CSA QUESTIONS:

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. 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

 E.

3. 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.

4. 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

5. 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**

6. 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

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

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

8. 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

9. 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

10. 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

11. 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

12. 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.

13. Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name

B. table name, parent table name, any table name (wildcard)

C. parent table name, table name, any table name (wildcard)

D. any table name (wildcard), table name, parent table name

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

    A. u_users

    B. sys_users

    C. x_users

    D. sys_user

15. 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.

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

    A. Records

    B. UI Pages

    C. Lists

    D. Forms

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

    A. Avo33id 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 ג€Completeג€, change it back to ג€In Progressג€ until it is applied to another instance

18. 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

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

    A. A Trigger

    B. Core Action

    C. A spoke

    D. An Event

19. Which one of the following statements is true about Column Context Menus?

    A. It displays actions such as creating quick reports, configuring the list, and exporting data

    B. It displays actions related to filtering options, assigning tags, and search

    C. It displays actions related to viewing and filtering the entire list

    D. It displays actions such as view form, view related task, and add relationship

20. 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

21. When using the Load Data and Transform Map process, what is the Mapping Assist used for?

    A. Mapping fields using the Import Log

    B. Mapping fields using Transform History

    C. Mapping fields using an SLA

    D. **Mapping fields using a Field Map**

22. 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

23. 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

24. 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

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

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

26. 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

27. 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

28. 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

29. 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

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

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

31. 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

32. 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

33. 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

34. 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

35. 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

36 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

37. What is the function of user impersonation?

A. Testing and visibility

B. Activate verbose logging

C. View custom perspectives

D. Unlock Application master list

38. 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

39. 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

40. 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

41. 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**

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

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

43. 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**

44. 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

45. 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

46. 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**

47. 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

48. 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

49. 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**

50. 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

51. 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

52. 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

53. 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

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

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

55. 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

56. What is the purpose of a Related List?

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

57. 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

58. Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- **D. task**

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

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

60. 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

61. 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

62. 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

63. 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**

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

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

65. Which tool should be used to populate commonly used fields in a form?
   A. Template
   B. Reference Qualifier
   C. Formatter
   D. Assignment Rule

66. 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

67. 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

68. 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

69. Which one of the following is NOT a type of Visual Task Board?

A. Flexible

B. Freeform

C. Feature

D. Guided board

s70. 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**.

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

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

72. 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]

73. 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

74. 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

75. 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

76. 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

77. 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

78. 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

79. 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. Cl Class Manager

80.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

81. 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**

82. 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**

83. 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

84. 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

85. 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**
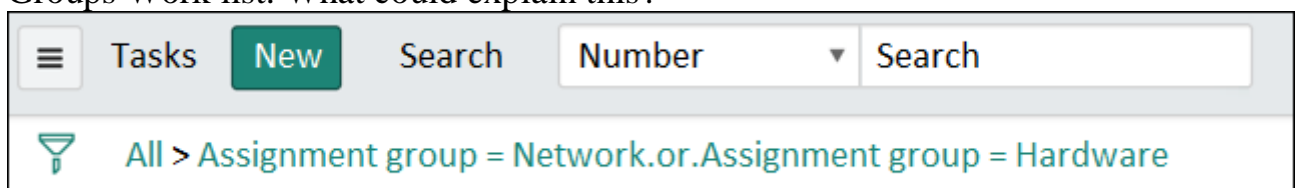- D. The role with the most permissions evaluates the rules first.

86. 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)

87. 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.

88. 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

89. 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

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

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

91. 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

92. 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)

93. 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

94. 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

95. 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

96. 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

97. 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

98. 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**

99. 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

100. 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

101. 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

102. 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

103. 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.

104. 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**

105. 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.

106. 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**

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

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

108. 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

109. Which icon would you double click, to expand and collapse the list of all Applications and Modules?
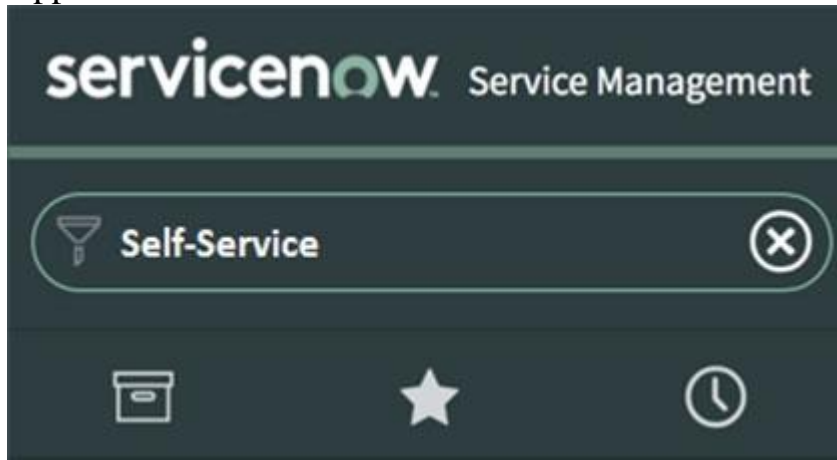
- A. Star
- B. Clock
- **C. Application**
- D. Funnel

110. 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

111. 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

112. 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

113. 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**

114. 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.

115. 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

116. 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

117. 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

118. 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**

119. 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

120. 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

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

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

122. 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

123. 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

124. 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**

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

- A. Knowledge Authors
- **B. Knowledge Contributors**
- C. Knowledge Controller
- **D. Knowledge Managers**
- E. Knowledge Category Managers
- F. Knowledge Submitters
- G. Knowledge Owners
- H. Knowledge Taxonomy Owner

126. 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**

127. 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

128. 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

129. 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

130. 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

131. 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**

132. 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**

133. 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

134. 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

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

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

136. 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

137. 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

138. 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.

139. While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?
Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- **E. Show Choice List**
- F. Configure Options

140. 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

141. 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

142. 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

143. 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

144. 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

145. 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

146. 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

147. 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

148. 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

149. 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]

150. 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

151. 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

152. 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**

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

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

154. 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

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

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

156. 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

157. 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

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

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

159. 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

160. 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 UI15
- 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

VIRTUAL AGENT:

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

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

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

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

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

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

164. 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

165. 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

166. Select **three** things a Virtual Agent can access:
A. Flows & Workflows
B. **Knowledge Bases**
C. **Service Catalog**
D. Playbooks created with the Process Automation Designer
E. **System records**

167. 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

168. 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

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

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

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

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

- **Make decisions**

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

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

172. 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**

173. Which **three** from the list below, does Virtual Agent offer a web-based interface for?
  A. BlackBerry
  B. **Service Portal**
  C. **iOS**
  D. **Android**

174. 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.

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

- **Workplace**
- **Microsoft Teams**
- **Slack**
- Google Hangouts

176. 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

UPDATE SET:

177. Each update set is stored in the _____ table?

- update_set
- Incident
- sys_update_xml
- **sys_update_set**

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

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

179. 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**

180. 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

181. 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

182. 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.

183. 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

184. 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**

185. 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

186. 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

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

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

188. 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**

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

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

190. Where can you view a series of customizations?

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

191. Navigate here to 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

192. 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

193. 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.

194. 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

195. You cannot revert update set versions.
   A. True
   B. **False**

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

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

197. Update sets cannot be merged.

   A. True
   B. **False**

198. 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

199. 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

200. What is the format of an exported Update Set?
   A. **XML**
   B. CSV
   C. HTML
   D. TXT

TASK MANAGEMENT
201. Select **three** types of tasks available via **All** > **Service Desk** > **My Work:**
   1. Add a User
   2. **Requests**
   3. **Security Cases**
   4. **Visual Task Board Tasks**
   5. Add a Group
202. Navigate here to locate active tasks assigned to yourself. (full file path)
ANS : **Service Desk > My Work**

203. Select **three** items that Visual Task Boards allow you to do:
1. **Manage your tasks through a visual, drag-and-drop interface**
2. Create users to streamline processes
3. **Identify process bottlenecks at a glance**
4. Modify SLAs for all of your accounts
5. **Track activity to view updates all in one place**
6. Create groups to speed things up

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

- Form
- Function
- Problem
- **Task**

205. 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

206. 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

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

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

208. 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

209. 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

210. What automatically assigns tasks to users or groups?

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

211. 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**

212. 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**

213. Navigate here to create an assignment rule

ANS : **System Policy > Rules > Assignment**
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**

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

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

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

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

216. 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**

217. 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

218. 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

219. Comments are visible by all users?

A. **True**
B. False

220. 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

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

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

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

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

223. 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

224. Navigate here to set configurable properties for the SLA Engine
ANS: Service Level Management > Properties > SLA Engine

225. 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**

226. 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

227. 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

SERVICENOW OVERVIEW:

228. What uses machine-learning to determine field values during creation?

A. **Predictive Intelligence**
B. Robotic Process Automation
C. Classification Algorithm
D. Handler
E. Artificial Intelligence

229. Who is ServiceNow's founder:

A. Brad Tilton
B. Pierre Omidyr
C. Jack Dorsey
D. **Fred Luddy**
E. Chuck Tomasi
F. Beth Anglin

230. What is the quickest way to navigate back to a recently viewed record?

A. Expand All Applications
B. Impersonate the user
C. Navigate to corresponding list
D. **Select the record from the History tab**

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

A. Update
B. **Submit**
C. Insert and Stay
D. Copy Incident

232. Navigate here to create a new relationship role

Configuration > Suggested Relationships

233. Where do users personalize their user interface?

A. **System Settings**
B. Custom UI
C. Control Panel
D. User Preferences

234. What is the Now Platform's cloud-based computing model?

A. Infrastructure-as-a-Service
B. **Application Platform-as-a-Service (aPaaS)**
C. Software-as-a-Service (SaaS)
D. Platform-as-a-Service

235. What are the **three** Now Platform interfaces?

A. **Now Platform User Interface**
B. **ServiceNow Mobile Apps**
C. **Service Portal**
D. Workspace

236. What are users without any assigned role permissions?

A. Zero Trust
B. itil
C. **Self-Service users**
D. Null Users
E. Non Users

237. Which feature in ServiceNow helps improve Collaborative Efforts?

A. User impersonation
B. Groups
C. **User Presence**

238. What is the real-time messaging tool called?

A. **Connect Chat**
B. Now Chat
C. Connect Now
D. LiveCom
E. All of the above

239. Select **three** options available in the user menu.

A. **Elevate Roles**

B. Turn off notifications
C. **Logout**
D. **Impersonate User**
E. Export to pdf

240. 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

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

A. Global Finder
B. Control Panel
C. Explorer
D. **Global Search**

242. 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

243. 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)

244. 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

245. 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

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

- **A. Global Search**
- B. Search
- **c. User Menu**
- **D. Help Icon**
- **E. Contextual App Pill**
- F. Contextual Help

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

- A. report_publish
- **B. report_publisher**
- c. publish_report
- D. report_import

248. The database name for the user table is _____?

- A. user
- B. user list
- c. admin_user
- **D. sys_user**
- E. system_user

249. Which is selected to impersonate another user?

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

250. 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

251. 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

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

A. Inset 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.

253. 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

254. 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**

255. Name three of the Useful features headings:

A. **Start you day here**
B. Welcome mat

C. **Understand key data through visuals**
D. **Expand your knowledge**
E. Save knowledge

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

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

257. Which **two** OSs are available for Now Mobile:

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

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

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

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

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

260. 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

261. 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

262. 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**

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

A. Save

B. Update

C. **Insert and Stay**

D. Insert

263. Which of the following is the primary way to interact with the applications and data in a ServiceNow Instance? (**Rome** Question)

A. Service Portal

B. Workplace

C. **Now Platform UI**

D. Now Mobile

264. Which property prevents users from creating homepages or editing existing ones when set to true?

A. com.glideapp.home.deactivate_homepages

B. **com.glideapp.home.deprecate_homepages**

C. com.glideapp.home.disable_homepages

D. com.glideapp.home.lock_homepages

265. The abbreviation HI stands for:

A. High Incident

B. Help Interactive

C. Help Info

D. **Hosted Instance**

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

A. **itil**

B. maint

C. workflow_admin

D. tech

E. agent

267. 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

268. By default, the History menu shows:

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

269. 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

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

A. Banner Frame
B. Application Navigator
C. Banner Content
D. **Content Frame**

271. 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

272. 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

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

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

274. How many Support Centers & Data Centers does service now have?

    A. 30 Support Centers & 10 Data Centers
    B. **10 Support Centers & 10 Data Centers**
    C. 100 Support Centers & 10 Data Centers

275. How many Support Centers & Data Centers does service now have?

    A. 30 Support Centers & 10 Data Centers
    B. 10 Support Centers & 10 Data Centers
    C. 100 Support Centers & 10 Data Centers

276. 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

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

    A. True
    B. **False**

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

    A. Type filter text
    B. **Navigation filter**
    C. Favorites filter
    D. Modules filter

279. 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)

280. Which field type displays records from another table?

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

281. 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

282. Name the **three** Now Platform interfaces:

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

283. What is a single email that summarizes activity?

 A. **Email Digest**
 B. Email Summary
 C. Newsletter
 D. Survey
 E. Activity Digest

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

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

285. 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**

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

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

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

A. Content Frame
B. Banner Content
C. **Application Navigator**
D. Banner Frame

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

A. **True**
B. False

289. 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

290. 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

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

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

C. Multi-cloud architecture

292. 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

293. 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

294. Impersonation is used for _____.

    A. Checking Access
    B. Testing and Visibility

295. What is the single source for all of your ServiceNow course content and Certifications?

    A. Now University
    B. Now Academy
    C. Now Learning
    D. SNU
    E. SNUG

296. 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

297. What helps narrow down search results?

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

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

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

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

A. **Pro**
B. **Legend**
C. VIP
D. **Star**

300. 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"

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

A. Gear
B. Magnifying Glass
C. **Logo**
D. Star

302. 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

303. What are the **three** delivered workflows?

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

304. Navigate here to change the theme

ANS: **Settings(gear icon) > Theme**

305. A group is a:

A. Collection of permissions
B. Collection if Tasks
C. **Set of users who share a common purpose**
D. Individuals who you granted access to your ServiceNow instance
E. Set of members to a subscription

306. What is the primary way to interact with applications and data in ServiceNow?

A. Workspace
B. Now Mobile
C. **Now Platform UI**
D. Service Portal

307. How can an admin user flush the system cache?

A. By typing flush_cache.do in the navigation filter
B. By typing flush_sys_cache.do in the navigation filter
C. **By typing cache.do in the navigation filter**
D. By typing flush_system_cache.do in the navigation filter

308. What is the primary way to interact with an Instance's apps & data?

A. Now Mobile
B. **Now Platform User Interface**
C. Service Portal
D. Workspace

309. What are the **three** main screen elements of the Now Platform User Interface?

A. **Banner Frame**
B. Application Frame

C. **Application Navigator**
D. Banner Content
E. **Content Frame**

310. 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

311. What is the main screen element where Connect Chat icon appears?

A. **Banner Frame**
B. Application Navigator
C. Content Frame
D. Banner Content

312. 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

313. 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.

314. 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".**

315. A role is a:

A. A set of users delegated to perform different tasks
B. A collection of tasks
C. Set of members to a subscription
D. **A collection of permissions**
E. Set of users who share a common purpose

316. Name **four** best practices when configuring Assignment Rules or Predictive Intelligence? (4)

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).

317. 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

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

A. Save
B. **Insert**
C. Insert & Stay
D. Copy Incident

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

A. **True**
B. False

320. 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

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

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

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

    A. Question Mark
    B. Logo
    C. Gear
    D. Magnifying Glass

323. 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

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

    A. REQ >RITM >TASK
    B. Task
    C. Item

325. 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

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

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

327. 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**

328. 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

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

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

330. 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.**

331. Navigate here for Catalog Items (full path)

ANS: **Service catalog > Catalog Definitions > Maintain Item**

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

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

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

  • **Change Requests**
  • **Group Approvals**
  • **Incidents**
  • **Knowledge Base Submissions**
  • Adding users to groups

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

- **Title**
- System ID
- **Cards**
- **Lanes**
- **Quick Panels**
- Copy URL

335. Navigate here to set configurable properties for the SLA Engine
✓**Answer:**
Service Level Management > Properties > SLA Engine

336. Impersonation is used for _____.

- Checking Access
- **Testing and Visibility**

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

- Order a mobile phone
- **Create an incident**
- **HR Case**
- Password reset

338. is the purpose of an Order Guide?

- To request items in a sequence
- **To bundle similar items to be requested by the user**
- To group items categorically
- To retrieve items by subcategory

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

- **Waiting for order (In Progress)**
- Approved
- Pending (has not started)
- Fulfillment (In Progress)
- **Sending**
- Completed

340. create a new variable set, navigate to:

- **All** > **Service Catalog** > **Catalog Variables** > **Variable Sets**
- All > Service Catalog>Catalog Variables> Maintain Items

- All > Service Catalog>Catalog Variables> Variables
- All > Service Catalog> Variable Sets

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

- Variables
- Business Rules
- **Categories**
- Catalog Items

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

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

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

- **RITM**
- **SCTASK**
- VAR
- **REQ**

344. Service Catalog Flow consists of:

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

345. What gives you the ability to dynamically control the ordering options from user to user & be defined for groups that use a Catalog?

Views

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

- Administrator
- Catalog Manager

- Catalog Editor
- **Catalog Administrator**

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

- Create Incident
- **Maintain Items**
- Service Portal
- Service Catalogs

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

- Categories cannot not have a parent-child relationship.
- **Categories can have a parent-child relationship, such as IT and Laptops.**
- **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.**
- **In the Service Catalog, users locate a category for an item or service they want to order, and then click the subcategory link.**
- 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.

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

- **catalog_manager**
- catalog_editor
- **catalog_publisher**
- **catalog_admin**

350. What are **three** common Service Catalog variable types?

- **Reference**
- Source
- **Multiple Choice**
- **Select Box**

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

- Waiting for approval (In Progress)
- **Closed**
- Approved
- **Deployment Fulfillment**

352. 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

353. Restate the Catalog Administrator role from selections below:

- catalog_editor
- **catalog_admin**
- catalog_manager
- admin

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

- Characters, Images, Field Lists
- **Multiple Choice, Select boxes, Checkboxes**
- Multiple Select, Select Boxes, Checkboxes

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

- **Mobile phone**
- Create an incident
- **Laptop**
- HR Case
- **Software request**

356. Select **two** roles required to update catalog items.

- **catalog_admin**
- config_admin
- asset
- catalog_creator
- **admin**

357. Where would you go to create an order guide

- System properties > css
- **Service catalog > catalog definition > order guides and click new**
- Go to system definition > choice list

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

- A Variable
- **A RITM**
- A Variable Set
- **One or more sc_task records**
- **A REQ**

359. What is a robust ordering systems for users to request services and products?

- Store Front
- **Service Catalog**
- Service Portal
- Order Guide

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

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

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

- **Password reset**
- Order a mobile phone
- Create an incident
- **New electrical drop**

362. Where to find Fulfilment Tasks for an REQ in ServiceNow?

- Fulfillment Number (FNUM) > RITM > TSK (Number)
- Fulfillment Number (FNUM) > REQ > TSK (Number)
- **Request Number (REQ) > RITM > TSK (Number)**

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

- Plan
- **Flow**
- Roadmap

- **Workflow**

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

- **Request a service**
- Order an item
- Record producer
- Guided Setup

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

- Order an item
- Guided Setup
- **Record Producer**
- Request a Service

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

- Record Producer
- Guided Setup
- **Order an item**
- Request a service

367. 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**

368. 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

369. Sequence in a catalogue form is determined by?

- Sequence field on the variable form
- **Order field on the variable form**

- Date of data creation of the variables

370. What uses machine-learning to determine field values during creation?

- **Predictive Intelligence**
- Robotic Process Automation
- Classification Algorithm
- Handler
- Artificial Intelligence

371. Who is ServiceNow's founder:

- Brad Tilton
- Pierre Omidyr
- Jack Dorsey
- **Fred Luddy**
- Chuck Tomasi
- Beth Anglin

372. What is the quickest way to navigate back to a recently viewed record?

- Expand All Applications
- Impersonate the user
- Navigate to corresponding list
- **Select the record from the History tab**

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

- Update
- **Submit**
- Insert and Stay
- Copy Incident

374. Navigate here to create a new relationship role
✓**Answer:**
- **Configuration > Suggested Relationships**

375. Where do users personalize their user interface?

- **System Settings**
- Custom UI
- Control Panel
- User Preferences

376. What is the Now Platform's cloud-based computing model?

- Infrastructure-as-a-Service
- **Application Platform-as-a-Service (aPaaS)**
- Software-as-a-Service (SaaS)
- Platform-as-a-Service

377. What are the **three** Now Platform interfaces?

- **Now Platform User Interface**
- **ServiceNow Mobile Apps**
- **Service Portal**
- Workspace

378. What are users without any assigned role permissions?

- Zero Trust
- itil
- **Self-Service users**
- Null Users
- Non Users

379. Which feature in ServiceNow helps improve Collaborative Efforts?

- User impersonation
- Groups
- **User Presence**

380. What is the real-time messaging tool called?

- **Connect Chat**

- Now Chat
- Connect Now
- LiveCom
- All of the above

381. Select **three** options available in the user menu.

- **Elevate Roles**
- Turn off notifications
- **Logout**
- **Impersonate User**
- Export to pdf

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

- **Incident is an application and create new is the module**
- Incident is a module and create new is an application
- Incident and create new both are applications
- Incident and create new both are modules

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

- Global Finder
- Control Panel
- Explorer
- **Global Search**

384. There are 3 ways to interact with the Now platform.

Select the **three** Now Platform interfaces from list below:

- **Next Experience Unified Navigation**
- Next Experience
- **Now Mobile App**
- Next Mobile App
- **Service Portal**
- Customer Portal

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

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

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

- a Welcome Component
- **an Onboarding Component**
- a Newby Component

387. Multiple choice, single line text, and select box are what type of elements in ServiceNow?

- Order Guides
- Request Types
- **Variable Types**
- Related Lists

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

- **Global Search**
- Search
- **User Menu**
- **Help Icon**
- **Contextual App Pill**
- Contextual Help

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

- report_publish
- **report_publisher**
- publish_report
- report_import

390. The database name for the user table is _____?

- user
- user list
- admin_user
- **sys_user**
- system_user

391. Which is selected to impersonate another user?

- **User menu**
- Application Navigator
- System settings
- Magnifying glass

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

- Translation framework plugin
- **Localization framework plugin**
- Language AI framework plugin
- Multiple Language framework plugin

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

- Process Playbook Designer
- Visual Task Boards
- Flow Designer
- **Process Automation Designer**
- Workflow

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

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

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

- **All (Applications & Modules)**
- **History**
- Global Search
- **Navigation Filter**
- **Favorites**
- Forms

396. If the end user wants to report an incident, where do they navigate on the service portal?

- In the infrastructure Services Category in the Service Catalog
- In the Software Category in the Service Catalog
- In the Quick Links Category in the Service Catalog
- **In the Can We Help You? Category in the Service Catalog**

397. Name three of the Useful features headings:

- **Start you day here**
- Welcome mat
- **Understand key data through visuals**
- **Expand your knowledge**
- Save knowledge

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

- **Employee**
- **Customer**
- End User
- **Information Technology (IT)**

399. Which **two** OSs are available for Now Mobile:

- BlackBerry OS
- **Apple iOS**
- **Google Android**
- Symbian
- Windows Mobiles

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

- Gear
- Triangle
- **Star**
- Circle

401. What displays customized messages for users to see at login?

- Embedded Help
- UI16
- **Welcome Page**
- System Guide

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

- *.table
- **table.field**
- table.none
- table.*

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

- UX Now
- The Now Experience UI
- UI17.0
- **The Next Experience UI**
- UI Builder
- UI16.0

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

- Task is not activated
- **Task has not yet started**
- Percentage of the task complete
- Indicates task is complete
- Indicates task is canceled

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

- Information Technology Information Log
- Information Technology Index Loop
- Information Technology Information Library
- **Information Technology Infrastructure Library**

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

- Save
- Update
- **Insert and Stay**
- Insert

407. Which of the following is the primary way to interact with the applications and data in a ServiceNow Instance? (**Rome** Question)

- Service Portal
- Workplace
- **Now Platform UI**
- Now Mobile

408. Which property prevents users from creating homepages or editing existing ones when set to true?

- com.glideapp.home.deactivate_homepages
- **com.glideapp.home.deprecate_homepages**
- com.glideapp.home.disable_homepages
- com.glideapp.home.lock_homepages

409. The abbreviation HI stands for:

- High Incident
- Help Interactive
- Help Info
- **Hosted Instance**

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

- **itil**
- maint
- workflow_admin
- tech
- agent

411. Where do you navigate to report an incident?

- Software category
- Quick Links category
- **Can we help you? category**
- Infrastructure Services category

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

- Profile Monitor
- User Status
- **User Presence**
- who-is
- who.is

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

- Banner Frame
- Application Navigator
- Banner Content
- **Content Frame**

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

- **IT Workflows**
- **Employee Workflows**
- End User Workflows
- **Customer Workflows**
- **Creator Workflows**
- Customer advocate Workflows

415. Select the **three** main elements of the ServiceNow platform user interface.

- Banner Content
- **Application Navigator**

- Application Frame
- **Content Frame**
- **Banner Frame**
- Banner Navigator

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

- **Group**
- Collection
- Subscription
- Membership

417. How many Support Centers & Data Centers does service now have?

- 30 Support Centers & 10 Data Centers
- **10 Support Centers & 10 Data Centers**
- 100 Support Centers & 10 Data Centers

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

- **Introduces tools to help with work**
- Work assigned to your group
- **Explore additional resources**
- Work assigned to you

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

- True
- **False**

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

- Type filter text
- **Navigation filter**
- Favorites filter
- Modules filter

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

- Software-as-a-Service (SaaS)
- Platform-as-a-Service (PaaS)
- **Application Platform-as-a-service (aPaaS)**
- Infrastructure-as-a-service (IaaS)

422. Which field type displays records from another table?

- **Reference**
- Choice
- String
- Attachments

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

- Now Mobile for HR Onboarding
- **Now Mobile App for HR Service Delivery**
- Mobile Onboarding Service Center
- Now Onboarding
- Next Experience Mobile Onboarding

424. Name the **three** Now Platform interfaces:

- **Next Experience Unified Navigation**
- App Engine Studio
- **Now Mobile App**
- **Service Portal**
- Workspace

425. What is a single email that summarizes activity?

- **Email Digest**
- Email Summary
- Newsletter
- Survey
- Activity Digest

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

- System chat
- **Connect Chat**
- Now Messenger
- Virtual Agent

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

- User Menu
- **Forms**
- **List of records**
- Favorites
- **Home pages & Dashboards**

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

- Dashboards
- Forms
- **UI Pages**
- Records

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

- Content Frame
- Banner Content
- **Application Navigator**
- Banner Frame

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

- **True**
- False

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

- Now Mobile
- HI Support
- **Now Support**
- Mobile Onboarding
- Now Onboarding

432. ITSM is an abbreviation for what?

- Information Technology System Metrics
- Information Technology Support Manager
- **Information Technology Service Management**
- Information Technology Security Management

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

- **Multi-instance architecture**
- Multi-tenant architecture
- Multi-cloud architecture

434. What feature do you use to create, manage, and modify applets for ServiceNow mobile?

- Mobile App Builder
- **Mobile Studio**
- Mobile Designer
- Mobile card Designer
- Now Mobile Creator

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

- Finder
- Control Panel
- Navigation Filter
- Global Search
- Application Search

436. Impersonation is used for _____.

- Checking Access
- **Testing and Visibility**

437. What helps narrow down search results?

- Containers
- **Wildcard Characters**
- Context Finder
- Platform Locator

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

- Change
- Incident
- Facilities
- **Self-Service**

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

- **Pro**
- **Legend**

- VIP
- **Star**

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

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

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

- Gear
- Magnifying Glass
- **Logo**
- Star

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

- **Now Creators**
- Now Scouts
- Now Learners
- Partner Spokes

443. What are the **three** delivered workflows?

- **IT**
- **Employee**
- **Customer**
- End User

444. *Navigate here to change the theme*
✓**Answer:**
Settings(gear icon) > Theme

445. A group is a:

- Collection of permissions
- Collection if Tasks
- **Set of users who share a common purpose**

- Individuals who you granted access to your ServiceNow instance
- Set of members to a subscription

446. What is the primary way to interact with applications and data in ServiceNow?

- Workspace
- Now Mobile
- **Now Platform UI**
- Service Portal

447. How can an admin user flush the system cache?

- By typing flush_cache.do in the navigation filter
- By typing flush_sys_cache.do in the navigation filter
- **By typing cache.do in the navigation filter**
- By typing flush_system_cache.do in the navigation filter

448. What is the primary way to interact with an Instance's apps & data?

- Now Mobile
- **Now Platform User Interface**
- Service Portal
- Workspace

449. What are the **three** main screen elements of the Now Platform User Interface?

- **Banner Frame**
- Application Frame
- **Application Navigator**
- Banner Content
- **Content Frame**

450. Management of all ServiceNow hosted instances, including upgrades, is performed using:

- ServiceNow HELP
- **The Now Support (HI) (formerly known as HI Service Portal)**
- ServiceNow Community
- ServiceNow Website
- docs.servicenow.com

451. What is the main screen element where Connect Chat icon appears?

- **Banner Frame**
- Application Navigator
- Content Frame
- Banner Content

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

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

453. 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?

- Expand every application in the All applications tab.
- **Select the record from the History tab.**
- Navigate back to its corresponding list.
- Impersonate another user.

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

- Only applications with a name containing "service".
- **All modules and sections within the Service Desk application.**
- All modules within the Service Desk application.
- Only applications, sections, and modules with the names containing "services".
- **Any module with a name containing "services".**

455. A role is a:

- A set of users delegated to perform different tasks
- A collection of tasks
- Set of members to a subscription
- **A collection of permissions**
- Set of users who share a common purpose

456 . Name **four** best practices when configuring Assignment Rules or Predictive Intelligence? (4)

- **Setting an Assignment group and User based on Category and Subcategory.**
- **Setting a User based on Category and Subcategory.**
- **Setting an Assignment group and User based on the short description.**
- **Setting an Assignment group based on Category and Subcategory.**
- Setting an Assignment group based on Subcategory (Category = None).

457. What ServiceNow objects are not tracked in the History tab of the Application Navigator?

- Report Creation
- **UI Pages and non-standard interfaces**
- Form submission
- Incidents

458. What creates a new record and closes the form?
- Save
- **Insert**
- Insert & Stay
- Copy Incident

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

- **True**
- False

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

- Now Creator
- **Now Profile**
- Now Cert Hub
- Now Community

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

- **History**
- Reading List
- **All Applications**
- **Favorites**

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

- Question Mark
- Logo
- **Gear**
- Magnifying Glass

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

- **A Data Policy runs on both Client and Server side**
- A UI Policy runs on both Client and Server side

Service Catalog:

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

- **REQ >RITM >TASK**
- Task
- Item

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

- Problem
- **Request**
- Change Request
- Incident
- Catalog

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

- Categories
- Catalog Items
- Business Rules
- **Variables**

467. Where do you navigate for the Service Catalog?

- **Self Service > Service Catalog**
- System Properties > My Catalog
- System properties > Service Catalog
- Self Service > My Catalog

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

- **Catalog Items**
- Scripting functions
- **Catalogs**
- **Categories**
- Business Rules

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

- Guided Setup
- **Order an Item**
- Request a Service
- Record Producer

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

- *Create requested item records from record producers. Instead of creating requested item using catalog items.*
- **Do not create requested item records from record producers. Instead, create requested item using catalog items.**

471. *Navigate here for Catalog Items (full path)*
✓**Answer:**
Service catalog > Catalog Definitions > Maintain Items

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

- Catalog Item
- Variable Set
- **Order Guide**
- Record Producer

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

- Order a mobile phone
- **Create an incident**
- **HR Case**
- Password reset

474. What is the purpose of an Order Guide?

- To request items in a sequence
- **To bundle similar items to be requested by the user**
- To group items categorically
- To retrieve items by subcategory

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

- **Waiting for order (In Progress)**
- Approved
- Pending (has not started)
- Fulfillment (In Progress)
- **Sending**
- Completed

476. To create a new variable set, navigate to:

- **All > Service Catalog > Catalog Variables > Variable Sets**
- All > Service Catalog>Catalog Variables> Maintain Items
- All > Service Catalog>Catalog Variables> Variables
- All > Service Catalog> Variable Sets

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

- Variables
- Business Rules
- **Categories**
- Catalog Items

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

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

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

- RITM
- SCTASK
- VAR
- REQ

RITM
SCTASK
REQ

480. Service Catalog Flow consists of:

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

✓**Answer:**
A fulfillment process with a set of actions and can send notifications to nominated users and groups

481What gives you the ability to dynamically control the ordering options from user to user & be defined for groups that use a Catalog?
✓**Answer:**
Views

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

- Administrator
- Catalog Manager
- Catalog Editor
- **Catalog Administrator**

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

- Create Incident
- **Maintain Items**
- Service Portal
- Service Catalogs

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

- Categories cannot not have a parent-child relationship.
- **Categories can have a parent-child relationship, such as IT and Laptops.**

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

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

- **catalog_manager**
- catalog_editor
- **catalog_publisher**
- **catalog_admin**

486. What are **three** common Service Catalog variable types?

- **Reference**
- Source
- **Multiple Choice**
- **Select Box**

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

- Waiting for approval (In Progress)
- **Closed**
- Approved
- **Deployment Fulfillment**

488. **what** is a collection of variables that can be reused across multiple catalog items?

- VAR Collections
- Lists
- **Variable Sets**
- Variable Groups

489. Restate the Catalog Administrator role from selections below:

- catalog_editor
- **catalog_admin**
- catalog_manager
- admin

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

- Characters, Images, Field Lists
- **Multiple Choice, Select boxes, Checkboxes**
- Multiple Select, Select Boxes, Checkboxes

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

- **Mobile phone**
- Create an incident
- **Laptop**
- HR Case
- **Software request**

492. Select **two** roles required to update catalog items.

- **catalog_admin**
- config_admin
- asset
- catalog_creator
- **admin**

493. Where would you go to create an order guide

System properties > css

Service catalog > catalog definition > order guides and click new

Go to system definition > choice list

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

- A Variable
- A **RITM**
- A Variable Set
- **One or more sc_task records**
- **A REQ**

495. What is a robust ordering systems for users to request services and products?

- Store Front
- **Service Catalog**
- Service Portal
- Order Guide

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

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

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

- **Password reset**
- Order a mobile phone
- Create an incident
- **New electrical drop**

498. Where to find Fulfilment Tasks for an REQ in ServiceNow?

- Fulfillment Number (FNUM) > RITM > TSK (Number)
- Fulfillment Number (FNUM) > REQ > TSK (Number)
- **Request Number (REQ) > RITM > TSK (Number)**

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

- Plan
- **Flow**
- Roadmap
- **Workflow**

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

- **Request a service**
- Order an item
- Record producer
- Guided Setup

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

- Order an item
- Guided Setup
- **Record Producer**
- Request a Service

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

- Record Producer
- Guided Setup
- **Order an item**
- Request a service

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

- Tickets and Requests
- Task and Subtasks
- Incidents and Problems
- **Categories and Subcategories**

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

- **Order Guide**
- Catalog Item
- Variable Set
- Record Producer
- Record Guide

505. Sequence in a catalogue form is determined by?

- Sequence field on the variable form
- **Order field on the variable form**
- Date of data creation of the variables

506. How do users generally access the Service Catalog from the portal?

- **Under Request Something**
- Under System Status
- In the Knowledge Base
- In the Community

507. When using the Service Portal, how do end users typically access the service catalog?

- Under System Status
- **Under Request Something**
- In the Knowledge Base
- In the Community

508. Which of the following items does the Service Catalog include?

- Catalog items, record producers, change records
- Catalog items, record producers, content items, incidents
- **Catalog items, record producers, content items**
- Catalog items, record producers, content items, problems

509. Which is the correct path for getting to Record Producers?

- Self Service > Record Producers
- **Service Catalog** > **Catalog Definitions** > **Record Producers**
- Service Catalog > Catalogs > Record Producers

510. A REQ in Service Request management is used to denote what?

- An Asset
- **An Order**
- a Group
- A CI
- A Task

511. What are the **three** things a user with only Catalog Administrator role can manage?

- **Catalog Items**
- **Catalogs**
- **Categories**
- Business Rules

512. How are products and services in the Service Catalog organized.

- Tickets and Requests
- Tasks and Subtasks
- Incidents and Problems
- **Categories & Subcategories**

513. *What is the path to Service Catalog?*
✓Answer:
All > **Self-Service** > **Service Catalog**

514. Which one is a server-side script?

- UI Script
- Validation Script

- **Business Rule**
- Client Script

515. What is the language used for ServiceNow Scripting?

- Swift
- NASM
- **JavaScript**
- Java
- C++

516. Which script object in ServiceNow runs when an object is updated, inserted, displayed, deleted or queried?

- Ui Scripts
- Client Scripts
- UI Policy
- **Business Rule**
- Ui Policy Action

517. Which script runs when a record is displayed, inserted, updated, deleted, or when a table is queried?

- **Business Rule**
- Client Script
- UI Policy

518. Which of the following statements is true about scripting in ServiceNow?

- It is easier to debug and fix configuration changes vs. a script after an upgrade. Therefore, it is considered good practice to customize your instance without scripting.
- It is easier to debug and fix a script vs. configuration changes after an upgrade. Therefore, it is considered good practice to customize your instance with scripting.

✓**Answer:**
It is easier to debug and fix configuration changes vs. a script after an upgrade. Therefore, it is considered good practice to customize your instance without scripting.

519. What type of client script runs when a cell on a list changes value through use of the List editor?

- onSubmit()

- onCellEdit()
- onChange()
- onLoad()
- onCellChange()

✓Answer:
onCellEdit()

520. Below are the types of Client Scripts, select **four** correct answers.

- onSubmit
- onUpdate
- onDelete
- onLoad
- onCellEdit
- onChange
- onCreate

✓Answer:
onSubmit
onLoad
onCellEdit
onChange

521. What are the scripts that run in a web browser called?

- Server-side
- Transform Maps
- Script Includes
- Client-side

✓Answer:
Client-side

522. Which **two** run scripts client-side?

- Business Rule
- Script Include
- UI Policy
- Client Script

✓Answer:
UI Policy
Client Script

523. Business rules are real time

- True
- False

✓**Answer:**
False

524. Which of the following are true regarding UI Policies?

- They run only on server side
- All the UI Policies of task table are not extended by the incident table
- Based on the condition, it can be decided when to make it visible/hidden
- They run on the cloud side

✓**Answer:**
525. Based on the condition, it can be decided when to make it visible/hidden

Select **two** true statements from below

- UI policies only enforces on data entered into a form or list (passing through the UI).
- Data Policies only enforces on data entered into a form or list (passing through the UI).
- Data Policies are applied to all data entered into the platform: form (UI), import sets, or web services.
- UI Policies are applied to all data entered into the platform: form (UI), import sets, or web services.

✓**Answer:**
UI policies only enforces on data entered into a form or list (passing through the UI).
Data Policies are applied to all data entered into the platform: form (UI), import sets, or web services.

526. Which **two** from list below run scripts client side?

- Business Rule
- Client Script
- Script Include
- UI Policy

✓**Answer:**

Client Script
UI Policy

527 What do you configure to instruct fields how to behave on a form when a UI policy is triggered?

- UI Actions
- Client Script
- Data Policy
- UI Policy Action

✓**Answer:**
UI Policy Action

528. Which statement is correct with respect to Business rules:

- A Business Rule must run before a database action
- A piece of JavaScript
- A Business Rule must run after a database action

✓**Answer:**
529. A piece of JavaScript

- Single trip
- Round trip
- Multiple trip
- None of the above

✓**Answer:**
Round trip

530. What are the client scripts that run when a particular field changes value?

- onCellEdit()
- onChange()
- onLoad()
- onSubmit()

✓**Answer:**
onChange()

531. Select two things from below that JellyScripting is used for?

- UI Macros
- UI Policy
- UI Action

- Content Management System

✓Answer:
UI Macros
Content Management System

532. To turn on the Save button/UI Action that show "Save", "Insert", and "Insert and Stay" buttons on forms navigate to:

- **All > System Properties > UI Properties**
- **All > System Definition > UI Properties**
- **All > System UI > UI Properties**
- **All > System Security > UI Properties**

✓Answer:
All > System Properties > UI Properties

533. is the shared scratchpad object?

- g_scratchpad
- u_scratchpad
- gs.scratchpad
- sys_sp_obj
- sys_obj_sp

✓Answer:
g_scratchpad

534. Select **two** facts about Business Rules:

- Which User and Groups have access
- What table to run against and timing (before or after insert and more)
- What conditions to evaluate, and what script to run based on the evaluation
- What forms to evaluate, and what list to display based on the evaluation

✓Answer:
What table to run against and timing (before or after insert and more)
What conditions to evaluate, and what script to run based on the evaluation

535. On the client script, which of the following variables cannot be used?

- g_form

- producer.variable
- jslog
- gs.include()

✓**Answer:**
gs.include()

REPORTING:

536. What are used to automate business logic for a particular application or process?

- Flows
- Triggers
- Actions
- IntegrationHub Spokes

✓**Answer:**
Flows

537. Select an item from below that can be found in the Report Designer tab **Configure**:

- Define the report grouping
- Enter a report name, source type, and a table or Data source
- Select the report visualization format

✓**Answer:**
Define the report grouping

538. Name **three** types of charts categorized as Multidimensional reports in ServiceNow.

- Single Score
- Heatmap
- Column
- Bubble
- Multi-level pivot table

✓**Answer:**
Heatmap
Bubble
Multi-level pivot table

539. In ServiceNow Report Designer, what can be used to **aggregate** field values?

- Integer abbreviations
- Standard deviation calculations
- Data based visualization domains
- Float field metrics

✓**Answer:**
Standard deviation calculations

540. How do you get to the new dashboard that allows instance administrators to proactively monitor system health?

- Plugins
- Import Center
- IntegrationHub
- Dashboards Landing Page
- ServiceNow Store

✓**Answer:**
Dashboards Landing Page

541. Select an item from below that can be found in the Report Designer tab **Type**:

- Select the report visualization format
- Choose colors title and chart properties
- Enter a report name
- Enter a source or table

✓**Answer:**
Select the report visualization format

542. Which dashboard allows instance administrators to proactively monitor system health?

- Instance Owner Dashboard
- Application Insights Dashboard
- System Administrator Dashboard
- CMDB Dashboard

✓**Answer:**
Application Insights Dashboard

543. Name the Report Designer tab where you select the report visualization format?

- Style
- Data
- Type
- Configure

✓**Answer:**
Type

544. Usually _____ is detected for a shorter amount of time than it takes to detect an anti-signal. In this case, the application shows a simple "_____" message. No notifications are sent and no action is necessary.

- anti-signal
- no signal
- non signal
- signal

✓**Answer:**
no signal

545. Which ServiceNow dashboard shows the compliant security checks in a system?

- PCI Compliance Monitor score
- PCI Configuration Controls score
- PCI Compliance Manager score
- PCI Security Center score
- PCI Compliance Center score

✓**Answer:**
PCI Configuration Controls score

546. By default, a report is shared with:

- All users and groups
- All roles
- Only groups that the report creator belongs to
- The report creator only

✓**Answer:**
The report creator only

547. The KPI _____ application considers the following behaviors to 'signal' special cause variation:

- Anti-Signals
- Signals
- Non-Signals
- No Signal

✓Answer:
Signals

548. When using the performance analytics application in the Now platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- Stability-signals
- long-term-signals
- Anti-signals
- Non-signals

✓Answer:
Anti-signals

549. Who is a report shared with by default?

- All roles
- Only groups that the creator belongs to
- The report creator only
- All users and groups

✓Answer:
The report creator only

550. How is report data grouped when generating a report from a list?

- By date
- By user
- By the column clicked
- By sys_id
- None of the above

✓Answer:
551. By the column clicked

The _____ lets you know that your workflow is under control.

- no signal
- anti-signal
- non-signal
- signal

✓**Answer:**
anti-signal

552. Which of the below items relates to a metric in ServiceNow reporting?

- A report gauge available for dashboards
- Measures and evaluates the effectiveness of IT Service Management process
- Measures and evaluates the effectiveness of the CMDB
- Measure the time between two date fields

✓**Answer:**
Measures and evaluates the effectiveness of IT Service Management process

553. What are **three** types of Visual Task Boards?

- Guided
- Variable
- Flexible
- Freeform

✓**Answer:**
Guided
Flexible
Freeform

554. Which phase of the Report designer lets you define the Group by attribute?

- Style
- Type
- Configure
- Data

✓**Answer:**
Configure

555. What lets users share Widgets like Reports and Performance Analytics visualizations?

- Control Panel

- Responsive Dashboards
- Analytics Filter
- Visual Analytics Board

✓**Answer:**
Responsive Dashboards

556. Which of the following are valid report sharing options? (5)

- Add to homepage
- Publish
- Export to PDF
- Add to dashboard
- Clone
- Schedule
- Share

✓**Answer:**
Publish
Export to PDF
Add to dashboard
Schedule
Share

557. Name **five** types of charts categorized as Time Series in ServiceNow.

- Heatmap
- Area
- Bubble
- Column
- Line
- Spline
- Step Line

✓**Answer:**
Area
Column
Line
Spline
Step Line

558. Select an item from below that can be found in the Report Designer tab **Style**:

- Define the report grouping

- Enter a report name, source type, and a table or Data source
- Choose colors title and chart properties
- Select the report visualization format

✓**Answer:**
Choose colors title and chart properties

559. What is the tool that allows you to create and distribute your own reports?

- Visual Task Board
- Control Panel
- Report Designer
- Report Filter
- Report Buddy

✓**Answer:**
Report Designer

560. Name the **two** report types that can be created from list view of records.

- Bar Chart
- Time Series
- Pie Chart
- List report
- Single Score

✓**Answer:**
Bar Chart
Pie Chart

561. Which Report Designer tab allows you to enter report name and source type:

- Style
- Type
- Configure
- Data
- Report Name

✓**Answer:**
Data

562. Name **four** types of charts categorized as Bars in ServiceNow.

- Bar

- Histogram
- Column
- Horizontal Bar
- Pareto
- Dial

✓Answer:
Bar
Histogram
Horizontal Bar
Pareto

563. Name **three** types of charts categorized as Scores in ServiceNow.

- Pie
- Dial
- Semi-donut
- Single Score
- Funnel
- Speedometer

✓Answer:
Dial
Single Score
Speedometer

564. What is an example of a Time Series Chart?

- List
- Bar
- Single Score
- Speedometer
- Line

✓Answer:
Line

565. Which Report Designer tab allows you to choose colors & title?

- Data
- Style
- Configure
- Type

✓Answer:
Style

566. Select **two** options that can be accessed from the Reporting module from list below.

- From the Form view
- From the Column Header in a list view
- From the Form designer
- View/Run application module

✓Answer:
From the Column Header in a list view
View/Run application module

567. Where do reports appear after you create them?

- Reports > View/Run
- ServiceDesk > My Reports
- Performance Analytics > Reporting
- Reports > Newly Created

✓Answer:
Reports > View/Run

568. Select an item from below that can be found in the Report Designer tab **Data**:

- Define the report grouping
- Select the report visualization format
- Enter a report name, source type, and a table or Data source
- Choose colors title and chart properties

✓Answer:
569. Enter a report name, source type, and a table or Data source

- Download as PDF
- Email an attachment
- **Share the report**
- Publish to an instance URL

570. When KPI Signals does not detect abnormal variation for a significant amount of time, it generates _____ _____.

- non-signal

- **anti-signal**
- no-signal
- signal

571. What phase of the report designer lets you choose the fields needed in a list report?

- Style
- Type
- **Configure**
- Data

572. Select **five** valid report sharing options from the list below.

- **Add to dashboard**
- **Publish**
- **Schedule**
- Add to homepage
- Clone
- **Export to pdf**
- **Share**

573. Responsive Dashboards in the _____ _____ let users share widgets like Reports and Performance Analytics visualizations.

- Banner frame
- Application Navigator
- Content Navigator
- **Content frame**

574. Which phase of the Report designer lets you choose a color scheme for the report visualization?

- Configure
- Data
- Type
- **Style**

575. Name **three** types of charts categorized Pies and Donuts as in ServiceNow.

- **Donut**
- **Pie**
- Pi

- **Semi donut**
- Cream filled

576. What are **two** report visualizations types that can be generated from a list of records?

- Single score
- **Pie chart**
- Line chart
- **Bar chart**

577. *Navigate here to modify an existing report*
✓**Answer:** Reports > View/Run
578. name the Report Designer tab where Report Grouping is defined?

- Style
- Data
- Type
- **Configure**
- Grouping

579. What is an example of a column and bar chart?

- Donut
- Dial
- **Pareto**
- Spline

580. What are the **three** report sharing options?

- Clone
- **Publish**
- **Export to PDF**
- **Share**

PRODUCT :

581. Name **three**, items from below about how **Predictive Intelligence** results in improved efficiency and quality and reduces costs:

- **Reducing the amount of time spent resolving tasks**
- Reducing the amount of incidents calls
- **Reducing the number of interactions required to resolve tasks**

- **Reducing the number of potential human errors that could occur while categorizing and assigning work**
- Reducing the number of financial transactions

<mark>Notifications</mark> :

582. What allows users to manage which notifications they receive?

- Connect Chat
- **Subscriptions**
- Now on Now
- System Properties

583. Where can users set their notification subscription preferences?

- Notification settings
- **System settings**
- Subscription settings
- Email settings

584. What triggers notifications?

- **System Events**
- Service Level Agreement
- Dot-walking
- Activity Stream

585. Which feature allows users to manage their own notifications?

- Platform Chat
- Connect Chat
- System Properties
- **Subscriptions**
- Portal Properties

586. Where do you navigate to see the notifications currently defined in the system?

- System Notification > Notifications
- **System Notification > Email > Notifications**
- System Properties > Notifications
- Notifications > System

587. Regarding inbound email actions, name **three** types of actions the system can take in response to a user's message.

- Create custom applications
- **Make changes to a system table**
- **Send the user an email message in reply**
- **Override agent capacity for selected agents**

588. Where do users set their notification subscription preferences?

- Subscription Settings
- Email Settings
- **System Settings**
- Notification Settings

589. What item in ServiceNow is used for creating incidents via email?

- Email Actions
- Business Rules
- Email Policies
- Data Policies
- **Inbound Actions**

590. Where to configure "Override the Message HTML" for notifications?

- Which email template
- **What will it contain**
- When to send
- Who will receive

591. When configuring an email notification, where can you choose field values from the record to include within the message?

- Select fields pane
- **Select variables**
- Variables context menu
- Platform variables

592. Select **three** from the list below to name contents of **What it will contain**:

- **Select variable values to include in subject or message**
- **Override the message HTML**
- Define conditions to be met
- Identify if a record insert or update results in the notification

- **Apply an email template**

593. What are the **three** tabs used to configure an email notification?

- **When to send**
- Which email template
- Why send
- **What it will contain**
- **Who will receive**

594. Which **three** tabs are used to configure an email notification?

- **What it will contain**
- **When to send**
- **Who will receive**
- Which email template
- What the subjects is

595. What is used to preview how the Notification will appear to the user?

- **Preview Notification**
- Impersonate User
- Sneak Peek
- Auto preview

596. How can administrators utilize the same content for different notification channels?

- Configure default notification content
- Set up related notification content
- Enable actionable notification content
- **Provide common notification content**

597. Which feature allows users to manage which notifications they receive about various activities occurring in the platform?

- Now on Now
- **Subscriptions**
- Platform Chat
- ServiceNow Mobile

598. What are the actions that the system takes in response to messages from users?

- Triggers
- **Inbound Email Actions**
- Assignment Rules
- Auto Feedback

599. When a request is rejected, a notification is sent and sets the status to rejected.

- **True**
- False

600. Notifications in the Now Platform occur through which of the following **three** methods?

- Virtual Agent
- **Email**
- **Meeting Invitation**
- **SMS**
- Workplace Chat

601. What are the **three** methods where notifications appear?

- Virtual Agent
- **Email**
- **SMS**
- **Meeting Invitation**

602. Select **two** from the list below to name contents of **When to send:**

- **Define conditions to be met**
- Make the notification Subscribable
- **Identify if a record insert or update results in the notification**
- Select variable values to include in subject or message results in the notification

603. Name **four** ways to collaborate with team members on tasks?

- **User presence**
- Additional comments
- **Activity stream**
- **Connect chat**
- Comments
- **Work notes**

604. Where is "make the notification subscribe-able by users" located?

- Which email template
- **Who will receive**
- When to send
- What it will contain

605. Users can set their notification subscription preferences by navigating to:

- User menu > Subscriptions
- **System Settings** > **Notification Preferences**
- System Properties > Notification Preferences

✓**Answer:**
System Settings > **Notification Preferences**

606. What are the **two** types of actions the system can take in response to a user's message?

- **Send the user an email message in reply**
- Update the welcome page
- Print the requested record
- **Make changes to a system table**

607. Where do you configure "Define conditions to be met" for Notifications?

- What it will contain
- Which email template
- **When to send**
- Who will receive

608. What allows users to manage which notifications they receive?

- ServiceNow Mobile
- **Subscriptions**
- Now on Now
- Platform Chat

609. Name **three** different methods for Notifications in the now platform.

- Virtual Agent
- **SMS**
- **Email**
- Workplace Chat
- **Meeting Invitation**

- Connect Bot

610. You can verify your Notification was sent correctly using:

- **All** > **System Mailboxes** > **Outbound** > **Outbox**
- All > System Mailboxes > Inbound > Outbox
- All > System Mailboxes > Inbound > Inbox
- All > System Mailboxes > Outbox

611. What type of notification allow users to know when knowledge articles are about to expire?

- Agent Workspace
- SMS
- Self-Service Notifications
- **Email**

612. Select **two** from the list below to name contents of **Who will Receive**:

- Select variable values to include in subject or message
- **Select Users or Groups from field values on the notification record**
- **Make the notification Subscribable**
- Apply an email template

613. How to navigate to emails sent/received out/in from the Now platform Application navigator?

- **System Logs > Emails**
- System Policy > Email > Email
- System Notification > Email
- System Notification > Email > Emails

Lists & Filters

614. Which context menu allows you to export data from the list view?

- List Title Context menu
- Record Context menu
- **List Column Context menu**
- Form Context menu

615. What are the filter conditions also known as?

- Filed Values

- Title Bars
- **Breadcrumbs**
- Column Heading
- Bread dots

616. Name **four** things that the list interface consists of:

- **A title bar**
- Favorites
- **Filters**
- **Breadcrumbs**
- **Columns of data**
- Dashboards

617. Name **three** ways to create a favorite?

- **Drag the breadcrumbs of a filters list to the Favorites tab**
- **Drag an individual record to the Favorites tab**
- Select the personalization gear icon
- Select the start of its corresponding section
- **Select the star of its corresponding application or module**

618. A filter is a set of conditions applied to a table to help you find and work with a subset of data. In the Now Platform, filter conditions are also referred to as:

- Column Headings
- Filed values
- **Breadcrumbs**
- Title Bars

619. What allows you to filter the list data using natural language, instead of the condition builder?

- **Natural Language Query**
- Artificial Intelligence Query
- Natural Predictive Intelligence

620. How can you modify field data in a list view without opening the record?

- Column editor
- Field editor
- **List editor**
- table editor

621. What does the list editor do?

- It shows the average response time of your ServiceNow instance
- It displays the processing time, including the total time, network latency and browser rendering and parsing
- **It allows you to update the record without having to open a form**
- All of the above
- None of the above

622. What are the **two** list versions?

- **v3**
- v0
- v1
- **v2**

623. Which role is required to change list layout?

- configure_list
- personalize_list_control
- list_control
- **personalize_list**
- list_admin

624. What is a set of conditions applied to a table to work with a subset of data?

- Record
- List
- **Filter**
- Field

625. What context menu is available for each value in a list?

- List column context menu
- List filter context menu
- **List field context menu**
- List title menu

626. Select **three** items that List Title menu consists of:

- **Show**
- User
- **Refresh List**
- Export

- **Create Favorite**

627. Name **two** types of context menus ServiceNow provides.

- Filter Context menu
- **List Column Context menu**
- **Form Context menu**
- List Filter Context menu

628. Where do we go in Next Experience UI to create a new view?

- Right click any list context menu and select Configure > List Layout
- **Right click any column header and select Configure > List Layout**
- Right click any field context menu and select Configure > List Layout

629. What displays actions like quick reports, configuring lists, and exporting data?

- List Context Menu
- **Column Context Menu**
- Record Context Menu
- Value Context Menu

630. *Where to navigate to see a list of all configuration items*

✓**Answer:** Configuration > Base Items > All

631. Which menu can users access to display actions that involve creating quick reports, configuring lists and exporting data?

- **Column context menu**
- Record context menu
- Value context menu
- List context menu

632. Lists provide context menus at **three** different levels. What are the three names of those context menus?

- List filter context menu
- **List title menu**
- **List fields context menu**
- List description menu
- **List column context menu**

633. What is part of a filter condition?

- Field, Value, Operation
- **Field, Value, Operator**
- Field, Condition, Value

634. Which search feature can be used to help narrow down search results in ServiceNow?

- Context Finder
- **Wildcard Characters**
- Platform Locator
- Containers

635. What displays a set of records from a table in the content frame?

- Activity Stream
- Workspace
- **List**
- Form

636. How to you save a filter for a list?

- Click Create it, Name it, Save it
- **Give it a name, Set visibility, Save**
- Give it a name, Set roles, Save
- Save, Set name, Set roles

637. What key combination allows you to select multiple consecutive values when using the list editor.

- Ctrl & up or down arrow
- Shift & M
- Control & M
- **Shift & up or down arrow**

638. Name two shortcuts that select multiple consecutive values:

- **Shift & Down Arrow**
- Ctrl & Up Arrow
- **Shift & Up Arrow**
- Alt & Down Arrow

639. What is accessible via the list title menu icon, or right clicking the title bar?

- List Properties
- Tags
- Label Properties
- **List controls**

640. What appears to the right of the gear if you've personalized a list?

- Red star
- Yellow dot
- **Green dot**
- Red exclamation point

641.A column in a list represents what in ServiceNow?

- A filter
- A list
- A record
- **A field**

642. Select **three** items that List Title menu consists of:

- **View**
- User
- **Filters**
- Export
- **Group By**

643. What is the field that indicates the unique identifier of a knowledge article?

- Valid To
- Workflow
- **Number**
- Article Type

644. Within ServiceNow, KB is an abbreviation for what?

- Keyword Block
- Kubernetes Broker
- **Knowledge Base**
- Kanban Board

645. Which of the following **three** ways an end user can leave feedback about an article?

- **Leave a comment on the article**
- **Give a 1-5 star rating**
- Fill out an article quality index checklist
- **Mark the article as helpful or not helpful**

646. What is a record in a knowledge base that provides information to consumers?

- Listicle
- Service Catalog
- **Knowledge Article**
- Consumer Report

647. Knowledge article authors can apply predefined formats, code snippets, table of contents, find/replace text when authoring a Knowledge article using this editor **this editor**?

- Java
- **HTML**
- Python
- MYSQL
- JavaScript
- CSS

648. Name a state where a knowledge article is visible to all users?

- Registered
- **Published**
- Certified
- Draft

649. What is a button that triggers a search for similar knowledge articles already existing?

- **Search for Duplicates**
- Compare
- Digital Twin
- Find Similar

650. Which **three** of the following are possible methods of populating a knowledge base with knowledge articles?

- **Integrating with a WebDev complaint source**

- Via e-mail to a defined knowledge e-mail address
- **Creating articles directly in the ServiceNow platform**
- **Importing Microsoft Word files**

651. What are the **three** ways a user can leave feedback about an article?

- **Leave a comment**
- **Give a star rating**
- **Mark as helpful or not**
- Fill out a survey

652. What is the best way to share a knowledge article with another user?

- Sharing the keywords
- Taking a screenshot
- Copying and pasting the text
- **A Permalink**

653. What are the articles with the highest percentage of users marking them helpful called?

- Featured
- Most Helpful
- Most Viewed
- **Most Useful**

654. What item/widget in the Knowledge Management Service Portal displays articles that have the highest percentage of users marking them as helpful?

- Most Helpful
- Featured
- **Most Useful**
- Most Viewed

655. How should you share a knowledge article with another user?

- **A permalink**
- Sharing the keywords
- Taking a screenshot
- Copying and pasting the text

656. What are the **two** Knowledge Base article types?

- **HTML**

- **Wiki**
- CSS
- JavaScript

657. Where do you click to import Microsoft Word documents directly into a KB?

- **Import Articles**
- MSW Import
- Upload
- Insert and Publish
- Import Word

658. Which feature allows end users to post questions and answer other user's questions?

- **Social Q&A**
- Social FAQ
- Ask ServiceNow
- Neighborhoods

659. What is a good way to suggest revisions to the knowledge manager?

- Change Control
- Email
- **Flagging an article**
- Opening an incident
- Opening a case
- None of the above

660. What item in the Knowledge Management Service Portal displays article that have the highest percentage of users marking them helpful

- Featured
- Most Helpful
- **Most Useful**
- Most Viewed

661.Navigate here to review flagged articles
✓**Answer:** Knowledge > Articles > All Flagged

662. What are reusable pieces of content you can add to Knowledge Articles?

- Data Chunk
- Blockscript
- Databrick
- **Knowledge Blocks**

663. What are **three** ways of populating Knowledge Articles in the Now Platform?

- Emails
- **Integrated with a third-party WebDav compatible source**
- **Importing Word Documents**
- Importing Excel Sheets
- **Creating Manually**

667. As it relates to Knowledge Management, KCS is an abbreviation for:

- **Knowledge Centered Service**
- Knowledge Content per Second
- Knowledge Content Support
- Knowledge Category Subcategory

668. Which button triggers a search in ServiceNow to determine if there are any similar Knowledge Articles already existing in the platform?

- Find Clones
- **Search for Duplicates**
- Search for Matches
- Find Corresponding

669.After this date the KA will no longer appear in Knowledge Searches or the published KB.

- Retire date
- **Valid to**
- Stop publishing
- End publishing

670. Name the first **three** Knowledge Article workflows?

- **Draft**
- **Review**
- **Published**

- Revision

Integrations

671. *Use _____ _____ to extend the Flow Designer to call 3rd party systems such as automating Microsoft Services and infrastructure using PowerShell and REST.*
✓Answer:
Integration Hub

672. Name **three** most common processes required for integration:

- **CMDB**
- Email administration
- **User Administration**
- **Single Sign-On**
- Virtual Agent

673. Name **three** most common processes required for integration:

- Legacy Workflow
- **Incident Management**
- **Problem Management**
- Agile 2.0
- **Change Management**

674. Select **two** standard integrations for ServiceNow:

- Service Catalog
- **Monitoring**
- CSM Portal
- **Systems Management**

675. Select **three** standard integrations for ServiceNow:

- **Login (Single Sign-On)**
- **LDAP**
- MID
- **Communications**
- mySQL

676.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**

677. 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]

678. 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

679. 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

680.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 UI15
- 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

681. 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

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

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

683. Which one of the following is true?

- **A. A UI Policy's Actions execute before the UI Policy's Scripts**
- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions
- D. A UI Policy's Actions and Scripts execute at the same time

684. 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

685. 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

686. 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**

689.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**

690. 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

691. 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.

692.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.

693. 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**

694. 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

695. 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. Cl Class Manager

696. 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

697. 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

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

698. 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

699. What is the function of user impersonation?

- **A. Testing and visibility**
- B. Activate verbose logging
- C. View custom perspectives

- D. Unlock Application master list

700. 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

701. 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

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- **B. For a specific row, column, or table**
- C. For specific groups
- D. For a specific CMDB Configuration item

703. Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

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

704. 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

705. 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

706. 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?

☰	Tasks	New	Search	Number	▾	Search

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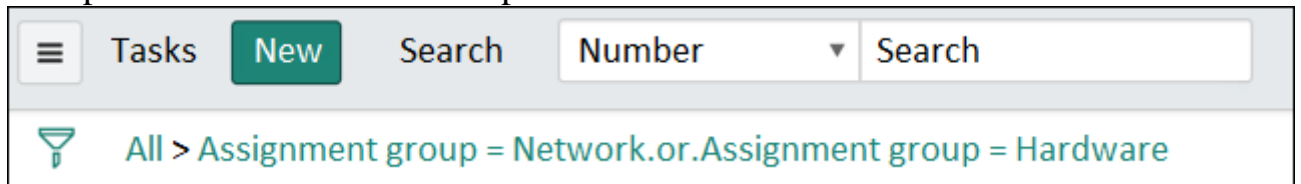
- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- **D. The manager is not a member of the Network and Hardware groups.**
- E. The Assignment Group manager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

707. 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

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

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

709. In what order are Access Controls evaluated?

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

710. 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

711. Which one of the following describes the primary operations performed against tables in the ServiceNow platform?

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

712. What are examples of Core tables in the ServiceNow platform?

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

713. 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

714. What is the first step in the process to import spreadsheet data into ServiceNow?

- A. Select Import Set
- B. Run Data Scrubber
- **C. Define Data Source**
- D. Create import Set
- E. Set Coalesce

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

- A. Preview
- **B. Batch**
- C. List
- D. Map

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

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

717. What section on a task record is used to see the most recent updates made to a record?

- A. Timeline
- B. Related List
- **C. Activity Stream**
- D. Audit Log

718. What enables you to trace the connection from an infrastructure item, like a Server, to the Services that are dependent on that Server?

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

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

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

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

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

721. What is the name of the string that displays filter criteria?

- **A. Breadcrumb**
- B. Choice
- C. Menu
- D. Topic

722. When using Flow Designer, what is the Flow Execution initiated by?

- A. A flow logic
- B. An existing subflow

- C. An execution data pill
- **D. A trigger**

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

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

724. Which flow components allow you to specify when a flow should be run?

- A. Trigger and Condition Pill
- B. Condition and Table
- C. Trigger Criteria and Clock
- **D. Trigger and Condition**
- E. Scope and Trigger Condition

725. When you set a 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. Network
- C. Browser
- **D. Server**

726. What tool is used to import data from various data sources, and map that data into ServiceNow tables?

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

727. When selecting the Target table for an import, which tables can you select? (Choose three.)

- A. Tables outside of ServiceNow
- **B. Tables within the global scope**

- C. Related tables, using Dot Walk
- **D. Tables which allow write access to other applications**
- **E. Tables within the existing application scope**

728. Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Database script
- **C. Client script**
- D. Local script

729. Which framework can automatically populate values for the Priority and Category fields based on the Short description field value?

- **A. Predictive Intelligence**
- B. Assignment Rule
- C. CSDM
- D. Action
- E. UI Policy

730. The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report?

- A. Type
- B. Properties
- C. Configure
- D. Sources
- **E. Data**

731. For your implementation, the following tables are extended from each other:
• Incident table is extended from Task table.
• Super Incident table is extended from Incident table.

In this situation, which table(s) are Parent, Child and Base tables? (Choose five.)

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

732. A customer has asked for the following updates to a form:
• Make Resolution code Mandatory, when state is changed to Resolved
• Hide Major Incident check box, unless logged in user has Major Incident Manager role

What type of rule(s) would you use to implement this requirement?

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

733. Here is an example of the criteria set for a knowledge base:
• Companies: ACME North America
• Departments: HR
• Groups: ACME Managers
• Match All: Yes

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

- **A. Members of the ACME Manager group, who are also members of HR Department and part of ACME North America**
- B. Employees of ACME North America, who are members of HR Department or the ACME Managers group
- C. Users which are members of either ACME North America, or HR Department, or ACME Managers group

- D. Members of the ACME Managers group, and HR department, regardless of geography

735. What are examples of UI Actions relating to forms? (Choose three.)

- A. Form Columns
- B. Form View
- **C. Form Buttons**
- **D. Form Context Menu**
- **E. Form Links**

736. If users would like to locate and assign a task to themselves in the Platform, what action could they perform from the list view to make the assignment? (Choose two.)

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

737. Which best describes a field in a ServiceNow table?

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

738. Which is the base table of the configuration management database hierarchy?

- A. cmdb_ci
- **B. cmdb**
- C. cmdb_rel_ci
- D. ucmdb

739. When a custom table is created, which access control rules are automatically created? (Choose four.)

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

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

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

741. While using the CMDB, what do you call the component that needs to be managed in order to deliver services?

- **A. Configuration Item**
- B. Asset
- C. Catalog Items
- D. Data Plow
- E. Service Offerings

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

- **A. Create Import Set; Create transform map; Transform data; Clean up import table**
- B. Create a Transform Map, Load Data, Transform Data, Run Transform Map Script
- C. Identify source; Import transform map; Run transformer; Verify import
- D. Select source file; Run AutoMap; Transform data; Clean up target table

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

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

745. What component of the ServiceNow infrastructure defines every table and field in the system?

- A. Schema
- B. Field Map
- C. Table Class Manager
- **D. Dictionary**
- E. Data Atlas

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

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

747. Which of the following options can a survey administrator define on an individual survey? (Choose two.)

- A. The ability for end users to decline survey assignments
- B. Number of survey reminder notifications
- **C. Trigger conditions**
- **D. Anonymize responses**

748. Which table stores incident categories and subcategories?

- A. Category [sys_category]
- B. Task Category [task_category]
- **C. Choice [sys_choice]**
- D. Incident [incident]

749.A customer wants to be able to identify and track components of their infrastructure that support their eCommerce service. What ServiceNow products could support this requirement? (Choose three.)

- A. Asset Management
- **B. Discovery**
- **C. Configuration Management (CMDB)**
- **D. Service Mapping**
- E. Performance Analytics

750. What is the most common role that has access to almost all platform features, functions, and data?

- A. Super User [sn_super_user]
- B. Security Admin [securty_admin]
- **C. System Administrator [admin]**
- D. Base Admin [base_admin]
- E. System Manager [sys_manager]

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

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

752. 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

753. You have just upgraded your instance and have not migrated to multimodal change.

Using the default settings, when you click on Change > Create new, what page displays?

- **A. Change Interceptor**
- B. Change Form
- C. Change Landing Page
- D. Change Overview

754. Baseline ITSM Asset Management provides which features? (Choose three.)

- **A. Mobile My Assets**
- B. Hardware Model Normalization
- C. Asset Inventory Audit
- D. Hardware Asset Dashboard
- E. Hardware Manufacturer Lifecycle Dates
- **F. Stockrooms**
- **G. Mobile Asset Receiving**

755. 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. Global**

- **F. All**

756. What setting allows users to view a Knowledge Base article even if they are not logged in?

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

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

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

758. When building an extended table from a base table, which fields do you need to create? (Choose two.)

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

759. How would you distinguish between a Base Class table and a Parent Class table?

- A. Extended tables are always extended from Parent tables. Extended tables are usually extended from Base tables.
- B. Extended tables can be extended from Parent tables or Base tables; but they cannot be extended from both.
- C. Base Class tables always have tables extended from them. Parent tables do not have tables extended from them.
- **D. Base Class table is not extended from another table, Parent class tables may be extended from another table.**

760. What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approval Group [approval_group]
- B. Authorize [authorize_user]
- C. Reviewer [reviewer_user]
- D. Verification [verify_user]
- **E. Approver [approver_user]**

761. When managing tags, you can adjust who is able to see it. What are the visibility options? (Choose three.)

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

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

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

763. A colleague wants to rearrange the columns on their My Work List. Once the user has navigated to the list, where should they navigate to select and arrange the columns?

- A. Right click on any column header, Context Menu > Configure > List Layout
- B. Click List Context Menu > Configure > List Layout
- C. Click List Context Menu > Personalize List
- **D. Click Personalize List**

764. How would you describe the relationship between the Incident and Task table?

- **A. Incident table has a one to many relationship with the Task table**
- B. Incident table is extended from Task table

- C. Incident table is related to the Task table via the INC number
- D. Incident table has a many to many relationship with the Task table
- E. Incident table is a database view of the Task table

765. You are editing a new incident record and would like the "Save" button to be located on the Form header. Which action would need to be taken for that button to appear?

- A. Context Menu > Form Design > add the "Save" button.
- B. All > System Properties > UI Properties > Turn on the "glide.ui.advanced" property.
- **C. All > System Properties > UI Properties > Turn on the "Save" button.**
- D. Context Meru > Form Layout > add the "Save" button

766.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

767. 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**

768. Which features ensures data consistency while importing data using import sets and web services?

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

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

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

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

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

771. When importing spreadsheet data into ServiceNow, what is the first step in the process?

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

772. A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:
• Requested for
• Requested by
• Approving manager
• Delivery instructions

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

- A. Create a Variable Set Template, then apply to all of the catalog items.
- **B. Create one Variable Set for the four variables, then add that variable set to each of the 80 catalog items.**

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

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

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

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

776. Which data consistency settings can be achieved using UI Policy? (Choose three.)

- A. Setting fields to accept the data in an expected format
- B. Setting fields to accept the data with 'n' number of characters
- **C. Setting fields hidden**
- **D. Settings fields read-only**
- **E. Setting fields mandatory**

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

- A. Dictionary Design Policy
- **B. Data Policy**

- C. Field Criteria Policy
- D. Data Quality Policy
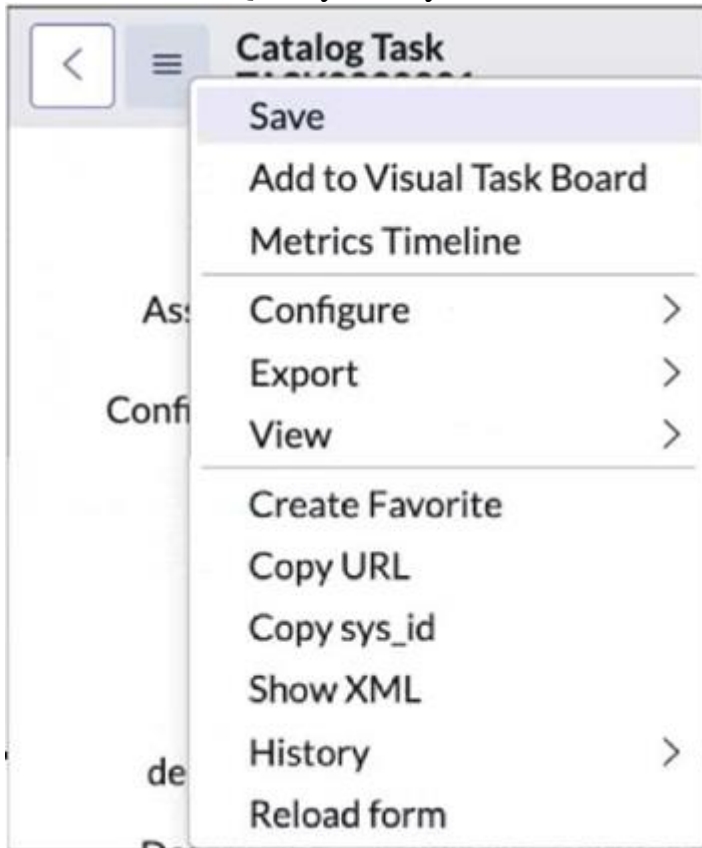
778. Which path would you take to access the table configuration page from a form?

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

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

- A. Flow Design
- B. CI Class Map
- **C. Dependency View**
- D. Business Service Map

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

- A. Schema Map

- B. Field Transformer
- **C. Transform Map**
- D. Transform Schema

781. Which type of scripts run in the browser?

- **A. UI Policies**
- B. Script Include Scripts
- C. Access Control Scripts
- D. Business Rule Scripts

782. 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

783. What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Load Data
- B. Field Transform
- C. Schema Map
- **D. Transform Map**

784. How is the ServiceNow platform set up so that Administrators can easily configure their instances to send an email at the end of an upgrade?

- A. Administrators can update the email notification named "System Upgraded" in the System Logs module by adding the appropriate User to receive it.
- **B. Administrators can update the email notification named "System Upgraded" in the Notifications module by adding the appropriate User to receive it.**
- C. Administrators can write a Client Script to send out an email to the Administrator when an Update is complete.

- D. Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete.

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

- A. Stamp
- B. Pages
- **C. More Options (...)**
- D. Paperclip

786. Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn_log_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- **C. Activate the glide.sys.log_impersonation prop**
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

787. What is the best practice related to using the Default Update Set for moving customizations between instances?

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

788.A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access? (Choose three.)

- **A. Add User Account to Hardware group**
- B. Add User Account to IT Knowledgebase
- **C. Create User Account**
- D. Add User Account to itil group
- **E. Add User Account to Network group**
- F. Add User Account to ACL

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

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

790. 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

791. 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. Can Read**
- D. Can Write
- E. Can Author

792. What are examples of UI Actions, relating to Lists? (Choose four.)

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

793. On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?
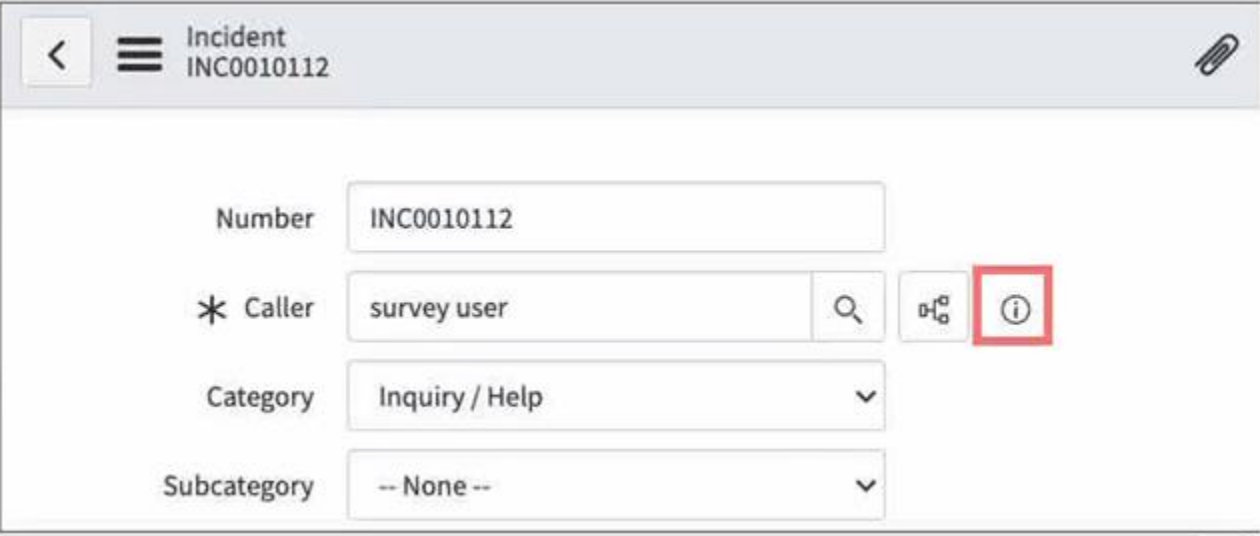
- **A. Can Contribute**

- B. Cannot Author
- C. Can Read
- D. Can Write
- E. Can Author

794.hat module do you use to access the reports that are available to you?

- A. Self-Service > My Reports
- B. Self-Service > My Dashboards
- **C. Reports > View / Run**
- D. Reports > Homepage
- E. Reports > Overview

795.On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

- A. Lookup
- B. Preview

- **C. Reference**
- D. Snapshot
- E. Quickview
- F. Drilldown

796. You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

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

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

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

798. Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role, and the user_criteria_admin role, plus has permissions to create Items and Services?

- A. Sys Admin [sys_admin]
- **B. Catalog Admin [catalog_admin]**
- C. Catalog Author [sn_catalog_write]
- D. Item Admin [sn_item_admin]

799. As administrator, what must you do to access features of High Security Settings?

- A. Impersonate Security Admin
- **B. Select Elevate Roles**
- C. Add security_admin role to your user account
- D. Use System Administration > Elevate Roles module

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

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

801. The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, titles and legend layout?

- A. Layout
- B. Format
- C. Configure
- **D. Style**

802. 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. Workflow Editor
- C. Process Workflow Designer
- **D. Process Automation Designer**

803. When using the Data Pill Picker, use which keys to dot-walk to fields in other tables?

- A. Plus, Minus
- B. Ctrl <, Ctrl >
- **C. Arrows**
- D. Ctrl C, Ctrl V
- E. Shift F4, Shift F5

804. Groups are stored in what table?

- A. User Group [user_groups]
- B. Groups [sys_user_groups]
- C. Group [sn_sys_user_group]

- **D. Group [sys_user_group]**
- E. User Groups [sn_user_groups]

805. What is the definition of a group?

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

806. What Service Catalog feature do you use to organize items into logical groups?

- **A. Categories**
- B. Variable Sets
- C. Sections
- D. Catalog items

807. is the best practice related to using the Default Update Set for moving customizations between instances?

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

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

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

PART -2 QUESTIONS

1. On a Business Rule, the When setting determines at what point the rule executes. What are the
options for specifying that timing?
A. Before, Synchronous, Scheduled Job, View
B. Insert, Update, Delete, Query
C. Prior to Synchronous, on Update
<mark>D. Before, Atter, Async, Display</mark>

2. Which role can manage multiple knowledge bases?
A. sn_kb_admin
B<mark>. knowledge_admin</mark>
C. kb_admin
D. Knowledge_base_admin

3. The <mark>ServiceNow</mark> platform includes which types of interfaces?
Choose 3 answers
A. Agent Control Center
B. <mark>Now Mobile Apps</mark>
C <mark>Service Portals</mark>
D. Field Service Taskboard
E. <mark>Now Platform User Interfaces</mark>

F. Back Office Dashboard

4. You have been asked to create a way for users to order a new iPhone. The approvers and users
should be automatically notified at each approach level. What feature would you use to manage the
approvals and notifications?
A. Flows
B. Approval Criteria
<mark>C. Approver Delegates</mark>
D. Approval Chains
E. Parent-Child Approvers

5. Which application is used primarily to load data into ServiceNow?
A. Data Import Configuration
B<mark>. System Import Sets</mark>

C. Import Management
D. Import Hub

6. A customer requests the following data quality measures be added:
1 Incident numbers should be read-only on all lists and forms, for all users.
2. Short Description field should be mandatory, on all records, across all applications, on
Insert
Which type of policy would you use to meet this requirement?
A. Dictionary Design Policy
B. Data Policy
C. Field Criteria Policy
D. Data Quality Policy

7. What are advantages of using Flow Designer?
A. Enables complicated scripting
B. Reduces technical debt
C. Less manual scripting
D. Supports advanced developers
E. Smooth integration with 3rd party system

8. Which feature ensures data consistency while importing data using import sets and web services?
A. Data Policy
B. Client Script
C. Business Rule
D. UI Policy
E. CSDM

9. Which system property is added and set to true in order to see impersonation events in the
System Log?
A. glide.sys_log impersonation
B. glide.user_setting
C. glide.impersonation_setting
D. glide.sys.admin_login
E. glide.sys.all_impersonation

10. Tables may have a One to Many relationship From the Service Catalog, what are examples
of tables having a one to many relationships?
Choose 3 answers

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

11. When moving multiple update sets at one time, what might you do to facilitate the move?
A. Map
B. Preview
C. List
D. Batch

12. Which field (or fields) is used as a unique key during imports?
A. Coalesce Fields
B. Match
C. Sys IDs
D. Key Fields

13. How would you describe the relationship between the Incident and Task table?
A. Incident table is related to the Task table via the INC number
B. Incident table is a database view of the Task table
C. Incident table has a many to many relationship with the Task table
D. Incident table has a one to many relationship with the Task table
E. Incident table is extended from Task table

14. What is the best practice related to using the Default Update Set for moving customizations
between instances?
A. Submit Default update set to application repository
B. Merge Default update sets before moving between instances
C. Keep Default update set to maximum of 20 records, for troubleshooting purposes
D. You should not use the Default Update sets for moving between instances

15. When managing tags, you can adjust who is able to see it. What are the visibility options for a
tag?
Choose 3 answers
A. Everyone

B. <mark>Groups and Users</mark>
C. Roles and Permissions
D. <mark>Me</mark>
E. Admins

16. Which one statement correctly describes Access Control evaluation?

A. If more than one rule applies to a row, the older rule is evaluated first

B. <mark>If a row level rule and a field level rule exist, both rules must be true before an operation Allowed</mark>

C. Rules are evaluated from the general to the specific, so a table rule must be active to continue

D. Rules are evaluated using roles. The role with the most permissions evaluates the rules first

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

A. <mark>Load Data</mark>

B. Coalesce Data

C. Import Data

D. Transform Data

18. Tables may be set up with Many to Many relationships. What is a classic example of a scenario

where the tables would have many to many relations.

A. Vendors can sell multiple products, and products can be sold by multiple vendors.

B. <mark>Requests can contain many Items, and Items can be any item from the catalog.</mark>

C. A Configuration Item can belong to multiple Classes, and Classes can contain multiple

Configuration Items.

D. A Task can trigger many Workflows, and a Workflow can trigger many Tasks.

19. What is the most common role that has access to almost all platform features, functions, and

data?

A. Security Admin (security_admin]

B. Super User (sn_super_user]

C. <mark>System Administrator (admin)</mark>

D. Base Admin (base_admin]

E. System Manager (sys_manager]

20. What are the components that make up a filter condition?

Choose 3 answers

A. <mark>Operator</mark>
B. Match Criteria
C. <mark>Field</mark>
D. <mark>Value</mark>
E. Column

21. When impersonating a user for testing purposes, what is the best way to return the instance.

logged in with your user account?

A. Clear browser cache

B. <mark>End Impersonation</mark>

C. Turn your computer off and on again

D. Log out and back in

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

A. Ul Action

B. UI Rule

C. <mark>UI Policy</mark>

D. Ul Script

E. Client Script

23. Which ServiceNow utility provides a modem interactive graphical interface to visualize

configuration items and their relationships?

A. Business Service Map

B. <mark>Dependency View</mark>

C. CI Class Map

D. Flow Design

24. Which feature helps to automatically allocate a critical, high-priority, service request to the

appropriate assignment group or team member?

A. User Policy

B. UI Policy

C. Predictive Intelligence

D. <mark>Assignment Rule</mark>

25. The Report Designer contains different sections for configuring your report. Which section is

used to specify the name of the report, and the table or data source for the report

A. <mark>Data</mark>

B. Type

C. Configure

D. Sources

E. Properties

26. When using Flow Designer, what is the Flow Execution initiated by?

A. An existing subflow

B. A flow logic

C. An execution data pill

D. <mark>A trigger</mark>

27. What is the name of the string that displays filter criteria?

A. <mark>Breadcrumb</mark>

B. Menu

C. Topic   D. Choice

28. A customer wants to be able to identify and track components of their infrastructure that

support their eCommerce service. What ServiceNow products could support this requirement?

Choose 3 answers

A. <mark>Discovery</mark>

B. <mark>Service Mapping</mark>

C. <mark>Configuration Management (CMDB)</mark>

D. Financial Management

E. Performance Analytics

29. What type of field has a drop down list, from which you can pick from pre-defined options?

A. Option

B. <mark>Choice</mark>

C. Picker

D. Drop down

30. What is the name of the table relationship, where two or more tables are related in a bi- tables

are related in a bi-directional relationship, so that the related records are visible from both in a

related list?

A. Extended

B. Database View

C. <mark>Many to Many</mark>

D. One to Many

31. Which feature allows you to automate business logic for a particular application or process such

as approvals, tasks, notifications, and record operations?

A. <mark>Flows</mark>

B. Flow Diagrams

C. Action Sets

D. Action Sequences

E. Task FlowsGeneral

32. What process allows users to create, categorize, review, approve and browse important

information in centralized location that is shared by the entire organization?

A. Information Portal Management

B. Knowledge-Centered Management

C. Self Service Management

D. <mark>Knowledge Management</mark>

E. Business Information Management

33. What ServiceNow feature allows you to include data from secondary related table on report?

A. <mark>Dot Walking</mark>

B. SOL

C. Joins

D. Outer Join

34. A colleague wants to rearrange the columns on their My Work List. Once the user has navigated

to the list, where should they navigate to select and arrange the columns?

A. Click List Context Menu > Configure > List Layout

B. <mark>Click Personalize List</mark>

C. Click List Context Menu > Personalize List

D. Right click on any column header, Context Menu > Configure > List Layout

35. What Service Catalog feature do you use to organize items into logical groups?

A. Catalog Items

B. Sections

C. Variable Sets

D. <mark>Categories</mark>

36. Which flow components allow you to specify when a flow should be run?

A. <mark>Trigger and Condition</mark>

B. Condition and Table

C. Scope and Trigger Condition

D. Trigger and Condition Pill

E. Trigger Criteria and Clock

37. 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 and right-click on the Resolved value, select Filter Out

B. On State column title, right-click, select Filter Out>Resolved

C. On Search, select State, type not Resolved, press enter

D. Click Funnel icon, click AND, Select Resolved, Is Not, State, click Run

E. On the list of records, locate and right-click on the Resolved value, select ExcludeGeneral

38. Which statement correctly describes the differences between a Client Script and a Business

Rule?

A. A Client Script executes on the client and a Business Rule executes on the server

B. A Client Script executes on the server and a Business Rule executes on the client

C. A Client Script executes before a record is loaded and a Business Rule executes after a

record is updated

D. A Client Script executes before a record is loaded and a Business Rule executes after a

record is loaded

39. What is the definition of a group?

A. A collection of tasks

B. A department

C. A collection of users

D. A collection of subject matter experts

E. An escalation pod

40. Which component of a table contains a piece of data for one record?

A. Factor

B. <mark>Field</mark>

C. Element

D. Item

E. Datapoint

41. 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. Can Access

B. <mark>Can Read</mark>

C. Access List

D. Accessible to

42. On what part of the ServiceNow instance, would you find the option to Impersonate User?

A. <mark>User Menu</mark>

B. Content Frame

C. Application Navigator

D. Module

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

A. <mark>Pencil</mark>

B. Triangle

C. Clock

D. StarGeneral

44. 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 2 answers

A. Select Field Class Manager module

B. Select Fields and Columns module

C. <mark>Right click on form header, select Configure> Form Layout</mark>

D. <mark>Click on context menu, select Configure> Form Design</mark>

45. What are examples of Core tables in the ServiceNow platform?

A. Work, Caller, Timecard

B. <mark>User, Task, Incident</mark>

C. Configuration, Connect, Chat
D. Team, Party, Awards

46. On the Form header, which element allows you to access form templates?
A. Paperclip
B. Stamp
C. More Options()
D. Pages

47. The Report Designer contains different sections for configuring your report. Which section is
used to specify grouping and calculations to be run against the data?
A. Format
B. Style
C. Data
D. Group by
E. Configure

48. User records are stored in which table?
A. User [sys_user]
B. User (sn_user]
C. User (u_sys_user]
D. User (s_user]

49. What is used to determine user access to knowledge bases or a knowledge article?
A. User Criteria
B. Read Access Flag
C. Privacy Settings
D. sn_kb_read, sn_article_read

50. When creating a new notification, what must you define?
Choose 3 answers
A. The associated knowledge base
B. Settings for handling inactive user accounts
C. What is the content of the notification
D. Under what conditions is the notification sent
E. Who receives the notification

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

52. Which Service Now capability allows you to provide knowledge articles, via a conversational
messaging interface?
A. Instance Chat
B. Now Messenger
C. Agent Assist
D. Virtual Agent

53. What is the result of the order in which access controls are evaluated?
A. Ensures user has access to the fields in a table, before considering their access to the table
B. Ensures user has access to a table, before evaluating access to a field in the table
C. Ensures user can get to work as quickly as possible
D. Ensures user has access to the application, before evaluating access to a module within the
application

54. The wait time for end users is based on the round-trip between the client and the server. What
activities are included in the round-trips ?
A. Write + Read
B. Insert + Verify
C. Save + Update
D. Submit + Query
E. Request + Response

55. What function do you use to add buttons, links, and context menu items on forms and lists?
A. UI Config
B. UI Actions
C. UI Policies
D. UI Settings

56. When importing data, what happens to imported rows, if no coalesce field is specified?
A. All rows are rejected from the import, as coalesce field is required.

B. All rows are treated as new records. No existing records are updated.
C. All rows are treated as new records, but errors will be flagged in the import log.
D. Duplicate rows are rejected from the import.

57. Group records are stored in which table?
A. Group [sn_user_group]
B. Group [sys_user_group]
C. Group (u_sys_group]
D. Group (s_sys_group]

58. What type of query allows you to filter list data using normal words, instead of the condition
builder?
A. Alexa Query
B. Machine Learning Query
C. Natural Language Query
D. Auto-suggest Query
E. Predictive Intelligence Query

59. What are the three key tables in an enterprise CMDB?
Choose 3 answers
A. sn_cmdb
B. cmdb
C. sn_cmdb_bak
D. cmdb_ci
E. cmdb_bak
F. sn_cmdb_ci
G. cmdb_rel_ci

60. For your implementation, the following tables are extended from each other:
Incident table is
extended from Task table.
Super Incident table is extended from Incident table.
In this situation, which table(s) are Parent, Child and Base tables?
Choose 5 answers
A. Incident table is a Child table
B. Super Incident table is a Parent table
C. Incident table is a Base table
D. Incident table is a Parent table
E. Task table is a Parent table
F. Super Incident table is a Child table
G. Task table is a Child table

H. Super Incident table is a Base table

I. <mark>Task table is a Base table</mark>General

61. Here is an example of the criteria set for a knowledge base:
• Companies: ACME North America
• Departments: HR
• Groups: ACME Managers
• Match All: Yes
In this example, what users would have access to this knowledge base?
A. <mark>Members of the ACME Manager group, who are also members of HR Department</mark>
<mark>and part of ACME North America</mark>
B. Users which are members of either ACME North America, or HR Department, or
ACME Managers group
C. Members of the ACME Managers group, and HR department, regardless of geography
D. Employees of ACME North America, who are members of HR Department or the
ACME Managers group

62. A customer has asked for the following updates to a form:
• Make Resolution code Mandatory, when state is changed to Resolved
• Hide Major Incident check box, unless logged in user has Major Incident Manager
role
What type of rule(s) would you use to implement this requirement?
A. <mark>Ul Policy</mark>
B. UI Design
C. Field Limiter
D. Form Constraint
E. Dictionary Design

63. How would you describe the relationship between the Incident and Task table?
A. Incident table has a many to many relationship with the Task table
B. <mark>Incident table is extended from Task table</mark>
C. Incident table is related to the Task table via the INC number
D. Incident table has a one to many relationship with the Task table
E. Incident table is a database view of the Task table

.64. When building an extended table from a base table, which fields do you need to create?

Choose 2 answers
A. The mandatory fields for the base table.
B. The reference fields for the base table.
C. The fields that are not in the base table.
D. The fields that are specific to the extended table.

65. On a form header, what icon would you click to access Template features?
A. Context Menu
B. Paper clip
C. More options (...)
D. Stamp

66. Security rules are defined to restrict the permissions of users from viewing and interacting with
data. What are these security rules called?
A. Role Assignment Rules
B. Access Control Rules
C. Scripted User Rules
D. CRUD Rules
E. User Authentication Rules

67. 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 Author
C. Can Contribute
D. Can Write
E. Cannot Author

68. While on an Incident record, how would you add a Tag for "Special Handling" to the record?
A. On the Special Handling field, check the box
B. Click on the More options (...) icon, click Add Tag, type Special Handling, press
enter
C. Click on the Context menu, select Add Tag. type Special Handling, press enter
D. On the Tag field, select Special Handling from the choice listGeneral

69. 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. <mark>Common Services Data Model (CSDM)</mark>
B. Configuration Management Database (CMDB)
C. Information Technology Service Management (ITSM)
D. Information Technology Infrastructure Library (ITIL)

70. When you set a 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)Network
B)Client
C)<mark>Server</mark>
D)Browser

71. Which is the base table of the configuration management database hierarchy?
A)cmdb
B)cmdb_rel_ci
C)<mark>cmdb_ci</mark>
D)ucmdb

72. Which type of ServiceNow script runs on the web browser?
A)Server script
B)<mark>Client script</mark>
C)Local script
D)Database script

73. Which framework can be used to manage the tables and CIs associated with a use case?
A)<mark>Common Service Data Model (CSDM) product view</mark>
B)CMDB Use Case Modeler
C)CI Use Case Modeler
D)Scenario Dashboard

74. 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) Administrator > Notification Overview
B) System properties > Email > Settings
C) System Notifications > Email > Notifications
D) Use Preferences > Email > Notifications
E) Click Gear > Notification > New

75. What ServiceNow feature allows you to include data from a secondary related table on a
report?
A) Dot Walking
B) Joins
C) SQL
D) Outer Join

76. On a form, which type of field has this icon which can be clicked, to see a preview of the
associated record?
A) Drilldown
B) Lookup
C) Reference
D) Quickview
E) Preview
F) Snapshot

77. What setting allows users to view a knowledge base article even if they are not logged in?
A) The View All setting
B) The ESS role
C) The Public setting
D) The Allow All role

78. Which tool is used to define relationships between fields in an import set table and a target
table?
A) Transform Map
B) Field Transformer
C) Transform Schema
D) Schema Map

79. What section on the Notes tab, shows the history of the work documented on the record?
A) Diary
B) Activity Stream

C)Journal
D)Audit Log
E) Timeline

.80. What feature allows you to limit who is able to contribute or read knowledge within a knowledge
base?
A) Categories
B) Roles
C)<mark>User Criteria</mark>
D)Groups

81. Which feature helps to automatically allocate a critical, high-priority, service request to the
appropriate assignment group or team member?
A) Predictive Intelligence
B) <mark>Assignment Rules</mark>
C) User Policy
D) UI Policy

82. When moving a homepage or dashboard between instances, what must you remember?
A) Download both as PDF and XML files
B) <mark>Manually add them to the update set</mark>
C)The platform will automatically add them to the update set
D)They cannot be moved via update set
83. As administrator, what must you do to access features of High Security Settings?
A. Impersonate Security Admin
B. Use System Administration > Elevate Roles module
C. Select Elevate Roles
D<mark>. Add security_admin role to your user account</mark>

84. What do you click when you have made <mark>modification</mark>s to your report, and you want to see the
results without saving?
A. Try It
B. <mark>Run</mark>
C. Preview
D. Test
E. Execute

85. What role enables someone to authorize a request, with no other permissions on the platform?

i.
Verification [verify_user]
ii. Approver [approver_user]
iii.
Authorize (authorize_user]
iv.
Approval Group [approval_group]
v.
Reviewer [reviewer_user]

.86. Many actions are included with flow designer, what are some frequently used core actions?
Choose 4 answers
vi. Wait for Match
vii. Create Record
viii. Ask for Approval
ix. Look for Update
x. Look Up Record
xi. Wait for Condition

87. The customer has asked that you change the default layout of the Task list. They would like these
columns, in this order.
• Number
• Task Type
•Parent
• Short Description
•Assignment Group
•Assignee
•Updated

After navigating to the list, where would you click, to meet this requirement?
A. Right click on any column header, Context Menu > Configure > List Layout
B. Click List Context Menu > Personalize List
C. Right click List Gear icon > Configure> Columns
D. Click List Context Menu > Configure> Columns

88. What are examples of UI Actions relating to forms?
Choose 3 answers
A. Form Context Menu
B. Form Buttons

C. Form Links

D. Form Columns

E. Form View

89. How would you distinguish between a Base Class table and a Parent Class table?

A. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.

B. Extended tables are always extended from Parent tables. Extended tables are usually extended from Base tables.

C. Base Class table is not extended from another table. Parent class tables may be extended from another table.

D. Base Class tables always have tables extended from them. Parent tables do not have tables extended from them.

90. 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 Label

B. Right click on Priority and select Configure Dictionary

C. Right click on Priority and select Configure Column

D. Right click on Priority and select Configure Display Settings

91. 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 Projection report

B. Scheduled Reports, a custom snapshot table, and a Trend report

C. <mark>Performance Analytics</mark>

D. Key Performance Indicators

E. Scheduled Reports and Excel

92. 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. <mark>Service Level Agreements</mark>

B. Inactivity Monitor

C. Task Escalation Clock

D. Business Time Remaining

E. Response Time Clock

.93. Which module would you use create a new automation of business logic such as approvals, tasks,

and notifications?

A. <mark>Process Automation > Flow Designer</mark>

B. Process Automation>Flow Administration

C. Process Automation > Workflow Editor

D. Process Automation >Process Flow

E. Process Automation > Active Flows

94. <mark>What tool</mark> is used to import data from various data sources, and map that data into ServiceNow

tables?

A. <mark>Import Set</mark>

B. Update Set

C. Data Pack

D. Transform Set

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

A. Record Producers

B. UI Builder

C. Assignment Rule

D. UI Actions

E. Flow Designer

96. Which testing framework is used to test ServiceNow Applications?

A. Automated Test Framework (ATF)

B. Junit

C. Selenium

D. Test Driven Framework (TDF)

.97. What module do you use to access the reports that are available to you?

A. Reports > Homepage

B. Self-Service > My Reports

C. Reports > Overview

D. Reports > View/Run

E. Self-Service > My Dashboards

98. Which framework can automatically populate values for the Priority and Category field based on

the Short description field value?

A. Action

B. CSDM

C. <mark>Predictive Intelligence</mark>

D. Assignment Rule

E. UI Policy

99. What do you install when you want to add applications or functionality within your development

instance?

A. App Package

B. App Updated Set

C. Patch

D. Updated Pack

E. <mark>Plugin</mark>

100. When a custom table is created, which access control rules are automatically created?

Choose 4 answers

A. Execute

B. <mark>Create</mark>

C. <mark>Write</mark>

D. Update

E. <mark>Read</mark>

F. <mark>Delete</mark>

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

knowledge base?

A. Any user with an article's permalink

B. Users with kb_user role

C. Itil users

D. No users

E. <mark>Any active user</mark>

102. When selecting the Target table for an import, which tables can you select?

Choose 3 answers

A. Tables outside of ServiceNow

B. Related tables, using Dot Walk

C. <mark>Tables within the existing application scope</mark>

D. <mark>Tables which allow write access to other applications</mark>

E. <mark>Tables within the global scope</mark>

103. What is the platform name for the Group table?

A. group

B. <mark>sys_user_group</mark>

C. sys_groups

D. sys_group

104. In Flow Designer, where is the data from an action stored so it can be used in subsequent

actions in the flow?

A. Field Value

B. Data Element

C. Data Trigger

D. <mark>Data Pill</mark>

E. Field Icon

105. A new employee joins the IT department and needs to perform work assigned to Network and

Hardware groups. How would you set up their access?

Choose 3 answers

A. <mark>Add User Account to Network group</mark>

B. Add User Account to IT Knowledgebase

C. Add User Account to itil group

D. <mark>Create User Account</mark>

E. Add User Account to ACL

F. <mark>Add User Account to Hardware group</mark>

106. What instance resource allows you to access guided tours, information about actions, and

instructions on how to use inputs and outputs in your flow?

<mark>A. Community</mark>

B. Help Panel (question mark icon)

C. Docs

D. Now Support

107. A task worker asks how they can monitor any updates occurring to records assigned to him, like

responses from customers. What do you suggest?

A. Open an Agent workspace tab for each record he wants to monitor

B. Select Service Desk>My Work Dashboard

C. Click on the eyeglass icon to expand the Monitor frame

<mark>D. On My Work list, select the Activity Stream icon to show a frame with live updates</mark>

108. An order for new office equipment has been placed through the Service Catalog. How would

you view the lists of requests after the orders have been placed?

A. All Service Catalog>Requests

B. In the Navigation Filler, type 'requests.list' and press the Enter key.

C. All>Tables and Columns> Tasks

D. All>Service Catalog>Open Records > Items

109. What access does a user need to be able to import articles to a knowledge base?

A. Can import

B. Can contribute

C. sn_knowledge_import

D. sn_knowledge_contribute

110. What module enables an administrator to define destinations for imported data on any

ServiceNow table?

A. Load Data

B. Transform Map

C. Schema Map

D. Field Transform

111. What component of the ServiceNow infrastructure defines every table and field in the system?

A. Dictionary

B. Schema

C. Field Map

D. Data Atlas

E. Table Class Manager

112. What enables you to trace the connection from an infrastructure item, like a Server, to the

Services that are dependent on that Server?

A. Transform Map

B. <mark>Relationships</mark>

C. Service Tracer

D. Automapping Utility

E. Service Mapping

113. Access Control rules may be defined with which of the following permission requirements?

Choose 3 answers

A. User Criteria

B. <mark>Scripts</mark>

C. <mark>Roles</mark>

D. <mark>Conditional Expressions</mark>

E. Assignment Rules

F. Groups

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

A. <mark>Create Import Set; Create transform map; Transform data; Clean up import table</mark>

B. Identify source; Import transform map; Run transformer; Verify import

C. Select source file; Run AutoMap; Transform data; Clean up target table

D. Create a Transform Map, Load Data, Transform Data, Run Transform Map Script

115. After finishing your work on High Security Settings, what is a possible way to return to normal

admin security levels ?

A. End Impersonation

B. Log out and back in

C. Select Global Update Set

D. Select Normal role

E. Use System Administration > Normal Security module

116. Roles can inherit permissions from other roles. Which role inherits all of the permissions of the

catalog role, and the user_criteria_admin role, plus has permissions to create Items and Services?

A. Catalog Admin (catalog_admin]

B. Item Admin [sn_item_admin]

C. Catalog Author [sn_catalog_write]

D. Sys Admin [sys_admin]

117. What actions are taken to filter a long list of records to show only those which have "email" in

the Short Description?

A. Click List Magnifier to expand column search, on Short Description, type email, click enter

B. On Search box, select text, type email, click enter

C. Click List Magnifier to expand column search, on Short Description, type "email, click enter

D. Click List Magnifier to expand column search, on Short Description, type %email, click

enter

118. What is the first step in the process to import spreadsheet data into ServiceNow?

A. Create Import Set

B. Define Data Source

C. Set Coalesce

D. Run Data Scrubber

E. Select Import Set

119. Which modules can you use to create a new table?

Choose 2 answers

A. Schema Map

B. Dictionary

C. Tables & Columns

D. Tables

120. Which one of the following describes the primary operations performed against tables in the

ServiceNow platform?

A. Create, Read, Write, Delete

B. Capture, Rate, Write, Develop

C. Create, Read, Upload, Delete

D. Create, Rate, Update, Delete

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

A. Retrieve, Assess, Apply

B. Get, Test, Push

C. Retrieve, Preview, Commit

D. Pull, Review, Push

E. Specify, Transform, Apply

122. You have heard about a new application released by ServiceNow. You want to try it out, to see

if it might be useful for your company's ServiceNow implementation. What would be the best way to

get hands-on experience with the new application?

A. Install the application plugin, on your company's production instance

B. Search the wiki for the sales demo request form.

C. Install the application plugin, on your personal dev instance

D. Check the latest release notes at docs.servicenow.com

123. Which data consistency settings can be achieved using Ul Policy?

Choose 3 answers

A. Settings fields read-only

B. Setting fields mandatory

C. Setting fields to accept the data with 'n' number of characters

D. Setting fields to accept the data in an expected format

E. Setting fields hidden

124. While using the CMDB, what do you call the component that needs to be managed in order to

deliver services?

A. Asset

B. Service Offerings

C. Configuration Item

D. Catalog Items

E. Data Flow

125. Which admin role is required to make changes to High Security Settings?

A. security_admin

B. high_sec_admin

C. sn_acl_admin

D. admin

126. When importing data from a spreadsheet, which step defines where the incoming data columns

will be written in the receiving table?

A. Field Alignment

B. Load Data

C. Create Transform Map

D. Select Data Source

E. Schedule Transform

127. An IT user calls the service desk because his work needs to be completed on task records. All he

can see is Self Service on his homepage when he logs in to the ServiceNow instance. What issue

could explain this?

Choose 2 answers

A. His user account was not approved by his manager

B. His user account failed LDAP authentication

C. His user account is not logged in properly

D. His user account does not have ITIL role

E. His user account does not belong to any groups, which contain the ITIL role

128. Which ServiceNow capability provides assistance to help users obtain information, make

decisions, and perform common work tasks via a messaging interface?

A. Now Support

B. <mark>Virtual Agent</mark>

C. Agent Workspace

D. ServiceNow Messenger

E. Knowledge Chat

129. The ServiceNow platform supports a wide variety of plug-and-play applications. You can choose

from the included workflows or build your own workflow. Which of these workflows are included in

the platform?

Choose 3 answers

A. Manufacturing Workflows

<mark>B. IT Workflows</mark>

C. Federal Workflows

D. Customer Workflows

<mark>E. Infrastructure Workflows</mark>

<mark>F. Employee Workflows</mark>

130. A Service Catalog project will involve building 80 catalog items. For each of the catalog items,

the following fields will be mandatory on the forms.

• Requested for

• Requested by

• Approving manager

• Delivery instructions

130.All of the other variables will be specific to the individual catalog item. What features would you use

when designing the catalog item form?   (B)

A. Create a Record Producer that contains the four fields, then add to the record producer related list on the Catalog Items.

B. Create one Variable Set for the four variables, then add that variable set to each of the 80 catalog items.

C. Create a Variable Set Template; then apply to all of the catalog items.

D. Create an Order Guide, which includes all variables; then copy and hide variables as needed.

E. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80

catalog items.

131. What section on a task record is used to see the most recent updates made to a record?

A. Activity Stream

B. Timeline

C. Audit Log

D. Related List

132. Which type of scripts run in the browser?

A. Business Rule Scripts

B. Access Control Scripts

C. Script Includes Scripts

D. UI Policies

133. What type of field allows you to look up values from one other table?

A. Reference

B. Lookup

C. Options

D. Dot walk

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

Hardware?

A. Click Funnel icon, type Hardware and click enter

B. On the list, locate and right-click on the value Hardware, select Show Matching

C. On Breadcrumb, click the > icon, type Hardware and click enter

D. On the Category column header, right-click and select Show > Hardware

E. Right-click on magnifier, type Hardware and click enter

135. In what order are Access Controls evaluated?

A. Field-level-most general to most specific; then Row-level- most specific to most general

B. Table-level-most specific to most general; then Field-level-most specific to most general

C. Table-level-most specific to most general; then Row-level- most specific to most

general

D. Field-level-most specific to most general; then Table-level-most specific to most general

136. What capability allows users to create dashboards with widgets to visualize data over time in

order to identify areas of improvement?

A. Reporting

B. Scheduled Reports

C. <mark>Performance Analytics</mark>

D. Analytics Reports

137. What are examples of UI Actions, relating to Lists?

Choose 4 answers

A. <mark>List Choices</mark>

B. <mark>List Links</mark>

C. <mark>List Buttons</mark>

D. List Control

E. List Override

F. <mark>List Context Menu</mark>

138. 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. Workflow Editor

B. <mark>Process Automation Designer</mark>

C. Flow Designer

D. Process Workflow Designer

139. The Employee On-boarding team has asked for a way for managers to order computers,

monitors, business cards, and cell phones for new employees. How would you proceed to meet this

requirement?

A. Create Requested Item

B. Create Record Producer

C. Create On-boarding Bot

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

A. Add the table reference using the slush bucket

B. Use the condition builder to specify the desired values

C. Drag the data pill onto the flow definition

D. Specify the source table on the data pill related list

E. Drag the table icon onto the flow definition

141. A customer wants to use a client script to validate things on a form in order to make sure the

submission makes sense. What type of client script would you recommend to meet this requirement?

A. onUpdate()

B. onLoad ()

C. onSubmit ()

D. onSubmission ()

142. What is the language used for scripting in ServiceNow?

A. PHP

B. JavaScript

C. Python

D. C++

143. What action will allow you to personalize layouts of columns in a list?

A. Select the column to be personalized and right at the header > Choose the options to

personalize

B. Context Menu > View> Personalize

C. Click Gear Icon> Personalize window options > Select the appropriate columns

D. Select the column to be personalized > Click Edit icon (Pencil) > Choose the option to personalize

ANSWERS:

1)D   2) B 3)A,D,E 4)C   5)B   6)B   7)B,C,E   8)A   9)A   10)A,B,E
11)D   12)A   13)E   14)D   15)A,B,D   16)B 17)A   18)B 19) C
20)A,C,D   21)B   22)C   23)B   24)D   25)A   26)D   27)A   28)A,B,C
29)B   30)C   31)A 32)D 33)A   34)B 35)D   36)A 37) A 38)A
39)C 40)B   41)B   42)A   43)A   44)C,D 45)B   46)C 47)E 48)A 49)A
50)C,D,E 51)B   52)D 53)B   54)E 55)B   56)B 57)B 58)C 59)B,D,G
60)A,E,F,I   61)A   62) A 63)B 64)C,D 65)C 66)B 67)C   68)B 69)A
70)C 71)A 72)B   73)A 74)C 75) A 76)C   77)C 78)A 79)B 80)C   81)B
82)B   83)D 84)B 85)ii   86)vii,viii,x,xi   87)A 88)A,B,C   89)C 90)A,B
91)C   92)A 93)A 94)A 95)A   96)A 97)D 98)C   99)E   1000)B,C,E,F
101)E 102)C,D,E   103)B   104)D   105)A,D,F 106)B   107)A 108)D
109)B 110)B   111)A   112)E 113)B,C,D   114)A 115)B   116)A 117)B
118)A 119)C,D   120)A 121)C   122)C   123)A,B,E   124)C   125)A 126) C
127)D,E   128)B   129)B,E,F   130)B 131)A   132)D   133)A 134)B   135)B
136)C 137)A,B,C,F   138)B   139)D   140)A   141)C 142)B 143)C(