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QUESTION 1

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

A. Change Assess Approval Subflow

B. Change Approval Policy

C. Change Approval Subflow

D. Change Approval Matrix

Correct Answer: A

QUESTION 2

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

A. On the Cart Layout, Columns tab, unselect Quantity column

B. On the Catalog Item, Columns tab, unselect Quantity column

C. On the Catalog Item, Advanced View, unselect Use cart layout, select No quantity Most Voted

D. On the Catalog, Advanced View, unselect Use cart layout, select No quantity

E. On the Catalog Item, Cart Layout Related List, set the Quantity record to Inactive

Correct Answer: C

QUESTION 3

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

A. Application Menus

B. Reports

C. CI Class Manager

D. Dependency View

Correct Answer: C

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

Which of the following cannot be defined or set through a Catalog UI Policy?

A. Apply a requirement to all form views

B. Setting a variable to mandatory

C. Reverse UI Policy if conditions are false

D. Setting a variable to read-only

Correct Answer: A

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