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QUESTION 1

Your customer is using the baseline Create Incident Catalog Item and would like to add a few additional input fields. How should you update the catalog item?

A. Edit in Catalog Builder

B. Edit in Item Designer

C. Edit in Catalog Item Designer

D. Edit in Form Designer

Correct Answer: A

Explanation: https://docs.servicenow.com/bundle/utah-servicenow- platform/page/product/service-catalog-management/concept/catalog-builder.html

QUESTION 2

Why don\\'t Problem records automatically move from Resolved to Closed after the fix is implemented.

A. It is designed to follow the ITIL4 standard

B. There is a scheduled job that automatically moves Resolved problems to Closed after 7 days

C. It is good practice to monitor fixes implemented, to ensure the underlying issues are resolved, before closing a problem record

D. There is no Closed state. Problem records are moved to Completed

Correct Answer: C

QUESTION 3

Your client indicates they would like a way to designate VIP callers on an incident form.

How would you accomplish this?

A. VIP Flag reference decorator

B. VIP flag dictionary entry

C. VIP Flag field style

D. VIP Flag action script

Correct Answer: C

QUESTION 4

The current status of a problem record is tracked in the State field. Each state has a label, value and constant. This example is for Fix in Progress state:

Your customer wants to add a prerequisite for moving out of the Fix in Progress state. When you update the script include which value is better to use in the script?

A. 104

B. "Fix in Progress"

C. ProblemState.STATES.FIX_IN_PROGRESS

D. 104.ProblemState.STATES.FIX_IN_PROGRESS

Correct Answer: C

QUESTION 5

Your customer wants to give secure access to business users to view problem records and reports for the products they support. When you install the ITSM roles plugin, what additional problem role is installed to support this requirement?

A. sn_business_user

B. sn_problem_read

C. sn_service_owner

D. sn_problem_write

E. sn_problem_business_user

Correct Answer: B

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