:

## Question: 124

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

A. State choices

B. State conditions

C. Model State Transition Conditions

D. Dictionary Overrides

**Answer: C**

Explanation:

## Question: 125

In the baseline implementation, what are key relationships between Change and Configuration Item (CI) records? Choose 3 answers

A. One Change can be submitted for multiple Cls
B. The CI Support Group is responsible for change implementations
C. A CI can be affected by a change, even if it is not the CI being changed
D. Changes should reference at least one CI
E. The CI Manager is part of the change approval workflow

**Answer: ACD**

Explanation:

## Question: 126

Problem management provides what benefits for Incident management? Choose 2 answers

A. Incident managers authorize problem investigations
B. Solutions implemented reduce future incidents
C. Published workarounds help quickly resolve incidents
D. Problem Investigations automatically triggered for multiple user incidents

**Answer: BC**

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

## Question: 127

How are Releases related to Changes?

A. Releases are implemented prior lo Changes
B. Releases are comprised of one or more Changes
C. Changes are implemented prior to Releases
D. Changes are comprised of one or more Release

**Answer: B**

Explanation:

## Question: 128

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

**Answer: C**

Explanation:

## Question: 129

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. The Assignment group field remains empty
D. An error is displayed indicating the Assignment group field must be populated before executing the Assign to me Ul action

**Answer: A**

Explanation:
Reviewed code for UI Action in Tokyo/Utah/Vancouver. It just prints an error message and does nothing, so answer is A.

```
if (current.assignment_group.nil()) {
var memberGroups = new global.IncidentUtils().getMemberGroups(gs.getUserID(), 2);
if (memberGroups.length > 1) {
gs.addErrorMessage(gs.getMessage("Assigned to user {0} is member of multiple groups, please
select one as Assignment group ", [gs.getUserDisplayName()]));
return;
}
```

## Question: 130

If a change model has Write roles AND Can write defined, which users have the ability to modify the change model record? Choose 2 answers

A. Users with the ftil_admin role

B. Users with admin role
C. Users that have the Write role(s) OR that match the Can write user criteria
D. Users with sn_change_write role
E. Users that have the Write role(s) AND match the Can write user criteria

**Answer: B, E**

Explanation:

## Question: 131

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

A. Email templates are defined by users with admin role Quick Messages are defined by users with quick_message_admin role
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 like forms that can be sent to the caller for completion Quick Messages are primarily used by the Chat Bot

**Answer: B**

Explanation:
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.

## Question: 132

What defines the required approvals and the associated conditions for a change model?

A. A change approval policy
B. A change model's slate transitions
C. A change mode) approval definition
D. A change approval lifecycle flow

**Answer: A**

Explanation:

## Question: 133

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

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

**Answer: B**

Explanation:

## Question: 134

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. Ul policies

**Answer: B**

Explanation:

## Question: 135

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

A. Enable wish list
B. Edit cart layout
C. User partial save
D. Enable cart save

**Answer: A**

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

## Question: 136

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

A. Application Menus
B. Report
C. Dependency view
D. CI Class Manager

**Answer: D**

Explanation:

## Question: 137

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

A. Workflows 2 0
B. Stale Transition Models
C. Conditional Change Models
D. State Flows

**Answer: B**

Explanation:

## Question: 138

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. Use the Principal CI class checkbox to identify the CI classes that they want visible on the Incident Problem and Change forms
B. Make a show/hide Ul action to show only the desired CIs to the itil users
C. 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
D. Create an Access control to hide the unnecessary Cls from the itil users

**Answer: A**

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

forms will be selectable on the CI field.

## Question: 139

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

A. Order Guide
B. Content Hem
C. Record Producer
D. Linked Item
E. Catalog Item

**Answer: C**

Explanation:

## Question: 140

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

A. catalog_fulfiller
B. fulfiller
C. itil
D. sc_fulfiller
E. task_worker

**Answer: C**

Explanation:

## Question: 141

The Problem table is extended from what table?

A. Outage
B. Problem Task
C. Task
D. Major Incident
E. Incident

**Answer: C**

Explanation:

## Question: 142

A customer requires incidents to automatically move to a Closed state from Resolved after 7 days. How is this configured? Choose 2 answers

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

**Answer: C, D**

Explanation:

## Question: 143

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

**Answer: B**

Explanation:

## Question: 144

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. Work in Progress lo Closed
B. Assess to Work in Progress
C. Draft to Assess
D. On Hold to Work in Progress
E. New to Assess

**Answer: C**

Explanation:

## Question: 145

Which Change request fields are used in conflict detection? Choose 3 answers

A. Planned end date
B. Planned start date
C. CI Business criticality
D. Configuration item
E. Risk

**Answer: ABD**

Explanation:

## Question: 146

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. ITSM > Administration > Properties
B. Incident > Administration > Incident Properties
C. Problem > Administration > Problem Properties
D. System Policy > Rules > Priority Lookup Rules

**Answer: C**

Explanation:

## Question: 147

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

A. Support group on CI record, or if empty the Support group on the Service offering
B. Support group on CI record, or if empty, the Support group on the Service
C. Change group on CI record, or if empty, the Change group on the Service offering
D. Support group on CI record, or the default assignment group for the user

**Answer: B**

Explanation:

## Question: 148

On the 'Create New" change landing page in Service Operations Workspace, what class label is

displayed for the Emergency change model?

A. Unauthorized
B. Default
C. Break/fix
D. Out-of-the-box

**Answer: C**

Explanation:

## Question: 149

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. Catalog Items
B. Record Producers
C. Content Items
D. Execution Plans

**Answer: B**

Explanation:

## Question: 150

Which of these can be defined using step based fulfillment in Catalog Builder? Choose 2 answers

A. Approvals
B. Subflow triggers
C. Notifications
D. Tasks
E. Payment processing

**Answer: BD**

Explanation:

## Question: 151

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

A. Active
B. Retired
C. Catalog

D. Pipeline

**Answer: A**

Explanation:

## Question: 152

What optional Incident table is extended from the Task table?

A. Incident Task [Incident_ask]
B. Child Incident [incident_child]
C. Major Incident [major_incident]
D. Parent Incident [incident_parent]

**Answer: A**

Explanation:

## Question: 153

A problem record is the Parent to what record?

A. Workaround
B. Related Incidents
C. Problem Task
D. Known Error
E. Major Incident

**Answer: C**

Explanation:

## Question: 154

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

A. incident_admin
B. incident_manager
C. itil
D. itil_admin

**Answer: A**

Explanation:

## Question: 155

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

A. catalog_criteria_admin
B. Catalog_admin

C. itil_admin

D. calalog_criteria_manager

E. catalog_manager

**Answer: B**

Explanation:

## Question: 156

When modifying a Change Flow, a library is available of re-usable components for your flow. What are these components called?

A. Attributes

B. Flow actions

C. Flow activities

D. Properties

**Answer: C**

Explanation:

## Question: 157

Which level are service commitments associated in the service portfolio taxonomy?

A. Offering

B. Portfolio

C. Node

D. Service

**Answer: A**

Explanation:

## Question: 158

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

A. The ref_ac_column attribute from the dictionary entry
B. The Caller lookup field on the [user] table
C. The ref_contributions attribute on the caller lookup form
D. The form design of the caller lookup form

**Answer: A**

Explanation:

## Question: 159

Incidents are stored in what table?

A. Incident [task_incident]
B. Incident [incident]
C. Incident [sn_incident]
D. Incident [sn_task_incident]

**Answer: B**

Explanation:

## Question: 160

How are the relationships between services and offerings that are built in Service Porfolio Management transferred to the Configuration Management Database (CMDB)?

A. Only parent child (service:offering) relationships are automatically created in the CMDB
B. All CMDB relationships and dependencies are automatically created upon publishing the service and offerings

C. If the service is defined as a business service, the relationships and dependencies will be automatically in the CMDB
D. Any required CMDB relationships and dependencies must be created manually

**Answer: D**

Explanation:

## Question: 161

Which of the following can leverage user criteria for controling access?
Choose 2 answers

A. catalog variables

B. catalog taxonomy

C. calalog topics

D. catalog items

E. catalog categories

**Answer: DE**

Explanation:

## Question: 162

What is the minimum number of offering(s) a service must have to move to the Catalog phase?

A. Four

B. Two

C. One

D. Three

**Answer: C**

Explanation:

## Question: 163

Which of these can be associated with a service within the service portfolio taxonomy?

A. Node layer

B. Node

C. Node level

D. Leaf node

**Answer: D**

Explanation:

Step by Step Comprehensive In the context of ServiceNow IT Service Management, specifically within the service portfolio taxonomy, a 'leaf node' can be associated with a service. The service portfolio taxonomy is a hierarchical structure that organizes the services offered by an organization. At the top of this hierarchy are broad categories or 'nodes,' which are then broken down into more specific 'leaf nodes.' These leaf nodes represent individual services or offerings that are the most granular level within the taxonomy. Associating a service with a leaf node allows for detailed tracking and management of that particular service within the larger portfolio.

Reference: The information is based on the ServiceNow product documentation and resources available on their official support and documentation portals, which detail the service portfolio management taxonomy and its components123.

## Question: 164

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. Show User Viewable

C. User Only View

D. Search as User

**Answer: B**

Explanation:

To satisfy the requirement of identifying which knowledge base articles are visible to the callers from the Incident form, the feature 'Show User Viewable' would be used. This feature allows agents to see which articles can be viewed by the user associated with the incident. It helps in distinguishing between articles that are meant for internal audiences (technical) and those written for end users with simpler instructions. When an agent is on the Incident form, they can use this feature to filter and display only the articles that the caller can view, ensuring that the agent is aware of the information available to the caller and can guide them accordingly.

Reference: The answer is verified based on the ServiceNow IT Service Management documentation and resources that discuss knowledge management features and best practices123.

## Question: 165

A Portfolio Manager is primarily concerned with the performance of what hierarchy?

A. Portfolio Owner, Service Owner, Catalog Manager
B. Requested Item, Catalog Task, Task SLA
C. Service Catalog, Catalog Item, Requested Item
D. Service Portfolio, Service, Service Offering

**Answer: D**

Explanation:

A Portfolio Manager in ServiceNow focuses on the Service Portfolio, which includes all the services provided by an organization. The Portfolio Manager oversees how the Service Offering and the Service within this portfolio perform, ensuring that they align with business objectives. The hierarchy in question, Service Portfolio > Service > Service Offering, is crucial for understanding the overall performance and governance of services. This hierarchy provides a structured approach to managing services from a business perspective and tracking their lifecycle.

ServiceNow Documentation on Service Portfolio Management.

## Question: 166

Which of the following are defined for a given change model?

Choose 3 answers

A. State transition conditions
B. State model
C. State transitions
D. Phase model

E. Phase transitions

**Answer: BCD**

Explanation:

In ServiceNow, a change model defines how a change progresses through its lifecycle. The state model refers to the predefined states (e.g., New, Assess, Authorize) a change can transition through. State transitions are the movement between these states. Similarly, a phase model represents the different phases of the change process (such as Request, Authorization, Implementation), which can have distinct requirements and actions. Each of these components defines a clear structure and sequence of events for managing changes effectively.

## Question: 167

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. Authors
D. Item Owners

**Answer: A**

Explanation:

The Editors field in ServiceNow Service Catalog creation specifies who has permissions to create, modify, and publish items within the catalog. Editors have the rights to manage the content and structure of the catalog, ensuring that only authorized users can perform these actions.
For details, refer to the Service Catalog Management documentation.

## Question: 168

Which service types can be managed through the scope of Service Portfolio Management?
Choose 2 answers

A. Business service
B. Application service
C. Mobile service
D. Technical service

**Answer: AB**

Explanation:

ServiceNow Service Portfolio Management primarily manages Business Services and Application

Services. A Business Service refers to services that support business processes or provide value to the customer, while Application Services are services provided by software applications. These services are tracked and managed to ensure they align with organizational objectives. Mobile Service and Technical Service are more specialized or less commonly grouped within the Service Portfolio scope. Refer to Service Portfolio Management for further understanding.

## Question: 169

Which platform role can create service portfolios and taxonomy nodes?

A. portfolio_viewer
B. portfolio_editor
C. portfolio_admin
D. portfolio_manager

**Answer: C**

Explanation:

The portfolio_admin role in ServiceNow has the necessary permissions to create service portfolios and manage taxonomy nodes. This role provides the highest level of access for managing the structure and content of service portfolios, enabling the user to organize services and offerings in a way that aligns with business goals.
Documentation reference: Service Portfolio Management Roles.

## Question: 170

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

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

**Answer: C**

Explanation:

Request Management is the process responsible for delivering items ordered from the Service Catalog. When a user submits a request, the Request Management process ensures that the items are delivered following the appropriate workflow, approval processes, and fulfillment steps.
For more information, see Request Management.

## Question: 171

After publishing an item via Catalog Builder, the associated update set is set to which state?

A. New

B. Complete
C. In progress
D. Published

**Answer: B**

Explanation:

Once an item is published through the Catalog Builder in ServiceNow, the associated Update Set is set to the Complete state. This signifies that the update set has been finalized and no further changes are expected, ensuring that the item is available for use in the Service Catalog.

See Catalog Builder for more details.

## Question: 172

From which table, is the Incident table extended?

A. Work [sn_work]
B. Ticket [ticket]
C. Task [sn_task]
D. Task [task]

**Answer: D**

Explanation:

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