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QUESTION 1

Which of the following statements is true regarding conflict detection for change requests?

- A. Conflict detection is executed every time an active change request is updated.
- B. All the mentioned statements are true.
- C. There is a scheduled job to update conflicts that runs on a periodic basis.
- D. Conflict detection can be run manually.

Correct Answer: B

QUESTION 2

What is the relationship between User table and Location table?

- A. Many-to-many
- B. One-to-many (one user can have many locations)
- C. One-to-one
- D. One-to-many (one location can be assigned to many users)
- Correct Answer: D

A user can have only one location, but the same location can be used for many users.

QUESTION 3

Which script include should be modified in order to impose limits when moving a problem task from one state to another?

- A. ProblemTaskStateUtils
- B. ProblemTaskState
- C. ProblemTaskUtils
- D. ProblemTaskChangeState

Correct Answer: A

QUESTION 4

When the Change Management - Risk Management plugin is enabled, which of the following statements reflects how the Risk of a Change Request will be set?



- A. Risk will be set to the highest Risk value evaluated by the Risk Calculator and Risk Assessment
- B. Risk will be set to the lowest Risk value evaluated by the Risk Calculator and Risk Assessment
- C. Risk will be set to the average Risk value evaluated by the Risk Calculator and Risk Assessment

Correct Answer: B

QUESTION 5

Which of the following is a potential benefit of implementing incident management?

- A. Reduction in the number of duplicate configuration items
- B. Reduction in the time to fulfill requests
- C. Reduction in the number of incidents caused by changes
- D. Reduction in the time services are unavailable
- Correct Answer: D

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