Exam Questions CSA

ServiceNow Certified System Administrator

https://www.2passeasy.com/dumps/CSA/

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)
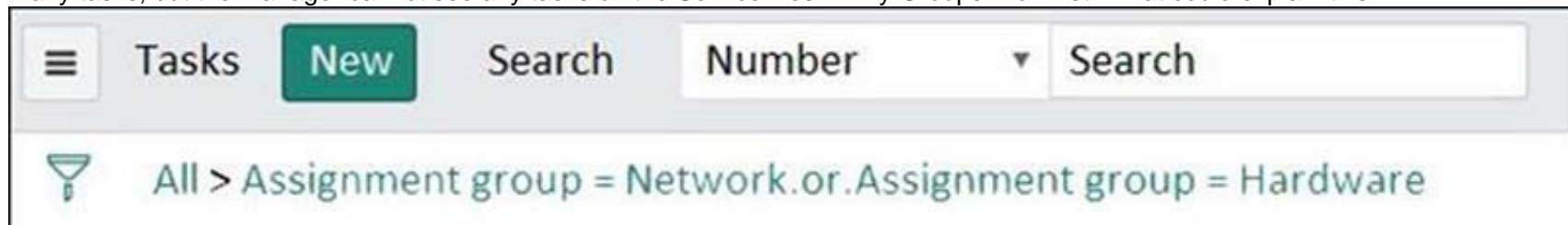What is a key difference between Reporting and Performance Analytics?

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 3
- (Exam 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_Cre

NEW QUESTION 4
- (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 5
- (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

NEW QUESTION 6
- (Exam Topic 3)
When you seta policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

A. Client
B. Server
C. Browser
D. Network

Answer: A

NEW QUESTION 7
- (Exam Topic 3)
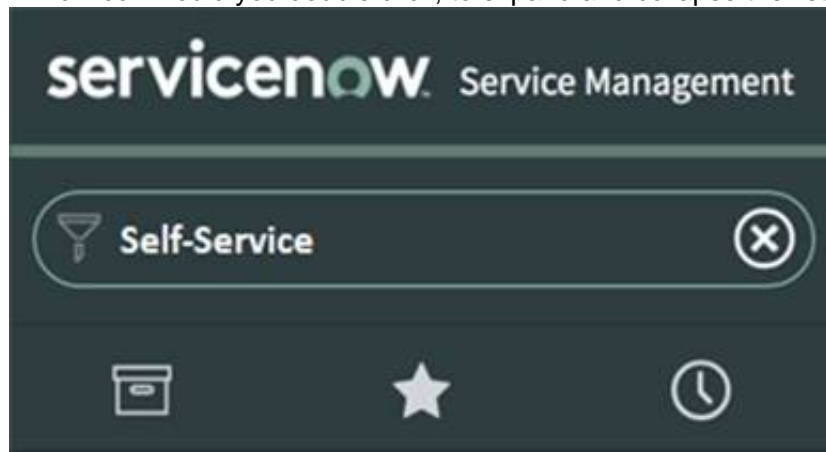Which type of scripts run in the browser?

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

Answer: A

NEW QUESTION 8
- (Exam Topic 2)
Which icon would you double click, to expand and collapse the list of all Applications and Modules?

A. Star
B. Clock
C. Application
D. Funnel

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n

NEW QUESTION 9
- (Exam 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_FormContex

NEW QUESTION 10
- (Exam 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

NEW QUESTION 10
- (Exam Topic 2)
What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security
B. Utilities > Migrate Security
C. System Security > Security
D. Self-Service > My Access
E. System Security > Access Control (ACL)
F. Password Management > Security Questions
G. System Security > High Security Settings

Answer: AEG

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_General

NEW QUESTION 13
- (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 16
- (Exam 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/t

NEW QUESTION 19
- (Exam 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 24
- (Exam 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 29
- (Exam Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

A. Flow Manager
B. Flow Designer
C. Flow Editor
D. Workflow Editor
E. Workflow Designer

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestra

NEW QUESTION 34
- (Exam 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 36
- (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 37
- (Exam 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 39
- (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 41
- (Exam 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 46
- (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 48
- (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 51
- (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 55
- (Exam 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 60
- (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_CreateANoti

NEW QUESTION 62
- (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 64
- (Exam 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 67
- (Exam 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 70
- (Exam Topic 2)
What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin

Answer: C

Explanation:
Reference:
https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%

NEW QUESTION 71
- (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 74
- (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 77
- (Exam 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_

NEW QUESTION 79
- (Exam Topic 2)
ServiceNow contains a resource which provides the following:
A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
A CMDB framework across our products and platform that will enable and support multiple configuration strategies.
What resource do these statements describe?

A. Common Services Data Model (CSDM)
B. Information Technology Service Management (ITSM)
C. Configuration Management Database (CMDB)
D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:
Reference:
https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-bri

NEW QUESTION 82
- (Exam Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

A. Select Normal role
B. Log out and back in
C. Use System Administration > Normal Security module
D. Select Global Update Set
E. End Impersonation

Answer: B

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec

NEW QUESTION 84
- (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 86
- (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

NEW QUESTION 89
- (Exam 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 91

- (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 I id
E. language.ai _framework)

Answer: A

NEW QUESTION 93
- (Exam 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 98
- (Exam 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 101
- (Exam Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: D

NEW QUESTION 104
- (Exam Topic 2)
Which one of the following is NOT a type of Visual Task Board?

A. Feature
B. Guided boards
C. Flexible
D. Freeform

Answer: A

Explanation:
https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_Board

NEW QUESTION 108
- (Exam Topic 2)
What do you call any component that needs to be managed in order to deliver services?

A. CSDM Items
B. CMDB
C. Configuration item
D. Service Offerings
E. Asset

Answer: C

Explanation:
Reference: https://infocenter.io/servicenow-cmdb-implementation/

NEW QUESTION 112
- (Exam Topic 2)
How can administrators utilize the same content for different notification channels?

A. Configure Default notification content
B. Enable Actionable notification content
C. Provide Common notification content
D. Set up Related notification content

Answer: C

NEW QUESTION 114
- (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_D

NEW QUESTION 117
- (Exam 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

NEW QUESTION 120
- (Exam Topic 2)
From a form, what would you click to add additional fields to the form? (Choose two.)

A. Context Menu > Form > Layout
B. Context Menu > Configure > Form Layout
C. Context Menu > Configure > Form Design
D. Right click on header > Add > Field
E. Context Menu > Form > Designer
F. Right click on header > Configure > UX Dashboard

Answer: BD

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

NEW QUESTION 122
- (Exam Topic 2)
What type of field allows you to look up values from one other table?

A. Reference
B. Verity
C. Options
D. Selections
E. Dot walk
F. Lookup

Answer: A

Explanation:
Reference:
https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f%20Orders%20table

NEW QUESTION 124
- (Exam 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 125
- (Exam Topic 2)
A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

A. Have them clear their cache.
B. Have them use the gear icon to set the employee's time zone.
C. Recommend they use Chrome, instead of Explorer.
D. Use the system properties to correct the instance's time zone.
E. Have them correct the time zone on their computer.

Answer: E

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 129
- (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

NEW QUESTION 134
- (Exam 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 135
- (Exam Topic 2)
What is a Notification?

A. A new Knowledge article created by a Business Rule
B. A tool for alerting users that events that concern them have occurred
C. A message through Connect related to a Change Request
D. An email file attachment

Answer: B

NEW QUESTION 139
- (Exam Topic 2)
New records, new groups, and modified configuration Items (Cls): 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 141
- (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 143
- (Exam Topic 2)
What are two ways to generate an Event? (Choose two.)

A. Business Rule
B. Workflow
C. Log entry
D. Knowledge article publication

Answer: AB

NEW QUESTION 146
- (Exam Topic 1)
What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

A. User conditions
B. User info
C. User Criteria
D. User permissions

Answer: C

NEW QUESTION 151
- (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 152
- (Exam 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 156
- (Exam Topic 1)
What is a way that you can mark a knowledge article for review?

A. Flag article
B. Review
C. Bookmark
D. On Hold

Answer: A

NEW QUESTION 160
- (Exam 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 161
- (Exam 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 163
- (Exam 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 165
- (Exam Topic 1)
When working on a form, what is the difference between Insert and Update operations?

A. Insert creates a new record and Update saves changes, both remain on the form
B. Insert creates a new record and Update saves changes, both exit the form
C. Insert saves changes and exits the form, Update saves changes and remains on the form
D. Insert saves changes and remains on the form, Update saves changes and exits the form

Answer: B

NEW QUESTION 169
- (Exam Topic 1)
The display sequence is controlled in a Service Catalog Item using which of the following?

A. The Default Value field in the Catalog Item form
B. The Sequence field in the Catalog Item form
C. The Order field in the Variable form
D. The Choice field in the Variable form

Answer: C

NEW QUESTION 173
- (Exam Topic 1)
Which one of the following statements applies to a set of fields when they are coalesced during an import?

A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
B. If a match is not found using the coalesce fields, the system does not create a Transform Map
C. If a match is found using the coalesce fields, the system creates a new record
D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

NEW QUESTION 174
- (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 177
- (Exam Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 178
- (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 183
- (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 184
- (Exam 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 188
- (Exam Topic 1)
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 190
- (Exam Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Answer: A

NEW QUESTION 193
- (Exam Topic 1)
Record numbers have to be manually incremented

A. True
B. False

Answer: B

NEW QUESTION 198
- (Exam Topic 1)
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

A. They direct the user to a record producer
B. They direct the user to a catalog property
C. They direct the user to a catalog UI policy
D. They direct the user to a catalog client script

Answer: A

NEW QUESTION 201
- (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 205
- (Exam Topic 1)
Which of the following statement describes the purpose of an Order Guide?

A. Order Guides restrict the number of items in an order to only one item per request
B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
C. Order Guide provide the ability to order multiple, related items as one request
D. Order Guides take the user directly to the checkout without prompting for information

Answer: C

NEW QUESTION 208
- (Exam Topic 1)
FILL IN THE BLANK
_____ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Server

NEW QUESTION 212
- (Exam Topic 1)
What is the platform name for the User table?

A. u_users
B. sys_users
C. x_users
D. sys_user

Answer: D

NEW QUESTION 216
- (Exam 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 219
- (Exam Topic 1)
What are the two aspects to LDAP Integration?

A. Data Population
B. Data formatting
C. Authorization
D. Authentication

Answer: AD

NEW QUESTION 222
- (Exam Topic 1)
Which type of tables may be extended by other tables, but do not extend another table?

A. Base Tables
B. Core Tables
C. Extended Tables
D. Custom Tables

Answer: A

NEW QUESTION 225
- (Exam 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 228
- (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 232
- (Exam Topic 1)
database live at the Data Center.

A. True
B. False

Answer: A

NEW QUESTION 233
- (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 238
- (Exam 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 240
- (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 245
- (Exam 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 247
- (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 249
- (Exam Topic 1)
How is the Event Log different from the Event Registry?

A. Event Log contains generated Events, the Event Registry is a table of Event definitions
B. Event Log is formatted in the Log style, the Event Registry displays different fields
C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 254
- (Exam Topic 1)
ServiceNow is a single-instance, multiple tenant architecture?

A. True
B. False

Answer: B

NEW QUESTION 259
- (Exam Topic 1)
Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

A. True
B. False

Answer: A

NEW QUESTION 260
- (Exam Topic 1)
What displays a set of records from a table?

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

Answer: D

NEW QUESTION 263
- (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 266
- (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 268
- (Exam 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 269
- (Exam 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 272
- (Exam Topic 1)
A User is stored in which table?

A. User [sys_user]
B. User [sys_user_group]
C. User [syst_user_profile]
D. User [user_profile]

Answer: A

NEW QUESTION 277
- (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 280
- (Exam Topic 1)
What is the master table that contains a record for each table in the database?

A. [sys_master_db]
B. [sys_db_object]
C. [sys_master_object]
D. [sys_object_db]

Answer: B

NEW QUESTION 283
- (Exam 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 287
- (Exam Topic 1)

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

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 289
- (Exam Topic 1)
Tables are made up of which of the following?

A. records
B. lists
C. forms.
D. fields

Answer: AD

NEW QUESTION 291
- (Exam 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 295
- (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 300
- (Exam Topic 3)
What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

A. Browser tab title
B. Module text color
C. Preferred browser
D. Base theme
E. Font style
F. Animation style
G. Header background color
H. Banner Image

Answer: ABDGH

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 305
- (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 309
- (Exam Topic 3)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

A. CSDM Schema
B. Business Service Map
C. Dependency View
D. CI Class Map

Answer: C

NEW QUESTION 313
- (Exam Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role. What type of rules (s) would you use to implement this requirement?

A. Dictionary Design
B. Field Limiter
C. UI Policy
D. UI Design
E. Form Constraint

Answer: CE

NEW QUESTION 318
- (Exam Topic 3)
Which testing framework is used to test ServerNew Applications?

A. Selenium
B. Test Driven Framework (TDF)
C. Junit
D. Automated test Framework (ATF)

Answer: D

NEW QUESTION 322
- (Exam Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against me data?

A. Style
B. Format
C. Data
D. Configure
E. Group by

Answer: D

NEW QUESTION 324
- (Exam Topic 3)
After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

A. Set the filter condition on the Application Menu
B. Set the font style on both the Application Menu and the Module
C. Specify which Roles are able ta see the Module
D. Specify which Roles are able to see the Application Menu
E. Create Application Menu with the same name as the table label
F. Create Module with the plural of the table label

Answer: CD

NEW QUESTION 327
- (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 332
- (Exam Topic 3)
What are advantages of using Flow Designer? (Choose three.)

A. Supports advanced developers
B. Enables complicated scripting

C. Reduces technical debt
D. Less manual scripting
E. Smooth integration with 3rd party systems

Answer: ADE

NEW QUESTION 333
- (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

NEW QUESTION 335
- (Exam Topic 3)
You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which
workflow would you update to make this change?

A. Services Approval Processing
B. 6 Services Catalog Item Request
C. Service Catalog Request
D. Purchasing Process Flow

Answer: C

NEW QUESTION 336
- (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 338
- (Exam Topic 3)
What table acts as a staging area for records imported from a data source?

A. Transform Table
B. Staging Table
C. Import Set Row Table
D. Temp Table

Answer: C

NEW QUESTION 339
- (Exam 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 341
- (Exam Topic 3)
When selecting the Target table for an import, which tables can you select? Choose 3 answers

A. Tables within the global scope
B. Tables within the existing application scope
C. Tables outside of ServiceNow
D. Tables which allow write access to other applications
E. Related tables, using Dot Walk

Answer: ABD

NEW QUESTION 342
- (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 345
- (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 346
- (Exam Topic 3)
When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

Answer: A

NEW QUESTION 348
- (Exam Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Read
B. Can Write
C. Can Contribute
D. Can Author
E. Cannot Author

Answer: C

NEW QUESTION 350
- (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 355
- (Exam Topic 3)
What setting allows users to view a Knowledge Base article even if the are not logged in?

A. The View All setting
B. The Allow role
C. The ESS role
D. The Public setting

Answer: C

NEW QUESTION 356

- (Exam Topic 3)
Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

A. Flow Designer
B. Process Automation Designer
C. Process Workflow Designer
D. Workflow Editor

Answer: B

NEW QUESTION 357
- (Exam Topic 3)
What section on the notes tab, shows the history of the work documented on the record?

A. Journal
B. Activity
C. Diary
D. Audit Log
E. Timeline

Answer: B

NEW QUESTION 358
- (Exam Topic 3)
What icon do you use to change the boon and color on a Favorite?

A. Pencil
B. Star
C. Clack
D. Tringle

Answer: A

NEW QUESTION 360
- (Exam Topic 3)
A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

A. Create New module has a broken link
B. Known intermittent issue with U115
C. User should be using Chrome instead of Explorer for their browser
D. User has read role, but not the write role on the Inventory table
E. User session has timed out

Answer: D

NEW QUESTION 363
- (Exam Topic 3)
A task worker asks how they can monitor any updates occurring to recands 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 t
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 367
- (Exam 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 371
- (Exam 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 373
- (Exam Topic 3)
What feature do you use to specify which users are able to access a Service Catalog Item?

A. Can Read Role
B. Catalog User Role
C. Can Order Tab
D. User Criteria

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t

NEW QUESTION 374
- (Exam Topic 3)
You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

A. Create Record Producer
B. Create Catalog Item
C. Create Order Guide
D. Create Content Item

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/c

NEW QUESTION 378
- (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

NEW QUESTION 381
- (Exam 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 Tabl
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 383
- (Exam Topic 3)
What is used to determine user access to knowledge bases or a knowledge article?

A. sn_kb_read, sn_article_read
B. Privacy Settings
C. Read Access Flag
D. User Criteria

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/u

NEW QUESTION 386
- (Exam Topic 3)
What is the primary objective of the Display Business Rule?

A. To monitor fields on a form, and provide feedback
B. To use a shared g_scratchpad object, which can be sent to the client, as part of the form
C. To set files to mandatory, hidden, and read-only
D. To define what happens on a form, when a particular fled changes

Answer: B

NEW QUESTION 387
- (Exam Topic 3)
When looking at a long list of records, you want to quickly filler, to show only those which have Shon 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, lype *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 392
- (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 393
- (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 398
- (Exam Topic 3)
In what order are Access Controls evaluated?

A. Field-level - mast 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 mast general
D. Field-level - most specific to most general: then Table-level - most specific to most general

Answer: D

NEW QUESTION 399
- (Exam Topic 3)
Groups are stored in what table?

A. Group [sys_user_group]
B. Group [sn_sys_user_group]}
C. User Group [user_groups]
D. User Groups [sn_user_groups]
E. Groups [sys_user_groups]

Answer: A

NEW QUESTION 400
- (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 402
- (Exam 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 405
- (Exam Topic 3)
Which one of the following describes the primary operations performed against tables in the Service Now platform?

A. Create, Rate, Update, Delete
B. Create, Read, Upload, Delete
C. Create, Read, Write, Delete
D. Capture, Rate, Write, Develop

Answer: C

NEW QUESTION 409
- (Exam 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 413
- (Exam Topic 3)
What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

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

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/

NEW QUESTION 415
- (Exam Topic 3)
What module enables an administrator to define destinations for imported data on any ServiceNow table?

A. Field Transform
B. Transform Map
C. Schema Map
D. Import Map

Answer: B

NEW QUESTION 418
- (Exam Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

A. Dictionary Design
B. Field Limiter
C. UI Policy
D. UI Design
E. Form Constraint

Answer: D

NEW QUESTION 422
- (Exam 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-pop

NEW QUESTION 427
- (Exam Topic 3)
While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

A. There is a business rule, excluding Bob.Smith from any approvals.
B. Bob Smith does not have a delegate set up on his account,
C. The Bob Smith user account, does not have a manager specified.
D. The manager does not have a delegate assigned,
E. Bob Smith is a VIP.

Answer: A

NEW QUESTION 430
- (Exam Topic 3)
What tool is used to import data from various data sources, and map that data into ServiceMow tables?

A. Import Set
B. Update Set
C. Data Pack
D. Transform Set

Answer: A

NEW QUESTION 432
- (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 435
- (Exam 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_Se

NEW QUESTION 436
- (Exam Topic 3)
Which component of a table contains a piece of data for one record?

A. Factor
B. Field
C. Datapoint
D. Element
E. Item

Answer: B

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_D

NEW QUESTION 440
- (Exam 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 445
- (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 447
- (Exam Topic 3)
The customer has asked that your change the default layout of the task list.
* Number
* Task Type
* Parent
* Short Description
* Assignment Group
* Assignment
* Updated
After navigation to the list, where would you click, to meet this requirement?

A. Right click on any column header, Context menu > Configure > List Layout
B. Right click List Gear icon > Configure > Columns
C. Click List Context Menu >Personalize List
D. Click List Context Menu > Configure Columns

Answer: B

NEW QUESTION 452
- (Exam Topic 3)
When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Load Data
B. Run Data Scrubber
C. Set Coalesce
D. Define Data Source
E. Select Import Set

Answer: A

NEW QUESTION 456
- (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 459
- (Exam 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 460
- (Exam Topic 3)
What ServiceNow feature allows you to include data from a secondary related table on a report?

A. SQL
B. Dot Walking
C. Outer Join
D. Joins

Answer: B

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelated

NEW QUESTION 465
- (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 466
- (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 468
- (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 470
- (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 supporing that service have active issues?

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

Answer: B

NEW QUESTION 473
- (Exam Topic 3)
Which module would you use to customize your instances banner image, text and colors? A Homepage Admin > Pages > Branding

A. System UI > UI Pages > Branding
B. System Properties > Branding
C. System Properties > Basic Configuration UI16
D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION 474
- (Exam Topic 3)
Which best describes a field in a SeniceNow 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 479
- (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 481
- (Exam 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 483
- (Exam Topic 3)
ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

A. Pie
B. Speedometer
C. Odometer
D. Thermometer
E. Horizontal Bar
F. Semi-Donut
G. Donut

Answer: ABEFG

NEW QUESTION 484
- (Exam Topic 3)
Which type of ServiceNow script runs on the web browser?

A. Server script
B. Local script
C. Database script

D. Client script

Answer: D

NEW QUESTION 488
- (Exam Topic 3)
You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

A. On the list of records, locate the right-click on the Resolved value, select Exclude.
B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
C. On state column title, right-click, select Filter Out > Resolved
D. On Search, select State, type not Resolved, press enter
E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION 489
- (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 490
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