

# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator



#### NEW QUESTION 1

- (Exam Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

**Answer:** A

#### NEW QUESTION 2

- (Exam Topic 2)

What is a role in ServiceNow?

- A. A role is one record m the Role [sys\_user\_role] table
- B. A role is one record in the Role luser\_sys\_role] table
- C. A role is a persona used In Live Feed Chat
- D. A role ls a set of modules for a particular application

**Answer:** A

#### NEW QUESTION 3

- (Exam Topic 2)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

**Answer:** BEF

#### NEW QUESTION 4

- (Exam 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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654)

#### NEW QUESTION 5

- (Exam 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/def>

#### NEW QUESTION 6

- (Exam Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

**Answer:** A

**NEW QUESTION 7**

- (Exam Topic 2)

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, schedules, and client scripts
- B. Changes made to tables, forms, views, and fields
- C. Changes made to: tables, form
- D. Business Rules, and data records
- E. Changes made to: table
- F. forms groups, and configuration items (CIs)

**Answer:** A

**NEW QUESTION 8**

- (Exam 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\\_lm](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_lm)

**NEW QUESTION 9**

- (Exam Topic 2)

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions: Incidents where the state is Closed

Incidents where Assignment Group is Network

After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

**Answer:** A

**NEW QUESTION 10**

- (Exam 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 10**

- (Exam 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 15**

- (Exam 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 18

- (Exam Topic 2)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

**Answer:** A

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r\\_HowB](https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowB)

#### NEW QUESTION 22

- (Exam Topic 2)

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

**Answer:** D

#### NEW QUESTION 26

- (Exam Topic 2)

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. Local Sources (i.
- B. XML, CSV, Excel)
- C. Implementation Spoke
- D. DataHub
- E. JDBC Connection
- F. Network Server
- G. LDAP Connection

**Answer:** ACDF

#### Explanation:

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow\\_administrator/app\\_store\\_lea](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_lea)

#### NEW QUESTION 30

- (Exam 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\\_Crea](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_Crea)

#### NEW QUESTION 32

- (Exam Topic 2)

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

**Answer:** B

#### NEW QUESTION 34

- (Exam 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 38**

- (Exam Topic 2)

What Is the purpose of the Fitter 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 40**

- (Exam Topic 2)

What is a sys\_id?

- A. Unique 32-character identifier that is assigned to every record
- B. A client-side Business Rule
- C. A server-side Business Rule
- D. Unique 64-character identifier that is assigned to every record

**Answer:** A

**NEW QUESTION 43**

- (Exam Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

**Answer:** D

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c\\_ImportSet.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSet.html)

**NEW QUESTION 47**

- (Exam 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 50**

- (Exam Topic 2)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

**Answer:** A

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t\\_CreateANotification.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANotification.html)

**NEW QUESTION 53**

- (Exam Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply? Choose 3 answers

- A. Conditions
- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

**Answer:** CDE

#### NEW QUESTION 56

- (Exam 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 58

- (Exam Topic 2)

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

**Answer:** C

#### NEW QUESTION 59

- (Exam 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 61

- (Exam 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 (CICD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

**Answer:** B

#### NEW QUESTION 63

- (Exam Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

**Answer:** D

#### Explanation:

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen\\_developer/app\\_store\\_learnv2\\_flow](https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flow)

#### NEW QUESTION 65

- (Exam 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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260)

**NEW QUESTION 70**

- (Exam Topic 2)

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization\_framework)
- B. Translation Framework plugin (com.glide.translation\_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Language AI Framework plugin (com .g l id
- E. language.ai \_framework)

**Answer:** A

**NEW QUESTION 73**

- (Exam 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 78**

- (Exam Topic 2)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

**Answer:** D

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c\\_Import.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_Import.html)

**NEW QUESTION 80**

- (Exam Topic 2)

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

- A. Database View
- B. Many to Many
- C. One to Many
- D. Extended

**Answer:** B

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_DataRelationship.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataRelationship.html)

**NEW QUESTION 81**

- (Exam Topic 2)

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

**Answer:** D



#### NEW QUESTION 84

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

#### NEW QUESTION 87

- (Exam Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

**Answer:** A

#### NEW QUESTION 91

- (Exam 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>

#### NEW QUESTION 95

- (Exam Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

- A. The Task table is the only table that can be a destination for imported data in the Transform Map module
- B. The Inciden
- C. Proble
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data m the Transform Map module
- E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
- F. Any ServiceNow table can be a destination for imported data in the Transform Map module

**Answer:** B

#### NEW QUESTION 96

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 99

- (Exam 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 103**

- (Exam Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 104**

- (Exam 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 109**

- (Exam 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 112**

- (Exam 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 117**

- (Exam 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 122**

- (Exam 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 123**

- (Exam 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 128**

- (Exam Topic 1)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

**Answer:** D

**NEW QUESTION 132**

- (Exam Topic 1)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

**Answer:** ACD

**NEW QUESTION 133**

- (Exam 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 134**

- (Exam 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 139**

- (Exam Topic 1)

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

**Answer:** A

**NEW QUESTION 142**

- (Exam Topic 1)

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

**Answer:** ACDF

**NEW QUESTION 144**

- (Exam 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 147

- (Exam Topic 1)

What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

**Answer:** B

#### NEW QUESTION 152

- (Exam Topic 1)

database live at the Data Center.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 156

- (Exam 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 159

- (Exam Topic 1)

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

**Answer:** ABCDE

#### NEW QUESTION 161

- (Exam 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 164

- (Exam 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 168

- (Exam Topic 1)  
How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

**Answer:** A

#### NEW QUESTION 171

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

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

**Answer:** D

#### NEW QUESTION 175

- (Exam 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 180

- (Exam Topic 1)  
A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

**Answer:** A

#### NEW QUESTION 184

- (Exam Topic 1)  
Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 185

- (Exam Topic 1)  
When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

**Answer:** ABCD

#### NEW QUESTION 190

- (Exam Topic 1)  
Which one of the following modules can be used to view field settings for a table?

- A. Tables & Columns
- B. Access Control
- C. Columns and Fields
- D. Tables and Fields

**Answer:** A

#### NEW QUESTION 191

- (Exam 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 192

- (Exam 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 194

- (Exam Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

**Answer:** C

#### NEW QUESTION 198

- (Exam Topic 1)

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

**Answer:** D

#### NEW QUESTION 199

- (Exam 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 203

- (Exam Topic 3)

That access does a user need to be able to import articles to a knowledge base?

- A. sn\_knowledge\_import
- B. sn\_knowledge contribute
- C. Can contribute
- D. Can import

**Answer:** C

#### NEW QUESTION 207

- (Exam 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>

**NEW QUESTION 208**

- (Exam Topic 3)

On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

- A. Insert, Update, Delet
- B. Query
- C. 4G} Before, After, Async, Display
- D. Prior to, Synchronous, on Update
- E. Before, Synchronous, Scheduled Job, View

**Answer:** B

**NEW QUESTION 210**

- (Exam Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

**Answer:** B

**NEW QUESTION 213**

- (Exam Topic 3)

When managing tags, you can adjust who is able to see iL 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 216**

- (Exam Topic 3)

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

**Answer:** A

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c\\_Roles.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html)

**NEW QUESTION 219**

- (Exam Topic 3)

What icon do you use to change the icon and color on a Favorite’?

- A. Star
- B. Triangle
- C. Pencil
- D. Clock

**Answer:** C

**NEW QUESTION 224**

- (Exam 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>

**NEW QUESTION 229**

- (Exam 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 234**

- (Exam Topic 3)

As administrator, what must you do to access feature of High Security Settings?

- A. Select Elevate Roles
- B. Add security\_admin role to your user account
- C. Impersonate Security Admin
- D. Use System Administrator < Elevate Roles module

**Answer:** A

**NEW QUESTION 238**

- (Exam Topic 3)

What framework can be used to manage the tables and CIs associated with a use case?

- A. Common Service Data Model (CSDM) product view
- B. Scenename Dashboard
- C. CMDB Use Case Modeler
- D. CI Use Case Modeler

**Answer:** A

**NEW QUESTION 239**

- (Exam Topic 3)

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers, What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon
- D. expand the Monitor frame
- E. On My Work list, select the Activity Stream icon to show a frame with live updates

**Answer:** B

**NEW QUESTION 240**

- (Exam 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 243**

- (Exam 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 245**



- (Exam 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\\_Forecasti](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_Forecasti)

#### NEW QUESTION 248

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Self Service Module
- B. Application Navigator
- C. Service Desk Homepage
- D. Favorites

**Answer:** B

#### NEW QUESTION 252

- (Exam Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Under what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

**Answer:** ACD

#### NEW QUESTION 254

- (Exam 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=7ab22ad5dbf20498d82ffb243](https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb243)

#### NEW QUESTION 259

- (Exam 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 261

- (Exam Topic 3)

What are examples of UI Actions relating to forms? Choose 3 answers

- A. Form Context Menu
- B. Form View
- C. Form Buttons

- D. Form Links.
- E. Form Columns

**Answer:** ACD

#### NEW QUESTION 265

- (Exam 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 266

- (Exam 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 269

- (Exam 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\\_CreatingA](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingA)

#### NEW QUESTION 270

- (Exam 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\\_](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_)

#### NEW QUESTION 272

- (Exam 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 273

- (Exam Topic 3)

In what order are Access Controls evaluated?

- A. Field-level - most general to most specific: then Row-level - most specific to most general
- B. Table-level - most specific to most general; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level « most specific to most general
- D. Field-level - most specific to most general: then Table-level - most specific to most general

**Answer:** D

#### NEW QUESTION 276

- (Exam Topic 3)

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

- A. Name: incident"; Permission: write; Role: itil
- B. Name: incident Any, Operation: write, Permission: itil
- C. Name: incident.\*; Operation: write; Permission: itil
- D. Name: incident None, Permission: create: Role: itil
- E. Name: inciden
- F. None; Operation: create; Role: itil

**Answer:** D

#### NEW QUESTION 281

- (Exam Topic 3)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Service Tracer
- B. Automapping Utility
- C. Relationships
- D. Transform Map

**Answer:** C

#### NEW QUESTION 284

- (Exam Topic 3)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

**Answer:** B

#### Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtu>

#### NEW QUESTION 285

- (Exam Topic 3)

What do you click when you have made modification to your report, and your want to see the results without saving?

- A. Execute
- B. Try ir
- C. Run
- D. Test
- E. Preview

**Answer:** D

#### NEW QUESTION 287

- (Exam 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 290

- (Exam 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 293

- (Exam Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

**Answer:** CD

#### NEW QUESTION 296

- (Exam 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 297

- (Exam 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 301

- (Exam Topic 3)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the More options (.,.) icon, click Add Tag, type Special Handling, press enter
- B. On the Special Handling field, check the box
- C. On the Tag field, select Special Handling from the choice list
- D. Click on the Context menu, select Add Tag, type Special Handling, press enter

**Answer:** A

#### NEW QUESTION 302

- (Exam 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 304

- (Exam 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 306

- (Exam Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

**Answer: D**

#### NEW QUESTION 310

- (Exam 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 311

- (Exam Topic 3)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Set up LDAP; Test map: Create update set; Run import: Apply update set
- C. Identify source; Import transform map: Run transformer; Verity import
- D. Load the data; Create transform map; Transform data; Clean up import table

**Answer: D**

#### NEW QUESTION 314

- (Exam 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: E**

#### NEW QUESTION 318

- (Exam Topic 3)

Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporring that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

**Answer: B**

#### NEW QUESTION 320

- (Exam 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, Shit FS

**Answer: A**

#### NEW QUESTION 321

- (Exam Topic 3)

For your implementation, the following tables. are extended fram each other:

\* Incident table is extended from Task table.

\* Super Incident table is extended from Incident table,

In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table i
- C. a Parent table
- D. Incident table is a Child table
- E. Super Incident table is a Child table
- F. Super Incident table is a Parent table
- G. Super Incident table is a Base table
- H. Task table is a Base table
- I. Task table is a Parent table
- J. Task table is a Child table

**Answer:** BCDGH

**NEW QUESTION 323**

- (Exam Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

**Answer:** BCDF

**NEW QUESTION 327**

- (Exam Topic 3)

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

**Answer:** AE

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c\\_GroupedLists](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists).

**NEW QUESTION 332**

- (Exam Topic 3)

Which type of scripts nun in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Contra! Scripts
- D. UI Policies and Client Scripts

**Answer:** D

**NEW QUESTION 335**

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