

PR000370^{Q&As}

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QUESTION 1

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

QUESTION 2

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 3

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Correct Answer: C

QUESTION 4

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.

C. the task to complete.

D. the individual item in the order.

Correct Answer: A

QUESTION 5

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

A. Roles

B. Conditional Expressions

C. Assignment Rules

D. Scripts

E. User Criteria

F. Groups

Correct Answer: ABD

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