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QUESTION 1

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.

B. They are the building blocks.

C. They are optional.

D. They provide options.

Correct Answer: B

QUESTION 2

Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered

B. True/False, Checkbox, and Number List

C. Number List, Single Line Text, and Reference

D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D

QUESTION 3

Which one statement correctly describes Access Control rule evaluation?

A. Rules are evaluated using roles. The role with the most permissions evaluates the rules first

B. If more than one rule applies to a row, the older rule is evaluated first

C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

D. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Correct Answer: C

QUESTION 4

A knowledge article must be which of the following states to display to a user?

A. Published

B. Drafted

C. Retired

D. Reviewed

Correct Answer: A

QUESTION 5

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

A. report

B. workflow

C. event

D. task

Correct Answer: D

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