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QUESTION 1

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

A. Processes

B. Flows

C. Procedures

D. Actions E. Scripts

Correct Answer: B

QUESTION 2

Your customer wants to use Incident Tasks on Incident Records But for efficiency reasons they want to automatically close all Incident Tasks when the parent Incident is closed or canceled.

How could you meet this requirement? (Choose two.)

A. On Incident Properties, for Close Open Incident Tasks when Incident is closed or canceled, select Yes

B. Enable system property com snc incident.mcidentjask closure

C. Edit system property com.snc incident autoclose basedon resolved_at

D. On Incident Properties, for Autoclose Incident Tasks, select Yes

Correct Answer: CD

QUESTION 3

What are two effective measures of performance for the Problem Management process? (Choose two.)

A. Number of Problem that have Breached SLAs

B. Average Problem Resolution Time

C. Percentage of Problem Resolution within SLA by Category

D. Problems older than 30 days by Priority and State

Correct Answer: BD

QUESTION 4

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

A. Model State transitions conditions

B. Model State properties

C. Model State transition policies

D. Model State transitions

Correct Answer: AD

QUESTION 5

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

A. Manage Risk Assessments

B. Delete CAB Definition

C. Manage Risk Conditions

D. Delete Change

E. Create and manage Approval Policies

Correct Answer: ACD

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