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QUESTION 1

In Change Management, what does a Model State contain? (Choose two.)

A. Model State transitions conditions

B. Model State properties

C. Model State transition policies

D. Model State transitions

Correct Answer: AD

QUESTION 2

Incidents can be created and managed in the workspace, using UI layouts that are tailored to different personas, processes, and interfaces. Examples include:

1.

Default

2.

Major incidents

3.

Self Service

4.

Mobile

What are these UI layouts called in the Now Platform?

A. Form Layouts

B. Workspaces

C. Forms

D. Form Designs

E. Views

Correct Answer: E

QUESTION 3

Which service types can be managed through the scope of Service Portfolio Management? (Choose two.)

A. Application service

B. Technical service

C. Business service

D. Mobile service

Correct Answer: BC

QUESTION 4

Your customer has an external system, which is used to perform changes. Your customer wants to capture these changes in your instance for reporting and CMDB maintenance purposes. What baseline Change Model supports this scenario?

A. Automated Changes

B. Cloud Infrastructure

C. Unauthorized Changes

D. Change Registration

E. Retroactive Changes

Correct Answer: D

QUESTION 5

Incidents are stored what table?

A. Incident [incident]

B. Incident [sn_task_incident]

C. Incident [sn_incident]

D. Incident [task_incident]

Correct Answer: B

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