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QUESTION 1

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 2

Universal Containers wants to use an external Web Service provided by a third-party vendor to validate that shipping and billing addresses are correct. The current vendor uses basic password authentication, but Universal Containers might switch to a different vendor who uses OAuth.

What would allow Universal Containers to switch vendors without updating the code to handle authentication?

- A. Custom Metadata
- B. Custom Setting (List)
- C. Dynamic Endpoint
- D. Named Credential

Correct Answer: B

QUESTION 3

Change management uses the workflow engine by default to _____. (Choose three.)

- A. Send notifications
- B. Manage SLAs
- C. Generate change tasks
- D. Close related tasks
- E. Manage approvals

Correct Answer: BCE

QUESTION 4



A company wants to build a custom Lightning Component that will display a specified Account Field Set and that can only be added to the Account record page.

Which design resource configuration should be used?

- A.

```
<design:component label="Account FS Component">
  <design:attribute name="fieldSetName" label="Field Set Name" />
  <sfdc:objects>
    <sfdc:object>FieldSet</sfdc:object>
  </sfdc:objects>
</design:component>
```
- B.

```
<design:component label="Account FS Component">
  <design:attribute name="fieldSetName" label="Field Set Name" />
  <sfdc:objects>
    </sfdc:object>Account</sfdc:object>
  </sfdc:objects>
</design:component>
```
- C.

```
<design:component label="Account FS Component">
  <aura:attribute name="fieldSetName" label="Field Set Name" />
  <sfdc: objects>
    <sfdc:object>FieldSet</sfdc:object>
  </sfdc:objects>
</design:component>
```
- D.

```
<design:component label="Account FS Component">
  <aura:attribute name="fieldSetName" label="Field Set Name" />
  <sfdc: objects>
    <sfdc:object>Account</sfdc:object>
  </sfdc:objects>
</design:component>
```

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: C

QUESTION 5

In the baseline platform configuration for an Emergency Change, _____ is required before a Change can be scheduled.

A. Configuration Item identified



B. CAB Approval

C. Peer Approval

D. Justification, Change Plan, Test Plan, and Execute Plan

Correct Answer: B

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