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QUESTION 1

On a request form, the requester needs to indicate when they need to receive the item.

What Variable type would you use for this information?

A. Duration

B. Due Date

C. Date Picker

D. Date

Correct Answer: C

QUESTION 2

When a user submits a service request from a catalog what actions are triggered based on the flow definition? (Choose three.)

A. Approvals

B. Notifications

C. Tasks

D. Action Specs

E. Access Controls

Correct Answer: ABC

QUESTION 3

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

A. Standard, Normal, Prototype, Patch

B. Alpha, Beta, Snapshot, Nightly, Milestone, Release Candidate

C. Standard, Normal, Emergency

D. Major, Minor Upgrade, Emergency Maintenance, Patch

Correct Answer: D

QUESTION 4

What tools are available to the assignee to help resolve an incident? (Choose two.)

A. Knowledge Articles

B. Known Errors

C. Class Manager

D. Enterprise CMDB Dashboard

E. Incident Overview Dashboard

Correct Answer: CE

QUESTION 5

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

Correct Answer: D