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QUESTION 1

When defining a new case type, the best course of action is to:

- A. Identify steps and their processes, then add stages to reference the steps
- B. Identify processes, then steps, and then stages
- C. Identify stages, then add steps, and then define processes
- D. Identify processes, then add stages, and then add steps

Correct Answer: D

Section: (none)

QUESTION 2

Select the types of documentation that the Application Document wizard can produce. (Choose three)

- A. An application profile document
- B. An entity relationship document
- C. A specification document
- D. A requirements document
- E. Application documentation
- F. A training manual

Correct Answer: ACE Section: (none)

QUESTION 3

Rulesets are primarily used _____. (Choose two.)

- A. to support the creation of multiple versions of rules in an application
- B. to facilitate the migration of rules from one system to another
- C. to specify the reusability of a rule
- D. to define and configure an application

Correct Answer: BD Section: (none)

QUESTION 4

Roger receives an assignment during business hours on Tuesday, the 14th. The assignment is governed by the following service level.

	GOAL	DEADLINE	PASSED DEADLINE
Days:	1	5	1
+HH:MM:SS	00:00:00	00:00:00	00:00:00
Urgency:	15 (0-100)	20 (0-100)	15 (0-100)
Escalation			
Action(s):	PERFORM ACTION WHEN Select Action Edit	PERFORM ACTION WHEN Select Action Edit	PERFORM ACTION WHEN Select Action Edit

Assuming a Monday-Friday, 5-day work-week with no holidays or time off, determine the day on which the urgency adjustment caused by the service level will reach 70.

- A. Thursday, the 23rd
- B. Friday, the 17th
- C. Monday, the 20th
- D. Wednesday, the 22nd

Correct Answer: B Section: (none)

QUESTION 5

A Work Party used for notification purposes typically contains information about a (an) _____ .

- A. Organization Unit
- B. Division
- C. Work Group
- D. Person

Correct Answer: C Section: (none)

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