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QUESTION 1

Which of the following statements is true regarding the way the "Actual Start Date" is set in the change request form?

- A. When the state changes to Assess, the field is populated automatically.
- B. When the state changes to New, the field is populated automatically.
- C. This is a required field and the user must set the field manually.
- D. When the state changes to Implement, the field is populated automatically.

Correct Answer: D

The "Change Request State Model" script include is used to automatically populated the Actual Start Date field when the state changes to Implement.

QUESTION 2

Which of the following features are available through the Change Management?

- A. CAB Workbench application? Select all that apply.
- B. Invite delegates to CAB meetings to discuss specific Changes Assign Changes
- C. Approve Changes in bulk (approve multiple Changes at once)
- D. Determine CAB agenda with a specified amount of time allocated to each Change
- E. Update Work Notes on Changes based on meeting minutes added while a Change is active agenda item
- F. Define filters to determine which Changes appear on CAB meeting agendas

Correct Answer: BD

SN Docs: <https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/changemanagement/concept/manage-cab-meeting-using-cab-workbench.html?>

QUESTION 3

Which of the following represents a benefit of implementing Knowledge Management?

- A. Deflecting the creation of Incidents so users may help themselves with common issues
- B. Provide continuous feedback loops to improve staff efficiency
- C. Automatic routing of Incidents to the appropriate Assignment Group
- D. Proactively suggest Knowledge Articles to users at key points in a process

Correct Answer: A



QUESTION 4

During which phase of the change management lifecycle are the following activities performed?

- Record the planned schedule for when the change will take place
- Perform risk assessment and evaluate risk
- Describe relevant implementation plan, test plan and backout plan

A.

Implementation

B.

Creation and Scoping

C.

Approval

D.

Closure

Correct Answer: A

QUESTION 5

Which of the following service catalogs are available OOTB as demo data? (Choose two.)

- A. Software Catalog
- B. Technical Catalog
- C. Service Catalog
- D. ITSM Catalog
- E. Hardware Catalog

Correct Answer: BC



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