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QUESTION 1

An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization.

How can the administrator meet this requirement?

- A. Create a developer sandbox.
- B. Create a configuration-only sandbox.
- C. Create a metadata sandbox.
- D. Create a full sandbox.

Correct Answer: D

QUESTION 2

Which of the following statements are true?

- A. The change models on the Pinned tab on the change landing page is unique to the logged in user
- B. The change models on the Pinned tab on the change landing page is determined by change admins
- C. The change models on the Pinned tab on the change landing page disappear after 30 days
- D. The change models on the Pinned tab on the change landing page must be preapproved

Correct Answer: D

QUESTION 3

Which of the following outlines the ways changes may be related to incidents?

- A. Incidents may be caused by changes. Investigation of incidents may indicate the need for a change.
- B. Incidents cause changes. Investigation of changes may indicate the need for incidents to be generated.
- C. A change is required to investigate the cause of an incident.
- D. Incidents and changes are separate processes that have little interaction.

Correct Answer: A

QUESTION 4

When referring to the State of an incident in server-side code (such as in a script include, business rule, or UI action),



which method is the preferred way to refer to the State field value?

- A. Use the `getDisplayValue()` method to retrieve the Label associated with the State field value.
- B. If a Constant has been defined, such as `Incident.State.IN_PROGRESS`, use the Constant.
- C. Use the value of the choice option, such as 2 to refer to a State of in Progress.

Correct Answer: B

QUESTION 5

In a Service Catalog, Content Items can include each of the following EXCEPT:

- A. Templates
- B. Links to locations specified in a Application navigation module
- C. Cross-references to Catalog content
- D. Links to Knowledge Articles

Correct Answer: C

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