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QUESTION 1

A new problem manager wants a high level view of the activities in problem management.

What module do you recommend?

A. Problem > Dashboard

B. Problem > Overview

C. Problem > Process Health Dashboard

D. Problem > Homepage

E. ITIL Manager > Homepage

Correct Answer: B

QUESTION 2

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

Correct Answer: C

QUESTION 3

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms.

What do you recommend to your customer?

A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true

B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted

C. Create an Access control to hide the unnecessary CIs from the itil users

D. Make a show/hide UI action to show only the desired CIs to the itil users

Correct Answer: B

QUESTION 4

In the life of a Problem record there are opportunities to click the Re-Analyze button and move backwards in the lifecycle.

When you click the Re-Analyze button, what state Is set on the problem record?

A. Assess

B. Root Cause Analysis

C. Fix in Progress

D. Draft

Correct Answer: B

QUESTION 5

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

Correct Answer: BD

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