

# CSA MODULE WISE Q&A

## Module:1

1. Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading**
- B. Metrics module
- C. Statistics module
- D. View / Run module**

2. Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update**
- B. Popularity
- C. Relevancy**
- D. Manager assignment
- E. Number of views**

3. 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

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

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

5. 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

6. What is the function of user impersonation?

**A. Testing and visibility**

- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

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

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

8. 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

9. 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

10. 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

11. 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

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

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

13. 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

14. 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

15. What automatically assigns tasks to users or groups?

- A. Assignment Rules**
- B. Auto Complete
- C. Auto Update
- D. Handler

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

- Service Level Definitions
- Under Pinning Contracts
- Customer Level Agreements
- **Service Level Agreements**

17. Which is selected to impersonate another user?

- A. User menu**
- B. Application Navigator
- C. System settings
- D. Magnifying glass

18 Where do you navigate to report an incident?

- A. Software category
- B. Quick Links category
- C. Can we help you? category**
- D. Infrastructure Services category

19. By default, the History menu shows:

- A. The past fifty entries
- B. The past thirty history entries**
- C. The past one hundred entries

20. Select the three main elements of the ServiceNow platform user interface.

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

21. What is a set of users who share a common purpose called?

- A. Group**
- B. Collection
- C. Subscription
- D. Membership

22. Now Learning automatically notifies partners when badges are earned?

- A. True
- B. False**

23. What's the name of the application navigator search box?

- A. Type filter text
- B. Navigation filter**

C. Favorites filter

D. Modules filter

24. Which new application replaces the mobile onboarding app, which was deprecated in San Diego release?

A. Now Mobile for HR Onboarding

**B. Now Mobile App for HR Service Delivery**

C. Mobile Onboarding Service Center

D. Now Onboarding

E. Next Experience Mobile Onboarding

25. What is the tool to quickly find applications and modules called?

A. Finder

B. Control Panel

**C. Navigation Filter**

D. Global Search

E. Application Search

26 . Impersonation is used for \_\_\_\_\_.

A. Checking Access

**B. Testing and Visibility**

27. What are the three levels of super badges for Now Creators?

**A. Pro**

**B. Legend**

C. VIP

**D. Star**

28. Where to click to always return back to Home?

A. Gear

B. Magnifying Glass

**C. Logo**

D. Star

29. What are the people who want to get skills and earn badges and share their success in the NOW ecosystem called?

**A. Now Creators**

B. Now Scouts

C. Now Learners

D. Partner Spokes

30. You need to go back and review a record you just looked at recently. What is one of the quickest ways to navigate back to the same record?

A. Expand every application in the All applications tab.

**B. Select the record from the History tab.**

C. Navigate back to its corresponding list.

D. Impersonate another user.

31. What is a one-stop shop for managing all your ServiceNow accomplishments?

A. Now Creator

**B. Now Profile**

C. Now Cert Hub

D. Now Community

## Module:2

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

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

2. How is a group defined in ServiceNow?

A. A group is one record stored in the Group Type [sys\_user\_group\_type] table

**B. A group is one record stored in the Group [sys\_user\_group] table**

C. A group defines a set of users that share the same location

D. A group defines a set of users that share the same job title

3. What is a role in ServiceNow?

A. A role is one record in the Role [user\_sys\_role] table

B. A role is a set of modules for a particular application

**C. A role is one record in the Role [sys\_user\_role] table**

D. A role is a persona used in Live Feed Chat

4. What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

A. You should never assign roles to groups.

B. You should assign roles to users.

**C. You should add users to groups.**

**D. You should assign roles to groups.**

5. 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**

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

• A. App Package

• B. Updated Pack

• C. Patch

• **D. Plugin**

• E. App Updated Set

7. What icon do you use to change the label on a Favorite?

• A. Clock

• B. Hamburger

• **C. Pencil**

• D. Three dots

• E. Triangle.

• F. Star

8. 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

9. Which collaboration tool is available from the banner, using the bubble icon?

- A. Now Messenger
- B. Agent Chat
- **C. Connect Chat**
- D. Collaborate Now
- E. Live Feed

10. On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

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

11. What type of user (persona) has clearly defined paths and workflows in the platform and have one or more roles (ie itil and approver\_user)?

- A. Workflow User
- B. Request Fulfiller
- C. ITSM User
- D. Approving Manager
- E. Service Desk User
- **F. Process User**

12. Which module would you use to customize your instances banner image, text and colors?

- A. System UI > UI Pages > Branding
- B. Service Portal > Portals > Branding
- **C. System Properties > Basic Configuration UI16**
- D. System Properties > Branding
- E. Homepage Admin > Pages > Branding

13. Group records are stored in which table?

- A. Group [sn\_user\_group]
- **B. Group [sys\_user\_group]**



- C. Group [s\_sys\_group]
- D. Group [u\_sys\_group]

14. 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

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

- A. Multiple integration and process delivery (MIPD) Spokebatch install
- B. Application Integration and Plugin Delivery (AIPD) Spokebatch install
- C. Continuous Integration and Continuous Delivery (CICD) Spokebatch install**
- D. Quick Integration and Multiple Delivery (QIMD)

16. The first time you log into a Next Experience instance, \_\_\_\_\_ is available to help you get acquainted with the unified navigation.

- A. a Welcome Component
- B. an Onboarding Component**
- C. a Newby Component

17. Name four features of the main screen element for Banner Frame in the Next Experience Unified Navigation:

- |                               |                     |
|-------------------------------|---------------------|
| <b>A. Global Search</b>       | B. Search           |
| <b>C. User Menu</b>           | <b>D. Help Icon</b> |
| <b>E. Contextual App Pill</b> | F. Contextual Help  |

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

- A. Translation framework plugin
- B. Localization framework plugin**

C. Language AI framework plugin

D. Multiple Language framework plugin

19. Name four features of the main screen element for All Menus in the Next Experience Unified Navigation:

**A. All (Applications & Modules)**

**B. History**

C. Global Search

**D. Navigation Filter**

**E. Favorites**

F. Forms

20. Which base system role can perform actions of a helpdesk tech?

**A. itil**

B. maint

C. workflow\_admin

D. tech

E. agent

21. Name two of the Next Experience Unified Navigation Useful Features component:

**A. Introduces tools to help with work group**

B. Work assigned to your group

**C. Explore additional resources**

D. Work assigned to you

22. Name three features of the main screen element for the Content Frame in the Next Experience Unified Navigation:

A. User Menu

**B. Forms**

**C. List of records**

D. Favorites

**E. Home pages & Dashboards**

23. What is the main screen element where History tab appears?

A. Content Frame

B. Banner Content

**C. Application Navigator**

D. Banner Frame

24. You cannot deactivate a plugin, once it has been activated.

**A. True**

B. False

25. Which mobile application is designed to interact with customer support and is not customizable?

- A. Now Mobile
- B. HI Support
- C. Now Support**
- D. Mobile Onboarding
- E. Now Onboarding

26. One key differentiator of the Now Platform is its:

- A. Multi-instance architecture**
- B. Multi-tenant architecture
- C. Multi-cloud architecture

27. Name two of the Next Experience Unified Navigation Useful Features component:

- A. Introduces tools to help with work**
- B. Work assigned to your group
- C. Explore additional resources**
- D. Work assigned to you

28. Restate three Visualization components displayed on Next Experience Unified Navigation:

- A. Social media streams
- B. Information specific to the logged in user**
- C. Reporting metrics**
- D. A list of assigned tasks**
- E. Your calendar

29. What are the three main tab elements of the Application Navigator?

- A. History**
- B. Reading List
- C. All Applications**
- D. Favorites**

# Module:3

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

2. 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

3. 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

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

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

5. How do you make a list filter available to everyone?

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

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

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

7. 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

8. 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

9. 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.

10. 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

11. Which features allow you to update multiple records at one time? (Choose two.)

- **A. List Editor**
- B. Field Update Action
- C. Bulk Record Update
- D. Data Remediation Dashboard
- **E. Update Selected Action**

12. What module would you use if you wanted to view a list of all of the fields on the Incident table? (Choose two.)

- **A. Tables & Columns**
- **B. Dictionary**
- C. Data Class Manager
- D. Dictionary Dashboard
- E. Database View
- F. Schema

13. What type of field is Boolean and appears as a check box?

- A. Yes/No
- **B. True/False**
- C. On/Off
- D. Binary
- E. 0/1

14. 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

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

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

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

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

17. What's a module and application in the example Incident > create new

**A. Incident is an application and create new is the module**

B. Incident is a module and create new is an application

C. Incident and create new both are applications

D. Incident and create new both are modules

18. What is the main screen element where homepages and dashboards appear?

A. Banner Frame

B. Application Navigator

C. Banner Content

**D. Content Frame**

19. What creates a new record and closes the form?

A. Save

**B. Insert**

C. Insert & Stay

D. Copy Incident

20. Boolean operators in global search must all be in caps?

**A. True**

B. False

21. What icon do you select to personalize the UI system settings?

A. Question Mark

B. Logo

**C. Gear**

D. Magnifying Glass

# Module:4

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

2. What is the platform name for the User table?

- A. u\_users
- B. sys\_users
- C. x\_users
- D. sys\_user**

3. Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery**
- B. IntegrationHub ETL**
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

4. Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

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

5. 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



6. 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**

7. 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**

8. What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- **D. A Dictionary Override sets field properties in extended tables**

9. 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

10. 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**

11. 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

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

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

13. Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- **A. Roles**
- **B. Conditional Expressions**
- C. Assignment Rules
- **D. Scripts**
- E. User Criteria
- F. Groups

14. 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

15. 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

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

- A. snc\_abc
- B. abc
- **C. u\_abc**
- D. sys\_abc

17. 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

18. 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

19. 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

20. Which tool is used for creating dependencies between configuration items in the CMDB? • **A. CI Relationship Editor**

- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

21. 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)

22. Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- **A. Common Service Data Model (CSDM)**
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

23. 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

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

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

25. 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 list**
- F. Password Management > Security Questions
- **G. System Security > High Security Settings**

26. 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

27. Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major\_Incident
- B. incident=>major\_incident
- C. incident<=>major\_incident
- D. incident||major\_incident
- **E. incident.major\_incident**

28. 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

29. Which database provides a logical model of your company infrastructure by identifying, controlling, maintaining and verifying CIs that exist?

- A. IMDB
- B. ITSM
- C. CSDM
- **D. CMDB**
- E. LDAP

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

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

31. 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

32. 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

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

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

34. 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

35. The database name for the user table is \_\_\_\_\_?

- A. user
- B. user list
- C. admin\_user
- D. sys\_user**

E. system\_user

36. Which rule applies to only one field on a record?

- A. \*.table
- B. table.field**
- C. table.none
- D. table.\*

37. As it relates to ServiceNow ITIL is an abbreviation for what?

- A. Information Technology Information Log
- B. Information Technology Index Loop
- C. Information Technology Information Library
- D. Information Technology Infrastructure Library**

38. The abbreviation HI stands for:

- A. High Incident
- B. Help Interactive
- C. Help Info
- D. Hosted Instance**

39. Which field type displays records from another table?

- A. Reference**
- B. Choice
- C. String
- D. Attachments

40. Which of the items below does not show in the History tab in application navigation?

- A. Dashboards
- B. Forms
- C. UI Pages**
- D. Records

41. ITSM is an abbreviation for what?

- A. Information Technology System Metrics
- B. Information Technology Support Manager
- C. Information Technology Service Management**
- D. Information Technology Security Management

42. Which field type displays records from another table?

- A. **Reference**
- B. Choice
- C. String
- D. Attachments

43. What helps narrow down search results?

- A. Containers
- B. **Wildcard Characters**
- C. Context Finder
- D. Platform Locator

44. Select two of the following things that will be included in the results when entering "service" in the navigation filter:

- A. **All modules and sections within the service desk application**
- B. Only applications with a name containing "service"
- C. **Any module with a name containing "services"**
- D. Only applications and section containing the name "service"

## Module:5

1. A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. **Record Producers, Order Guides, and Catalog Items**

2. 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



3. 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

4. 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.

5. 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

6. 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**

7. 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

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

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

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

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- **D. Multiple Choice, Select Box, and Checkbox**

10. 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 flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

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

- **A. Published**
- B. Drafted
- C. Retired
- D. Reviewed

12. What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Answer Agent
- B. live Feed
- **C. Virtual Agent**
- D. Connect Chat

13. Which one of the following statements describes the purpose of a Service Catalog flow?

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

14. Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

- A. Task [task]
- B. Assignment [assignment]
- C. Service [service]
- D. Workflow [workflow]

15. 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

16. Which one statement correctly describes Access Control rule evaluation?

- A. Table access rules are evaluated from the general to the specific
- B. If more than one rule applies to a record, the older rule is evaluated first
- C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- D. The role with the most permissions evaluates the rules first.

17. 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

18. 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

19. Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

20. 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**

21. 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

22. 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

23. 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.

24. Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- **A. Process Automation > Flow Designer**
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

25. Categories in the knowledge base, by default, can be created and edited by which knowledge workers? (Choose two.)

- |                                  |                                    |
|----------------------------------|------------------------------------|
| • A. Knowledge Authors           | • <b>B. Knowledge Contributors</b> |
| • C. Knowledge Controller        | • <b>D. Knowledge Managers</b>     |
| • E. Knowledge Category Managers | • F. Knowledge Submitters          |
| • G. Knowledge Owners            | • H. Knowledge Taxonomy Owner      |

26. Which collaboration tool opens a sidebar and allows you to create new conversations with other ServiceNow users?

- A. Skype Now

- B. Collaborate Now
- C. Agent Messenger
- D. Agent Chat
- **E. Connect Chat**

27. What component causes a flow to run after a record has been created or updated?

- A. Date-based trigger
- B. On-change trigger
- **C. Record-based trigger**
- D. Application-based trigger
- E. Updated-date trigger

28. Which module is used to access the knowledge bases which are available to you?

- A. Knowledge > Home
- **B. Self Service > Knowledge**
- C. Knowledge > All
- D. Knowledge > Knowledge Bases
- E. Knowledge > Overview

29. 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

30. 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

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

- A. Agent Workspace
- B. Chat bot

- **C. Virtual Agent**
- D. Knowledge Chat
- E. Now Support

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

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

33. What controls the publishing and retiring process for knowledge articles?

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

34. 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

35. Automated Chatting agent available on the service portal is commonly referred to as?

- Agentless Bot
- Chatbot
- Alexa
- System Bot
- **Virtual Agent**

36. What helps users perform common tasks, obtain information, and make decisions?

- **Virtual Agent**
- Virtual Attendant
- Jarvis
- Augmented Attendant
- Alexa Now

37. What is a conversation bot that provides help to users day or night?

- Virtual Attendant
- Watson
- **Virtual Agent**
- Augmented Agent
- IA Agent

38. How can users interact with agents at their convenience through Virtual agent?

- Synchronous chat in the web channel
- **Asynchronous chat in the web channel**
- Proactive Messaging in the web channel
- Offline mode in the web channel

39.. Virtual agent capabilities include which three of the following?

- A. **Answering FAQs**
- B. Elevated role functions
- C. **Providing tutorial (“how to”) information**
- D. **Performing diagnostics**
- E. Translating conversations

40. Select three things a Virtual Agent can access:

- A. Flows & Workflows
- B. **Knowledge Bases**
- C. **Service Catalog**
- D. **System records**
- E. Playbooks created with the Process Automation Designer

41. 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 Intercept Resolution
- B. Problem Auto Resolution
- C. Web Intelligence
- D. **Issue Auto Resolution**
- E. Virtual Agent helper
- F. Ticket Resolver

42. Restate **three** support tasks can be automated using a virtual agent using the list below.

- A. **Perform diagnostics**
- B. **Provide information**
- C. Translating conversations
- D. **Answering FAQs**
- E. Translating FAQs

43. Link unfurling enables previews of which **three** kinds of URLs are in virtual agent conversations?

- **Tasks**
- **Texts**
- Work notes
- Videos
- **Images**
- Email notifications



44. Name **three** purposes of the Virtual Agent is to help users?

- **Perform common work tasks**
- **Obtain information**
- Update financial records
- **Make decisions**

45. Which conversational interface allows you to preview and modify a catalog item in catalog builder?

- Catalog annotator
- **Virtual Agent**
- Service Portal Connect Chat
- Native Connect Chat

46. Virtual agent capabilities include which **three** of the following?

- Translating Languages
- **Querying or updating records (for example, get the status on cases or incidents)**
- **Gathering data, such as attachments, for the agent**
- Performing Elevated role functions
- **Resolving multi-step problems**

47. Which **three** from the list below, does Virtual Agent offer a web-based interface for?

- A. BlackBerry
- B. Service Portal**
- C. iOS**
- D. Android**

48. How can you deactivate link unfurling feature in Virtual agent conversations?

- By updating system property cs.re\_enable\_link\_unfurling to true.
- By deactivating UI scripts
- By deactivating Business Rules
- **By updating system property com.glide.cs.enable\_link\_unfurling to false.**
- By deactivating Client Scripts
- By updating system property com.glide.cs.disable\_link\_unfurling to true.

49. Which **three**, third-party messaging apps are supported by Virtual Agents?

- **Workplace**
- **Microsoft Teams**

- Slack

- Google Hangouts

50. What generates a content-rich preview when a supported link is shared in a conversation with a user, a virtual agent, or in a text-based bot response.

- Link sharing

- **Link unfurling**

- Web client unfurling

- Channel unfurling

- Link furling

51. Select three types of tasks available via All > Service Desk > My Work:

A. Add a User

**B. Requests**

**C. Security Cases**

**D. Visual Task Board Tasks**

E. Add a Group

52. Select three items that Visual Task Boards allow you to do:

**A. Manage your tasks through a visual, drag-and-drop interface**

B. Create users to streamline processes

**C. Identify process bottlenecks at a glance**

D. Modify SLAs for all of your accounts

**E. Track activity to view updates all in one place**

F. Create groups to speed things up

53. What is any record that can be assigned or completed by a user?

- Form

- Function

- Problem

- **Task**

54. When using sorting criteria for Visual task boards who has access to create, edit, or delete the criteria?

- Anyone who possesses the task\_organizer\_role

- **Owner of the VTB**

- Anyone who the VTB is shared with

- Anyone who possesses the vtb\_admin role
- Users of the VTB with vtb\_user role

55. What is the sequence of conditions in an SLA definition?

- Start, Hold, Halt
- Start, In Progress, Stop
- Begin, Hold, Halt
- **Start, Pause, Stop**

56. Which table stores the Task SLA records for the SLA's attached to particular tasks?

- A. **task\_sla**
- B. sla\_ola
- C. sla
- D. sla\_ula
- E. None of the Above

57. Real-time editing allows you to edit records in real-time as well as see edits (indicated by a pulse icon) saved by other users using interfaces or devices such as (name four):

- **Visual Task Boards**
- **Service Portal**
- Studio
- **ServiceNow Mobile apps**
- App Engine
- **Apple Watch**

58. Which of the following three statements best describes Tasks?

- **Tasks lead to quicker resolution times**
- Tasks can only be performed once
- **Tasks are repeatable processes**
- **Tasks minimize the possibility of human error**

59. Where can we create SLAs, OLAs and Underpinning Contracts?

- Configuration Management
- Incident
- **Service Level Management**
- Service Catalog

60. What is a collaboration tool with special user interface for presenting tasks?

- **Visual Task Board**
- Virtual Task Board
- Connect Chat
- IntegrationHub

61. Name **three** things from below that best describe Tasks?

- A. Minimize human error**
- B. Can only be performed once
- C. Lead to quicker resolutions**
- D. Repeatable Process**

62. As it relates to Task Management, SLA is an abbreviation for what?

- A. Simple Level Agreement
- B. Service Level Agreement**
- C. Service Level Analysis
- D. Service License Agreement

63. Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- A. My Teams Work
- B. My Groups Work**
- C. My Groups Tasks
- D. My Teams Tasks

64. Comments are visible by all users?

- A. True**
- B. False

65. Name **three** things Visual Task Boards allow you to do:

- A. Manage your tasks through a visual, drag-and-drop interface**
- B. Identify process bottlenecks at a glance**
- C. Add users to the system
- D. Track activity to view updates all in one place**

E. Uses machine-learning algorithms to determine field values

66. Types of SLA (SLA, OLA, UC) are defined in which field?

- A. Retroactive Start
- B. Condition Field
- C. Type Field**
- D. Duration

67. Select **three** different types of Visual Task Boards from the list below.

- A. Flexible**
- B. Customized
- C. Guided**
- D. Framed
- E. Freeform**

68. What is a Service Desk application menu to locate all work assigned to your team?

- A. Service Desk > My Assignments
- B. Service Desk > My Groups Work**
- C. Service Desk > Inbox
- D. Service Desk > Task Board
- E. Service Desk > My Work

69. What is a Service Desk application menu to locate all work assigned to you?

- A. Service Desk > My Assignments
- B. Service Desk > Inbox
- C. Service Desk > Task Board
- D. Service Desk > My Work**

70. Name four Elements of a Visual Task Board (VTB), from the list below.

- A. Title**
- B. System ID
- C. Cards**
- D. Lanes**
- E. Quick Panels**
- F. Copy URL

71. Select **four** types of tasks available via All > Service Desk > My Work:

- A. Change Requests**
- B. Group Approvals**

**C. Incidents**

**D. Knowledge Base Submissions**

E. Adding users to groups

72. What is used to search the whole instance for records?

A. Global Finder

B. Control Panel

C. Explorer

**D. Global Search**

73. There are 3 ways to interact with the Now platform. Select the three Now Platform interfaces from list below:

**A. Next Experience Unified Navigation**

B. Next Experience

**C. Now Mobile App**

D. Next Mobile App

**E. Service Portal**

F. Customer Portal

74. Multiple choice, single line text, and select box are what type of elements in ServiceNow? A. Order Guides

B. Request Types

**C. Variable Types**

D. Related Lists

75. Where in ServiceNow can users author cross-enterprise workflows and create a single and unified process?

A. Process Playbook Designer

B. Visual Task Boards

C. Flow Designer

**D. Process Automation Designer**

E. Workflow

76. If the end user wants to report an incident, where do they navigate on the service portal? A. In the infrastructure Services Category in the Service Catalog

B. In the Software Category in the Service Catalog

C. In the Quick Links Category in the Service Catalog

**D. In the Can We Help You? Category in the Service Catalog**

77. Which of the three workflow types does the Now Platform provide?

- A. Employee**
- B. Customer**
- C. End User
- D. Information Technology (IT)**

78. Which two OSs are available for Now Mobile:

- A. BlackBerry OS
- B. Apple iOS**
- C. Google Android**
- D. Symbian
- E. Windows Mobiles

79. What is the Guided Setup completion indicator of an empty circle mean?

- A. Task is not activated
- B. Task has not yet started**
- C. Percentage of the task complete
- D. Indicates task is complete
- E. Indicates task is canceled

80. The applications delivered by ServiceNow are divided into four different workflows:

- A. IT Workflows**
- B. Employee Workflows**
- C. End User Workflows
- D. Customer Workflows**
- E. Creator Workflows**
- F. Customer advocate Workflows

81. Name the three Now Platform interfaces:

- A. Next Experience Unified Navigation**
- B. App Engine Studio
- C. Now Mobile App**
- D. Service Portal**
- E. Workspace

82. What can users use to communicate with other users in ServiceNow?

- A. System chat
- B. Connect Chat**
- C. Now Messenger
- D. Virtual Agent

83. What can users use to communicate with other users in ServiceNow?

- A. System chat
- B. Connect Chat**
- C. Now Messenger
- D. Virtual Agent

84. What feature do you use to create, manage, and modify applets for ServiceNow mobile? A. Mobile App Builder

**B. Mobile Studio**

- C. Mobile Designer
- D. Mobile card Designer
- E. Now Mobile Creator

85. Name the three Now Platform interfaces:

**A. Next Experience Unified Navigation**

B. App Engine Studio

**C. Now Mobile App**

**D. Service Portal**

E. Workspace

86. Which of these applications is available to all users?

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

87. What are the three delivered workflows?

- A. IT**
- B. Employee**
- C. Customer**
- D. End User

88. Management of all ServiceNow hosted instances, including upgrades, is performed using: A. ServiceNow HELP

**B. The Now Support (HI) (formerly known as HI Service Portal)**

- C. ServiceNow Community
- D. ServiceNow Website



E. docs.servicenow.com

89. Which two of the following would be included in the results when entering "service" in the Navigation filter?

A. Only applications with a name containing "service".

**B. All modules and sections within the Service Desk application.**

C. All modules within the Service Desk application.

D. Only applications, sections, and modules with the names containing "services".

**E. Any module with a name containing "services".**

90. When you open a service catalog and click the order button what gets created?

**A. REQ > RITM > TASK**

B. Task

C. Item

91. From the list below, which is created in ServiceNow when you order an item from the Service Catalog?

A. Problem

**B. Request**

C. Change Request

D. Incident

E. Catalog

92. What are the options available for tailoring a catalog item to meet specific needs?

A. Categories

B. Catalog Items

C. Business Rules

**D. Variables**

93. Where do you navigate for the Service Catalog?

A. Self Service > Service Catalog

B. System Properties > My Catalog

C. System properties > Service Catalog

## D. Self Service > My Catalog

94. Which three aspects of the service catalog application can a user with only the Catalog Administrator role manage?

- A. **Catalog Items**
- B. Scripting functions
- C. **Catalogs**
- D. **Categories**
- E. Business Rules

95. How is a laptop request fulfilled in the Service Catalog?

- A. Guided Setup
- B. **Order an Item**
- C. Request a Service
- D. Record Producer

96. To ensure that standard service catalog processes are followed, such as initiating workflows as expected:

A. Create requested item records from record producers. Instead of creating requested item using catalog items.

**B. Do not create requested item records from record producers. Instead, create requested item using catalog items.**

97. Navigate here for Catalog Items (full path)

**A. Service catalog > Catalog Definitions > Maintain Item**

B. Service Management > Product Inventory > Update Item

C. Catalog Management > Item Overview > Edit Catalog Item

D. Product Administration > Item Settings > Configure Catalog

98. What represents multiple related request items grouped together as one request?

- A. Catalog Item
- B. Variable Set
- C. **Order Guide**
- D. Record Producer

99. Select four types of tasks available via All > Service Desk > My Work:

**A. Change Requests**

**B.Group Approvals**

**C.Incidents**

**D.Knowledge Base Submissions**

E.Adding users to groups

100. Name four Elements of a Visual Task Board (VTB), from the list below.

**A. Title**

B.System ID

**C. Cards**

**D.Lanes**

**E.Quick Panels**

F.Copy URL

101. Which two items from below match the features of a Record Producer?

A. Order a mobile phone

**B. Create an incident**

**C. HR Case**

D. Password reset

102. Which of the two items are not stages in Service Catalog fulfillment?

**A. Waiting for order (In Progress)**

B. Approved

C.Pending (has not started)

D.Fulfillment (In Progress)

**E.Sending**

F.Completed

103. create a new variable set, navigate to:

**A. All > Service Catalog > Catalog Variables > Variable Sets**

B. All > Service Catalog>Catalog Variables> Maintain Items

C. All > Service Catalog>Catalog Variables> Variables

D. All > Service Catalog> Variable Sets

104. What are the groups of items displayed on a catalog homepage?

- A. Variables
- B. Business Rules
- C. Categories**
- D. Catalog Items

105. What is created when a user order orders several items? (3)

- A. A variable
- B. One or more Service Catalog Task (SCTASK) records**
- C. A request (REQ) record**
- D. A Request Item (RITM) record**
- E. A variable set

106. Which of the **three things** listed below are created when an order is placed for a catalog item?

- A. RITM**
- B. SCTASK**
- C. VAR
- D. REQ**

107. Service Catalog Flow consists of:

- A. A list of tasks to complete the fulfillment process triggered by events
- B. A fulfillment process with a set of actions and can send notifications to nominated users and groups**
- C. A fulfillment process which cannot send notifications but creates events

108. Who can manage all aspects of the Service Catalog, except scripting functions?

- A. Administrator
- B. Catalog Manager
- C. Catalog Editor
- D. Catalog Administrator**

109. Where do you navigate to edit a catalog item?

- A. Create Incident
- B. Maintain Items**
- C. Service Portal
- D. Service Catalogs

110. Name **three** facts about Service catalog categories.

A. Categories cannot not have a parent-child relationship.

**B. Categories can have a parent-child relationship, such as IT and Laptops.**

**C. A child category is a subcategory of its parent category. Each Catalog Item, Order Guide, Record Producer, Content Item, and subcategory appears as a single item within the category.**

**D. In the Service Catalog, users locate a category for an item or service they want to order, and then click the subcategory link.**

E. A base category is a subcategory of its parent category. Each Catalog Item, Order Guide, Record Producer, Content Item, and subcategory appears as a single item within the category.

111. From the list below name **three** Service Catalog Management Roles:

**A. catalog\_manager**

B. catalog\_editor

**C. catalog\_publisher**

**D. catalog\_admin**

112. What are three common Service Catalog variable types?

**A. Reference**

B. Source

**C. Multiple Choice**

**D. Select Box**

113. Which of the **two items** are not stages in Service Catalog fulfillment?

A. Waiting for approval (In Progress)

**B. Closed**

C. Approved

**D. Deployment Fulfillment**

114. What is a collection of variables that can be reused across multiple catalog items?

A. VAR Collections

B. Lists

**C. Variable Sets**

**D. Variable Groups**

115. Restate the Catalog Administrator role from selections below:

A. catalog\_editor

**B. catalog\_admin**

C. catalog\_manager

D. admin

116. Select the option below with types of variables in a Catalog item.

A. Characters, Images, Field Lists

**B. Multiple Choice, Select boxes, Checkboxes**

C. Multiple Select, Select Boxes, Checkboxes

117. Which three items from below match the features of ordering an item?

**A. Mobile phone**

B. Create an incident

**C. Laptop**

D. HR Case

**E. Software request**

118. Select two roles required to update catalog items.

**A. catalog\_admin**

B. config\_admin

C. asset

D. catalog\_creator

**E. admin**

119. Where would you go to create an order guide

A. System properties > css

**B. Service catalog > catalog definition > order guides and click new**

C. Go to system definition > choice list

120. What **three things** from the list below may be created when an order is placed for a catalog item?

- A. A Variable
- B. A RITM**
- C. A Variable Set
- D. One or more sc\_task records**
- E. A REQ**

121. What is a robust ordering system for users to request services and products?

- A. Store Front
- B. Service Catalog**
- C. Service Portal
- D. Order Guide

122. Under which circumstance is the delegated request experience not supported?

- A. If a single request for an item was made on behalf of multiple users
- B. If two step checkout is enabled**
- C. If catalog item for self service is restricted
- D. If the request was made using "Request for" variable type

123. Which **two items** from below match the features of requesting a service?

- A. Password reset**
- B. Order a mobile phone
- C. Create an incident
- D. New electrical drop**

124. Where to find Fulfillment Tasks for an REQ in ServiceNow?

- A. Fulfillment Number (FNUM) > RITM > TSK (Number)
- B. Fulfillment Number (FNUM) > REQ > TSK (Number)
- C. Request Number (REQ) > RITM > TSK (Number)**

125. What are the **two** steps to define the fulfillment process for a service catalog item?

- A. Plan
- B. Flow**
- C. Roadmap
- D. Workflow**

126. How is a password reset fulfilled in the Service Catalog?

**A. Request a service**

- B. Order an item
- C. Record producer
- D. Guided Setup

127. How is an HR Case fulfilled in the Service Catalog?

- A. Order an item
- B. Guided Setup
- C. Record Producer**
- D. Request a Service

128. How is a software request fulfilled in the Service Catalog?

- A. Record Producer
- B. Guided Setup
- C. Order an item**
- D. Request a service

129. From the end user's perspective, how are the products and services in the service catalog organized?

- A. Tickets and Requests
- B. Task and Subtasks
- C. Incidents and Problems
- D. Categories and Subcategories**

130. What presents multiple catalog items grouped together logically as one request?

- A. Order Guide**
- B. Catalog Item
- C. Variable Set
- D. Record Producer
- E. Record Guide



131. Sequence in a catalogue form is determined by?

- A. Sequence field on the variable form
- B. Order field on the variable form**
- C. Date of data creation of the variables

## Module:6

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 flows and SLAs.

2. Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- **C. Tags**
- D. Bookmarks

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

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

4. 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

5. 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

6. 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**

7. 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.

8. 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

9. 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

10. What role is required to publish reports in ServiceNow?

- A. report\_publish
- B. report\_publisher**
- C. publish\_report
- D. report\_import

11. Which statement below is true with respect to Insert & Update?

- A. Insert updates an existing record, update saves a new record, both options close the form.
- B. Insert creates a new record, update saves an existing record, both options close the form and return to the list view of records.**
- C. Insert creates a new record, update saves an existing record, with both options user is left in form view.

12. What icon marks any application or module as a favorite?

- A. Gear
- B. Triangle
- C. Star**
- D. Circle

13. What creates a new record and keeps the form open?

- A. Save
- B. Update
- C. Insert and Stay**
- D. Insert

14. What lets you see who is online when working in an instance?

- A. Profile Monitor
- B. User Status
- C. User Presence**
- D. who-is
- E. who.is

15. The Now Platform is an example of which cloud computing model?

A. Software-as-a-Service (SaaS)

B. Platform-as-a-Service (PaaS)

**C. Application Platform-as-a-service (aPaaS)**

D. Infrastructure-as-a-service (IaaS)

16. What is a single email that summarizes activity?

**A. Email Digest**

B. Email Summary

C. Newsletter  
Digest

D. Survey

E. Activity

17. Name four best practices when configuring Assignment Rules or Predictive Intelligence? **A. Setting an Assignment group and User based on Category and Subcategory.**

**B. Setting a User based on Category and Subcategory.**

**C. Setting an Assignment group and User based on the short description.**

**D. Setting an Assignment group based on Category and Subcategory.**

E. Setting an Assignment group based on Subcategory (Category = None).

## Module:7

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

A. Business Rule

**B. UI Action**

C. Client Script

D. UI Policy

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

A. Records

**B. UI Pages**

C. Lists

D. Forms

3. 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

4. Which statement is true about business rules?

A. A business rule must run before a database action occurs

**B. A business rule can be a piece of Javascript**

C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

5. 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**

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

**A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems**

B. By default, an Update Set includes customizations, Business Rules, and homepages

C. An Update Set is a group of customizations that is moved from Production to Development

D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

7. 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

8. What are two ways to generate an Event? (Choose two.)

**A. Business Rule**

**B. Workflow**

C. Log entry

D. Knowledge article publication

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

A. Data Policies run when data is entered through the form, by an Import Set, or by web services, while UI Policies are set only by web services

B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies

**C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions**

D. Data Policies run only after UI Policies run successfully

10. 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, Business Rules, and data records
- C. Changes made to: tables, forms, groups, and configuration items (CIs)
- **D. Changes made to: table, forms, views, and fields**

11. 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**

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

- A. Homepages
- **B. Data**
- C. Published Workflows
- D. Business Rules
- **E. Schedules**
- **F. Database changes**
- G. Related Lists
- H. Report Definitions

- **I. Scheduled Jobs**

- J. Client Scripts

- K. View

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

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

14. What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- **B. Table**
- C. Fields to update
- D. Who can run
- **E. Script to run**
- F. Application scope
- G. Update set
- **H. Timing**
- **I. Condition to evaluate**

15. 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**

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

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

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

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

18. A customer requests the following data quality measures be added: ➤ Incident numbers should be read only, on all lists and forms, for all users. ➤ 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 Quality Policy
- B. Dictionary Design Policy
- C. UI Data Policy
- D. UI Policy
- E. Field Criteria Policy
- **F. Data Policy**

19. 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

20. 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

21. 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

22. Which section of the ServiceNow UI allows you to perform a global search?

- A. Application Navigator
- **B. Banner frame**
- C. List pane
- D. Content frame

23. Each update set is stored in the \_\_\_\_\_ table?

- update\_set
- Incident
- sys\_update\_xml
- **sys\_update\_set**



24. Which two of the following is not captured in an update set?

- **Homepages**
- Access Control Rules
- Business Rules
- **Data Records**

25. Navigate here to create an update set:

- All > System Definition > Local Update Sets
- All > System Security > Local Update Sets
- All > System Properties > Local Update Sets
- **All > System Update Sets > Local Update Sets**

26. To retrieve an update set from a remote instance, in the Production instance, navigate to:

- All > System Update Sets > Retrieved Sources
- All > System Update Sets > Committed Sources
- **All > System Definition > Update Sources**
- All > System Update Sets > Update Sources
- All > Update Sets > Update Sources

27. Select a true statement from below with respect to Update Sets.

- CMDB records are captured in Update Sets
- **Do not move the default update set between instances**
- Homepages are captured in Update Sets
- Data Records are captured in Update Sets

28. What is an update set?

- A server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried.
- **Group of one or more changes that can be moved from one instance to another all together.**
- A series of tables and fields that store information about the Configuration Items (CIs) owned by your organization.

- One method of security that restricts access to data by requiring users to pass a set of requirements before they can interact with it.

29. What happens to changes on the same object in multiple update sets when update sets are merged?

- **The most recent change to the object will be saved in the merged update set**
- Multiple versions of the change are stored in multiple update sets
- All update sets for that object will be removed automatically from the merged update set

30. Navigate here to to upload an update set:

- All > Update Sets > Retrieved Update Sets
- All > System Definition > Retrieved Update Sets
- All > System Security > Retrieved Update Sets
- **All > System Update Sets > Retrieved Update Sets**

31. ServiceNow recommends limiting Update Sets to a maximum of \_\_\_\_\_ records to reduce the number of potential conflicts and make it easier to identify and review changes.

- 1000
- **100**
- 300
- 500

32. What is a group of one or more changes that can be moved from one instance to another?

- Change Collection
- **Update Set**
- Business Rules
- Configuration Items

33. Name three types of records are not captured in an update set by default? (3)

- **Data records**
- **Dashboards**
- Business Rules
- Access Control rules
- **Homepages**

34. Which of the following is correct regarding new groups, new CIs , new user?

- No one can create them. Only automated data exists
- They can be created by end users

- **They are not captured in update sets**

35. What are the steps for applying an update set to an instance? (3)

- Copy
- **Retrieve**
- **Preview**
- Delete
- **Commit**

36. Where can you view a series of customizations?

- **Update set**
- System Log
- History
- All of the above
- None of the above

37. Navigate here to retrieve an update set:

- All > Update Sets > Retrieved Update Sets
- **All > System Update Sets > Retrieved Update Sets**
- All > System Definition > Retrieved Update Sets
- All > System Security > Retrieved Update Sets

38. Navigate here to export an update set:

- **All > System Update Sets > Local Update Sets**
- All > System Security > Local Update Sets
- All > System Properties > Local Update Sets
- All > System Update Sets > Update Sets > Export

39. Select four true statements about scope:

- **Determines which of the application's resources are available to other applications in the instance.**

- Determines which discovery resources are available to other applications in the instance.
- **Protects applications by identifying and restricting access to available artifacts and data.**
- **Prevents naming conflicts and allows the contextual development environment to determine what changes, if any, are permitted.**
- **Is assigned to an application when it is first created and cannot be changed.**
- Is not assigned to an application when created and can be changed.

40. Name the table where Update Sets write changes to?

- A. sys\_db\_object                      **B. sys\_update\_xml**  
 C. glide.ui.per\_page                D. sys\_update

41. You cannot revert update set versions.

- A. True                                  **B. False**

42. What is the state an update set must be in to transfer it to another instance?

- Preview                                  **• Complete**
- Ignore
- In progress

43. Update sets cannot be merged.

- A. True                                  **B. False**

44. What is common between CIs, Users, Groups?

- A. They are stored in the same base table cmdb
- B. Any changes to these are not captured in an update set**
- C. All changes to these are captured in an update set

45. To load data for an update set, navigate to:

- A. All > System Import > Load Data
- B. All > System Import Sets > Load Data**

- C. All> System Definition >Load Data
- D. All>System Import Sets>Import Data

46. What is the format of an exported Update Set?

- A. **XML**
- B. CSV
- C. HTML
- D. TXT

47.What ensures that tasks do not fall by the wayside by notifying users when tasks have been untouched for a predefined period of time?

- A. Business monitors
- B. Inactivity dial
- C. **Inactivity monitors**
- D. Business gauges

48.What is SLM?

- A. **Service Level Management**
- B. Server Limit Management
- C. Service Line Management
- D. All of the above
- E. None of the above

49. What is the new UI released in San Diego called?

- A. UX Now
- B. The Now Experience UI
- C. UI17.0
- D. **The Next Experience UI**
- E. UI Builder
- F. UI16.0

50. What is the URL for useful resources and information produced by ServiceNow?

- A. community.servicenow.com
- B. docs.service-now.com
- C. community.service-now.com
- D. **docs.servicenow.com**
- E. None of the above

51. What ServiceNow objects are not tracked in the History tab of the Application Navigator? A. Report Creation **B. UI Pages and non-standard interfaces**  
C. Form submission D. Incidents

52. What is the difference between a UI Policy and a Data Policy?  
**A. A Data Policy runs on both Client and Server side**  
B. A UI Policy runs on both Client and Server side