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

702.Access Control rules may provide access security for which of the

following database objects?

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 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?

 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

743.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

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

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 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?

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instances

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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