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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

When using Inbound Email Actions, what happens if an email is received which has no watermark or reference number?

- A. New case is created from the message
- B. New incident created from the message
- C. New interaction is created from the message
- D. Email is rejected and auto-reply sent to sender

Correct Answer: B

QUESTION 3

Which role has the ability to modify the cart layout?

- A. itil
- B. itil_admin
- C. catalog_admin
- D. catalog_manager

Correct Answer: C

QUESTION 4

Given the class structure shown below which types of CIs will be included in a report run against the cmdb_ci_computer table?



```
- cmdb
---- cmdb_ci
----- cmdb_ci_hardware
----- cmdb_ci_computer
----- cmdb_ci_server
----- cmdb_ci_win_server
----- cmdb_ci_linux_server
----- cmdb_ci_unix_server
----- cmdb_ci_pc_hardware
```

- A. CIs defined directly in cmdb_ci_computer and all parent classes
- B. Just GIs defined directly in cmdb_ci_computer
- C. CIs defined directly in cmdb_ci_computer and all child classes

Correct Answer: C

QUESTION 5

If a change model has Write roles AND Can write defined, which users have the ability to modify the change model record? (Choose two.)

- A. Users with the itil_admin role
- B. Users with admin role
- C. Users that have the Write role(s) OR that match the Can write user criteria
- D. Users with sn_change_write role
- E. Users that have the Write role(s) AND match the Can write user criteria

Correct Answer: BE

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