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

D. Before, Atter, Async, Display

2. Which role can manage multiple knowledge bases?

A. sn\_kb\_admin

B. knowledge\_admin

C. kb\_admin

D. Knowledge\_base\_admin

3. The ServiceNow platform includes which types of interfaces?

Choose 3 answers

A. Agent Control Center

B. Now Mobile Apps

C Service Portals

D. Field Service Taskboard

E. Now Platform User Interfaces

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

C. Approver Delegates

D. Approval Chains

E. Parent-Child Approvers

5. Which application is used primarily to load data into ServiceNow?

A. Data Import Configuration

B. System Import Sets

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. Groups and Users

C. Roles and Permissions

D. Me

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. If a row level rule and a field level rule exist, both rules must be true before

an operation Allowed

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. Load Data

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. Requests can contain many Items, and Items can be any item from the

catalog.

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. System Administrator (admin)

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. Operator

B. Match Criteria

C. Field

D. Value

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. End Impersonation

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. UI Policy

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. Dependency View

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. Assignment Rule

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. Data

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. A trigger

27. What is the name of the string that displays filter criteria?

A. Breadcrumb

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. Discovery

B. Service Mapping

C. Configuration Management (CMDB)

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. Choice

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. Many to Many

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. Flows

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. Knowledge Management

E. Business Information Management

33. What ServiceNow feature allows you to include data from secondary related

table on report?

A. Dot Walking

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. Click Personalize List

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. Categories

36. Which flow components allow you to specify when a flow should be run?

A. Trigger and Condition

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. Field

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. Can Read

C. Access List

D. Accessible to

42. On what part of the ServiceNow instance, would you find the option to

Impersonate User?

A. User Menu

B. Content Frame

C. Application Navigator

D. Module

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

A. Pencil

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. Right click on form header, select Configure> Form Layout

D. Click on context menu, select Configure> Form Design

45. What are examples of Core tables in the ServiceNow platform?

A. Work, Caller, Timecard

B. User, Task, Incident

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. Task table is a Base tableGeneral

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. Members of the ACME Manager group, who are also members of HR

Department

and part of ACME North America

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. Ul Policy

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. 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 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. Common Services Data Model (CSDM)

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)Server

D)Browser

71. Which is the base table of the configuration management database

hierarchy?

A)cmdb

B)cmdb\_rel\_ci

C)cmdb\_ci

D)ucmdb

72. Which type of ServiceNow script runs on the web browser?

A)Server script

B)Client script

C)Local script

D)Database script

73. Which framework can be used to manage the tables and CIs associated with

a use case?

A)Common Service Data Model (CSDM) product view

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)User Criteria

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) Assignment Rules

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) Manually add them to the update set

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. Add security\_admin role to your user account

84. What do you click when you have made modifications to your report, and

you want to see the

results without saving?

A. Try It

B. Run

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. Performance Analytics

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. Service Level Agreements

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. Process Automation > Flow Designer

B. Process Automation>Flow Administration

C. Process Automation > Workflow Editor

D. Process Automation >Process Flow

E. Process Automation > Active Flows

94. What tool is used to import data from various data sources, and map that

data into ServiceNow

tables?

A. Import Set

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. Predictive Intelligence

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. Plugin

100. When a custom table is created, which access control rules are

automatically created?

Choose 4 answers

A. Execute

B. Create

C. Write

D. Update

E. Read

F. Delete

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. Any active user

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. Tables within the existing application scope

D. Tables which allow write access to other applications

E. Tables within the global scope

103. What is the platform name for the Group table?

A. group

B. sys\_user\_group

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. Data Pill

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. Add User Account to Network group

B. Add User Account to IT Knowledgebase

C. Add User Account to itil group

D. Create User Account

E. Add User Account to ACL

F. Add User Account to Hardware group

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?

A. Community

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

D. On My Work list, select the Activity Stream icon to show a frame with live

updates

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. Relationships

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. Scripts

C. Roles

D. Conditional Expressions

E. Assignment Rules

F. Groups

114. 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. 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. Virtual Agent

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

B. IT Workflows

C. Federal Workflows

D. Customer Workflows

E. Infrastructure Workflows

F. Employee Workflows

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. Performance Analytics

D. Analytics Reports

137. What are examples of UI Actions, relating to Lists?

Choose 4 answers

A. List Choices

B. List Links

C. List Buttons

D. List Control

E. List Override

F. List Context Menu

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. Process Automation Designer

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

D. Create Order Guide

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