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QUESTION 1

Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered

B. True/False, Checkbox, and Number List

C. Number List, Single Line Text, and Reference

D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D

QUESTION 2

Which one of the following statements describes a characteristic of role assignment?

A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role

B. Users can click on the Personalize Role feature to try different roles

C. A role is granted to a user by the System Administrator

D. Each user has a role in the ServiceNow platform

Correct Answer: A

QUESTION 3

What do you call any component that needs to be managed in order to deliver services?

A. CSDM Items

B. CMDB

C. Configuration item

D. Service Offerings

E. Asset

Correct Answer: C

Reference: https://infocenter.io/servicenow-cmdb-implementation/

QUESTION 4

What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request

B. An Order Guide

C. A request

D. An SLA

Correct Answer: C

QUESTION 5

What is used to determine user access to knowledge bases or a knowledge article?

A. sn_kb_read, sn_article_read

B. Privacy Settings

C. Read Access Flag

D. User Criteria

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html

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