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QUESTION 1

Which of the following actions on the incident table require the itil_admin role?

- A. Delete incident
- B. Update incident
- C. Close incident
- D. Archive incident

Correct Answer: A

QUESTION 2

Inbound Actions can be configured to enable creating or updating problems.

- A. True
- B. False

Correct Answer: B

Inbound actions can be used only to update problems but not to create them.

QUESTION 3

Which of the following is NOT a consideration when determining the need for multiple service catalogs?

- A. Services and Types of Service
- B. Size of the company
- C. Audience
- D. Delegation of Catalog Administration

Correct Answer: B

QUESTION 4

Which of the following is NOT included in the incident management lifecycle?

- A. Investigation and Diagnosis
- B. Resolution and Closure
- C. Creation and Classification

D. Approval and Fulfillment

Correct Answer: D

QUESTION 5

Which table is used to store Known Error articles?

A. kb_article

B. kb_knowledge

C. kb_knowledge_article

D. kb_template_known_error_article

Correct Answer: D

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