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QUESTIONS AND ANSWERS

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QUESTION: 1

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Answer(s): D

QUESTION: 2

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer(s): 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 flows and SLAs.

Answer(s): C

QUESTION: 4

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Answer(s): C

QUESTION: 5

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Answer(s): A, D

QUESTION: 6

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Answer(s): A, C, E