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

Suggested Answer: *C*

Community vote distribution

C (100%)

---

  teleblazer 10 months, 1 week ago

C - it's base plus children

upvoted 1 times

  DeekshithCB 1 year, 3 months ago

C is correct

upvoted 3 times

  Honeybadge 1 year, 4 months ago

Selected Answer: C

C is correct

upvoted 2 times

  Wiwiz 1 year, 5 months ago

C correct answer

upvoted 2 times

  Abhitej 1 year, 10 months ago

A is correct

upvoted 1 times

  ServiceNowNoob 1 year, 11 months ago

Selected Answer: C

Correct

upvoted 2 times

  Amit7414 2 years ago

c is correct

upvoted 2 times

---

  som_420 2 years ago

Selected Answer: C

Correct

upvoted 3 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

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **ServiceNowNoob** `Highly Voted 👍` 1 year, 11 months 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 9 times

👤 **teleblazer** `Most Recent ⊙` 10 months, 1 week ago

B - support group.

upvoted 1 times

👤 **MarlyB** 1 year, 4 months ago

`Selected Answer: B`

From the book:

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

upvoted 1 times

👤 **Amit7414** 2 years ago

`Selected Answer: B`

correct

upvoted 2 times

👤 **som_420** 2 years ago

`Selected Answer: B`

correct

upvoted 3 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

Suggested Answer: *BCE*

Community vote distribution

BCE (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: BCE

IT Service Management (ITSM) Implementation On Demand

Module 7.2 - Change and Release Management

Page: Multimodal change (Change models)

Answer - BCE

upvoted 1 times

👤 **teleblazer** 1 year, 4 months ago

BCE are the correct three. It's state related

upvoted 1 times

👤 **MarlyB** 1 year, 10 months ago

Selected Answer: BCE

From the book:

An individual change model will have the following defined:

- State models

- State transitions

- State transition conditions

upvoted 4 times

👤 **pfo38** 2 years ago

ebook pages 392-394

upvoted 1 times

👤 **brownbear324** 2 years ago

Selected Answer: BCE

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

upvoted 1 times

👤 **PappyFox** 2 years, 2 months ago

Selected Answer: BCE

The correct answer is BCE.

Check the ITSM implementation book page (398)

upvoted 1 times

👤 **PappyFox** 2 years, 2 months ago

The correct answer is BCE.

Check the ITSM implementation book page (398)

upvoted 1 times

👤 **esllin** 2 years, 4 months ago

textbook P235,236,237

upvoted 1 times

Amit7414 2 years, 6 months ago

correct

upvoted 1 times

som_420 2 years, 6 months ago

Selected Answer: BCE

correct

upvoted 1 times

Amit7414 2 years, 6 months ago

correct

upvoted 1 times

som_420 2 years, 6 months 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

Suggested Answer: *A*

Community vote distribution

C (100%)

 PappyFox `Highly Voted 👍` 2 years, 2 months ago

The correct answer is C

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

upvoted 10 times

 Manny1218 `Most Recent ⊘` 9 months, 2 weeks ago

IT Service Management (ITSM) Implementation On Demand - English
Module: 7.4 Change Management
Page: Post Implementation Review (PIR)

Answer is C

upvoted 1 times

 canditj 11 months, 3 weeks ago

The correct answer is C.

upvoted 1 times

 McKenzieDuquesne 1 year, 3 months ago

`Selected Answer: C`

When an unauthorized Emergency Change Request record moves to a state of Review, a change task for Post Implementation Review is automatically created.

upvoted 1 times

 teleblazer 1 year, 4 months ago

A - this is a post implementation meaning after it was done.

upvoted 1 times

 Goobe 1 year, 4 months ago

Correct answer is C

upvoted 1 times

 sNowReggie 1 year, 5 months ago

`Selected Answer: C`

When an unauthorized, Emergency Change Request record moves to a state of Review, a change task for Post Implementation Review is automatically created.

upvoted 1 times

 06Timm 2 years ago

`Selected Answer: C`

correct

upvoted 3 times

 brownbear324 2 years ago

`Selected Answer: C`

correct

upvoted 2 times

Hunter_Bee 2 years ago

Selected Answer: C

correct answer is C

upvoted 2 times

ServiceNowNoob 2 years, 5 months ago

Selected Answer: C

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

upvoted 4 times

Amit7414 2 years, 6 months ago

Selected Answer: C

correct

upvoted 2 times

som_420 2 years, 6 months ago

Selected Answer: C

Correct answer is C

upvoted 2 times

KD2016 2 years, 6 months ago

Selected Answer: C

Agreed, answer is C

upvoted 2 times

Virtusa_0123 2 years, 6 months ago

answer is C

upvoted 2 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

Suggested Answer: *B*

Community vote distribution

B (85%)	C (15%)

👤 **GURUDEV7267** 9 months, 1 week 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 4 times

👤 **McKenzieDuquesne** 1 year, 3 months ago

Selected Answer: B

Use the CI Class Manager to explore the hierarchy and table definitions at each level.

upvoted 2 times

👤 **teleblazer** 1 year, 4 months ago

B -Class manager

upvoted 2 times

👤 **nelmos** 1 year, 7 months ago

Selected Answer: B

B is Correct

upvoted 3 times

👤 **Honeybadge** 1 year, 10 months ago

Selected Answer: B

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

upvoted 1 times

👤 **lyon301** 1 year, 12 months ago

Selected Answer: B

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

upvoted 3 times

👤 **06Timm** 2 years ago

Selected Answer: B

ITSM implementation book pg 33

upvoted 2 times

👤 **marka_1267** 2 years ago

Selected Answer: C

C is correct

upvoted 1 times

    👤 **marka_1267** 2 years ago

    Sorry, B is correct, CI Class Manager

    upvoted 2 times

👤 **PappyFox** 2 years, 2 months ago

B is the correct answer .

upvoted 1 times

☐ 👤 **esllin** 2 years, 4 months ago

Textbook P34javascript:void(0)

upvoted 1 times

☐ 👤 **Amit7414** 2 years, 6 months ago

correct

upvoted 1 times

☐ 👤 **som_420** 2 years, 6 months ago

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

Suggested Answer: *B*

Community vote distribution

B (69%) | C (31%)

👤 **SHAJENEK** `Highly Voted 👍` 2 years, 2 months ago

`Selected Answer: B`

Correct is B, checked in PDI.

upvoted 10 times

👤 **Honeybadge** `Highly Voted 👍` 9 months, 1 week ago

`Selected Answer: B`

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

Applies on a Catalog Item view

Applies on Catalog Tasks

Applies on Requested Items

So correct answer is B. CANNOT

upvoted 5 times

   👤 **hristiyant** 1 year, 6 months ago

   I would be more than thrilled to see how you managed to set a catalog category to visible. Could you please share an example?

   upvoted 2 times

👤 **Mohammedhz** `Most Recent ⊘` 4 days, 23 hours ago

`Selected Answer: C`

They propably meant for B to be the correct answer but based on the poor wording im going for C because I cannot figure out a way at all to show and hide catalog categories using a catalog UI policy but for B you can apply on all catlaog Tasks and Requested Item but im sure it applied to all of their views as well but cant remember.

upvoted 1 times

👤 **UtkarshTiw** 2 months, 3 weeks ago

`Selected Answer: B`

Correct answer is B

upvoted 2 times

👤 **servicemain01** 9 months ago

According to "IT Service Management Implementation(Washington)" module 4.3 you B is the correct answer; HOWEVER, you cannot set a catalog category to visible through the use of a catalog UI Policy. This a poor choice of answers.

upvoted 1 times

👤 **Honeybadge** 9 months, 1 week ago

`Selected Answer: B`

Like UI policies, Catalog UI Policies: • Allow variables to be set to mandatory, visible, or read-only based on defined conditions. These policies work on variables included on catalog item forms and variables displayed through a variables editor on the request, request item, and catalog task forms.-

copy and pasted from Ebook pg. 148. There is also a chart for furth explanation that states you can not apply on all form views. Please check out the book and test in your free developer instance.

upvoted 2 times

☐ 👤 **Sudarshan_Puppala** 9 months, 1 week ago

Selected Answer: C

A Catalog UI Policy in ServiceNow is used to control the behavior of catalog item forms, including making variables mandatory, setting variables to read-only, and applying requirements to form views. However, it does not control the visibility of catalog categories. Catalog categories' visibility is managed through other means, such as user criteria or directly in the catalog category configuration.

upvoted 3 times

☐ 👤 **ghzelmed** 9 months, 3 weeks ago

Now i am sure it s C. Because UI catalog policy only control variable inside an item. You can not manipulate category with ctalog ui policy. We are not talking about UI policy. For B, while it still possible to assign a UI plicy to a specific view, with catalog UI policy, it s by default applied to all Views, you can't design a specific view as target... So B it s possible with UI calaog policy

upvoted 1 times

☐ 👤 **Sudarshan_Puppala** 1 year ago

A Catalog UI Policy in ServiceNow is used to control the behavior of catalog item forms, including making variables mandatory, setting variables to read-only, and applying requirements to form views. However, it does not control the visibility of catalog categories. Catalog categories' visibility is managed through other means, such as user criteria or directly in the catalog category configuration.

upvoted 1 times

☐ 👤 **sk_snow** 1 year ago

In this section, we have a comparison table between functionality of Catalog UI Policies and UI Policies. Under functionality "Applies on all form views", for UI Policies we have "optional" and for Catalog UI Plicies "NA" (Not Applicable). I could not find any statement on the visibility of category, thus answer B is more probable for me.

upvoted 1 times

☐ 👤 **teleblazer** 1 year, 4 months ago

B - I don't see a UI config doing ALL views, some views may be custom to someone else

upvoted 1 times

☐ 👤 **hristiyant** 1 year, 6 months ago

B

table on p148 of eBook :

"Applies on all form views - Not Applicable" for Catalog UI Policies

Still not convinced about the categories though....

upvoted 2 times

☐ 👤 **rajesh_pavan_varma_kalidindi** 1 year, 8 months ago

Selected Answer: B

Catalog UI Policies only apply to catalogs,

Not to forms

upvoted 4 times

☐ 👤 **subhadeep_ghosh** 1 year, 10 months ago

Both B and C.

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

upvoted 2 times

☐ 👤 **Laurys** 1 year, 11 months ago

Selected Answer: C

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

upvoted 1 times

☐ 👤 **subhadeep_ghosh** 1 year, 11 months ago

Selected Answer: C

C is correct - catalog category cannot be manipulated through UI policy

According to ITSM Implementation eBook page 148, option B is possible - hence not correct answer for this question.

upvoted 1 times

☐ 👤 **Honeybadge** 1 year, 10 months ago

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

upvoted 2 times

☐ 👤 **subhadeep_ghosh** 1 year, 11 months ago

C is correct - catalog category cannot be manipulated through UI policy

According to ITSM Implementation eBook page 148, option B is possible - hence not correct answer for this question.

upvoted 1 times

☐ 👤 **Honeybadge** 1 year, 10 months ago

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

upvoted 1 times

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

upvoted 2 times

☐ 👤 **subhadeep_ghosh** 1 year, 11 months ago

C is correct - catalog category cannot be manipulated through UI policy

According to ITSM Implementation eBook page 148, option B is possible - hence not correct answer for this question.

upvoted 1 times

☐ 👤 **Honeybadge** 1 year, 10 months ago

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

Suggested Answer: *D*

Community vote distribution

D (100%)

⊟ 👤 **5fd3e39** 4 months, 3 weeks ago

Selected Answer: D

correct answer is D.

upvoted 1 times

⊟ 👤 **teleblazer** 10 months, 1 week ago

D - record producer seems to be the most widely used answer from catalog questions

upvoted 1 times

⊟ 👤 **nelmos** 1 year, 1 month ago

Selected Answer: D

correct is D

upvoted 2 times

⊟ 👤 **Honeybadge** 1 year, 4 months ago

Selected Answer: D

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

upvoted 1 times

⊟ 👤 **Amit7414** 2 years ago

Selected Answer: D

correct

upvoted 3 times

⊟ 👤 **som_420** 2 years 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

Suggested Answer: *AD*

Community vote distribution

AD (100%)

□ 👤 **servicemain01** 9 months ago

Selected Answer: AD

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

upvoted 1 times

□ 👤 **MagdaGrs** 1 year, 8 months ago

Selected Answer: AD

A and D

upvoted 2 times

□ 👤 **lolnaman** 2 years, 3 months ago

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

upvoted 4 times

□ 👤 **Amit7414** 2 years, 6 months ago

Selected Answer: AD

correct

upvoted 2 times

□ 👤 **som_420** 2 years, 6 months 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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **MarlyB** `Highly Voted 👍` 10 months, 2 weeks ago

`Selected Answer: A`

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

upvoted 6 times

👤 **lyon301** `Most Recent ⊙` 11 months, 3 weeks ago

`Selected Answer: A`

the answer is A

upvoted 1 times

👤 **Vinay_Sahu** 1 year ago

A is correct !!

upvoted 1 times

👤 **PappyFox** 1 year, 2 months ago

`Selected Answer: A`

A Is correct

upvoted 1 times

👤 **esllin** 1 year, 4 months ago

`Selected Answer: A`

textbook p87

upvoted 2 times

👤 **Amit7414** 1 year, 6 months ago

`Selected Answer: A`

correct

upvoted 1 times

👤 **som_420** 1 year, 6 months 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

Suggested Answer: *A*

Community vote distribution

B (100%)

⊟ 👤 **Honeybadge** `Highly Voted 👍` 9 months, 1 week ago
`Selected Answer: B`

Service desk agents may see articles users should not see. Use Search As to share appropriate articles with users.

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

ServiceNow (n.d). IT Service Management (ITSM) Implementation - Tokyo. ServiceNow.
　upvoted 7 times

⊟ 👤 **Prozessfux** `Most Recent ⊙` 9 months ago
Is this search as also possible in the agent assist in SOW?
　upvoted 1 times

⊟ 👤 **capripatr** 9 months ago
`Selected Answer: B`
It is B, never heard of answer A in any part of the book
　upvoted 1 times

⊟ 👤 **mball23** 11 months ago
`Selected Answer: B`
B is correct (if enabled, can use Search as). Source: Contextual search properties section of the ITSM implementation ebook
　upvoted 3 times

⊟ 👤 **McKenzieDuquesne** 1 year, 3 months ago
`Selected Answer: B`
Optionally, administrators may enable Search as. This feature returns search results as both the current user and a specified user on the current form (i.e. caller). This allows agents to be confident that articles shared with users are appropriate.
　upvoted 1 times

⊟ 👤 **teleblazer** 1 year, 4 months ago
A - it's a highlighting issue to differentiate
　upvoted 1 times

⊟ 👤 **sNowReggie** 1 year, 5 months ago
`Selected Answer: B`
B is correct.
　upvoted 2 times

⊟ 👤 **Guh** 1 year, 8 months ago
B is correct.
　upvoted 1 times

⊟ 👤 **omgitsmattyp** 1 year, 9 months ago

B is correct.

upvoted 1 times

⊟ 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: B

B is correct, for more explanation look at Honeybadge's post

upvoted 1 times

⊟ 👤 **tanaris_e** 1 year, 11 months ago

why is A the correct answer?

upvoted 1 times

⊟ 👤 **Hunter_Bee** 2 years ago

Selected Answer: B

B is correct

upvoted 1 times

⊟ 👤 **lelf** 2 years, 1 month ago

it should be search as caller not user

upvoted 1 times

⊟ 👤 **Jtcash247** 2 years, 4 months ago

Selected Answer: B

It is B

upvoted 2 times

⊟ 👤 **Amit7414** 2 years, 6 months ago

Selected Answer: B

correct

upvoted 1 times

⊟ 👤 **som_420** 2 years, 6 months ago

Selected Answer: B

Correct Answer : B

upvoted 1 times

⊟ 👤 **KD2016** 2 years, 6 months 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

Suggested Answer: *C*

Community vote distribution

C (100%)

 ☐ 👤 **malarag** 6 months, 1 week ago

Selected Answer: C

C - Catalog Builder allows you to design and customize catalog items

upvoted 1 times

 ☐ 👤 **teleblazer** 10 months, 1 week ago

C - key word is baseline.

upvoted 1 times

 ☐ 👤 **RyanH33** 1 year, 2 months ago

Selected Answer: C

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

upvoted 2 times

 ☐ 👤 **lyon301** 1 year, 6 months ago

Selected Answer: C

The C is correct

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

upvoted 1 times

 ☐ 👤 **shikha_01** 1 year, 9 months ago

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

upvoted 1 times

   ☐ 👤 **Prasanna_22** 1 year, 5 months ago

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

upvoted 1 times

 ☐ 👤 **esllin** 1 year, 10 months ago

Selected Answer: C

textbook P366

upvoted 2 times

   ☐ 👤 **SatwikY** 1 year, 10 months ago

Which textbook are you talking about?

upvoted 4 times

 ☐ 👤 **Amit7414** 2 years ago

Selected Answer: C

correct

upvoted 1 times

 ☐ 👤 **som_420** 2 years ago

Selected Answer: C

correct

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

---

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **MarlyB** `Highly Voted 👍` 1 year, 4 months ago

`Selected Answer: C`

From the book:

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

upvoted 7 times

☐ 👤 **McKenzieDuquesne** `Most Recent ⊙` 9 months, 4 weeks ago

`Selected Answer: C`

Leverage the group Type field and reference qualifiers to restrict assignment options only to include appropriate groups.

upvoted 1 times

☐ 👤 **Amit7414** 2 years ago

`Selected Answer: C`

correct

upvoted 1 times

☐ 👤 **som_420** 2 years 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

Suggested Answer: *E*

Community vote distribution

E (100%)

Heyne 7 months, 4 weeks ago

Selected Answer: E

eBook IT Service Management (ITSM) Implementation

upvoted 1 times

Kimhw 2 years ago

Selected Answer: E

ITSM Implementation (Tokyo) ebook p319

upvoted 4 times

Kimhw 2 years, 1 month ago

ITSM Implementation Tokyo version P152 was not helpful.

upvoted 2 times

PappyFox 2 years, 2 months ago

Selected Answer: E

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

upvoted 2 times

lolnaman 2 years, 3 months ago

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

upvoted 1 times

  foolishsoul4556 2 years, 2 months ago

  this link doesn't work

  upvoted 1 times

esllin 2 years, 4 months ago

Selected Answer: E

textbook P152

upvoted 2 times

  lolnaman 2 years, 3 months ago

  how to get the textbook?

  upvoted 1 times

    Madhu31 2 years, 3 months ago

    Hi, how to get the textbook?

    upvoted 1 times

      lolnaman 2 years, 2 months ago

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

      upvoted 1 times

som_420 2 years, 6 months ago

Selected Answer: E

correct

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

Suggested Answer: *A*

Community vote distribution

A (100%)

Manny1218 9 months, 2 weeks ago

Selected Answer: A

IT Service Management (ITSM) Implementation On Demand

Module 8: Metrics, Maintenance, and evolution

Page: Database views

Answer is A

upvoted 1 times

subhadeep_ghosh 1 year, 10 months ago

Selected Answer: A

Page 201 of CIS-ITSM eBook:

Database views exist in baseline instances to combine information related to SLAs and metrics with requests, requested items, and catalog tasks.

These are equivalent to SQL joins.

upvoted 1 times

PappyFox 2 years, 2 months ago

Selected Answer: A

A is correct

upvoted 2 times

esllin 2 years, 4 months ago

Selected Answer: A

textbook p156

upvoted 1 times

Amit7414 2 years, 6 months ago

Selected Answer: A

correct

upvoted 1 times

som_420 2 years, 6 months 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

Suggested Answer: *AB*

Community vote distribution

AB (100%)

👤 **csa_bestehen123** 3 months, 3 weeks ago

Selected Answer: AB

correct

upvoted 1 times

👤 **pfo38** 1 year ago

ebook Utah p. 249

upvoted 1 times

👤 **esllin** 1 year, 4 months ago

Selected Answer: AB

textbook p94

upvoted 2 times

👤 **Amit7414** 1 year, 6 months ago

Selected Answer: AB

correct

upvoted 1 times

👤 **som_420** 1 year, 6 months 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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

IT Service Management (ITSM) Implementation on Demand
Module 5: Incident Management
Page: Inbound Actions

Answer is A

 upvoted 1 times

☐ 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: A

From the book:

An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions:

- Email reply: sending an email back to the source that triggered the action

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

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

 upvoted 2 times

☐ 👤 **subhadeep_ghosh** 1 year, 10 months ago

Selected Answer: A

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

 upvoted 2 times

☐ 👤 **AmyZ** 1 year, 10 months ago

Why couldnt D be the answer?

 upvoted 2 times

☐ 👤 **aloku1** 2 years ago

Selected Answer: A

Tokyo p112 - New INC

 upvoted 1 times

☐ 👤 **esllin** 2 years, 4 months ago

Selected Answer: A

textbook p85

 upvoted 1 times

☐ 👤 **MrBravo** 2 years, 4 months ago

Why incident and not any other table?

 upvoted 1 times

 ☐ 👤 **amineHTB** 2 years, 3 months ago

 because the create incident inbound action has the lowest order

  upvoted 5 times

☐ 👤 **Amit7414** 2 years, 6 months ago

Selected Answer: A

correct

upvoted 1 times

Selected Answer: A

correct

upvoted 1 times

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

Suggested Answer: *D*

Community vote distribution

D (60%)	A (40%)

---

  subhadeep_ghosh `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: D`

D. is the correct answer.

As per page 355 of CIS-ITSM (Tokyo) eBook:

1. By default, the workaround gets copied to the work notes of any active (i.e. Open, In Progress) incidents related to the problem record.

2. The workaround is also copied to the Additional Comments of any related incident that has Resolution code of Known error.

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

upvoted 23 times

    kkpellas 11 months, 1 week ago

When you select Communicate Workaround in the problem record, ALL of the the following happens not just updating work notes:

1. The contents of the workaround is added to the Work notes field for any active (not in a state of Resolved, Closed, or Canceled) incidents related to the problem record

2. and to the Additional comments field of any related incident with a Resolution code of Known error.

3. The workaround is also automatically sent to the incident Caller, to anyone added to the incident Watch list, and to the incident Assigned to user.

This is from the ebook and verified in an instance.

upvoted 2 times

    be9c2c8 1 year, 2 months ago

yes, I checked in the e-book as well, A is meant to confuse you, so D must be correct.

upvoted 1 times

    doode 1 year, 2 months ago

to be fair, it's not clear that the incidents are open, the question could have explicitly stated "... Problem's related open incidents", seems the question aimed to confuse.

upvoted 2 times

      JafN 6 months ago

Please ignore my previous post. This really seems confusing.

Option A: The caller won't be able to see the work notes unless they are ITIL users

Option D: Should the work notes be copied from the workaround to the problem's work note list?

upvoted 1 times

  Keithlyon22 `Most Recent ⏱` 3 days, 4 hours ago

`Selected Answer: A`

From Docs:

Click the Communicate Workaround related link.

The problem number and the content of the Workaround field are added to the activity stream on all related incidents. By default, any entries made in an incident activity stream field generate an email notification to the Caller that you mention on the Incident form.

If group on-call rotation scheduling is in effect when you communicate a workaround, the system stops the escalations on the associated incidents.

Escalation stops because a workaround is available. This action effectively communicates knowledge to the appropriate audience, but does not create a knowledge article.

upvoted 1 times

🗖 👤 **jnk252** 3 months, 3 weeks ago

Selected Answer: A

https://www.servicenow.com/docs/bundle/yokohama-it-service-management/page/product/problem-management/task/communicate-workaround.html

upvoted 4 times

🗖 👤 **Gattino_90** 5 months ago

Selected Answer: A

https://www.servicenow.com/docs/bundle/xanadu-it-service-management/page/product/problem-management/task/communicate-workaround.html

upvoted 3 times

🗖 👤 **JafN** 6 months, 1 week ago

A is correct. D is meant to confuse you.. THe catch is the Problem's work notes not any related Incident worknotes.

upvoted 1 times

🗖 👤 **AmmarJalil** 7 months ago

Selected Answer: A

A is correct

upvoted 2 times

🗖 👤 **nyto089** 7 months, 3 weeks ago

Selected Answer: A

ITSM Book:

The Communicate Workaround UI action may be used to copy the problem workaround to related incidents.

By default, the workaround gets copied to the Work Notes for all incidents related to the problem reord with state New, In Progress or On Hold (in other words, Open incidents)

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

upvoted 4 times

🗖 👤 **servicemain01** 8 months, 3 weeks ago

Selected Answer: A

CIS-ITSM module 6 : Problem Management
- Communicate Workaround states
"By default, the workaround get copied to the WORK NOTES for all incidents related to the problem with state NEW, In Progress or On Hold."
" The workaround is also copied to the ADDITIONAL COMMENTS of any related incident that has a resolution of Known error"

upvoted 3 times

🗖 👤 **TDev1985** 9 months, 1 week ago

Selected Answer: A

The problem number and the content of the Workaround field are added to the activity stream on all related incidents. (from the Docs - A seems correct)

upvoted 2 times

🗖 👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: D

IT Service Management (ITSM) Implementation On Demand
Module 6.3: Problem Lifecycle
Page: Communicate Work around

Answer is D

The workaround is copied to all work notes of incidents where the state is "New", "In Progress", or "On Hold".

The workaround is also copied to "Additional Comments" in Incidents where the state is resolved.

upvoted 1 times

🗖 👤 **mball23** 11 months ago

Answer is A. D is WRONG because the contents of workaround is added to related INCIDENT Work notes field and additional comments fields. D says "PROBLEM Work notes" which is wrong.
upvoted 2 times

☐ 👤 **kkpellas** 11 months, 1 week ago
When the Communicate workaround Related Link on the Problem record is updated:
upvoted 2 times

☐ 👤 **sk_snow** 1 year ago
URL: https://servicenow.read.inkling.com/
Book "IT Service Management Fundamentals"
Section "Problem"

"The contents of the workaround is added to the Work notes field for any active (not in a state of Resolved, Closed, or Canceled) incidents related to the problem record, and to the Additional comments field of any related incident with a Resolution code of Known error. The workaround is also automatically sent to the incident Caller, to anyone added to the incident Watch list, and to the incident Assigned to user."
upvoted 2 times

☐ 👤 **teleblazer** 1 year, 4 months ago
D - It's going to the notes list. Initial gut feel is open related but that's a red herring
upvoted 1 times

☐ 👤 **ThomasTom** 1 year, 4 months ago
IT Service Management (ITSM) Implementation - Vancouver / page 341
upvoted 2 times

☐ 👤 **jshivani** 1 year, 5 months ago
https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/problem-management/task/communicate-workaround.html
upvoted 1 times

☐ 👤 **jain25rajesh** 1 year, 5 months ago
PROBLEM WORKOTES DOESN'T MAKE ANY SENSE , notification to related incident callers make more sense
upvoted 2 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

Suggested Answer: *B*

Community vote distribution

B (100%)

Hunter_Bee `Highly Voted` 1 year ago

`Selected Answer: B`

B is correct but should be updated to Service Operations Workspace (agent workspace has been deprecated since the Utah release)

upvoted 6 times

esllin `Most Recent` 1 year, 4 months ago

`Selected Answer: B`

textbook P150

upvoted 1 times

lolnaman 1 year, 3 months ago

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

upvoted 5 times

Kimhw 1 year, 1 month ago

Me neither.

upvoted 1 times

anantsamaiya 1 year, 4 months ago

`Selected Answer: B`

B probably

upvoted 1 times

som_420 1 year, 6 months 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

Suggested Answer: *BDEFG*

Community vote distribution

BDEFG (100%)

---

  esllin 10 months, 1 week ago

Selected Answer: BDEFG

Incident , problem ,change, knowledge, case

  upvoted 2 times

    esllin 10 months, 1 week ago

    textbook p152

    upvoted 1 times

  anantsamaiya 10 months, 3 weeks ago

Selected Answer: BDEFG

BDEFG correct

  upvoted 2 times

  som_420 1 year 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

Suggested Answer: *B*

Community vote distribution

B (100%)

👤 **servicenowExamtopics** 6 months, 2 weeks ago

Selected Answer: B

For a quick overview of current state operational information for Incident Management, B. Incident > Overview could be a more suitable starting point. It provides a straightforward summary of incident metrics, statuses, and trends, making it easier to get an immediate snapshot of the incident management landscape.

upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: B

IT Service Management (ITSM) Implementation On Demand

Section - Addendum: Defining and measuring ITSM outcomes

Page - Incident Management: Reporting

Answer is B

upvoted 1 times

👤 **NowExam** 1 year, 8 months ago

B - p320 of ITSM Implementation (Tokyo)

upvoted 1 times

👤 **esllin** 2 years, 4 months ago

Selected Answer: B

textbook p153

upvoted 2 times

👤 **Amit7414** 2 years, 6 months ago

Selected Answer: B

correct

upvoted 1 times

👤 **som_420** 2 years, 6 months ago

Selected Answer: B

Correct

upvoted 2 times

The Problem table is extended from what table?

    A. Task

    B. Major Incident

    C. Outage

    D. Problem Task

    E. Incident

Suggested Answer: *A*

Community vote distribution

A (100%)

  Manny1218 9 months, 2 weeks ago

Selected Answer: A

IT Service Management (ITSM) Implementation On Demand

Module 6: Problem Management

Page: Problem Management Architecture - Data Structures

Answer is A

upvoted 1 times

  teleblazer 1 year, 4 months ago

A - task seems to be the universal starting point in case new people are reading this. task extends to incident, task extends to problem, etc...

upvoted 1 times

  Honeybadge 1 year, 10 months ago

Selected Answer: A

CSA 101

upvoted 1 times

  sephereth 2 years ago

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

upvoted 4 times

  Kimhw 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook P335

upvoted 2 times

  esllin 2 years, 4 months ago

Selected Answer: A

textbook p224

upvoted 1 times

    lolnaman 2 years, 3 months ago

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

    upvoted 2 times

  Amit7414 2 years, 6 months ago

Selected Answer: A

correct

upvoted 2 times

  som_420 2 years, 6 months ago
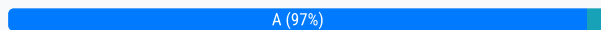
Selected Answer: A

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

Suggested Answer: *E*

Community vote distribution

A (97%)

☐ 👤 **MarlyB** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: A`

Copied from the book:

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

   upvoted 10 times

☐ 👤 **Honeybadge** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: A`

Problem Management properties are used to control features such as creating problem task on a closed problem and reanalyzing a closed or a canceled problem.

These properties are available at Problem > Administration > Problem Properties.

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

   upvoted 5 times

☐ 👤 **Manny1218** `Most Recent ⊙` 9 months, 2 weeks ago

`Selected Answer: A`

IT Service Management (ITSM) Implementation On Demand

Module 6.4 Problem Lifecycle Configuration

Page: Additional Considerations

Answer is A

   upvoted 1 times

☐ 👤 **kkpellas** 11 months, 1 week ago

`Selected Answer: A`

Checked the instance.

Problem > Administration. Problem Properties

   upvoted 1 times

☐ 👤 **ttoper** 1 year ago

Tricky question. If the Problem Manager wants to retain the re-anlayze capability, then the Problem Coordinator would need to be added to the UI Action as well.

Problem > Administration > Problem Properties only allows one selection (role).

   upvoted 1 times

☐ 👤 **be9c2c8** 1 year, 2 months ago

A -> Confirmed from the instance!

   upvoted 1 times

Naw210 1 year, 10 months ago

Selected Answer: C

choose A

upvoted 1 times

    Honeybadge 1 year, 10 months ago

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

    upvoted 3 times

MrDDo 1 year, 11 months ago

Selected Answer: A

Validated: Problem -> Problem Properties module

There is a field choice option 'Who can Re-analyze a Completed Problem?

Selectable values are Problem Managers or Problem Coordinators or Problem Administrators.

upvoted 2 times

    MrDDo 1 year, 11 months ago

    Problem -> Administration -> Problem Properties

    upvoted 3 times

francat 1 year, 12 months ago

A - eBook Tokyo ITSM Implementation p.376

upvoted 1 times

sephereth 2 years ago

only a makes sense, the rest doesn't

upvoted 1 times

armin_vcg 2 years ago

Selected Answer: A

VitalSource ITSM Implementer eBook, p376 clearly states the answer.

upvoted 2 times

Abizai 2 years ago

correct answer is A. Confirmed on the instance.

upvoted 2 times

Kimhw 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook P337

upvoted 1 times

esllin 2 years, 4 months ago

textbook p186

upvoted 1 times

    Sana_18 2 years, 3 months ago

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

    upvoted 6 times

        amineHTB 2 years, 3 months ago

        it's a bot

        upvoted 3 times

anantsamaiya 2 years, 4 months ago

Selected Answer: A

A is right

upvoted 3 times

som_420 2 years, 6 months ago

Selected Answer: A

Correct Answer : A

upvoted 1 times

KD2016 2 years, 6 months ago

Selected Answer: A

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

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

Suggested Answer: *E*

Community vote distribution

E (100%)

⊟ 👤 **Limouna** 1 year ago

Selected Answer: E

Flow Designer

upvoted 1 times

⊟ 👤 **sephereth** 2 years ago

Selected Answer: E

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

upvoted 3 times

　⊟ 👤 **doode** 1 year, 2 months ago

　　Also, the flow designer would be used to update the State Model.

　　upvoted 1 times

⊟ 👤 **marka_1267** 2 years ago

Selected Answer: E

Flow Designer

upvoted 1 times

⊟ 👤 **anantsamaiya** 2 years, 4 months ago

Selected Answer: E

E is right

upvoted 2 times

⊟ 👤 **som_420** 2 years, 6 months 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

Suggested Answer: *CD*

Community vote distribution

BC (86%)	14%

 SarojPatel `Highly Voted 👍` 2 years, 6 months 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 12 times

 Heyne `Most Recent ⏱` 7 months, 4 weeks ago

`Selected Answer: BC`

eBook Vancouver page 328
  upvoted 1 times

 Manny1218 9 months, 2 weeks ago

`Selected Answer: BC`

IT Service Management (ITSM) Implementation On Demand
Module 6.3: Problem Lifecycle Configuration
Page: Categorization

Answer is BC
  upvoted 2 times

---

 sk_snow 1 year ago

`Selected Answer: BC`

URL: https://servicenow.read.inkling.com/
Book: "IT Service Management Implementation"
Secrion: "Problem Managment" -> "Categorization"

You can approach categorization in the following ways:
* Re-use Existing Categories: Customers typically use the same categories for incident and problem.
* Define New Categories: : If problem requires a different set of categories, you can use the out of box categories or define your own. The categories should be simple and standard.
* Drive Categorization by CI: If you have a robust CMDB, you can drive categorization based on the CI class. This would require additional configuration and scripting.
  upvoted 1 times

---

 be9c2c8 1 year, 2 months ago

`Selected Answer: CD`

Drive categorization by CI - if you have robust CMDB and requires additional config and scripting.
Re-use existing categories
Define new categories - can use out of the box or define custom but simple and standard.
  upvoted 1 times

👤 **rowemeister** 1 year, 4 months ago

Selected Answer: BC

b and c is correct

upvoted 1 times

👤 **DKey** 1 year, 8 months ago

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

upvoted 2 times

👤 **subhadeep_ghosh** 1 year, 10 months ago

Selected Answer: BC

As per page 344 of CIS-ITSM eBook:

(1) Re-use existing categories

(2) Drive categorization by CI (if customer has a robust CMDB architecture)

(3) Define new categories

Hence B and C are correct answers

upvoted 3 times

👤 **MarlyB** 1 year, 10 months ago

Selected Answer: BC

From the book:

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

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

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

upvoted 1 times

👤 **marka_1267** 2 years ago

Selected Answer: BC

P. 344

upvoted 2 times

👤 **Kimhw** 2 years, 1 month ago

Selected Answer: BC

ITSM Implementation (Tokyo) ebook p344

upvoted 3 times

👤 **betch252** 2 years, 3 months ago

Selected Answer: BC

BC is correct

upvoted 1 times

👤 **lolnaman** 2 years, 3 months ago

Selected Answer: BC

B C is right

upvoted 1 times

👤 **chaudh7y** 2 years, 4 months ago

is A not also correct? Jut asking

upvoted 1 times

👤 **doode** 2 years, 4 months ago

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

upvoted 4 times

> 👤 **brownbear324** 1 year, 11 months ago
>
> Not "CMDB Classes" exactly but classes within the CMDB (eg, CI Classes).
>
> upvoted 1 times
>
> > 👤 **doode** 1 year, 11 months ago
> >
> > but "CI Classes" wasn't mentioned.
> >
> > upvoted 1 times

👤 **anantsamaiya** 2 years, 4 months ago

B,C is right

upvoted 1 times

☐ 👤 **SBhatia** 2 years, 5 months ago

BC - is 100% correct.

upvoted 2 times

Question #25

Topic 1

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

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

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

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

D. Fix is written to a draft Knowledge article

Suggested Answer: *C*

Community vote distribution

B (85%) | A (15%)

Pszem `Highly Voted` 2 years, 6 months ago

Selected Answer: B

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

upvoted 14 times

> **doode** 2 years, 5 months ago
>
> "work note" makes more sense intuitively, as a comment would be for a different purpose.
>
> upvoted 4 times

Gattino_90 `Most Recent` 5 months ago

Selected Answer: C

As per ServiceNow Doc - "The fix information is copied from the Fix notes field on the Problem form to the Additional Comments field on the Incident form. An email notification is sent to the caller and the user who is assigned to the Incident."

upvoted 1 times

SHRIPAL_K 6 months ago

Selected Answer: C

As per ServiceNow Doc - "The fix information is copied from the Fix notes field on the Problem form to the Additional Comments field on the Incident form. An email notification is sent to the caller and the user who is assigned to the Incident."

upvoted 2 times

Heyne 7 months, 4 weeks ago

Selected Answer: B

eBook Vancouver

upvoted 2 times

James24 9 months, 1 week ago

B is correct.

upvoted 2 times

Manny1218 9 months, 2 weeks ago

Selected Answer: B

IT Service Management (ITSM) Implementation On Demand
Module: 6.3 Problem Lifecycle Configuration
Page: Communicate fix

Answer is B - Fix is written to the Work notes field on any Incident associated with the problem, which is Active. (State = New, On Hold, or In Progress)

upvoted 1 times

kkpellas 11 months, 1 week ago

B. Work notes in active incidents.

Verified with ebook and in instance.

upvoted 1 times

> **kkpellas** 10 months, 3 weeks ago

Hmm... in a different section of the ebook it says;

The Communicate Fix UI action may be used to copy the text from the Fix notes field of the problem record to associated incidents. By default, the fix notes get copied to incidents that are New, On Hold, or In Progress.

And in the image, it shows the comment going in Work Notes. So, It looks like A is the closets though it's work notes. Given all work notes are comments but not all comments are work notes, I guess the answer is A.

upvoted 1 times

☐ 👤 **sk_snow** 1 year ago

Selected Answer: B

I tested this on PDI (Washindton DC).

We have the following script actions:
1) Script Actions "Copy Prb workaround to Inc comments"
Tiggered by event: communicate.workaround
Action: It copies the Workaround to Additional Comments of all related incident records with State = Resolved & Resolution Code = Known Error.

2) Script Actions "Copy Prb workaround to Inc work notes"
Tiggered by event: communicate.workaround
Action: It copies the Workaround to Work Notes of all related incident records with State = New, In Progress & On Hold (but not Resolved, Closed or Cancelled!).

3) Script Actions "Copy Prb fix to Inc work notes"
Tiggered by event: communicate.workaround
Action: It copies the Fix to Work Notes of all related incident records with State = New, In Progress & On Hold (but not Resolved, Closed or Cancelled!).

Hense, B is the closest answer to TRUE, see point no 2 above. It is not 100% true, since incidents with Resolved state are active.

upvoted 1 times

☐ 👤 **Limouna** 1 year ago

Selected Answer: B

Correct

upvoted 1 times

☐ 👤 **be9c2c8** 1 year, 2 months ago

Selected Answer: B

Default behavior gets copied to Incidents worknotes that are New, On Hold or in Progress

upvoted 1 times

☐ 👤 **jain25rajesh** 1 year, 5 months ago

None of the answer is correct , as Options says Active . and Incident Resolved is active only. CIS-ITSM Page 354, inprogress, new,onhold - Worknotes and Resolved and closed with resolution code = known error goes to comments.. Same I tested in PDi and it wirk as stated.

upvoted 2 times

☐ 👤 **McKenzieDuquesne** 1 year, 3 months ago

An 'Active' incident is any state except 'Closed'. 'Closed' incidents are inactive.

upvoted 1 times

☐ 👤 **JorgeAMS** 1 year, 5 months ago

That's for the "Communicate Workaroud" UI Action, the "Communicate Fix" is described on the CIS-ITSM Page 356, and it is only added to the Work notes

upvoted 3 times

☐ 👤 **sNowReggie** 1 year, 5 months ago

Selected Answer: B

Communicate fix UI Action calls the script action:
Copy Prb fix to Inc work notes
(pg 342)

upvoted 3 times

☐ 👤 **RohitBM** 1 year, 6 months ago

correct answer is B

upvoted 1 times

☐ 👤 **NowExam** 1 year, 8 months ago

B - p356 ITSM Implementation (Tokyo)

upvoted 1 times

☐ 👤 **subhadeep_ghosh** 1 year, 10 months ago

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

upvoted 2 times

☐ 👤 **MarlyB** 1 year, 10 months ago

From the book:

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

upvoted 3 times

☐ 👤 **Honeybadge** 1 year, 10 months ago

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

Associated Incident Activity

Fix is copied to the Activity Stream and a notification is sent to the users in the Assigned to and Work notes list fields for all associated incidents where:

State = New, On Hold, or In Progress

PG. 356

upvoted 2 times

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

Suggested Answer: *AB*

Community vote distribution

BD (100%)

👤 **PappyFox** `Highly Voted 👍` 2 years, 2 months ago

Selected Answer: BD

BD is correct.

ITSM Implementation ebook page (337)

upvoted 5 times

> 👤 **francat** 1 year, 12 months ago
>
> no doubt
>
> upvoted 1 times

👤 **James24** `Most Recent ⊘` 9 months, 1 week ago

Selected Answer: BD

BD is correct

upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: BD

IT Service Management (ITSM) Implementation On Demand

Module: 6.1 Architectural Overview

Page: Platform Roles

Answer BD

upvoted 1 times

👤 **sk_snow** 1 year ago

Selected Answer: BD

1) Communicate a fix:

Source: https://docs.servicenow.com/bundle/washingtondc-it-service-management/page/product/problem-management/task/communicate-a-fix.html

Role required: admin, problem_admin, problem_manager or problem_coordinator

2) Communicate workaround:

Source: https://docs.servicenow.com/bundle/washingtondc-it-service-management/page/product/problem-management/task/communicate-workaround.html

Role required: admin, problem_admin, problem_manager or problem_coordinator

upvoted 3 times

👤 **be9c2c8** 1 year, 2 months ago

Selected Answer: BD

After you have completed root cause analysis of a problem and have come up with a resolution or fix for that problem, submit change requests to get the problem fixed. Documenting and communicating fix helps user to know the solution to a problem.

Before you begin

Role required: admin, problem_admin, problem_manager or problem_coordinator

upvoted 1 times

McKenzieDuquesne 1 year, 3 months ago

Communicate workaround for Problem:

Role required: admin, problem_admin, problem_manager or problem_coordinator

https://docs.servicenow.com/csh?topicname=communicate-workaround.html&version=latest

upvoted 1 times

teleblazer 1 year, 4 months ago

AB - itil_admin can do most functions, and problem_coordinator does a lot of the high end problem functions

upvoted 1 times

MarlyB 1 year, 10 months ago

From the book:

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

upvoted 2 times

MrDDo 1 year, 11 months ago

As pert Problem Management platform roles matrix

upvoted 2 times

uwbe 1 year, 11 months ago

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

upvoted 1 times

marka_1267 2 years ago

BD are correct

upvoted 2 times

stophs 2 years, 2 months ago

problem_coordinator , problem_manager and problem_admin.

upvoted 2 times

esllin 2 years, 4 months ago

problem_coordinator , problem_manager and problem_admin.

upvoted 2 times

anantsamaiya 2 years, 4 months ago

B,D is right

upvoted 1 times

som_420 2 years, 6 months ago

Correct Answer : BD

upvoted 2 times

Pszem 2 years, 6 months ago

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

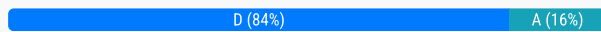upvoted 3 times

Andskie 2 years, 6 months ago

It's B and D

upvoted 2 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

Suggested Answer: *A*

Community vote distribution

| D (84%) | A (16%) |

👤 **PetrZappa** 9 months, 1 week ago

`Selected Answer: D`

To comments it is copied when an incident is resolved, therefore not active, thus A cannot be correct. The only correct is D.

upvoted 1 times

👤 **James24** 9 months, 1 week ago

`Selected Answer: D`

D is correct

upvoted 1 times

👤 **kkpellas** 11 months, 1 week ago

`Selected Answer: D`

Answer is D.

upvoted 1 times

👤 **sk_snow** 1 year ago

`Selected Answer: D`

I tested this on PDI (Washington DC).

We have the following script actions:

1) Script Actions "Copy Prb workaround to Inc comments"

Tiggered by event: communicate.workaround

Action: It copies the Workaround to Additional Comments of all related incident records with State = Resolved & Resolution Code = Known Error.

2) Script Actions "Copy Prb workaround to Inc work notes"

Tiggered by event: communicate.workaround

Action: It copies the Workaround to Work Notes of all related incident records with State = New, In Progress & On Hold.

3) Script Actions "Copy Prb fix to Inc work notes"

Tiggered by event: communicate.workaround

Action: It copies the Fix to Work Notes of all related incident records with State = New, In Progress & On Hold.

upvoted 2 times

👤 **McKenzieDuquesne** 1 year, 3 months ago

`Selected Answer: D`

Workaround is copied to Work notes for all incidents where State= New, In Progress, OR On Hold

upvoted 1 times

👤 **taotao77** 1 year, 4 months ago

`Selected Answer: D`

D, for comments, inc must be resolved and resolution code = known error

upvoted 1 times

👤 **sNowReggie** 1 year, 5 months ago

`Selected Answer: D`

The comments are only added to resolved incidents with a resolution code of Known Issue, therefore A is incorrect.

upvoted 3 times

☐ 👤 **sourabh009x** 1 year, 7 months ago

D is the correct answer. Tested in PDI.

Fix workaround post the workaround from problem to WorkNotes in open/in progress incidents and to the additional comments in resolved incidents and does not post anything on closed incidents.

upvoted 2 times

☐ 👤 **CJM6** 1 year, 8 months ago

Selected Answer: D

Question is about Open Incidents.

A) Resolved incidents are NOT open

Therefore correct answer is D

upvoted 2 times

☐ 👤 **Viperous** 1 year, 8 months ago

Selected Answer: D

From the book:

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

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

upvoted 3 times

☐ 👤 **subhadeep_ghosh** 1 year, 10 months ago

Selected Answer: D

D is correct because it is the default behavior.

A is NOT correct because this is only applicable for resolved incidents, not for open incidents.

upvoted 1 times

☐ 👤 **subhadeep_ghosh** 1 year, 10 months ago

This is very clearly given in CIS-ITSM (Tokyo) eBook page no. 355.

Workaround always gets copied to the Work Notes by default.

A is only applicable when incident is resolved with known error.

upvoted 1 times

☐ 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: D

From the book:

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

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

upvoted 1 times

☐ 👤 **MrDDo** 1 year, 11 months ago

Selected Answer: D

Communicate Workaround calls two scripts:

1. Copy Prb workaround to work notes. Workaround is copied to Work notes for all incidents where State = New, In Progress, OR On Hold

2. Copy Pro workaround to Inc comments. Workaround is copied to Additional comments to all Resolved Incidents where Resolution code = Known error.

upvoted 1 times

☐ 👤 **Prasanna_22** 1 year, 11 months ago

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

upvoted 1 times

☐ 👤 **lyon301** 1 year, 11 months ago

Selected Answer: A

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

Therefore, the most likely answer is A

upvoted 1 times

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

Suggested Answer: *BD*

Community vote distribution

CD (94%) 6%

☐ 👤 **lolnaman** `Highly Voted 👍` 1 year, 3 months 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 8 times

☐ 👤 **MarlyB** `Most Recent ⊙` 10 months, 3 weeks ago

`Selected Answer: CD`

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

upvoted 1 times

☐ 👤 **armin_vcg** 1 year ago

`Selected Answer: CD`

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

upvoted 3 times

☐ 👤 **marka_1267** 1 year ago

`Selected Answer: CD`

CD are correct, p 356

upvoted 2 times

☐ 👤 **Lucky62** 1 year ago

`Selected Answer: CD`

C and D are correct.

upvoted 2 times

☐ 👤 **fivani** 1 year, 1 month ago

`Selected Answer: CD`

Answer is CD

upvoted 1 times

☐ 👤 **Manmaya** 1 year, 3 months 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** 1 year, 6 months 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

Suggested Answer: *AD*

Community vote distribution

BC (66%)	AC (27%)	5%

👤 **_fgatto90** `Highly Voted 👍` 1 year, 3 months ago

The correct answer is: AC.

State is not a field which can be filled in, it always contain a value and is not selected by user.

CI is not used to move Problem to Asses, just try by creating a Problem with Short Description (which is mandatory by default) and CI, Problem will stay in New

  upvoted 5 times

  👤 **5b56dd7** 1 year, 3 months ago

  It is actually BC (state and assigned to) pg.337

    upvoted 2 times

👤 **562ae40** `Highly Voted 👍` 1 year, 2 months ago

`Selected Answer: AC`

The state field doesn't make sense

  upvoted 5 times

  👤 **chessiflife** 1 year, 2 months ago

  I agree it does not make sense, even after testing it out.

    upvoted 2 times

👤 **Felax** `Most Recent ⊘` 2 weeks, 6 days ago

`Selected Answer: BC`

For state transitions to work you need a State.

After that OOTB:

- Problem General model requires only assigned to

- Problem Task General and RCA models require assigned to AND short description

Therefore B and C, as A only applies to Problem Task

  upvoted 1 times

👤 **jilldlamp** 1 month, 3 weeks ago

`Selected Answer: BC`

In the IT Service Management Implementer eBook:

Problem records and problem task records in the "New" state automatically move to assess when the required fields are provided. The default "State" and "Assigned To" are required. Reference module 6.3, section "Automatically move to the assess state".

  upvoted 1 times

👤 **jilldlamp** 1 month, 3 weeks ago

`Selected Answer: BC`

IT Service Management Implementation (Xanadu) ebook Module 6.3; section, Automatically move to the assess state: Problem records and problem task records in the New State automatically move to assess when the required fields are provided. By default, state and assigned to are required.

  upvoted 1 times

👤 **chatterbox13** 7 months, 1 week ago

`Selected Answer: BC`

Question is tricky, but page 337 in the guide confirms it with no mention of the Short Description field.

upvoted 1 times

KazmiMe 7 months, 3 weeks ago

The Correct Answer is B and C. Although it does not make sense. However, it is configured in that way that system checks for State and Assigned to values. The configuration is in System UI > Form Sections > Assess Dialog Form view.

upvoted 1 times

Heyne 7 months, 4 weeks ago

Selected Answer: BC

eBook Vancouver page 337

upvoted 1 times

capripatr 9 months ago

Selected Answer: AC

Why do you select state? State is pre-filled, c'mon. It is A and C.

upvoted 1 times

James24 9 months, 1 week ago

Selected Answer: AC

AC CORRECT

upvoted 1 times

Tush6222 9 months, 2 weeks ago

Selected Answer: AC

Just now tried in PDI, as soon as we enter the short description and assigned to and save the form, the problem moves to Assess state automatically.

upvoted 1 times

Manny1218 9 months, 2 weeks ago

Selected Answer: BC

IT Service Management (ITSM) Implementation On Demand
Module: 6.3 Problem Lifecycle Configuration
Page: Automatically move to the Assess State

Answer is BC

upvoted 1 times

viNikier 1 year ago

Selected Answer: BC

By default, State and Assigned to are required.

upvoted 2 times

be9c2c8 1 year, 2 months ago

Selected Answer: BC

By default, State and assigned to are required! I wonder why did I paid for contributor access so that I spend more time checking every answer? Anybody got an answer to that?

upvoted 3 times

chessiflife 1 year, 2 months ago

BC.
Source page on read.inkling: Automatically move to the Assess state

upvoted 1 times

7868090817 1 year, 3 months ago

AC is the correct answer

upvoted 1 times

mich543 1 year, 3 months ago

Selected Answer: BC

eBook pg 337

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

Suggested Answer: *C*

Community vote distribution

C (100%)

□ 👤 **NoQuarantino** `Highly Voted 👍` 1 year, 7 months ago

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

upvoted 6 times

□ 👤 **MarlyB** `Most Recent ⏱` 10 months, 3 weeks ago

`Selected Answer: C`

From the book:

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

upvoted 3 times

□ 👤 **armin_vcg** 1 year ago

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

upvoted 2 times

□ 👤 **marka_1267** 1 year ago

`Selected Answer: C`

C is correct, p 434

upvoted 1 times

□ 👤 **bzul** 1 year, 1 month ago

`Selected Answer: C`

C- correct

upvoted 1 times

□ 👤 **PappyFox** 1 year, 2 months ago

`Selected Answer: C`

C is the correct answer.

Check the diagram on the page (434) of the ITSM Implementation Tokyo ebook.

upvoted 2 times

□ 👤 **som_420** 1 year, 6 months ago

`Selected Answer: C`

correct

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]

Suggested Answer: *C*

Community vote distribution

C (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: C

IT Service Management (ITSM) Implementation On Demand

Module: 7.2 Change Management

Page: Change Architecture Data Structure

Answer is C - Change Request [change_request]

upvoted 1 times

👤 **be9c2c8** 1 year, 2 months ago

Selected Answer: C

Change Request[change_request] table stores changes request records

upvoted 1 times

👤 **McKenzieDuquesne** 1 year, 3 months ago

Selected Answer: C

Change Request [change_request] table stores change request records.

ITSM book page 390

upvoted 2 times

👤 **marka_1267** 2 years ago

Selected Answer: C

C is correct

upvoted 2 times

👤 **Amit7414** 2 years, 6 months ago

Selected Answer: C

correct

upvoted 1 times

👤 **som_420** 2 years, 6 months 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

Suggested Answer: *B*

Community vote distribution

E (100%)

 Manny1218 9 months, 2 weeks ago

IT Service Management (ITSM) Implementation On Demand

Module: 7.2 Change Management

Page: Understanding Risk

Answer is E

Change > Administration > Risk Conditions

upvoted 2 times

 Guh 1 year, 8 months ago

Selected Answer: E

Its "E" correct.

upvoted 1 times

 153df45 1 year, 9 months ago

Selected Answer: E

It is E, tested it on PDI

upvoted 3 times

 MarlyB 1 year, 10 months ago

Selected Answer: E

From the book:

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

upvoted 3 times

---

 brownbear324 1 year, 11 months ago

Selected Answer: E

CIS-ITSM ebook, pg 413

upvoted 1 times

---

 armin_vcg 2 years ago

Selected Answer: E

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

upvoted 3 times

---

 marka_1267 2 years ago

Selected Answer: E

E is correct, p 413

upvoted 3 times

 Abizai 2 years ago

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

upvoted 3 times

⊟ 👤 **amineHTB** 2 years, 2 months ago

correct answer is E

upvoted 1 times

⊟ 👤 **Amr94** 2 years, 5 months ago

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

upvoted 3 times

⊟ 👤 **DevMoe** 2 years, 5 months ago

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

upvoted 1 times

⊟ 👤 **som_420** 2 years, 6 months ago

Correct Answer : E

upvoted 1 times

⊟ 👤 **rex11** 2 years, 7 months ago

E is the answer here

upvoted 2 times

⊟ 👤 **VVR1991** 2 years, 7 months 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

Suggested Answer: *B*

Community vote distribution

B (100%)

---

marka_1267 `Highly Voted 👍` 2 years ago

`Selected Answer: B`

B, p 485

upvoted 6 times

Manny1218 `Most Recent ⏱` 9 months, 2 weeks ago

`Selected Answer: B`

IT Service Management (ITSM) Implementation On Demand

Module: 7.5 Release Management

Page: A Conduit for more IT work

Answer is B

upvoted 1 times

---

pfo38 2 years ago

swer:

ebook Utah p. 473

upvoted 1 times

---

doode 2 years, 5 months ago

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

upvoted 2 times

---

som_420 2 years, 5 months 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

Suggested Answer: *A*

Community vote distribution

A (100%)

⊟ 👤 **MarlyB** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: A`

From the book:

Change - Normal - Assess

Change - Normal - Authorize

Change - Normal - Implement

AAI :) Assess Authorize Implement

upvoted 9 times

⊟ 👤 **Manny1218** `Most Recent ⊘` 9 months, 2 weeks ago

I see confusion here. This is talking about the Flows in Flow Designer, NOT the change model state.

Change model state for a normal Change is New - Assess - Authorize - Schedule - Implement - Review - Close

But this is talking about the Flows in flow designer

Change - Normal - Assess

Change - Normal - Authorize

Change - Normal - Implement

Hope that helps

upvoted 2 times

⊟ 👤 **Manny1218** 9 months, 2 weeks ago

`Selected Answer: A`

IT Service Management (ITSM) Implementation On Demand

Module 7.4 Change Management

Page: Change Flows

Answer is A

Change - Normal - Assess

Change - Normal - Authorize

Change - Normal - Implement

upvoted 1 times

⊟ 👤 **sings193** 1 year, 1 month ago

A.Tokyo ebook-p444

upvoted 1 times

⊟ 👤 **sNowReggie** 1 year, 5 months ago

A is correct like others have mentioned. Pg 439 and 440.

upvoted 1 times

⊟ 👤 **subhadeep_ghosh** 1 year, 10 months ago

A is correct because other options are wrong.

But actually it should be New - Assess - Authorize - Schedule - Implement - Review - Close

upvoted 2 times

👤 **subhadeep_ghosh** 1 year, 11 months ago

A is an OK answer, but not really the correct answer.

The correct flow is NEW - ASSESS - AUTHORIZE - SCHEDULE - IMPLEMENT - REVIEW - CLOSE

upvoted 4 times

👤 **marka_1267** 2 years ago

A, p 444

upvoted 3 times

👤 **PappyFox** 2 years, 2 months ago

A is correct

upvoted 1 times

👤 **lolnaman** 2 years, 3 months ago

Change - Normal - Assess

Change - Normal - Authorize

Change - Normal - Implement

upvoted 3 times

    👤 **lolnaman** 2 years, 3 months ago

    Change - Implementation tasks

    Answer- A

    upvoted 2 times

👤 **BL80** 2 years, 5 months ago

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

upvoted 1 times

👤 **som_420** 2 years, 6 months ago

Correct - A

upvoted 2 times

👤 **niteshks9886** 2 years, 6 months ago

As change flow A is right answer

upvoted 1 times

👤 **SarojPatel** 2 years, 6 months ago

A is the right answer check in flow designer flow tab

upvoted 1 times

👤 **som_420** 2 years, 6 months ago

I think it should be C

upvoted 2 times

    👤 **doode** 2 years, 5 months 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

Suggested Answer: *ABC*

Community vote distribution

ABC (100%)

⊟ 👤 **esllin** `Highly Voted 👍` 2 years, 4 months ago

`Selected Answer: ABC`

Planning

Implementation

Testing

Review

upvoted 8 times

⊟ 👤 **jilldlamp** `Most Recent ⊘` 1 month, 3 weeks ago

`Selected Answer: ABC`

IT Service Management Implementation eBook. For this question, the default change task types are "Planning", "Testing", and "Review". Note: When studying for the exam, "Implementation" is also a default change task type. Reference Module 6.3; "Change Tasks".

upvoted 1 times

⊟ 👤 **soni1234** 8 months, 1 week ago

Planning ,implementation ,testing and review

upvoted 1 times

⊟ 👤 **Manny1218** 9 months, 2 weeks ago

`Selected Answer: ABC`

IT Service Management (ITSM) Implementation On Demand

Module: 7.4 Change Management

Page: Change Tasks

Answer is ABC

upvoted 1 times

⊟ 👤 **marka_1267** 2 years ago

`Selected Answer: ABC`

A, B, C > - 452

upvoted 2 times

⊟ 👤 **Kimhw** 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook p452

upvoted 2 times

⊟ 👤 **PappyFox** 2 years, 2 months ago

`Selected Answer: ABC`

ABC is the correct answer.

upvoted 1 times

⊟ 👤 **lolnaman** 2 years, 3 months 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** 2 years, 4 months ago

Plan

Design

Build

Test

Review

  upvoted 2 times

☐ 👤 **som_420** 2 years, 6 months ago

Selected Answer: ABC

correct

  upvoted 1 times

☐ 👤 **Andskie** 2 years, 6 months ago

Planning

Implementation

Testing

Review

  upvoted 4 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

Suggested Answer: *A*

Community vote distribution

A (100%)

 subhadeep_ghosh `Highly Voted` 1 year, 10 months ago

`Selected Answer: A`

But in real world while working on projects, we do not memorize names of business rules.

Most often than not, developers customize business rules as per requirements of customer.

upvoted 10 times

 Manny1218 `Most Recent` 9 months, 2 weeks ago

`Selected Answer: A`

IT Service Management (ITSM) Implementation On Demand

Module 6: Problem Management

Page: Support Group -> Assignment Group

Answer is A

upvoted 1 times

 be9c2c8 1 year, 2 months ago

`Selected Answer: A`

The business rule Populate Assignment Group based on CI/SO triggers this functionality when an incident, problem or change request is created or updated and when the assignment group in the assigned to field is emty.

upvoted 1 times

 marka_1267 2 years ago

`Selected Answer: A`

A, p 290

upvoted 2 times

 lolnaman 2 years, 3 months 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 years, 3 months ago

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

upvoted 2 times

 som_420 2 years, 6 months ago

`Selected Answer: A`

correct

upvoted 2 times

Question #37
Topic 1

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

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

    B. Change requests planned within a certain date range

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

    D. Change requests for a certain Change Flow Definition

Suggested Answer: *AC*

Community vote distribution

AB (100%)

---

 oriyow `Highly Voted 👍` 2 years, 4 months 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 10 times

 Manny1218 `Most Recent ⊙` 9 months, 2 weeks ago

`Selected Answer: AB`

IT Service Management (ITSM) Implementation On Demand
Lab 7.4: Setup Recurring CAB Meetings

My Answer is A & B

When creating a new CAB Definition, you can configure conditions for either Risk Level, type, and/or Date Range

upvoted 1 times

---

 subhadeep_ghosh 1 year, 10 months ago

`Selected Answer: AB`

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

upvoted 3 times

---

 tanaris_e 1 year, 11 months ago

what page is this in the ebook

upvoted 2 times

---

 armin_vcg 2 years ago

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

upvoted 1 times

 Lucky62 2 years ago

`Selected Answer: AB`

A and B

upvoted 2 times

---

 cuongtkq 2 years, 1 month ago

AB nha bro

upvoted 3 times

     Naw210 1 year, 10 months ago

    okie broo

    upvoted 1 times

---

 foolishsoul4556 2 years, 1 month ago

`Selected Answer: AB`

AB is the correct answer

upvoted 2 times

□   👤 **esllin** 2 years, 4 months ago

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

upvoted 4 times

□   👤 **esllin** 2 years, 4 months ago

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

upvoted 4 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

Suggested Answer: *A*

Community vote distribution

A (77%) | B (23%)

👤 **capripatr** 9 months ago

Selected Answer: A

You can only pin, there is the dedicated icon

upvoted 1 times

👤 **Tush6222** 9 months, 2 weeks ago

Selected Answer: A

just checked in PDI, we can pin Change model while creating a new change, but there is no option of create favourite.

upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

IT Service Management (ITSM) Implementation On Demand

Module 7.2 Change Management

Page: Change Landing Page UI

Answer is A (Use the Pin feature)

upvoted 1 times

👤 **kkpellas** 11 months, 1 week ago

Selected Answer: A
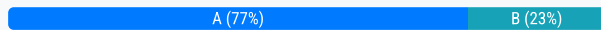
You can pin the preapproved change. No option to make favorite.

upvoted 1 times

👤 **be9c2c8** 1 year, 2 months ago

Selected Answer: A

checked in instance, indeed you can pin the model

upvoted 2 times

👤 **sNowReggie** 1 year, 5 months ago

Selected Answer: A

Users have the ability to "pin" change request models. p391 Utah

upvoted 3 times

👤 **Viperous** 1 year, 8 months ago

Selected Answer: A

Change models use pin. Favorite is for navigation modules.

upvoted 3 times

👤 **NowExam** 1 year, 8 months ago

A - p397 ITSM Implementation Tokyo

upvoted 2 times

👤 **WIM_SN** 1 year, 10 months ago

Selected Answer: A

The on-demand course lab discusses pinned models

upvoted 2 times

👤 **chatgpt11** 1 year, 10 months ago

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

upvoted 3 times

👤 **samtanu** 1 year, 10 months ago

A under Preapproved users can pin a particular model

upvoted 1 times

👤 **subhadeep_ghosh** 1 year, 10 months ago

Given in page 397 of CIS-ITSM (Tokyo) eBook.

NOTE: Favorite is something else - where you save a list in navigation pane, hence B is absolutely wrong answer for this question.

upvoted 3 times

👤 **subhadeep_ghosh** 1 year, 10 months ago

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

upvoted 1 times

👤 **ahpathak28** 1 year, 10 months ago

It's B

upvoted 1 times

👤 **MarlyB** 1 year, 10 months ago

Pin for the Change landing page

upvoted 1 times

👤 **brownbear324** 1 year, 11 months ago

Per pg 397 in the ebook (Change Landing Page):

- Users have the ability to "pin" change request models.

- The Pinned tab is unique to the logged in user.

upvoted 2 times

👤 **francat** 1 year, 12 months ago
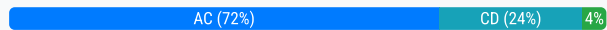
Tokyo ITSM Implementation p.397

upvoted 1 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

Suggested Answer: *BD*

Community vote distribution

AC (72%) | CD (24%) | 4%

⊟ 👤 **Viperous** `Highly Voted 👍` 1 year, 8 months ago

`Selected Answer: AC`

ITSM Tokyo book p. 391.

  upvoted 6 times

⊟ 👤 **865af41** `Most Recent ⊘` 5 months ago

`Selected Answer: AC`

IT Service Management (ITSM) Implementation On Demand

Module 7.2 Change Management

Page: Use Case Diagram (Change)

  upvoted 1 times

⊟ 👤 **Manny1218** 9 months, 2 weeks ago

`Selected Answer: AC`

IT Service Management (ITSM) Implementation On Demand

Module 7.2 Change Management

Page: Change Management Platform Roles

Answer is A & C.

The Admin can delete a change record and delete a CAB Definition.

  upvoted 1 times

⊟ 👤 **3ae3db4** 1 year, 1 month ago

Vancouver p.385

  upvoted 2 times

⊟ 👤 **3ae3db4** 1 year, 1 month ago

Vancouver ebook: delete change=admin, itil, itil_admin. Delete cab definition=admin.

  upvoted 1 times

⊟ 👤 **be9c2c8** 1 year, 2 months ago

`Selected Answer: AC`

ITSM Book confirmed as Viperous and chessiflife said

  upvoted 1 times

⊟ 👤 **chessiflife** 1 year, 2 months ago

`Selected Answer: AC`

If you have read.inkling access to ITSM Implementation Fundamentals, search for: Use case diagram (Change).

The note at the top of the page clearly states, "No role or user has the ability to update the change type or model on an existing record, or the ability to delete a standard change proposal"

  upvoted 3 times

⊟ 👤 **Sandyjossan20** 1 year, 3 months ago

AC is correct

upvoted 2 times

⊟ 👤 **Fishik** 1 year, 3 months ago

Selected Answer: AC

As per book

upvoted 2 times

⊟ 👤 **teleblazer** 1 year, 4 months ago

BD - To maintain integrity you can't just delete the definitions or change records

upvoted 1 times

⊟ 👤 **sNowReggie** 1 year, 5 months ago

Selected Answer: AC

p385 Utah

upvoted 1 times

⊟ 👤 **SAMSAM_01** 1 year, 7 months ago

Selected Answer: AC

P 392 ITSM TOKYO Book

upvoted 1 times

⊟ 👤 **Dela803** 1 year, 8 months ago

A&C. Page391

upvoted 3 times

⊟ 👤 **NowExam** 1 year, 8 months ago

AC. p391 ITSM-Impl-Tokyo

upvoted 2 times

⊟ 👤 **WIM_SN** 1 year, 10 months ago

Selected Answer: AC

Confirmed on lab instance

upvoted 3 times

⊟ 👤 **subhadeep_ghosh** 1 year, 10 months ago

Selected Answer: AC

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

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

upvoted 3 times

⊟ 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: AC

From the book:

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

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

upvoted 2 times

⊟ 👤 **MarlyB** 1 year, 10 months ago

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

upvoted 1 times

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

Suggested Answer: *AD*

Community vote distribution

AD (72%) | AB (22%) | 6%
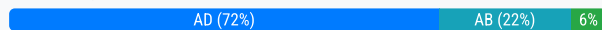
👤 **MarlyB** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: AD`

From the book:

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

upvoted 6 times

👤 **jilldlamp** `Most Recent ⊙` 1 month, 3 weeks ago

`Selected Answer: AD`

IT Service Management Implementation ebook: Change tasks my be created manually or automatically "when" changes enter the implement phase, and triggers the Change - Implementation subflow. (supports answer A)

Change tasks that are change specific should be created manually "before" entering the Assess or Authorize states, not "during" the Assess or Authorize states, therefore, B cannot be the answer. (supports answer D)

upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

`Selected Answer: AD`

IT Service Management (ITSM) Implementation On Demand

Module 7.4 Change Management

Page: Change Tasks

Answer is AD

upvoted 1 times

👤 **be9c2c8** 1 year, 2 months ago

`Selected Answer: AD`

checked in book just like MarlyB

upvoted 1 times

👤 **NowExam** 1 year, 8 months ago

A and D

upvoted 4 times

👤 **Naw210** 1 year, 10 months ago

`Selected Answer: AB`

AB

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

upvoted 1 times

  👤 **Naw210** 1 year, 10 months ago

  User error, retest on PDI

  D is CORRECT b/c "Closed" state CAN NOT create new change task.

B is NOT CORRECT b/c it lack Schdeduled, Implement, Review states (those can also create new Change Task)

... the Final answer should be AD

upvoted 7 times

☐ 👤 **itguy2023** 1 year, 11 months ago

Selected Answer: AD

Tested in PDI myself... AD is correct

upvoted 3 times

☐ 👤 **GHOTI** 1 year, 11 months ago

Selected Answer: AB

correct

upvoted 1 times

☐ 👤 **marka_1267** 2 years ago

Selected Answer: AB

AB, p 452

upvoted 2 times

☐ 👤 **nam289** 2 years ago

AD is correct

upvoted 1 times

☐ 👤 **Abena0696** 2 years, 1 month ago

Selected Answer: BC

correct

upvoted 1 times

☐ 👤 **som_420** 2 years, 3 months ago

Selected Answer: AD

Correct

upvoted 3 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

Suggested Answer: *A*

Community vote distribution

A (100%)

🗕 👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

To find in servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 7.4 Change Management

Page: Change - Normal: Authorize and Implement

Answer is A - They are automatically canceled

upvoted 1 times

🗕 👤 **sNowReggie** 1 year, 5 months ago

Selected Answer: A

p440 Utah

upvoted 1 times

🗕 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: A

From the book:

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

upvoted 2 times

🗕 👤 **sephereth** 1 year, 12 months ago

Selected Answer: A

tested that in the Tokyo demo instance, so A

upvoted 2 times

🗕 👤 **marka_1267** 2 years ago

Selected Answer: A

A, p 448

upvoted 1 times

🗕 👤 **Kimhw** 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook p448

upvoted 1 times

🗕 👤 **lolnaman** 2 years, 3 months 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** 2 years, 4 months ago

Selected Answer: A

Correct

- 👤 **som_420** 2 years, 6 months ago

  Selected Answer: A

  correct

- 👤 **som_420** 2 years, 6 months ago

  Selected Answer: A

  correct

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

Suggested Answer: *AB*

Community vote distribution

AD (100%)

 Manny1218 9 months, 2 weeks ago

Selected Answer: AD

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 7.2 Change Management
Page: Unauthorized Change Request

Answer is A & D
   upvoted 1 times

 sk_snow 1 year ago

Selected Answer: AD

Source: /nav_to.do?uri=unauth_chg_prop.do?sys_id=bdaaf92f231650101488dc1756bf6543

Available settings:
* Checkbox "Enable event processing": Create an unauthorized change when the 'ci.change.unplanned' event is queued. Answer A. It should be mentoined that creation of CHG is via event.
* Slushbucket "CI class inclusion": Include these configuration item classes. Answer D.
   upvoted 1 times

 shiroyuki11 1 year, 5 months ago

Selected Answer: AD

A&D as mentioned on the eBook.
   upvoted 2 times

 Flanky 1 year, 9 months ago

A D as for product documentation.

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

From this properties page, you can control the capabilities, such as:
Enabling or disabling the creation of unauthorized change requests when receiving the ci.change.unplanned event.
Configuring the type of change requests, which are valid, and fall into the unauthorized change category.
Configuring a quiet time, whereby, if there is a repeated change to a CI that has been flagged previously, another unauthorized change is not created within that time period.
Configuring the interval frequency for detection.
Including a CI class for the change request that must be monitored.
   upvoted 3 times

 MarlyB 1 year, 10 months ago

Selected Answer: AD

From the book:
Use the Unauthorized Change Properties page to control capabilities, such as:

- Enabling or disabling the creation of unauthorized change requests when receiving the ci.change.unplanned event.
- Configuring a quiet time, whereby, if there is a repeated change to a CI that has been flagged previously, another unauthorized change is not created within that time period.
- Configuring the interval frequency for detection.
- Including CI class(es) for the change request that must be monitored.
upvoted 4 times

☐ 👤 **marka_1267** 2 years ago

Selected Answer: AD

AD, p 404

upvoted 2 times

☐ 👤 **Kimhw** 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook p404

upvoted 2 times

☐ 👤 **lolnaman** 2 years, 3 months ago

AD Correct

upvoted 1 times

☐ 👤 **Amr94** 2 years, 5 months ago

Selected Answer: AD

Correct ans:A,D

upvoted 1 times

☐ 👤 **DevMoe** 2 years, 5 months ago

Selected Answer: AD

Unauthorized chnage properties - AD

upvoted 1 times

☐ 👤 **som_420** 2 years, 6 months ago

Selected Answer: AD

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

upvoted 4 times

☐ 👤 **Andskie** 2 years, 6 months ago

Selected Answer: AD

I think it's A and D

upvoted 1 times

☐ 👤 **NoQuarantino** 2 years, 7 months ago

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

upvoted 4 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

Suggested Answer: *B*

Community vote distribution

A (94%) | 6%

☐ 👤 **sauso** 8 months, 3 weeks ago

Selected Answer: A

Page 220 Tokyo book

3. Knowledge Categories [kb_categoryl are associated to articles. An article may be published

within a single category. Categories may be nested through parent-child relationships.

upvoted 2 times

☐ 👤 **Flanky** 9 months, 1 week ago

Bad question:

Even D is kind of correct. "(Optional) Select or add a subcategory."

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

upvoted 1 times

☐ 👤 **MarlyB** 10 months, 3 weeks ago

Selected Answer: A

From the book:

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

upvoted 1 times

☐ 👤 **Wewe1** 11 months ago

Selected Answer: A

Utah ebook Pg 220

".........An article may be published within a single category."

upvoted 3 times

☐ 👤 **marka_1267** 1 year ago

Selected Answer: A

A, p 220

upvoted 1 times

☐ 👤 **lolnaman** 1 year, 3 months ago

Selected Answer: A

Answer - A

upvoted 1 times

☐ 👤 **betch252** 1 year, 3 months 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 4 times

☐ 👤 **Stiff112** 1 year, 5 months ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

upvoted 3 times

☐ 👤 **DevMoe** 1 year, 5 months ago

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

⊟ 👤 **George_Ch** 1 year, 6 months ago

Selected Answer: A

A is correct, B is only valid for Knowledge Base

⊟ 👤 **som_420** 1 year, 6 months ago

Selected Answer: B

correct

⊟ 👤 **NoQuarantino** 1 year, 7 months ago

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

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

Suggested Answer: *BCDE*

Community vote distribution

BCDE (100%)

☐ 👤 **be9c2c8** 8 months, 1 week ago

Selected Answer: BCDE

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

upvoted 1 times

☐ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: BCDE

BCDE correct

upvoted 4 times

☐ 👤 **lolnaman** 1 year, 9 months ago

Selected Answer: BCDE

BCDE Correct

upvoted 2 times

☐ 👤 **esllin** 1 year, 10 months ago

Selected Answer: BCDE

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

upvoted 2 times

☐ 👤 **som_420** 2 years ago

Selected Answer: BCDE

correct

upvoted 2 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

Suggested Answer: *A*

Community vote distribution

A (100%)

sephereth 1 year ago

Selected Answer: A

duh....

upvoted 1 times

marka_1267 1 year ago

Selected Answer: A

A, p 232

upvoted 4 times

som_420 1 year, 6 months ago

Selected Answer: A

correct

upvoted 2 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

Suggested Answer: *AE*

Community vote distribution

AE (93%)   7%
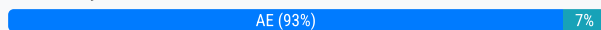
☐ 👤 **lolnaman** `Highly Voted 👍` 1 year, 9 months ago

`Selected Answer: AE`

catalog_editor can't delete

so A and E

  upvoted 7 times

☐ 👤 **maxpawan** `Most Recent ⊙` 9 months, 1 week ago

`Selected Answer: AE`

vancouver page - 121

  upvoted 1 times

☐ 👤 **Wewe1** 1 year, 5 months ago

`Selected Answer: AE`

Utah Pg 110

  upvoted 1 times

☐ 👤 **lyon301** 1 year, 5 months ago

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

  upvoted 2 times

☐ 👤 **marka_1267** 1 year, 6 months ago

`Selected Answer: AE`

AE, p 108

  upvoted 1 times

☐ 👤 **PappyFox** 1 year, 8 months ago

`Selected Answer: AE`

AE is correct.

ITSM-Tokyo ebook page (110)

Administrators and catalog administrators can design a home page in any of the following ways:

• Customizing the catalog home page.

• Adding, removing, and arranging categories.

• Enabling content types.

• Using catalog properties to provide additional control over behavior and appearance.

• Using renderers to define the appearance of categories.

Administrators can also create and customize a multi-catalog homepage to provide end users with access to multiple catalogs from one homepage.

  upvoted 3 times

☐ 👤 **Chandanasree** 1 year, 9 months ago

A and E refer to page 110

  upvoted 1 times

☐ 👤 **esllin** 1 year, 10 months ago

catalog_editor and above can modify categories.

upvoted 1 times

☐ 👤 **n21ba** 1 year, 10 months ago

AC , was checked in table role

upvoted 1 times

---

catalog_editor and above can modify categories.

upvoted 1 times

☐ 👤 **n21ba** 1 year, 10 months 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

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **be9c2c8** 8 months, 1 week ago

Selected Answer: D

correct

upvoted 1 times

☐ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: D

correct

upvoted 3 times

☐ 👤 **esllin** 1 year, 10 months ago

Selected Answer: D

correct

upvoted 2 times

☐ 👤 **som_420** 2 years ago

Selected Answer: D

correct

upvoted 2 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

Suggested Answer: *C*

Community vote distribution

C (100%)

⊟ 👤 **be9c2c8** 8 months, 1 week ago

Selected Answer: C

correct

upvoted 1 times

⊟ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: C

correct

upvoted 2 times

⊟ 👤 **esllin** 1 year, 10 months ago

Selected Answer: C

Correct

upvoted 1 times

⊟ 👤 **som_420** 2 years 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

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **be9c2c8** 8 months, 1 week ago

Selected Answer: D

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

upvoted 1 times

☐ 👤 **maxpawan** 9 months, 1 week ago

Selected Answer: D

vancouver, page 114

upvoted 1 times

☐ 👤 **MarlyB** 1 year, 4 months ago

Selected Answer: D

From the book:

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

upvoted 3 times

☐ 👤 **francat** 1 year, 5 months ago

p.103 in TSM Implementation - Tokyo

upvoted 1 times

☐ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: D

correct

upvoted 1 times

☐ 👤 **esllin** 1 year, 10 months ago

Selected Answer: D

service catalog management. P333

upvoted 2 times

☐ 👤 **som_420** 2 years 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]

Suggested Answer: *B*

Community vote distribution

B (100%)

---

marka_1267 1 year ago

Selected Answer: B

B, p 106

upvoted 1 times

---

som_420 1 year, 6 months ago

Selected Answer: B

correct

upvoted 2 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

Suggested Answer: *A*

Community vote distribution

A (84%) | D (16%)

👤 **ken_mit** 4 months, 1 week ago

Selected Answer: A

This question is about testing the knowledge between Editor and Manager.
Label hint in Dictionary entry of sc_catalog of both Editor and Manager says bellow.

"Catalog Editor is able to Edit/Update Catalogs, Categories and Items"
"Catalog Manager is able to Edit/Update/Delete Catalogs, Categories and Items"

Since only Manager can DELETE, The answer is A.
Discussion is over.

upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 4.3 Service Catalog - Configuration
Page Catalog Definition

Answer is A

upvoted 1 times

👤 **be9c2c8** 1 year, 2 months ago

Selected Answer: A

A because verified in instance what armin_vcg said

upvoted 1 times

👤 **teleblazer** 1 year, 4 months ago

D - because it asked which field not which role can do the work.

upvoted 2 times

  👤 **kkpellas** 10 months, 3 weeks ago

  There is both an editor and manager field on the form.

  upvoted 1 times

👤 **jain25rajesh** 1 year, 4 months ago

FIELD IS editor , role is manager.

upvoted 2 times

👤 **Guh** 1 year, 8 months ago

Selected Answer: A

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

Editors:

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

upvoted 2 times

⊟ 👤 **armin_vcg** 2 years ago

Selected Answer: A

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

upvoted 4 times

⊟ 👤 **Abizai** 2 years ago

Manager can delete, editors cannot delete

upvoted 3 times

⊟ 👤 **Kimhw** 2 years ago

Selected Answer: A

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

upvoted 1 times

⊟ 👤 **lolnaman** 2 years, 3 months 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 years, 3 months 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 years, 3 months ago

A is correct.

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

upvoted 2 times

⊟ 👤 **g_user** 2 years, 3 months ago

Selected Answer: A

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

upvoted 2 times

⊟ 👤 **saikat_mitra** 2 years, 3 months ago

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

upvoted 3 times

⊟ 👤 **[Removed]** 1 year, 4 months ago

The question topic is a Catalog record, not a Catalog Item. I made the same mistake initially.

upvoted 1 times

⊟ 👤 **SatwikY** 2 years, 4 months ago

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

upvoted 3 times

⊟ 👤 **lolnaman** 2 years, 3 months ago

Only admin and catalog admin can delete the catalog

Options are wrong.

upvoted 2 times

⊟ 👤 **esllin** 2 years, 4 months ago

Selected Answer: A

A is Correct.

Editor only can modify the item in the catalog.

upvoted 1 times

⊟ 👤 **Jtcash247** 2 years, 4 months ago

Selected Answer: D

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

upvoted 2 times

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

A. Requested Items

B. Record Producers

C. Categories

D. Execution Plans

Suggested Answer: *B*

Community vote distribution

B (94%) | 6%

👤 **sephereth** `Highly Voted 👍` 1 year, 6 months ago

`Selected Answer: B`

3 types of catalog items that can be found in service catalog

1. Record producers: giving alternative ways of adding information such as Incidents via the service catalog.

2. Order guides: to group multiple catalog items in one request.

3. Content Items: catalog items which provide information instead of goods or services.

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

upvoted 8 times

👤 **be9c2c8** `Most Recent ⊘` 8 months, 1 week ago

`Selected Answer: B`

as per ITSM E-book: Catalog items, record producers, order guides, content items

upvoted 1 times

👤 **armin_vcg** 1 year, 6 months ago

`Selected Answer: B`

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

upvoted 3 times

👤 **marka_1267** 1 year, 6 months ago

`Selected Answer: B`

B is correct

upvoted 1 times

👤 **Gupta1234** 1 year, 7 months ago

`Selected Answer: A`

A should be the right answer

upvoted 1 times

👤 **lolnaman** 1 year, 9 months ago

`Selected Answer: B`

B correct

upvoted 1 times

👤 **som_420** 2 years 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

Suggested Answer: *AD*

Community vote distribution

BC (100%)

☐ 👤 **MarlyB** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: BC`

From the book:

When configuring stages in Flow Designer, you can:

- Create any number of stages

- Change stage labels and names

- Set the estimated duration for a stage

- Import a copy of a pre-defined stage set from the Stage Sets table. Any changes made to the copy do not affect the original Stage set record

upvoted 7 times

☐ 👤 **marka_1267** `Highly Voted 👍` 2 years ago

`Selected Answer: BC`

BC, page 176

upvoted 6 times

☐ 👤 **Manny1218** `Most Recent ⊙` 9 months, 2 weeks ago

`Selected Answer: BC`

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 4.4: Service Catalog and Request Management

Page: Requested Item Stage sets

Answer is BC

upvoted 1 times

☐ 👤 **maxpawan** 1 year, 3 months ago

`Selected Answer: BC`

vancouver, page 181

upvoted 1 times

☐ 👤 **teleblazer** 1 year, 4 months ago

i would have gotten this one wrong and said BC. Possibly D but never in a million years would I have picked A

upvoted 1 times

☐ 👤 **Flanky** 1 year, 9 months ago

Who was setting the answers for this pages? It's two clicks to confirm that Stages are never revealed to the user.

"While stages can be added to a flow with a scheduled trigger, the stages are never displayed to an end user because there is no associated record for the stage field. Only use stages in flows with record and Service Catalog triggers."

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/task/add-stages.html

So A is clearly wrong.

Or am I missing something?

upvoted 3 times

☐ 👤 **Kimhw** 2 years, 1 month ago

ITSM Implementation (Tokyo) ebook p176

upvoted 2 times

👤 **Ielf** 2 years, 1 month ago

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

upvoted 3 times

👤 **PappyFox** 2 years, 3 months ago

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

upvoted 3 times

👤 **esllin** 2 years, 4 months 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 3 times

👤 **Jtcash247** 2 years, 4 months ago

Selected Answer: BC

bc is right

upvoted 1 times

👤 **Stiff112** 2 years, 5 months ago

Selected Answer: BC

Correct Answer : BC

upvoted 1 times

👤 **som_420** 2 years, 6 months ago

Selected Answer: BC

Correct Answer : BC

upvoted 1 times

👤 **alaro** 2 years, 6 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 3 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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: A

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 4.3: Service Catalog and Request Management
Page: Catalog Definitions

Answer is A - Editors
upvoted 1 times

👤 **esllin** 2 years, 4 months ago

editor can modify items in catalog
upvoted 1 times

👤 **Jtcash247** 2 years, 4 months ago

Selected Answer: A

editors - similar to above question, that is what this is referring to
upvoted 1 times

👤 **som_420** 2 years, 6 months 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 to deep with subcategories: go only 1-2 levels deep

Suggested Answer: *BD*

Community vote distribution

BD (95%) | 5%

⊟ 👤 **marka_1267** `Highly Voted 👍` 2 years ago

`Selected Answer: BD`

BD, p 123

upvoted 5 times

⊟ 👤 **MarlyB** `Highly Voted 👍` 1 year, 10 months ago

`Selected Answer: BD`

From the book:

It is important to keep in mind a few fundamental guidelines considering categories:

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

- Do not go too deep. Nest categories 1-2 levels deep only

- Organize in a way that will make sense to the audience

- Use language that the audience will understand

upvoted 5 times

⊟ 👤 **Manny1218** `Most Recent ⊘` 9 months, 2 weeks ago

`Selected Answer: BD`

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 4.3 Service Catalog and Request Management

Page: Catalog Categories

Answer is BC

upvoted 1 times

⊟ 👤 **Manny1218** 9 months, 2 weeks ago

Sorry I meant BD

upvoted 1 times

⊟ 👤 **be9c2c8** 1 year, 2 months ago

`Selected Answer: BD`

From the book:

It is important to keep in mind a few fundamental guidelines considering categories:

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

- Do not go too deep. Nest categories 1-2 levels deep only

- Organize in a way that will make sense to the audience

- Use language that the audience will understand

upvoted 1 times

⊟ 👤 **lolnaman** 2 years, 3 months ago

`Selected Answer: BD`

p123

BD

upvoted 3 times

☐ 👤 **PappyFox** 2 years, 3 months ago

B & D are correct

upvoted 1 times

☐ 👤 **lolnaman** 2 years, 3 months ago

Selected Answer: BD

BD - confirmed

upvoted 1 times

☐ 👤 **Romeoxmen** 2 years, 4 months ago

BD - confirmed. Tokyo version P123

upvoted 3 times

☐ 👤 **chaudh7y** 2 years, 4 months ago

Selected Answer: BD

Tokyo Book: P 123, it is BD

upvoted 3 times

☐ 👤 **Deekej** 2 years, 5 months ago

According to the book it is B,D

upvoted 4 times

☐ 👤 **som_420** 2 years, 6 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

Suggested Answer: *AC*

Community vote distribution

AC (100%)

☐ 👤 **marka_1267** 1 year ago

Selected Answer: AC

AC correct

upvoted 4 times

☐ 👤 **lolnaman** 1 year, 3 months ago

Selected Answer: AC

AC correct

upvoted 2 times

☐ 👤 **som_420** 1 year, 6 months ago

Selected Answer: AC

correct

upvoted 2 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

Suggested Answer: *D*

Community vote distribution

D (100%)

 lolnaman 9 months, 1 week ago

Selected Answer: D

D correct

upvoted 4 times

 som_420 9 months, 4 weeks ago

Selected Answer: D

correct

upvoted 2 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

Suggested Answer: *A*

Community vote distribution

A (100%)

 □ 👤 **lolnaman** 9 months, 1 week ago

Selected Answer: A

correct

  upvoted 2 times

 □ 👤 **esllin** 10 months, 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

 □ 👤 **[Removed]** 11 months ago

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

  upvoted 4 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

Suggested Answer: *AB*

Community vote distribution

AB (100%)

🔲 👤 **PappyFox** 9 months, 1 week ago

A & B are correct.

eBook pages 19 & 118.

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

upvoted 3 times

🔲 👤 **esllin** 10 months, 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

Suggested Answer: *A*

Community vote distribution

A (88%) | 13%
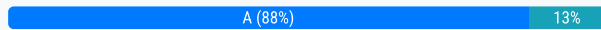
☐ 👤 **brownbear324** 11 months, 4 weeks ago

Selected Answer: A

Tokyo CIS-ITSM ebook, pg 36

upvoted 2 times

☐ 👤 **marka_1267** 1 year ago

Selected Answer: A

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

upvoted 2 times

☐ 👤 **jklghg** 1 year, 3 months ago

Selected Answer: A

ecmdb_admin correct

upvoted 2 times

☐ 👤 **PappyFox** 1 year, 3 months ago

A is correct.

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

upvoted 4 times

☐ 👤 **betch252** 1 year, 3 months ago

Selected Answer: A

A is the only one that exists in baseline.

upvoted 1 times

☐ 👤 **ALDADI** 1 year, 3 months 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

Suggested Answer: *D*

Community vote distribution

D (100%)
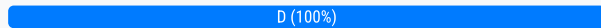
👤 **marka_1267** 1 year ago

Selected Answer: D

Checked in PDI

  upvoted 2 times

👤 **esllin** 1 year, 4 months ago

Selected Answer: D

Correct

  upvoted 2 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

Suggested Answer: *B*

Community vote distribution

B (100%)

 MarlyB 10 months, 2 weeks ago

Selected Answer: B

From the book:

An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions:

- Email reply: sending an email back to the source that triggered the action
- By default, if an email has no identifiable watermark, an inbound email action creates a new incident from the message.
- If the email has a watermark of an existing incident, an inbound email action updates the existing incident according to the action's script

upvoted 3 times

 Naw210 10 months, 3 weeks ago

Selected Answer: B

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

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

...ITSM Implementation (Tokyo) ebook p264

upvoted 1 times

 nam289 1 year ago

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

upvoted 1 times

 Kimhw 1 year, 1 month ago

ITSM Implementation (Tokyo) ebook p264

upvoted 2 times

 PappyFox 1 year, 1 month ago

Selected Answer: B

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

upvoted 2 times

 esllin 1 year, 4 months 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

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **Mohammedhz** 4 days, 22 hours ago

Selected Answer: B

Answer is B from experience

upvoted 1 times

☐ 👤 **sephereth** 1 year ago

Selected Answer: B

for sure

upvoted 3 times

☐ 👤 **esllin** 1 year, 4 months ago

Selected Answer: B

Correct

Quick Message:Create predefined content to add in the email client so that users can write emails consistently and efficiently.

Email Template:You can create a different template for each table that uses the email client.

upvoted 1 times

Question #64 — Topic 1

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

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

B. Update the incident_close UI action script

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

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

Suggested Answer: *AC*

Community vote distribution

AC (85%)   C (15%)

Manny1218 9 months, 2 weeks ago

Selected Answer: AC

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 5.5: Incident Management
Page: Closure Timeframe

Answer is AC

upvoted 1 times

---

be9c2c8 1 year, 2 months ago

Selected Answer: AC

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

upvoted 1 times

MarlyB 1 year, 10 months ago

Selected Answer: AC

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

upvoted 2 times

---

brownbear324 1 year, 11 months ago

Selected Answer: AC

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

upvoted 3 times

---

sephereth 1 year, 11 months ago

Selected Answer: AC

A and C for sure

upvoted 1 times

---

francat 1 year, 12 months ago

C for sure !

upvoted 1 times

---

sephereth 2 years ago

Selected Answer: AC

C for sure

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

upvoted 1 times

armin_vcg 2 years ago

Selected Answer: C

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

upvoted 1 times

marka_1267 2 years ago

Selected Answer: C

C for sure

A? D?

upvoted 1 times

cuongtkq 2 years, 1 month ago

CD is correct

upvoted 2 times

lolnaman 2 years, 3 months ago

A or D????

C is for sure

upvoted 1 times

PappyFox 2 years, 3 months ago

C is correct for sure.

ITSM implementation (Tokyo) ebook pg 313.

upvoted 1 times

esllin 2 years, 4 months ago

Selected Answer: AC

AC is correct.

upvoted 2 times

oriyow 2 years, 4 months 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

Suggested Answer: *AB*

Community vote distribution

AB (100%)

☐ 👤 **be9c2c8** 8 months, 1 week ago

Selected Answer: AB

Based on ebook, requires 2 options

upvoted 1 times

☐ 👤 **ketaki123** 11 months, 1 week ago

A Is correct

upvoted 1 times

☐ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: AB

correct

upvoted 1 times

☐ 👤 **esllin** 1 year, 10 months 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

Suggested Answer: *D*

Community vote distribution

D (100%)

---

 subhadeep_ghosh 9 months, 2 weeks ago

This is answer is doubtful.

Catalog Item can also be used.

upvoted 1 times

 PappyFox 1 year, 1 month ago

Selected Answer: D

D is correct

upvoted 3 times

 esllin 1 year, 4 months 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 4 times

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

A. Requested Items

B. Order guides

C. Categories

D. Execution Plans

Suggested Answer: *B*

Community vote distribution

B (100%)

⊟ 👤 **PappyFox** 7 months, 3 weeks ago

Selected Answer: B

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

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

  upvoted 3 times

⊟ 👤 **esllin** 10 months ago

Selected Answer: B

Correct
The basic Service Catalog item types include:

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

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

  upvoted 2 times

From which table, is the Incident table extended?

- A. Task [task]

- B. Task [sn_task]

- C. Ticket [ticket]

- D. Work [sn_work]

Suggested Answer: *A*

Community vote distribution

A (100%)

☒ 👤 **sephereth** `Highly Voted 👍` 1 year ago

`Selected Answer: A`

Change Request [change_request]

Problem [problem]

Incident [incident]

Request [sc_request]

Request Item [sc_req_item]

Service Catalog Task [sc_task]

all extended from task

upvoted 6 times

☒ 👤 **PappyFox** `Most Recent ⊘` 1 year, 1 month ago

`Selected Answer: A`

A is the correct answer

upvoted 1 times

☒ 👤 **esllin** 1 year, 4 months 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]

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **3ae3db4** 11 months, 2 weeks ago

Note to the admin...

incident_task yes, but the underscore is missing.

upvoted 2 times

☐ 👤 **Guh** 1 year, 2 months ago

Selected Answer: C

Incident_task page 253 diagram.

upvoted 1 times

☐ 👤 **sephereth** 1 year, 5 months ago

Selected Answer: C

typo, should be [incident_task]

upvoted 1 times

☐ 👤 **francat** 1 year, 5 months ago

C- ITSM Implementation - Tokyo p.253

upvoted 2 times

☐ 👤 **esllin** 1 year, 10 months 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

Suggested Answer: *AB*

Community vote distribution

AB (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: AB

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 5.3: Incident Management
Page: Categorization

Answer is AB
  upvoted 1 times

👤 **PappyFox** 2 years, 3 months ago

A & B are correct.
ITSM implementation Tokyo ebook pg 268
  upvoted 4 times

👤 **esllin** 2 years, 4 months 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

Suggested Answer: *BD*

Community vote distribution

BD (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: BD

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 5.4: Incident Management
Page: Support group -> Assignment Group

Answer is BD
upvoted 1 times

👤 **subhadeep_ghosh** 1 year, 9 months ago

Selected Answer: BD

There is nothing called 'owner group' field. Hence both options A and C are wrong.
Correct answer B and D.
upvoted 2 times

👤 **MarlyB** 1 year, 10 months ago

Selected Answer: BD

From the book:
Automatically populate the Assignment group field based on the support group available for the respective CI. If the CI does not have a support group, then the field gets populated with the support group available for the service offering.
upvoted 2 times

👤 **lolnaman** 2 years, 3 months ago

Selected Answer: BD

BD correct
upvoted 2 times

👤 **Shashwat2211** 2 years, 3 months ago

Selected Answer: BD

B and D is right
upvoted 1 times

👤 **PappyFox** 2 years, 3 months ago

B & D are correct.
ITSM implementation Tokyo pg 290
upvoted 2 times

👤 **esllin** 2 years, 4 months 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

Suggested Answer: *A*

Community vote distribution

B (77%) | 12% | 12%
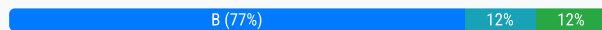
☐ 👤 **jilldlamp** 1 month, 3 weeks ago

Selected Answer: B

IT Service Management Implementer eBook:

Caller Lookup Select Box fields displayed are added by adding the ref_ac_column attribute from the dictionary entry and listing all the columns you want visible.

Reference Module 5.3 "Caller User Details", item 2.

upvoted 1 times

☐ 👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: B

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 5.3: Incident Management

Page: Caller Details

Answer is B

upvoted 1 times

☐ 👤 **Lucb73** 1 year, 1 month ago

Answer's on 248 for Vancouver

upvoted 1 times

☐ 👤 **[Removed]** 1 year, 4 months ago

So, how are we supposed to answer this on the test? With the correct answer, B? or the wrong answer, A?

upvoted 2 times

☐ 👤 **WIM_SN** 1 year, 10 months ago

Selected Answer: B

This topic is mentioned in the on-demand course

upvoted 3 times

☐ 👤 **MarlyB** 1 year, 10 months ago

Selected Answer: B

From the book:

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

upvoted 4 times

☐ 👤 **Naw210** 1 year, 10 months ago

Selected Answer: B

focus on "select box" not prewview icon.

upvoted 2 times

☐ 👤 **brownbear324** 1 year, 11 months ago

Selected Answer: B

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

upvoted 2 times

☐ 👤 **nam289** 2 years ago

B is correct.

upvoted 1 times

☐ 👤 **mikech82** 2 years, 1 month ago

Selected Answer: B

ref_ac_column attribute from the dictionary entry

upvoted 2 times

☐ 👤 **Jhel** 2 years, 1 month ago

Selected Answer: B

REF AC IS CORRECT

upvoted 1 times

☐ 👤 **foolishsoul4556** 2 years, 2 months ago

Selected Answer: B

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

upvoted 1 times

☐ 👤 **lolnaman** 2 years, 3 months ago

Selected Answer: B

B correct

p265

Point number 2

upvoted 3 times

☐ 👤 **Manmaya** 2 years, 3 months ago

its ref_ac_columns

upvoted 1 times

☐ 👤 **Gil1211** 2 years, 3 months ago

Selected Answer: A

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

upvoted 1 times

☐ 👤 **AceSNSStudy** 2 years, 3 months ago

Selected Answer: B

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

upvoted 2 times

☐ 👤 **Shashwat2211** 2 years, 3 months 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

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

Suggested Answer: *D*

Community vote distribution

C (100%)

◻ 👤 **armin_vcg** `Highly Voted 👍` 2 years ago

`Selected Answer: C`

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

upvoted 14 times

◻ 👤 **Manny1218** `Most Recent ⊘` 9 months, 2 weeks ago

`Selected Answer: C`

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 5.3: Incident Management

Page: Contextual Search Properties

Answer is C

upvoted 1 times

◻ 👤 **Lucb73** 1 year, 1 month ago

Page 253 for Vancouver

upvoted 1 times

◻ 👤 **RanaElsekhily** 1 year, 5 months ago

`Selected Answer: C`

Should be C

upvoted 2 times

◻ 👤 **marka_1267** 2 years ago

`Selected Answer: C`

correct

upvoted 1 times

◻ 👤 **cuongtkq** 2 years, 1 month ago

C is correct !

upvoted 2 times

◻ 👤 **Jhel** 2 years, 1 month ago

`Selected Answer: C`

its C. from the ebook 270

upvoted 2 times

◻ 👤 **PappyFox** 2 years, 3 months ago

C is correct.

ITSM implementation Tokyo eBook pg 270

upvoted 1 times

◻ 👤 **betch252** 2 years, 3 months 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 2 years, 3 months ago

C is correct

upvoted 1 times

esllin 2 years, 4 months ago

Contextual search> Table configuration

C is correct.

upvoted 2 times

GHOTI 2 years, 4 months ago

I thing the correct answer is C

upvoted 1 times

[Removed] 2 years, 5 months ago

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

upvoted 2 times

[Removed] 2 years, 5 months 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

Suggested Answer: *B*

Community vote distribution

B (92%)	8%

---
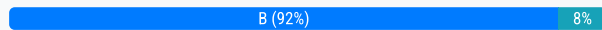
 esllin `Highly Voted 👍` 2 years, 4 months ago

`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 9 times

 Mohammedhz `Most Recent ⊙` 4 days, 22 hours ago

`Selected Answer: B`

IT's since since the is only a member of one group, if they were a member of multiple groups, then it would be C.

upvoted 1 times

 Manny1218 9 months, 2 weeks ago

`Selected Answer: B`

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 5.4: Incident Management

Page: Assignments

Answer is B

However, this question has a "s" on the word "group", making it "groups", and that confused me initially.

upvoted 1 times

---

 thvel 2 years, 3 months ago

`Selected Answer: B`

Correct answer is B

upvoted 1 times

 SatwikY 2 years, 3 months ago

`Selected Answer: B`

It's written in the given e-book

upvoted 1 times

 Romeoxmen 2 years, 3 months ago

Correct answer is B

upvoted 1 times

 Jaaaimin 2 years, 6 months ago

`Selected Answer: C`

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

upvoted 1 times

---

 keljemrae 2 years, 6 months ago

Its letter C

A problem record is the Parent to what record?

      A. Known Error

      B. Workaround

      C. Major Incident

      D. Problem Task

      E. Related Incidents

Suggested Answer: *D*

Community vote distribution

D (100%)

  esllin 10 months 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

Suggested Answer: *B*

Community vote distribution

B (100%)

---

sephereth 12 months ago

Selected Answer: B

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

upvoted 3 times

PappyFox 1 year, 3 months ago

B is correct.
ITSM implementation Tokyo pg 347

upvoted 4 times

esllin 1 year, 4 months 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

Suggested Answer: *C*

Community vote distribution

C (100%)

---

 servicemain01 8 months, 2 weeks ago

Selected Answer: C

Module 6.3: Problem lifecycle configuration.

Automatically move to the Assess state

  upvoted 1 times

 PappyFox 2 years, 3 months ago

Selected Answer: C

ITSM implementation Tokyo eBook pg 353

  upvoted 3 times

 esllin 2 years, 4 months ago

Selected Answer: C

Correct

  upvoted 2 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

Suggested Answer: *C*

Community vote distribution

C (100%)

esllin 10 months ago

Selected Answer: C

Correct

upvoted 2 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

Suggested Answer: *D*

Community vote distribution

A (100%)

RanaElsekhily 12 months ago

Selected Answer: A

A is correct

upvoted 2 times

---

armin_vcg 1 year, 6 months ago

A provides an explanation of why D is relevant, but none of the solutions are technically correct. This is a question of roles and responsibilities. Communicating fixes falls into the coordinator's role. See p349.

upvoted 3 times

---

marka_1267 1 year, 6 months ago

Selected Answer: A

A is correct

upvoted 1 times

DishaTiwari 1 year, 7 months ago

Selected Answer: A

Tokyo pg no. 349

upvoted 2 times

---

alexkaniv 1 year, 8 months ago

Selected Answer: A

Definitely A

upvoted 1 times

---

ritu_parna 1 year, 8 months ago

Selected Answer: A

A is the correct answer

upvoted 1 times

Shashwat2211 1 year, 9 months ago

Selected Answer: A

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

upvoted 2 times

---

esllin 1 year, 10 months 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

[Removed] 1 year, 11 months ago

Why C?

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

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: D

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 6.3: Problem Lifecycle
Page: Create Known Error Article

Answer is D
upvoted 1 times

👤 **MarlyB** 1 year, 10 months ago

Selected Answer: D

From the book:
Users can create a knowledge article using the Known Error template.
upvoted 2 times

👤 **nam289** 2 years ago

Not sure but D seems to be the correct answer.
upvoted 1 times

👤 **DishaTiwari** 2 years, 1 month ago

Selected Answer: D

pg no. 357 tokyo
upvoted 2 times

👤 **PappyFox** 2 years, 3 months 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** 2 years, 4 months ago

Selected Answer: D

https://docs.servicenow.com/bundle/utah-it-service-management/page/product/problem-management/task/act-pm-best-prac-madrid-know-int.html
upvoted 2 times

👤 **brownbear324** 1 year, 11 months ago

This article has the best "solution" for this question as the first two bullet points make "D" the correct answer.
upvoted 1 times

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

Suggested Answer: *AB*

Community vote distribution

AB (100%)

□ 👤 **esllin** 10 months ago

Selected Answer: AB

correct

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

upvoted 3 times

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

Suggested Answer: *C*

Community vote distribution

A (100%)

 RanaElsekhily 12 months ago

Selected Answer: A

A is correct

upvoted 2 times

---

 armin_vcg 1 year, 6 months ago

Selected Answer: A

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

upvoted 4 times

 Shashwat2211 1 year, 9 months ago

Selected Answer: A

A is the correct ans

upvoted 1 times

 PappyFox 1 year, 9 months ago

Selected Answer: A

A is correct.

upvoted 1 times

---

 betch252 1 year, 9 months ago

Selected Answer: A

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

upvoted 3 times

---

 esllin 1 year, 10 months ago

Selected Answer: A

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

upvoted 2 times

 GHOTI 1 year, 10 months ago

Correct answer is A.

upvoted 1 times

 KD2016 2 years 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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **sg97** 7 months, 1 week ago

Selected Answer: A

Correct

upvoted 2 times

☐ 👤 **PappyFox** 9 months, 1 week ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 402

upvoted 4 times

☐ 👤 **esllin** 10 months ago

Selected Answer: A

Correct

upvoted 2 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

Suggested Answer: *C*

Community vote distribution

C (100%)

☐ 👤 **PappyFox** `Highly Voted 👍` 2 years, 3 months ago
`Selected Answer: C`
ITSM Implementation Tokyo eBook pg 404
  upvoted 5 times

☐ 👤 **Manny1218** `Most Recent ⊘` 9 months, 2 weeks ago
`Selected Answer: C`
servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 7.2: Change Management
Page: Unauthorized Change Request

Answer is C
  upvoted 2 times

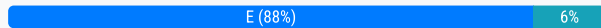☐ 👤 **esllin** 2 years, 4 months ago
`Selected Answer: C`
Correct
  upvoted 1 times

Topic 1

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

   A. Change Landing Page

   B. Change Form

   C. Change Catalog

   D. Change Wizard

   E. Change Interceptor

Suggested Answer: *A*

Community vote distribution

E (88%)   6%

🗖 👤 **Lila1982** `Highly Voted 👍` 2 years, 4 months ago

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

upvoted 27 times

   🗖 👤 **jklghg** 2 years, 3 months ago

   I think they want you to have the years of experience so its kind of validation if you were in servicenow during that time

   upvoted 2 times

   🗖 👤 **sNowReggie** 1 year, 5 months ago

   It was also mentioned in the book, perhaps its a way of checking if you understood the material thoroughly.

   upvoted 1 times

🗖 👤 **KD2016** `Highly Voted 👍` 2 years, 6 months 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 9 times

🗖 👤 **Manny1218** `Most Recent ⏱` 9 months, 2 weeks ago

`Selected Answer: E`

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 7.2: Change Management

Page: Change Landing Page: Native UI

Answer is E ("NOTE: This was introduced in Quebec and replaces the legacy change interceptor.")

upvoted 1 times

🗖 👤 **vicorreiavi** 11 months, 3 weeks ago

`Selected Answer: E`

page 391

upvoted 1 times

🗖 👤 **be9c2c8** 1 year, 2 months ago

`Selected Answer: E`

this was introduced in Quebec and replaces the legacy change interceptor

upvoted 1 times

🗖 👤 **SumanBangera** 1 year, 4 months ago

`Selected Answer: E`

Confirmed in the provided e book

upvoted 1 times

🗖 👤 **sunchandra** 1 year, 5 months ago

`Selected Answer: E`

indeed E man, how come A has beens et as correct answer.please update

upvoted 1 times

☐ 👤 **eyalabuhamad** 1 year, 6 months ago

"this was introduced in Quebec and replaces the legacy change interceptor"

this meaning "Landing page"

upvoted 1 times

☐ 👤 **DishaTiwari** 2 years, 1 month ago

Prior to = Before Quebec

upvoted 1 times

☐ 👤 **Gupta1234** 2 years, 1 month ago

Change form is the answer

upvoted 1 times

☐ 👤 **PappyFox** 2 years, 3 months ago

E is correct

upvoted 3 times

☐ 👤 **betch252** 2 years, 3 months ago

E. Without doubt

upvoted 1 times

☐ 👤 **g_user** 2 years, 3 months ago

eBook page 397 "this was introduced in Quebec and replaces the legacy change interceptor"

upvoted 7 times

☐ 👤 **Gil1211** 2 years, 3 months ago

Before Quebec it was the Interceptor

upvoted 1 times

☐ 👤 **esllin** 2 years, 4 months ago

Correct.

textbook Tokyo p397

Change landing page is from Quebec

upvoted 1 times

☐ 👤 **GHOTI** 2 years, 4 months ago

I think the correct answer is A.

upvoted 1 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

Suggested Answer: *A*

Community vote distribution

A (100%)

 francat 12 months ago

eBook Tokyo - ITSM Implementation - p.445

upvoted 3 times

 esllin 1 year, 4 months ago

Selected Answer: A

Correct.

upvoted 3 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

Suggested Answer: *D*

Community vote distribution

D (100%)

🗕 👤 **AbuHaidar61** 1 year ago

Selected Answer: D

D is correct.

upvoted 2 times

🗕 👤 **JBurns1979** 1 year, 3 months ago

Selected Answer: D

Verified in PDI

upvoted 1 times

🗕 👤 **gataVitiligo** 1 year, 4 months ago

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

upvoted 2 times

🗕 👤 **tanaris_e** 1 year, 5 months ago

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

upvoted 1 times

🗕 👤 **armin_vcg** 1 year, 6 months ago

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

upvoted 1 times

🗕 👤 **MrBravo** 1 year, 9 months ago

D is correct.

upvoted 1 times

🗕 👤 **esllin** 1 year, 10 months 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.

Suggested Answer: *A*

Community vote distribution

B (100%)

 Manny1218 9 months, 2 weeks ago

Selected Answer: B

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 7.3 Change Management

Page: Change Approval Policies

Answer is B

upvoted 1 times

 ThomasTom 1 year, 4 months ago

Selected Answer: B

IT Service Management (ITSM) Implementation - Vancouver / page 453

upvoted 1 times

 RanaElsekhily 1 year, 5 months ago

Selected Answer: B

B is the correct

upvoted 2 times

---

 armin_vcg 2 years ago

Selected Answer: B

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

upvoted 1 times

---

 marka_1267 2 years ago

Selected Answer: B

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

upvoted 1 times

 DishaTiwari 2 years, 1 month ago

Selected Answer: B

Tokyo ebook pg no 459

upvoted 1 times

 Shashwat2211 2 years, 3 months ago

Selected Answer: B

B is the ans

upvoted 1 times

---

 esllin 2 years, 4 months ago

Selected Answer: B

B is correct

upvoted 2 times

davidmonf 2 years, 4 months ago

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

---

davidmonf 2 years, 4 months ago

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

Suggested Answer: *C*

Community vote distribution

C (100%)

⊟ 👤 **Naw210** 10 months, 3 weeks ago

Selected Answer: C

ebook p.389

  upvoted 2 times

⊟ 👤 **lolnaman** 1 year, 3 months ago

p388, p444, p397

Answer : C

  upvoted 4 times

⊟ 👤 **MrBravo** 1 year, 3 months ago

C, In the Quebec release of ServiceNow, the new architectural features added to Change Management are Change Models, Change Flows, and State Transition Models.
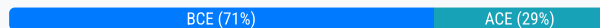
  upvoted 3 times

Question #90 — Topic 1

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

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

    B. One Change can be submitted for multiple CIs

    C. Changes should reference at least one CI

    D. The CI Support Group is responsible for change implementations

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

Suggested Answer: *ABE*

Community vote distribution

BCE (71%) | ACE (29%)

☐ 👤 **RanaElsekhily** 12 months ago

Selected Answer: BCE

BCE is the correct options

upvoted 1 times

☐ 👤 **WIM_SN** 1 year, 4 months ago

Selected Answer: BCE

A and D don't make sense

upvoted 1 times

☐ 👤 **marka_1267** 1 year, 6 months ago

Selected Answer: BCE

BCE correct

upvoted 1 times

☐ 👤 **mikech82** 1 year, 7 months ago

Selected Answer: BCE

BCE is correct

upvoted 2 times

☐ 👤 **DishaTiwari** 1 year, 7 months ago

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

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

B. One Change can be submitted for multiple CIs (Tokyo pg no 333, 396)

C. Changes should reference at least one CI

D. The CI Support Group is responsible for change implementations (not as 408)

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

upvoted 3 times

☐ 👤 **foolishsoul4556** 1 year, 8 months ago

Selected Answer: BCE

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

upvoted 2 times

☐ 👤 **Gil1211** 1 year, 9 months ago

Selected Answer: BCE

The right answer should be BCE

upvoted 1 times

☐ 👤 **PappyFox** 1 year, 9 months ago

Selected Answer: BCE

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

upvoted 1 times

👤 **lolnaman** 1 year, 9 months 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 year, 9 months ago

Selected Answer: ACE

ACE correct

upvoted 1 times

👤 **esllin** 1 year, 10 months ago

Selected Answer: ACE

ACE is correct

One change only for one CI.

Change group is responsible for change implementations.

upvoted 3 times

👤 **Stiff112** 1 year, 12 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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **PappyFox** 9 months, 1 week ago

Selected Answer: A

ITSM Implementation Tokyo eBook pg 389,398

upvoted 3 times

👤 **esllin** 10 months 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

Suggested Answer: *D*

Community vote distribution

D (67%)	A (33%)

▣ 👤 **cuongtkq** `Highly Voted 👍` 2 years ago

Question must mentions what table is using

 upvoted 5 times

▣ 👤 **SBhatia** `Highly Voted 👍` 2 years, 5 months ago

A is the correct one.

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

 upvoted 5 times

▣ 👤 **Manny1218** `Most Recent ⊘` 9 months, 2 weeks ago

Not submitting a Vote here, this is a bad question. The Table needs to be specified.

For Change Management the answer is A.
servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 7.2 Change Management
Page: Change Group -> Assignment Groups

For Incident and Problem Management, the answer is D
servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 5.4 incident Management
Page: Support Group -> Assignment Groups

 upvoted 2 times

▣ 👤 **tosuch** 11 months, 3 weeks ago

`Selected Answer: A`

It's A - Vancouver page 403

 upvoted 2 times

▣ 👤 **DishaTiwari** 2 years, 1 month ago

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

so for change A is correct otherwise D

 upvoted 2 times

▣ 👤 **[Removed]** 2 years, 2 months ago

`Selected Answer: A`

p408 Tokyo Version ITSM book its A trust me

 upvoted 2 times

◻ 👤 **lolnaman** 2 years, 3 months ago

  eBoook p290

  Answer is A for Incident, Problem and Change request

  upvoted 4 times

  ◻ 👤 **lolnaman** 2 years, 3 months ago

  Sorrt type,

  Answer is D

  upvoted 3 times

  ◻ 👤 **esllin** 2 years, 4 months ago

  D is for incident, problem.

  A is for change.

  Bad question.

  upvoted 4 times

  ◻ 👤 **[Removed]** 2 years, 4 months ago

  It is D, Page 111 In ITSM Implementation Rome Book

  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

Suggested Answer: *D*

Community vote distribution

C (100%)

⊟ 👤 **Gil1211** `Highly Voted 👍` 2 years, 3 months ago

A sounds correct

upvoted 7 times

⊟ 👤 **Sudarshan_Puppala** `Most Recent ⊙` 1 year ago

A is right answer as per E book page 391

upvoted 2 times

⊟ 👤 **be9c2c8** 1 year, 2 months ago

A sounds correct but change model definitions that have Available in "Create New=true will be displayed here so...not so sure it is right for this qustion.

upvoted 1 times

⊟ 👤 **EspindolaGomes** 1 year, 6 months ago

`Selected Answer: C`

Instance upgrading to Quebec or Rome from a Paris or older release:

will continue to use the Change Interceptor and types by default and will only have the legacy change

types visible. The instance properties will be set to:

com.snc.change_management.change_model.hide=true

com.snc.change_management.change_model.type_compatibility=true

upvoted 2 times

⊟ 👤 **franseno** 1 year, 9 months ago

A - definitely

upvoted 2 times

⊟ 👤 **MarlyB** 1 year, 10 months ago

A.

From the book:

Before the Change > Create New module creates a new record in the Change Request [change_request] table, the change landing page is presented and prompts the user to select the change model the change request should follow. This was introduced in Quebec and replaces the legacy change interceptor.

upvoted 4 times

⊟ 👤 **Trymybest** 2 years ago

A. Change Landing Page

upvoted 3 times

⊟ 👤 **Lucky62** 2 years ago

A is correct.

upvoted 3 times

⊟ 👤 **lolnaman** 2 years, 3 months ago

Answer : A (given above)

Change Landing Page

upvoted 3 times

👤 **jklghg** 2 years, 3 months ago

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

upvoted 2 times

👤 **foolishsoul4556** 2 years, 1 month ago

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

upvoted 2 times

👤 **jklghg** 2 years, 3 months ago

What is A cannot see

upvoted 3 times

👤 **Hmzpkts** 1 year, 7 months ago

It is right under the question seperated from other options..

upvoted 2 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

Suggested Answer: *BDE*

Community vote distribution

BDE (80%)　　　　　　　　BCD (20%)

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: BDE

servicenow.read.inkling.com
IT Service Management (ITSM) Implementation On Demand
Module 7.2 Change Management
Page: Conflict Detection

Answer is BDE
upvoted 1 times

👤 **taotao77** 1 year, 4 months ago

Selected Answer: BCD
BCD Tokio page 407
upvoted 1 times

　👤 **taotao77** 1 year, 4 months ago
　bde are correct , page 410 tokio
　upvoted 1 times

👤 **khaliltouil** 1 year, 4 months ago

Selected Answer: BDE
BDE right answer
upvoted 1 times

👤 **PappyFox** 2 years, 1 month ago

Selected Answer: BDE
BDE is Correct
upvoted 1 times

👤 **lolnaman** 2 years, 3 months ago

Selected Answer: BDE
BDE correct
upvoted 1 times

👤 **esllin** 2 years, 4 months 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

Suggested Answer: *BDE*

Community vote distribution

BDE (100%)

👤 **Gattino_90** 5 months ago

Selected Answer: ABD

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 7.2 Change Management

Page: Conflict Detection > The assignee person is already scheduled

upvoted 2 times

    👤 **Felax** 2 weeks, 6 days ago

    A refers to a shift schedule, not already scheduled against another change

    upvoted 1 times

👤 **Manny1218** 9 months, 2 weeks ago

Selected Answer: BDE

servicenow.read.inkling.com

IT Service Management (ITSM) Implementation On Demand

Module 7.2 Change Management

Page: Conflict Detection

Answer is BDE

upvoted 1 times

👤 **ADE1234567** 1 year, 9 months ago

Answer is BDE,

Page 410 of the book

upvoted 1 times

👤 **MarlyB** 1 year, 10 months ago

Selected Answer: BDE

From the book:

Through conflict properties, conflict detection can identify conflicts for any of the following reason:

- The CIs (or a child or parent of the CIs) are already scheduled at the given date and time
- The CI (or a child or parent of the CI) is not in the maintenance window
- The CI (or a child or parent of the CI) is in a blackout window
- The assigned to person is already scheduled at the given date and time

upvoted 3 times

👤 **lolnaman** 2 years, 3 months ago

Selected Answer: BDE

BDE correct

upvoted 1 times

👤 **esllin** 2 years, 4 months ago

Selected Answer: BDE

correct

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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **servicenowExamtopics** 6 months, 3 weeks ago

Selected Answer: A

In ServiceNow, a Release is a collection of changes that are deployed together. These changes are planned, tested, and implemented as part of the release process. Essentially, a release is made up of multiple changes that have been approved and are ready to be deployed to the production environment.

Option A is correct because releases consist of one or more changes.

upvoted 1 times

☐ 👤 **esllin** 1 year, 4 months 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

Suggested Answer: *A*

Community vote distribution

C (100%)

---

 franseno 9 months, 2 weeks ago

Selected Answer: C

there is no A

upvoted 2 times

 MarlyB 10 months, 2 weeks ago

Selected Answer: C

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

upvoted 2 times

 BharatizSNC 11 months, 2 weeks ago

C is correct

upvoted 1 times

 PappyFox 1 year, 1 month ago

Selected Answer: C

C is correct

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

upvoted 2 times

---

 lolnaman 1 year, 3 months ago

Selected Answer: C

C Correct

upvoted 1 times

---

 esllin 1 year, 4 months 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 year, 4 months ago

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

upvoted 2 times

 Jaaaimin 1 year, 6 months ago

Selected Answer: C

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

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

upvoted 1 times

👤 **rex11** 1 year, 7 months 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

Suggested Answer: *D*

Community vote distribution

C (100%)

👤 **MarlyB** 10 months, 2 weeks ago

Selected Answer: C

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

upvoted 2 times

👤 **BharatizSNC** 11 months, 2 weeks ago

Article Templates provide standards.

upvoted 2 times

👤 **foolishsoul4556** 1 year, 2 months ago

Selected Answer: C

It should be C

upvoted 2 times

👤 **esllin** 1 year, 4 months 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** 1 year, 6 months 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 3 times

👤 **rex11** 1 year, 7 months ago

should be C

upvoted 2 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

Suggested Answer: *A*

Community vote distribution

A (100%)

☐ 👤 **servicenowExamtopics** 6 months, 3 weeks ago

Selected Answer: A

The correct answer is A. catalog_admin.

In ServiceNow, the catalog_admin role has the ability to create and manage user criteria for service catalogs. This role is specifically designed to handle various administrative tasks related to the service catalog, including defining user criteria.

upvoted 1 times

☐ 👤 **schrank** 1 year, 6 months ago

A 100%

upvoted 2 times

☐ 👤 **lolnaman** 2 years, 3 months ago

Selected Answer: A

p108

it's user_criteria_admin not catalog_criteria_admin

upvoted 2 times

☐ 👤 **esllin** 2 years, 4 months 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

Suggested Answer: *B*

Community vote distribution

B (100%)

☐ 👤 **ThomasTom** 10 months, 2 weeks ago

Selected Answer: B

IT Service Management (ITSM) Implementation - Vancouver / page 129

upvoted 1 times

☐ 👤 **jmm18** 11 months, 2 weeks ago

Selected Answer: B

Page 122 ITSM Tokyo Guide

upvoted 1 times

☐ 👤 **PappyFox** 1 year, 9 months 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 year, 10 months ago

Selected Answer: B

Correct

upvoted 1 times