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QUESTION 1

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions

C. Use the Baseline Update Set to store the contents of items after they are changed the first time

D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Correct Answer: A

QUESTION 2

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

A. The CMDB contains data about tangible and intangible business assets

B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company

C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics

D. The CMDB contains ITIL process data pertaining to configuration items

Correct Answer: A

QUESTION 3

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

A. Service Catalog variables can only be used in Record Producers

B. Service Catalog variables can only be used in Order Guides

C. Service Catalog variables cannot affect the order price

D. Service Catalog variables are global by default

Correct Answer: D

QUESTION 4

How are Workflows moved between instances?

A. Workflows are moved using Update Sets

B. Workflows are moved using Transform Maps

C. Workflows are moved using Application Sets

D. Workflows cannot be moved between instances

Correct Answer: A

QUESTION 5

Which type of tables may be extended by other tables, but do not extend another table?

A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

Correct Answer: A

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