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QUESTION 1

Which of the following statements is true when an incident has several child incidents?

- A. Updates to State, Comments, Work Notes, and Resolution Code are reflected in child incidents.
- B. All updates to parent incident are reflected in child incidents.
- C. No updates are synchronized between parent and child incidents.
- D. All updates to child incidents are reflected in the parent incident.

Correct Answer: A

QUESTION 2

When does the CAB Date get auto-populated in the change request form?

- A. When change is added to a CAB meeting agenda.
- B. When state changes to Authorize.
- C. CAB Date is never auto-populated. It should be set manually.
- D. When state changes to Assess.

Correct Answer: A

QUESTION 3

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. Just CIs defined directly in `cmdb_ci_computer`
- B. CIs defined directly in `cmdb_ci_computer` and all parent classes



C. Cls defined directly in cmdb_ci_computer and all child classes

Correct Answer: C

QUESTION 4

A sales manager is unable to view a contact. The contact owner is under the manager in the role hierarchy.

Why is the sales manager receiving "insufficient privileges" error when viewing a contact?

- A. The contact owner has NOT selected the option to share contacts with others in the role hierarchy.
- B. The contact sharing settings are controlled by the parent, and the account owner is NOT under the sales manager's role.
- C. The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.
- D. The account sharing settings are controlled by the parent, and the account owner is NOT under the sales manager's role.

Correct Answer: B

QUESTION 5

Which mechanism is used to set the number of days (integer) after which Resolved Incidents are automatically closed?

- A. Script Include
- B. Workflow
- C. Business Rule
- D. System Property

Correct Answer: D

glide.ui.autoclose.time

Closure Timeframe

Default Closure: One Day after Resolved

The screenshot shows a configuration window for a system property. The title is "System Property" with the name "glide.ui.autoclose.time" and application "Global". The description is "Number of days (integer) after which Resolved Incidents are automatically closed. Zero (0) disables this feature." The type is set to "Integer" and the value is "1".

Field	Value
Name	glide.ui.autoclose.time
Application	Global
Description	Number of days (integer) after which Resolved Incidents are automatically closed. Zero (0) disables this feature.
Choices	
Type	Integer
Value	1



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