

ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator



NEW QUESTION 1

- (Topic 3)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html>

NEW QUESTION 2

- (Topic 3)

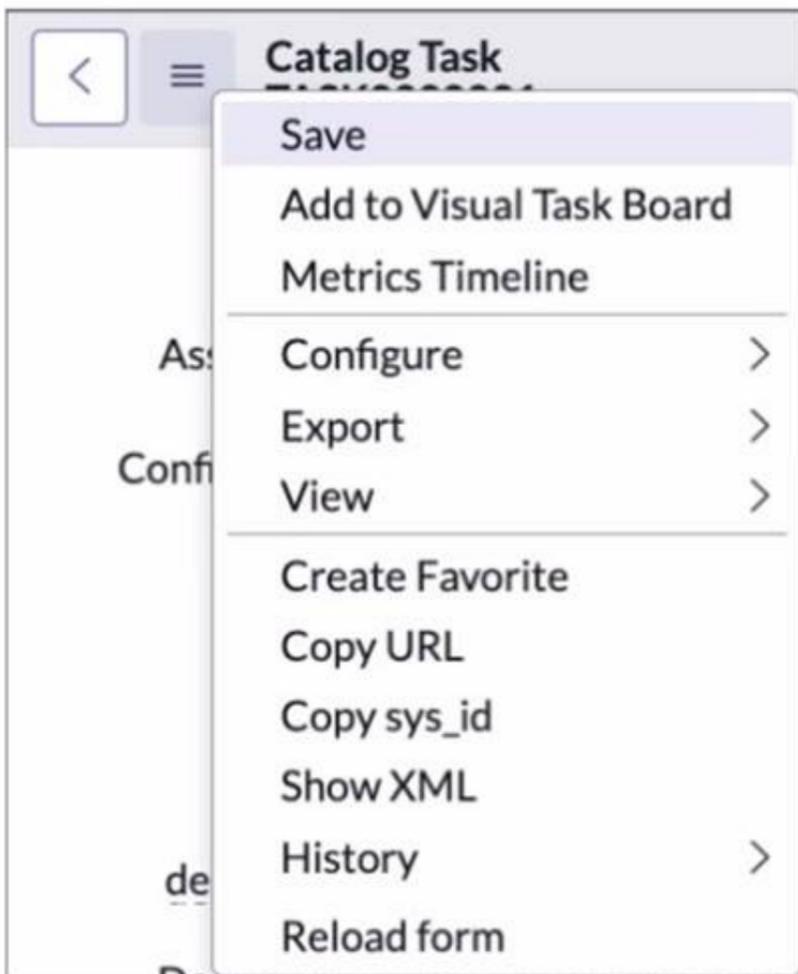
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. UI policy
- C. Predictive Intelligence
- D. Assignment Rule

Answer: D

NEW QUESTION 3

- (Topic 3)



Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > View > Table
- B. The Form Context menu > Configure > Table
- C. The Form Context menu > Configure > Dictionary
- D. The Form Context menu > View > Show Table

Answer: B

NEW QUESTION 4

- (Topic 3)

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Field Icon
- B. Field Value
- C. Data Pill
- D. Data Element

E. Data Trigger

Answer: D

NEW QUESTION 5

- (Topic 3)

What are the three key tables in an enterprise CMDO? Choose 3 answers

- A. sn_cmdt_bak
- B. Sh_emdb_ci
- C. cmap_ret_ci
- D. cmdb_bak
- E. cmdb_ci
- F. sh_eomdb
- G. cmap

Answer: CEG

NEW QUESTION 6

- (Topic 3)

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Answer: AC

NEW QUESTION 7

- (Topic 3)

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

- A. customer.all
- B. customer.*
- C. customer.field
- D. customer.none

Answer: B

Explanation:

The customer.* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.

References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite

NEW QUESTION 8

- (Topic 3)

When a custom table is created, which access control rules are automatically created? Choose 4 answers

- A. delete
- B. create
- C. execute
- D. read
- E. update
- F. write

Answer: ABDF

NEW QUESTION 9

- (Topic 3)

On the Form header, which icon do you use to access form templates?

- A. Paperclip
- B. Pages
- C. Stamp
- D. More Options {...}

Answer: D

NEW QUESTION 10

- (Topic 3)

User records are stored in which table?

- A. User [sys_user]
- B. User [sn_user]

- C. User [u_sys_user]
- D. User [s_user]

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html

NEW QUESTION 10

- (Topic 3)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields
- C. Key Fields
- D. Sys IDs

Answer: B

Explanation:

Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION 13

- (Topic 3)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map
- B. Dependency View
- C. Dependency Map
- D. Database View

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-mapping/concept/c_BusinessServiceManagementMaps.html

NEW QUESTION 15

- (Topic 3)

Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: B

NEW QUESTION 19

- (Topic 3)

What section on a task record would you use to see the most recent update made to a record?

- A. Timeline
- B. Journal
- C. Audit Log
- D. Activity

Answer: D

NEW QUESTION 23

- (Topic 3)

When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables)?

- A. Arrows
- B. Plus, Minus
- C. Ctrl c, Ctrl
- D. Ctrl <, Ctrl >
- E. Shift F4, Shift FS

Answer: A

NEW QUESTION 26

- (Topic 3)

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager
- * Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 28

- (Topic 3)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Answer: C

Explanation:

Reference: <https://www.basicservicenowlearning.in/2019/12/create-table-in-servicenow.html>

NEW QUESTION 31

- (Topic 3)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_ForecastingData.html

NEW QUESTION 36

- (Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Answer: BCE

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_FormDesign.html

NEW QUESTION 38

- (Topic 3)

What actions are taken to filter a long list of records to show only those which have "email" Short Description?

- A. Click List Magnifier to expand column search
- B. on Short Description type %emai
- C. click enter
- D. Click List Magnifier to expand column search, on Short Description, type email, click enter
- E. On Search box
- F. select text, type email, click enter
- G. Click List Magnifier to expand column search, on Short Description type 'email, click enter

Answer: D

NEW QUESTION 43

- (Topic 3)

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

Answer: AEF

NEW QUESTION 48

- (Topic 3)

Which feature ensures data consistency while importing data using import sets and web services?

- A. Client Script
- B. UI Policy
- C. Data Policy
- D. CSDM
- E. Business Rule

Answer: C

Explanation:

Data policies are used to define rules that govern the creation, modification, and deletion of data in ServiceNow. These policies can be used to ensure data consistency by enforcing data quality standards and preventing invalid or inaccurate data from being imported.

References:

? ServiceNow Product Documentation: Data policies overview - https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 51

- (Topic 3)

You have been asked to configure a form so an employee could add a tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take?

Choose 3 answers

- A. Create Catalog item for the tablet, and on the form, add a check box variable for each accessory option.
- B. Create Catalog item for the tablet, and add a variable set to the form, for the accessory options.
- C. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
- D. Create a Records producer, and on the form, add a check box variable for each accessory option.
- E. On shopping Cart configuration, select option to show the Add Accessories button.

Answer: ABC

NEW QUESTION 55

- (Topic 3)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

Answer: E

Explanation:

A transform map is a set of field maps that define the relationships between fields in an import set and fields in an existing table. When importing data from a spreadsheet, creating a transform map is the step that defines where the incoming data columns will be written in the receiving table. The transform map allows users to specify how to transform the source data into the target data, such as by using scripts, coalescing, or mapping assist.

References

? Transform Maps - Product Documentation: San Diego - ServiceNow1

? Importing Data: Excel to ServiceNow - Finite Partners2

NEW QUESTION 57

- (Topic 3)

What options can you see, when you right click on a CI, from the CI dependency view map? Choose 3 answers

- A. View Affected CIs
- B. View Related Tasks
- C. View Recent Outages
- D. View Cases
- E. View Knowledge

Answer: ABC

NEW QUESTION 58

- (Topic 3)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically

notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Parent-Child Approvers.
- B. Approval Chains
- C. Flows
- D. Approval Criteria
- E. Approver Delegates

Answer: D

NEW QUESTION 61

- (Topic 3)

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Approval can have many Requests
- B. One Request can have many Requested Items
- C. One Requested Item can have many Approvals
- D. One Requested Item can have many Catalog Tasks
- E. One Cart can have many Requests

Answer: BDE

NEW QUESTION 65

- (Topic 3)

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys_form_properties.list and set the property glide.ui.enable_personalize_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
- D. Navigate to sys_properties.list find the property glide.ui.personalize_form.role and set the Value to admin.

Answer: D

Explanation:

This action allows only users with the admin role to personalize forms by using the Personalize Form button1. The other options are either invalid or do not restrict personalization to the admin role only.

ReferencesPersonalize a formUI settings and personalizationPersonalization

NEW QUESTION 66

- (Topic 3)

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment
What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

- A. Click Context menu > Work Notes View
- B. Click Personalize icon and select Activity Stream
- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Funnel icon and select only work notes
- E. Click Context menu > History

Answer: D

NEW QUESTION 67

- (Topic 3)

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. Requests can contain many items; and Items can be any item from the catalog.
- B. Vendors can sell multiple products; and products can be sold by multiple vendors.
- C. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
- D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

Answer: B

NEW QUESTION 71

- (Topic 3)

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Analytics Reports
- B. Performance Analytics
- C. Scheduled Reports
- D. Reporting

Answer: B

NEW QUESTION 73

- (Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb_rel_ci
- B. sn_emdb
- C. sn_emdb_ci
- D. Ey omdb
- E. sn_emdb_bak
- F. omdb_ci
- G. emdb_bak

Answer: ADF

NEW QUESTION 78

- (Topic 3)

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
- B. A Client Script executes on the server and a Business Rule executes on the client
- C. A Client Script executes on the client and a Business Rule executes on the server
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361db5cdb01dcaf3231f9619d9#:~:text=The%20major%20difference%20between%20of,deleted%2Fqueried%20from%20data%20base.&text=After%20that%2C%20the%20Client%20s cripts,Client%20scripts%20that%20work%20onSubmit

NEW QUESTION 81

- (Topic 3)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355

NEW QUESTION 85

- (Topic 3)

Which tables are children of the Task table and come with the base system? Choose 3 answers

- A. Incident
- B. Problem
- C. Change Request
- D. Config
- E. Dictionary
- F. cmdb

Answer: ABC

Explanation:

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.

References

- ? https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html
- ? <https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982>
- ? <https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247>

NEW QUESTION 87

- (Topic 3)

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- A. Run Transform
- B. Run Import
- C. Import Dataset
- D. Execute Transform
- E. Schedule Transform

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html

NEW QUESTION 89

- (Topic 3)

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Inherit
- B. Reverse if false
- C. On lowed
- D. Global

Answer: A

NEW QUESTION 92

- (Topic 3)

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

- A. Their user account failed LDAP authentication
- B. Their user account is not logged in properly
- C. Their user account was not approved by their manager
- D. Their user account does not have itil role
- E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 96

- (Topic 3)

Which set of steps is used to import spreadsheet data into a ServiceNow table?

- A. Load Data, Create Transform Map, Run Transform
- B. Select Import Set, Select Transform Map, Run Transform
- C. Select Data Source, Schedule Transform
- D. Define Data Source, Select Transform Map, Run Transform

Answer: A

Explanation:

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation¹ and the video tutorial². The other options are either incomplete or incorrect.

References¹: Import a spreadsheet - Product Documentation: Utah - Now Support Portal²: How To Import Data Into ServiceNow - YouTube

NEW QUESTION 97

- (Topic 3)

You have heard about a new application released by ServiceNow, You want to try it out, to- see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 101

- (Topic 3)

What are advantages of using spokes for integrations? Choose 3 answers

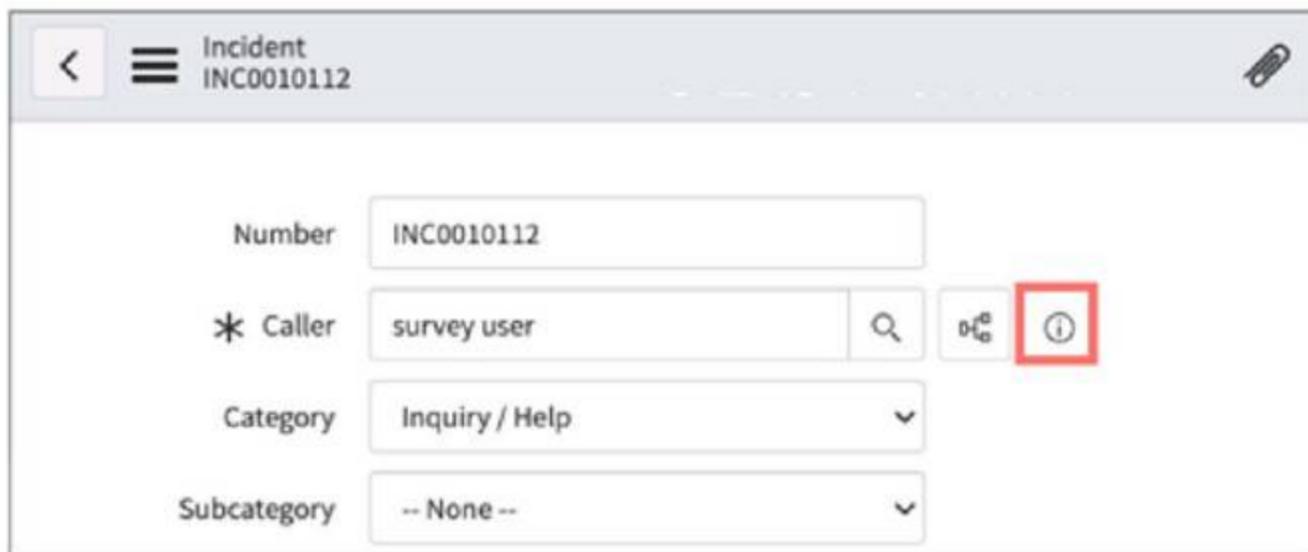
- A. Reduces the need for code
- B. Features scale and control mechanisms
- C. Free spokes are available in the ServiceNow Store
- D. Ensures discoverability and reuse
- E. Automated event management

Answer: ADE

NEW QUESTION 103

- (Topic 3)

On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?



- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview
- E. Snapshot
- F. Reference:

Answer: F

NEW QUESTION 105

- (Topic 3)
 Which type of scripts run in the browser?

- A. Policies and Client Scripts
- B. Access Contral Scripts
- C. script Include Scripts
- D. Business Rule Scripts

Answer: A

NEW QUESTION 108

- (Topic 3)
 If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?
 Choose 2 answers

- A. Select the record using the check box, then select the Person icon
- B. Double click on the Assigned to value, type the name of the user, and select the green check
- C. Select the record using the check box then select the Assign To Me UI action on the List Header
- D. Right click on the Task number and select the Assign to me option in the menu
- E. Select the Task number, and select the Assign to me UI action on the form

Answer: DE

NEW QUESTION 111

- (Topic 3)
 What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/default-update-sets.html>

NEW QUESTION 114

- (Topic 3)
 If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

- A. A server script
- B. A client script
- C. A fix script
- D. A business rule

Answer: B

Explanation:

A client script is a script that runs on the client side, meaning in the user's browser, and can manipulate the user interface or validate user input¹. A client script can be configured to run when a form is loaded, when a field value changes, or when a form is submitted². In this case, the script runs when the Priority field value changes and alerts the user.

ReferencesClient scriptsClient script types

NEW QUESTION 119

- (Topic 3)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager
- * Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields; then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables; then copy and hide variables as needed.
- E. Create a Variable Set Template; then apply to all of the catalog items.

Answer: A

NEW QUESTION 122

- (Topic 3)

Which best describes a field in a ServiceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

Answer: C

NEW QUESTION 125

- (Topic 3)

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys_user_preference] table
- B. A User is a record stored in the Profile [sys_user_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys_user] table

Answer: A

NEW QUESTION 130

- (Topic 3)

When managing tags, you can adjust who is able to see it. What are the visibility options? Choose 3 answers

- A. Admins
- B. Everyone
- C. Groups and Users
- D. Roles and Permissions
- E. Me

Answer: BCE

NEW QUESTION 135

- (Topic 3)

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

- A. service_desk
- B. impersonator
- C. admin
- D. incognito

Answer: B

Explanation:

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in¹. This can be useful for testing purposes or for providing support to other users².

ReferencesImpersonate a userRoles and permissions

NEW QUESTION 137

- (Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

Answer: B

NEW QUESTION 138

- (Topic 3)

A customer requests the following data quality measures be added:

- * 1. Incident numbers should be read-only on all lists and forms, for all users.
- * 2. Short Description field should be mandatory, on all records, across all applications, on insert.

Which type of policy would you use to meet this requirement?

- A. Data policy
- B. Dictionary Design Policy
- C. Data Quality Policy
- D. Field Criteria Policy

Answer: A

NEW QUESTION 139

- (Topic 3)

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. List Editor
- C. Activity formatter
- D. Dictionary

Answer: C

Explanation:

The activity formatter provides an easy way to track items not saved with a field in the record, such as journal fields like comments and work notes¹.
References: [Formatters and Related Lists](#)

NEW QUESTION 142

- (Topic 3)

Access controls are evaluated in this order:

- * 1. Match object against table ACL
- * 2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

- A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
- B. Bottom to top: Table AC
- C. Table.Field ACL, Parent Table
- D. Field ACL
- E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
- G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 146

- (Topic 3)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 148

- (Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

NEW QUESTION 150

- (Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Answer: AEFG

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 151

- (Topic 3)

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

Answer: C

NEW QUESTION 154

- (Topic 2)

When creating a global custom table named "abc", what is the table name that is automatically assigned by the platform?

- A. snc_abc
- B. abc
- C. u_abc
- D. sys_abc

Answer: C

NEW QUESTION 155

- (Topic 2)

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Answer: C

NEW QUESTION 158

- (Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time

NEW QUESTION 160

- (Topic 2)

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

NEW QUESTION 161

- (Topic 2)

What is an Event in ServiceNow?

- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

Answer: B

NEW QUESTION 162

- (Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

Answer: DEF

NEW QUESTION 163

- (Topic 2)

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept_Mgr ACL on the HR service catalog

Answer: C

NEW QUESTION 165

- (Topic 2)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Answer: A

NEW QUESTION 169

- (Topic 2)

What is a quick way to create a report from a list view?

- A. Click on filter breadcrumb, drag and drop on the Report > Create New module
- B. Click Funnel, define filter conditions, click Create Report
- C. Click Context Menu, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Apply filter, right click on column header, select Create Report

Answer: B

Explanation:

Reference: https://ut.service-now.com/sp?id=kb_article&number=KB0014148

NEW QUESTION 174

- (Topic 2)

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 176

- (Topic 2)

How do you make a list filter available to everyone?

- A. Make active, set visibility, and save
- B. Assign a name, set visibility, and save
- C. Assign a group, set visibility, and save
- D. Make active, assign a name, and save

Answer: B

NEW QUESTION 179

- (Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn_rec_id
- B. rec_id
- C. u_id
- D. sys_id
- E. sn_gu_id
- F. sn_sys_id
- G. id

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html

NEW QUESTION 182

- (Topic 2)

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Action
- B. Client Script
- C. UI Script
- D. UI Rule
- E. UI Policy

Answer: E

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 186

- (Topic 2)

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION 187

- (Topic 2)

What is the primary application used to load data into ServiceNow?

- A. Service Level Management
- B. Configuration
- C. System Import Sets
- D. System Update Sets

Answer:

C

NEW QUESTION 190

- (Topic 2)

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout
- C. Click on context menu, select Configure > Form Designer
- D. Select Field Class Manager module

Answer: BC

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html

NEW QUESTION 194

- (Topic 2)

What is the purpose of the Filter navigator in the Application Navigator?

- A. Filter applications in order of use
- B. Quickly navigate to applications and modules
- C. Collapse and expand applications
- D. List applications in order of Top Requests

Answer: C

NEW QUESTION 199

- (Topic 2)

Which plugin allows users to install multiple applications, application-customizations, or plugins at once?

- A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
- B. Continuous Integration and Continuous Delivery (CI/CD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

Answer: B

NEW QUESTION 203

- (Topic 2)

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

Answer: B

NEW QUESTION 205

- (Topic 2)

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

NEW QUESTION 206

- (Topic 2)

What is used frequently to move customizations from one instance to another?

- A. Update Sets
- B. Code Sets
- C. Update Packs
- D. Configuration Logs
- E. Remote Sets
- F. Local Sets
- G. Code Packs

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export-patterns.html>

NEW QUESTION 208

- (Topic 2)

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [sys_user_group]
- C. Group [s_sys_group]
- D. Group [u_sys_group]

Answer: B

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION 213

- (Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Answer: A

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION 215

- (Topic 2)

What would NOT appear in the Application Navigator if "service" is typed into the filter field?

- A. Configuration > Business Services
- B. Self-Service > Knowledge
- C. Service Portal > Widgets
- D. Incident > Assigned to me

Answer: D

NEW QUESTION 219

- (Topic 2)

What is NOT an example of a UI Action?

- A. Search
- B. Form buttons
- C. list Buttons
- D. Related Links

Answer: C

NEW QUESTION 223

- (Topic 2)

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

Answer: A

Explanation:

Reference: <https://www.servicenowelite.com/blog/2016/8/7/update-sets>

NEW QUESTION 228

- (Topic 2)

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack

- C. Patch
- D. Plugin
- E. App Updated Set

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html

NEW QUESTION 230

- (Topic 2)

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data
- C. Published Workflows
- D. Business Rules
- E. Schedules
- F. Database changes
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs
- J. Client Scripts
- K. Views

Answer: ABEF

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/workflow-administration/concept/c_WorkflowMovementWithUpdateSets.html

NEW QUESTION 232

- (Topic 2)

What are the components that make up a filter condition? (Choose three.)

- A. Operator
- B. Match Criteria
- C. Value
- D. Column
- E. Field

Answer: ACE

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html

NEW QUESTION 234

- (Topic 2)

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

NEW QUESTION 237

- (Topic 2)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn_app_trigger_write] to SME
- E. Activate application plugins only

Answer: B

NEW QUESTION 239

- (Topic 2)

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

Answer: B

Explanation:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

NEW QUESTION 242

- (Topic 2)

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

- A. Incident Auto-Resolution
- B. Ticket Resolver
- C. Virtual Agent Helper
- D. Web Intelligence

Answer: A

NEW QUESTION 243

- (Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 246

- (Topic 2)

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry is a module that provides Event definitions
- D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 248

- (Topic 2)

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: C

NEW QUESTION 252

- (Topic 2)

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run when data is entered through the form, by an Import Set, or by webservices, while UI Policies are set only by web services
- B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies run only after UI Policies run successfully

Answer: C

NEW QUESTION 253

- (Topic 2)

Which of the following statements describes how data is organized in a table?

- A. A column is a field in the database and a record is one user
- B. A column is one field and a record is one row
- C. A column is one field and a record is one column
- D. A column contains data from one user and a record is one set of fields

Answer: A

NEW QUESTION 255

- (Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

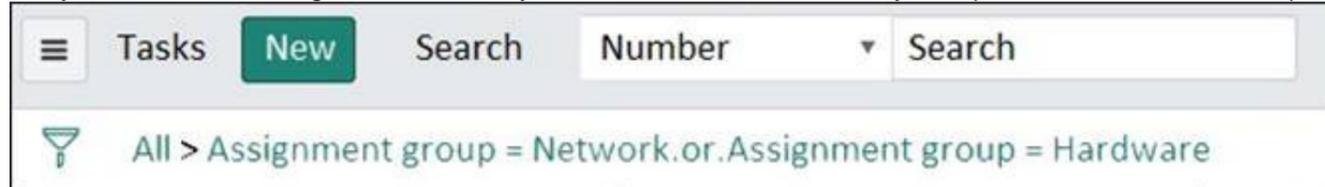
- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

Answer: D

NEW QUESTION 260

- (Topic 2)

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Assignment Group manager field is empty.

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_CreateAGroup.html

NEW QUESTION 265

- (Topic 2)

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- B. Function fields
- C. Computational fields
- D. Calculation fields

Answer: B

NEW QUESTION 270

- (Topic 2)

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 273

- (Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Answer: E

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html#:~:text=the%20following%20components%3A-,Flows,a%20particular%20application%20or%20process>

NEW QUESTION 277

- (Topic 2)

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. personal_ize.control
- B. personal_list
- C. ul_page_admin
- D. ui_action_admin

Answer: A

NEW QUESTION 280

- (Topic 2)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

Answer: D

NEW QUESTION 281

- (Topic 2)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

Answer: C

NEW QUESTION 284

- (Topic 2)

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets
- C. Data Policies enforce data consistency
- D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 288

- (Topic 1)

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Answer: D

NEW QUESTION 293

- (Topic 1)

database live at the Data Center.

- A. True
- B. False

Answer: A

NEW QUESTION 298

- (Topic 2)

What is a role in ServiceNow?

- A. A role is one record in the Role [sys_user_role] table
- B. A role is one record in the Role [user_sys_role] table
- C. A role is a persona used in Live Feed Chat
- D. A role is a set of modules for a particular application

Answer: A

NEW QUESTION 300

- (Topic 2)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html

NEW QUESTION 304

- (Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html

NEW QUESTION 309

- (Topic 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

Answer: A

NEW QUESTION 313

- (Topic 1)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Answer: C

NEW QUESTION 318

- (Topic 1)

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

Answer: ADF

NEW QUESTION 323

- (Topic 1)

There are _____ common types of Interfaces (Numeric Value) 6: There are six common types of interfaces

- A. Homepage: Consists of navigational elements, functional controls, and platform information.
- B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
- C. Form: Data is entered into ServiceNow through forms
- D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
- E. Maps: Display ServiceNow data graphically on a Google map
- F. Timelines: Used to track tasks or projects

Answer: C

NEW QUESTION 326

- (Topic 1)

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Answer: ACDE

NEW QUESTION 327

- (Topic 1)

What are the two pathways to view feedback left on a published article?

- A. Knowledge > articles > My Flagged
- B. Knowledge base > my knowledge > flagged articles
- C. Knowledge > My articles > Flagged
- D. Knowledge > articles > published

Answer: AD

NEW QUESTION 331

- (Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

Answer: B

NEW QUESTION 334

- (Topic 1)

What are the main UI component(s) of the ServiceNow Platform?

- A. Banner Navigator
- B. Banner Frame
- C. Application Frame
- D. Application Navigator
- E. Content Menu
- F. Content Frame

Answer: BDF

NEW QUESTION 336

- (Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
- C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Answer: C

NEW QUESTION 339

- (Topic 1)

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

Answer: B

NEW QUESTION 343

- (Topic 1)

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

NEW QUESTION 348

- (Topic 1)

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Answer: C

NEW QUESTION 351

- (Topic 1)

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

Answer: C

NEW QUESTION 355

- (Topic 1)

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

Answer: B

NEW QUESTION 359

- (Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Answer: D

NEW QUESTION 360

- (Topic 1)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 363

- (Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

NEW QUESTION 366

- (Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

Answer: B

NEW QUESTION 370

- (Topic 1)

Where would you go in ServiceNow to order services and products offered by various departments?

- A. Service Catalog
- B. Self Service
- C. Service Department
- D. Customer Service

Answer: A

NEW QUESTION 372

- (Topic 1)

What are the 6 methods available for user authentication?

- A. Local Database: The user name and password in their user record in the instance database.
- B. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
- C. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- D. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
- E. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- F. Digest Token: An encrypted digest of the user name and password in the user record.

Answer: ABCDEF

NEW QUESTION 377

- (Topic 1)

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- B. Allow a user to submit feedback about an article
- C. Reporting an error

Answer: B

NEW QUESTION 381

- (Topic 1)

A group is stored in which table?

- A. Group[user_group]
- B. Group[sys_user]
- C. Group[sys_user_group]
- D. Group[sys_user_group_profile]

Answer: C

NEW QUESTION 382

- (Topic 1)

What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 386

- (Topic 1)

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Answer: BCD

NEW QUESTION 389

- (Topic 1)

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

Answer: B

NEW QUESTION 393

- (Topic 1)
A role is recorded in which table?

- A. Role[sys_user]
- B. Role[sys_user_profile]
- C. Role[sys_user_record]
- D. Role[sys_user_role]

Answer: A

NEW QUESTION 397

- (Topic 1)
What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 398

- (Topic 1)
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: AD

NEW QUESTION 403

- (Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

- A. Multiple-field coalesce
- B. No coalesce
- C. Conditional coalesce
- D. Single-field coalesce

Answer: C

NEW QUESTION 405

- (Topic 1)
Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 408

- (Topic 1)
What is the difference between UI Policy and UI Action?

- A. UI Action can make fields read-only, mandatory, or hidden
- B. while UI Policy can make a save button visible for appropriate users.
- C. UI Policy can make fields read-only, mandatory, or hidden
- D. while UI Action can make a save button visible for appropriate users.

Answer: B

NEW QUESTION 412

- (Topic 1)
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

Answer: D

NEW QUESTION 416

- (Topic 1)

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

Answer: C

NEW QUESTION 417

- (Topic 1)

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.

Answer: C

NEW QUESTION 420

- (Topic 1)

What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

Answer: B

NEW QUESTION 421

- (Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

NEW QUESTION 422

- (Topic 1)

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 427

- (Topic 1)

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Answer: A

NEW QUESTION 430

- (Topic 1)

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

Answer: D

NEW QUESTION 435

- (Topic 1)

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

NEW QUESTION 438

- (Topic 1)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Answer: BCD

NEW QUESTION 443

- (Topic 1)

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Answer: C

NEW QUESTION 444

- (Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 446

- (Topic 1)

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Answer: B

NEW QUESTION 448

- (Topic 1)

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

Answer: D

NEW QUESTION 450

- (Topic 1)

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Answer:

B

NEW QUESTION 453

- (Topic 1)

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Answer: B

NEW QUESTION 458

- (Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

Answer: A

NEW QUESTION 463

- (Topic 1)

UI Action can prompt that an Incident has been successfully submitted.

- A. True
- B. False

Answer: A

NEW QUESTION 464

- (Topic 1)

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Answer: D

NEW QUESTION 466

- (Topic 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: D

NEW QUESTION 467

- (Topic 1)

What are the three components of a filter condition?

- A. Table
- B. Value
- C. Field
- D. Operator

Answer: BCD

NEW QUESTION 469

- (Topic 3)

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

Answer:

B

NEW QUESTION 472

- (Topic 3)

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared by the entire organization?

- A. Self Service Management
- B. Knowledge Management
- C. Knowledge-Centered Management
- D. Information Portal Management
- E. Business Information Management

Answer: B

Explanation:

Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction.

References

? Knowledge Management - ServiceNow1

NEW QUESTION 474

- (Topic 3)

Which role(s) are required to impersonate a user? Choose 2 answers

- A. admin
- B. sys_admin
- C. security_admin
- D. sys_user
- E. impersonator

Answer: AE

Explanation:

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality. References1: Impersonate a user - Product Documentation: San Diego - ServiceNow2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys_user_has_role' records like "[user: null; role: admin]". - Support and Troubleshooting - ServiceNow

NEW QUESTION 477

- (Topic 3)

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

- A. On Breadcrumb, click the > icon, type Hardware and click enter
- B. On the Category column header, right-click and select Show > Hardware
- C. On the list, locate and right-click on the value Hardware, select Show Matching
- D. Right-click on magnifier type Hardware and click enter
- E. Click Funnel icon, type Hardware and click enter

Answer: C

NEW QUESTION 479

- (Topic 3)

What is the language used for scripting in ServiceNow?

- A. JavaScript
- B. C++
- C. PHP
- D. Python

Answer: A

NEW QUESTION 480

- (Topic 3)

What is the platform name for the Group table?

- A. SyS_USer_group
- B. Sys_group
- C. group
- D. sys_groups

Answer: A

NEW QUESTION 485

- (Topic 3)

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A. Report Dashboard > Create New
- B. Reports > Getting Started
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New

Answer: E

Explanation:

Reference: https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492

NEW QUESTION 487

- (Topic 3)

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder
- E. Set list filter, using audible commands

Answer: A

NEW QUESTION 490

- (Topic 3)

What are examples of UI Actions, relating to Lists? Choose 4 answers

- A. List Links
- B. List Control
- C. List Buttons
- D. List Context Menu
- E. List Override
- F. List Choices

Answer: ACDF

NEW QUESTION 493

- (Topic 3)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Answer: ACF

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938

NEW QUESTION 497

- (Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email
How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
- B. Click List Magnifier to expand column search, on Short Description, type *email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. On Search box, select text, type email, click enter

Answer: A

NEW QUESTION 502

- (Topic 3)



An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item? Choose 2 answers

- A. A record of sc_task
- B. A record of sc_req_item table
- C. A change record
- D. An Incident record
- E. A problem record

Answer: AB

NEW QUESTION 503

- (Topic 3)

Which feature can be used to categorize a set of records from a list and make them visible to other users?

- A. Tags
- B. History
- C. Favorites
- D. Activity Formatter

Answer: A

Explanation:

Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records. You can also share tags with other users to make them visible to others¹.

ReferencesUsing tags

NEW QUESTION 504

- (Topic 3)

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

Answer: D

Explanation:

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system¹.

ReferencesImport and export resources page

NEW QUESTION 508

- (Topic 3)

One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

- A. Publish
- B. New
- C. Add
- D. Manage
- E. Edit

Answer: BCE

NEW QUESTION 513

- (Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

NEW QUESTION 518

- (Topic 3)

What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams.

Answer: AB

NEW QUESTION 521

- (Topic 3)

What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-hier-overview>

NEW QUESTION 526

- (Topic 3)

How would you navigate to the Schema map for a table?

- A. System Dictionary > Show Schema Map; Select Table
- B. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

Answer: B

NEW QUESTION 529

- (Topic 3)

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

Answer: D

NEW QUESTION 530

- (Topic 3)

Which system property is added and set to true in order to see impersonation events in the System Log?

- A. glide user_setting
- B. glide sys all_impersonation
- C. glide sys log_impersonation
- D. glide.impersonation_setting
- E. glide sys admin_login

Answer: C

Explanation:

The system property glide.sys.log_impersonation is added and set to true in order to see impersonation events in the System Log. This property enables logging of impersonation events in the Event [sysevent] table, which can be accessed by navigating to System Logs > Events.

References

? How to find the history of impersonations - Support and Troubleshooting - ServiceNow

NEW QUESTION 532

- (Topic 3)

Which allows the creation of a task-based record from Service Catalog?

- A. Record Producers
- B. UI Builder
- C. Assignment Rule
- D. Flow Designer
- E. UI Actions=

Answer: D

NEW QUESTION 537

- (Topic 3)

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?
Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

Answer: BDEF

NEW QUESTION 540

- (Topic 3)

On a filter condition, which component is always a choice list?

- A. Operator
- B. Filter Criteria
- C. Operation
- D. Match Criteria

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

NEW QUESTION 545

- (Topic 3)

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users
- E. Users with kb_user role

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 549

- (Topic 3)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Attribute
- B. Label
- C. Field
- D. Column
- E. Data Element

Answer: C

NEW QUESTION 550

- (Topic 3)

On a list, what does each row show?

- A. A filter
- B. A record
- C. A table
- D. A field

Answer: B

Explanation:

A list is a collection of records from a table. Each row in a list represents a record in that table1.

ReferencesIdentifying the view used on a list or formServiceNow: List Views for BeginnersHow Do I See A List Of Users And Their Roles In ServiceNow

NEW QUESTION 553

- (Topic 3)

What is the name of the string that display filter criteria?

- A. Topic
- B. Choice
- C. Breadcrump
- D. Menu

Answer: C

NEW QUESTION 554

- (Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on on-call schedules
- C. Site support members can pick tasks, based on Location
- D. Groups can assign tasks to users based on skills
- E. Group members can avoid tasks, which are nearing SLA breach
- F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 555

- (Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

Answer: C

NEW QUESTION 559

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