Question 1Incorrect
Which of the following is a true statement about importing data into ServiceNow?
Every staging table can be used once.
Every date field has to be mapped.
Every application has one staging table.
Your answer is incorrect
Every Transform Map must have at least one coalesce field.
Correct answer
Every import must have at least one Transform Map.
Overall explanation
Every import must have at least one Transform Map.

Coalescing before transforming is recommended in imports with duplicate records in the target table where duplicates are not desired. However, **coalescing is never required.**

Developers can **reuse staging tables.**

Not all applications have imported data, so **staging tables are not part of every application.**

The fields of all other data types do not have to be mapped; developers do not need to import all columns from the staging table.

Screenshot: **The transform map with mapped fields targeting the Incident table**

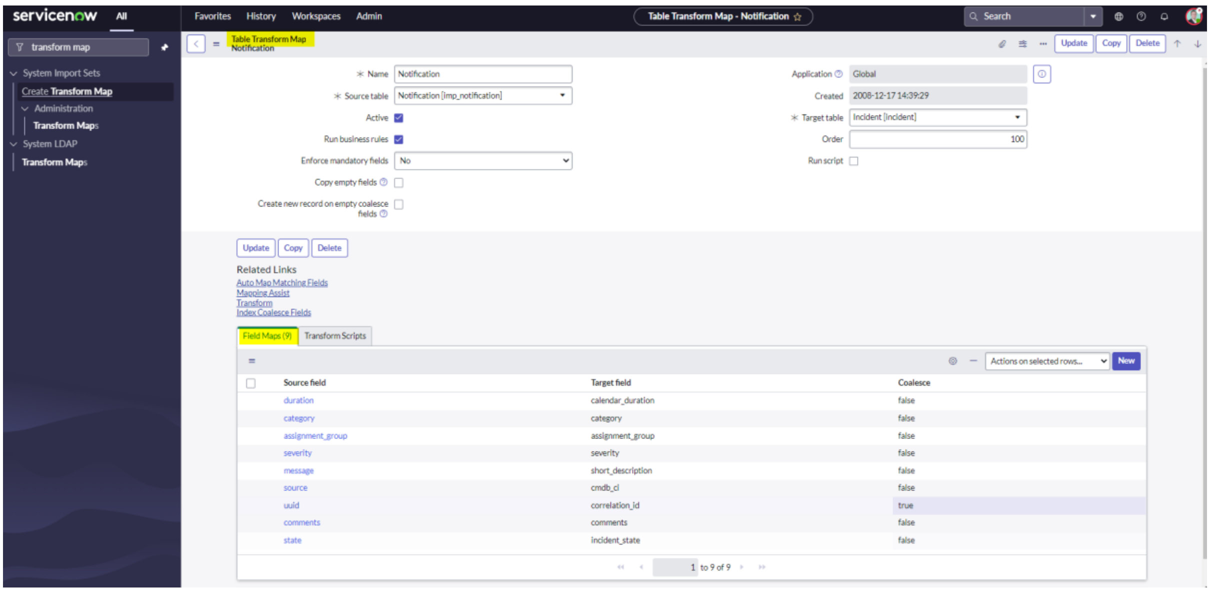
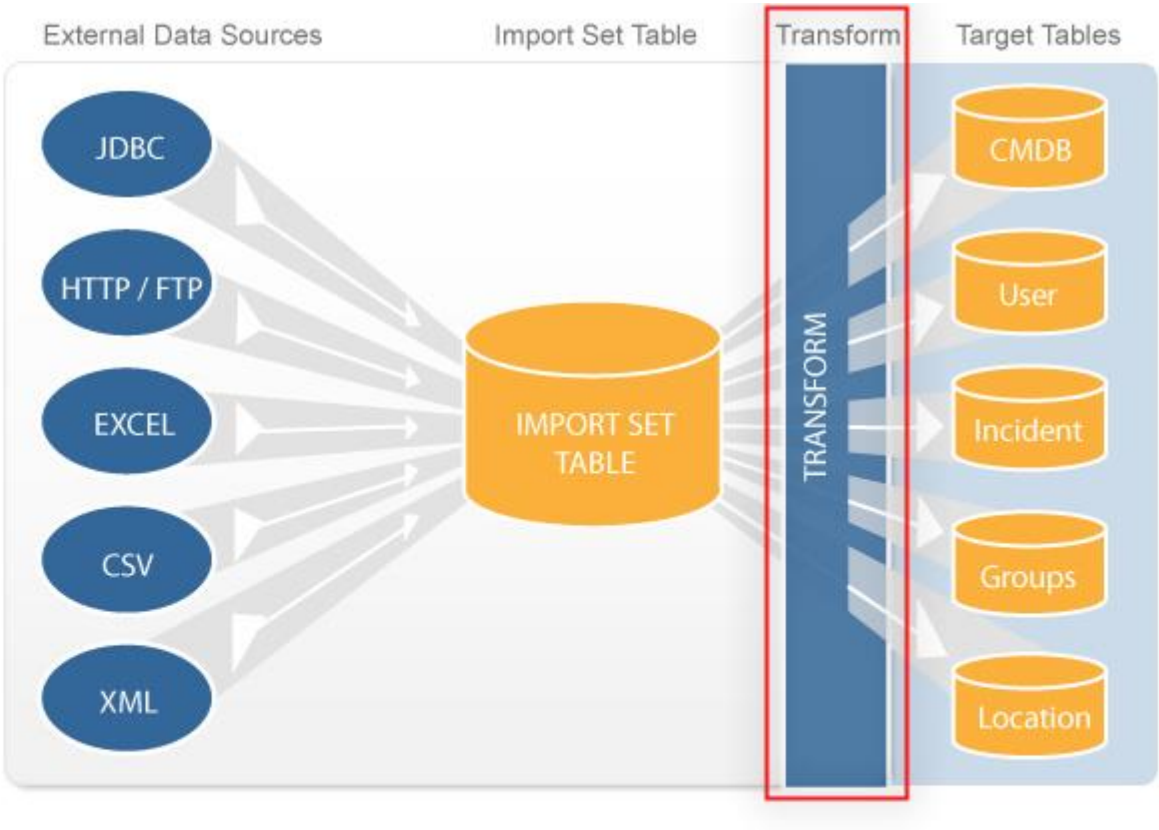


Diagram: **Import process transform**



Subdomain: Importing Data

Difficulty level: Medium

Resources
[Transform maps]
Domain
Database Management
Question 2Incorrect
What related list can you use to extend and track the different types of groups assigned to a Configuration Item?
Your answer is incorrect
Dynamic CI Group
Correct answer
Teams
CMDB Alert Groups
Resource Group
Overall explanation
You can use the **'Teams' related list to extend and track the different types of groups assigned to a CI.** The 'Teams' related list associates a user group to a CI based on the group type. The 'Teams' related list contains group types that match the Approval group, Change group, Managed by group, and Support group fields in the base system. However, you can add group types needed in your organisation, extending the initial list of group types.

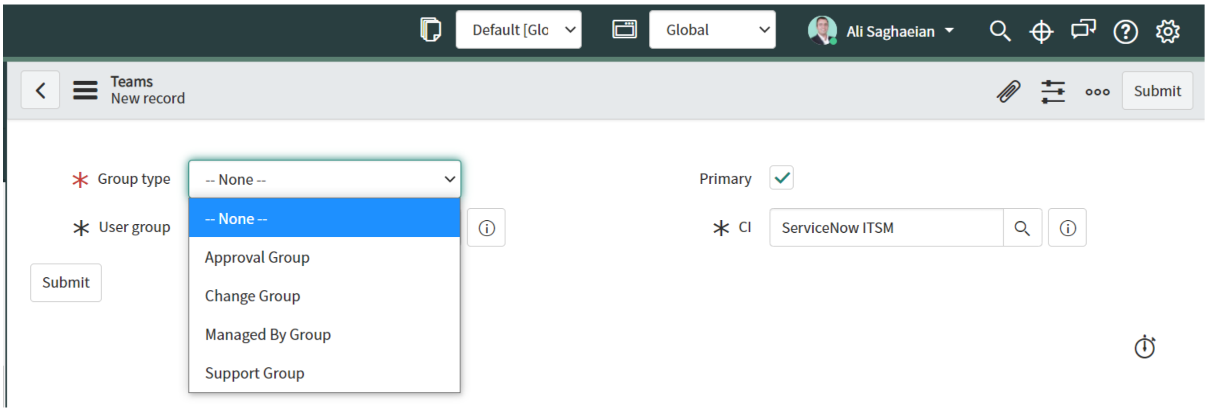
In the base system, the Service [`cmdb_ci_service`] class and its descendent classes, such as the Application Service [`cmdb_ci_service_auto`] class, are configured with the 'Teams' related list. This configuration provides you with flexibility in tracking group assignments of application services.

Related lists in CI records display additional components contained by that CI, such as disk drives on a server and the rules that control the behaviour of a network router.

The Related List is populated with the components that Discovery finds running on the CI when Discovery runs. The CI record might show different lists from scan to scan, depending on whether or not Discovery found the component.

By default, the Related Lists only display those components associated with that CI in the CMDB discovered by the last scan. Components recorded in the CMDB but not discovered in a scan are deemed absent and do not appear in the list.

Screenshot: **Different group types in a 'Teams' related list for a CI**



Subdomain: CMDB and CSDM

First introduced: Rome release

Difficulty level: Easy

Resources
[Related Lists of CI components]
Domain
Database Management
Question 3Correct
Which search feature can you use to narrow down search results in ServiceNow?
Your answer is correct
Wildcard Characters
Platform Locators
Containers
Context Finder

Overall explanation

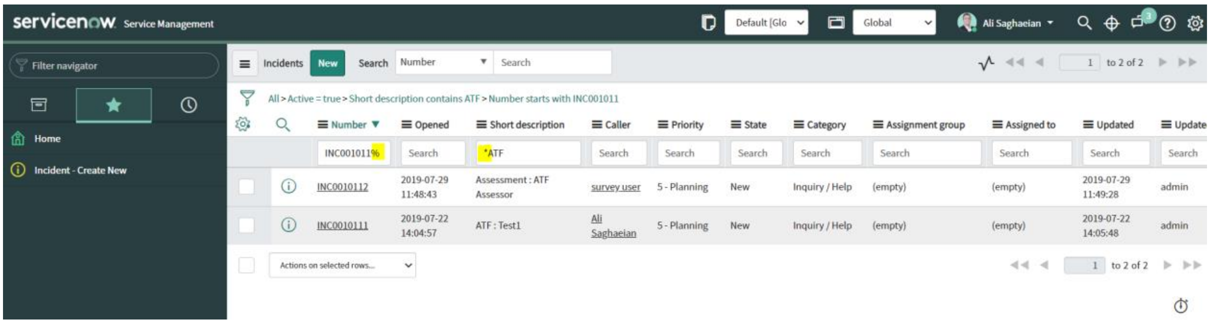
Wildcard characters can be used to help narrow down search results in ServiceNow.

Wildcard characters allow searching for patterns and variations.

To perform a single-character wildcard search, use the per cent sign (**%**) character. This wildcard finds words that contain any one character in place of the per cent sign character. For example, to find words such as **text** or **test**, search for te%t

To perform a multiple-character wildcard search, use the asterisk (*) character. This wildcard finds words that contain zero or more characters in place of the asterisk character. For example, to find words such as **planned** or **placed**, search for: pl*d

Screenshot: **Filtering the Incident list using wildcard characters**



Subdomain: ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Wildcard characters allow searching for patterns and variations]

Domain

Platform Overview and Navigation

Question 4Correct

What CMDB table stores the basic attributes of all the configuration items?

CI Relationship `[cmdb_rel_ci]`

Configuration File `[cmdb_ci_config_file]`

Your answer is correct

Configuration Item `[cmdb_ci]`

Base Configuration Item `[cmdb]`

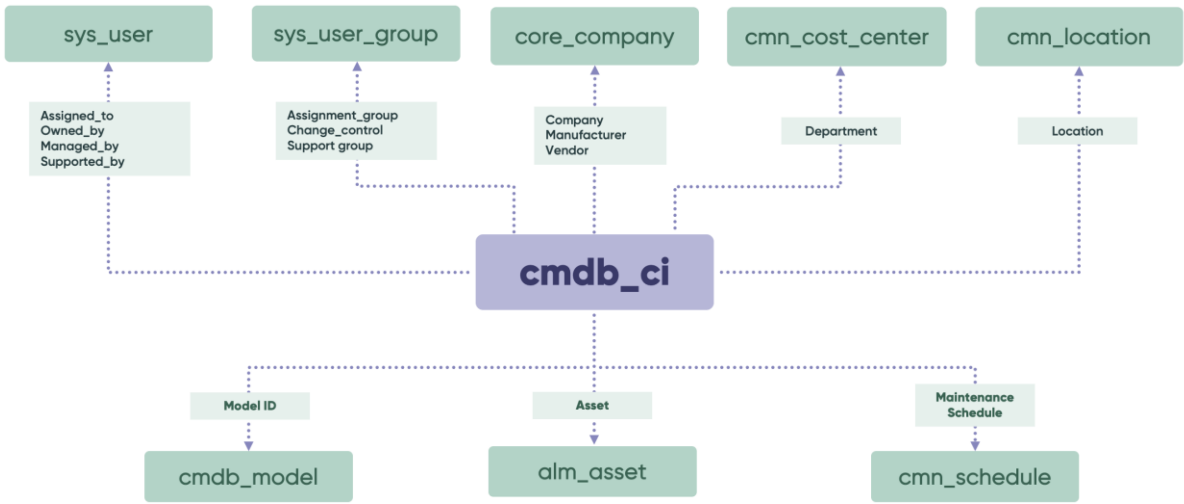
Overall explanation

Configuration Item `[cmdb_ci]` table stores the basic attributes of all the configuration items.

- Base Configuration Item `[cmdb]` is the base CMDB table for non-IT CIs.

- CI Relationship `[cmdb_rel_ci]` contains CI relationship data.
- Configuration File `[cmdb_ci_config_file]` is one of the CI types.

Diagram: **CMDB CI schema related to common core and non-core tables**



Subdomain: CMDB and CSDM

Difficulty level: Easy

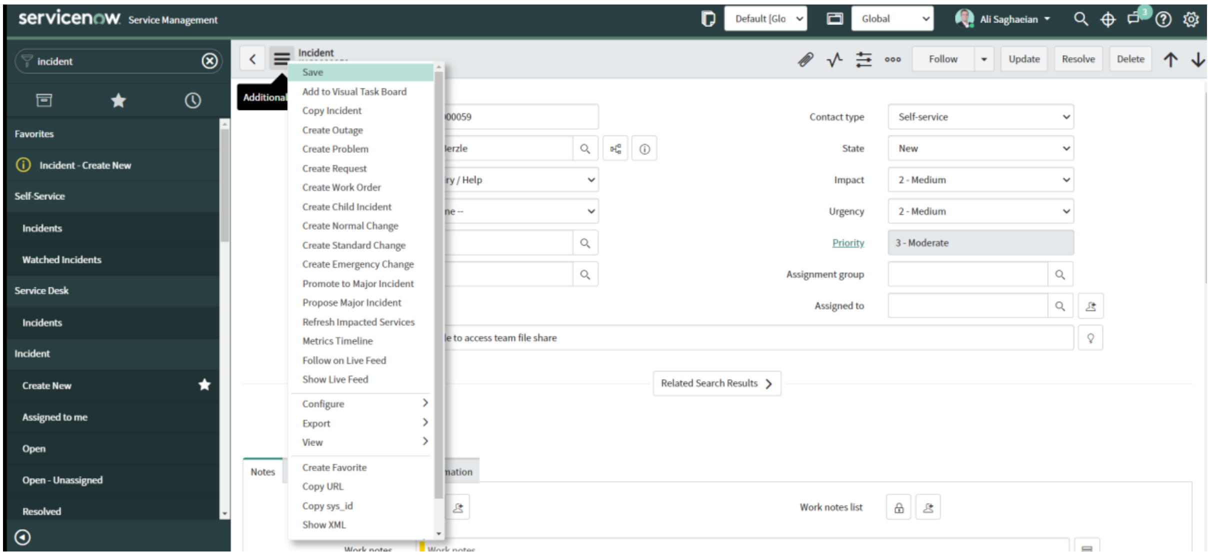
Resources
[Configuration Item [cmdb_ci] class]
Domain
Database Management
Question 5 Correct
Which menu provides options related to viewing, configuring, creating favourites and saving form data?
Form Layout Menu
Your answer is correct
Form Context Menu
Form Column Menu
Form Personalisation Menu
Overall explanation
The **Form Context Menu** provides options related to viewing, configuring, creating favourites and saving form data.

The form context menu provides controls based on the table and user access rights.

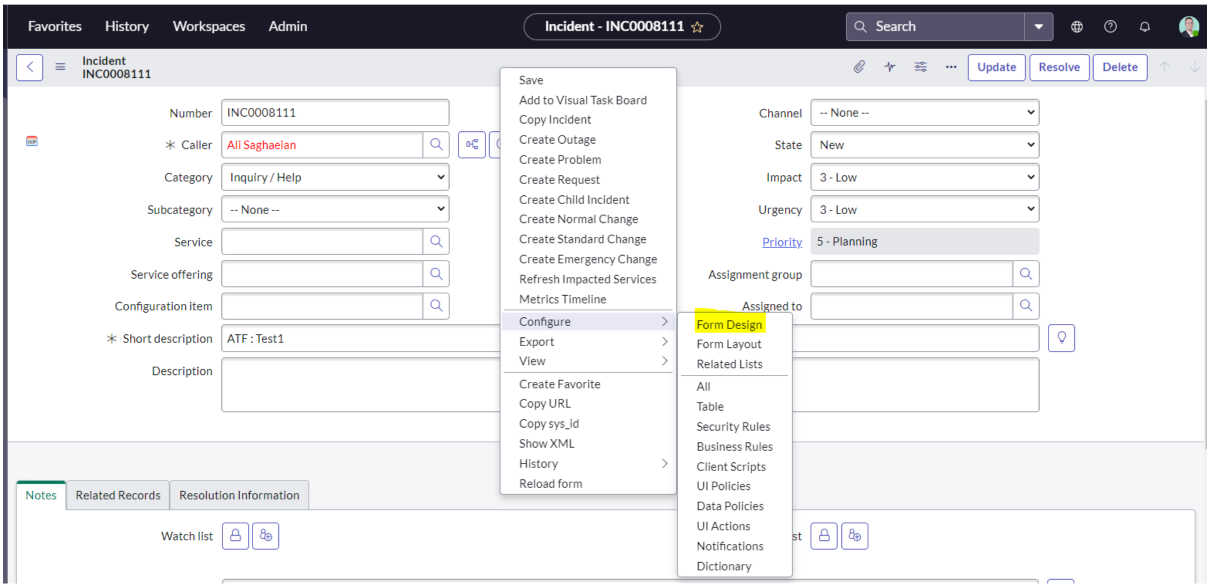
Administrators can customise some of the options available on a context menu using UI actions.

Access the form context menu by clicking an icon beside the form title or by right-clicking the form header.

Screenshot 1: **Accessing the Incident form context menu in UI16**



Screenshot 2: **Accessing the Incident form context menu in the Next Experience UI**



Subdomains:

- Form templates and saving options
- List and Form anatomy

Difficulty level: Medium

Resources

Form context menu

Domain

Configuring Applications for Collaboration

Question 6Correct
How can you access the local flow variables in the Flow Designer?
As new icons in the Flow Properties
Your answer is correct
As data pills in the Data panel
As separate tabs on the Home page
As help cards in the Help panel
Overall explanation
You can create variables, similar to Workflow scratchpad variables, that you can use and modify directly in your flow.

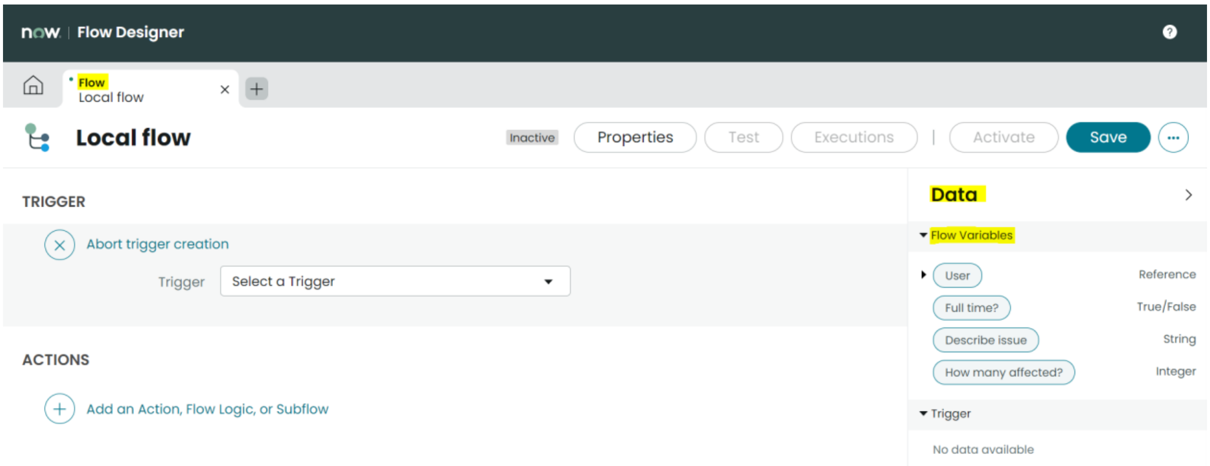
You can access local flow variables **as data pills directly in the Data panel**.

You can create variables with the **Flow Variables** option on the More Actions menu.

You can create several variables at a time by choosing a name and data type for each.

Flow variables appear as data pills in the Flow Variables section of the Data panel.

Screenshot: **Accessing the flow variables as data pills in the Data panel when creating a new Flow**



Subdomain: Flow Designer

Difficulty level: Hard

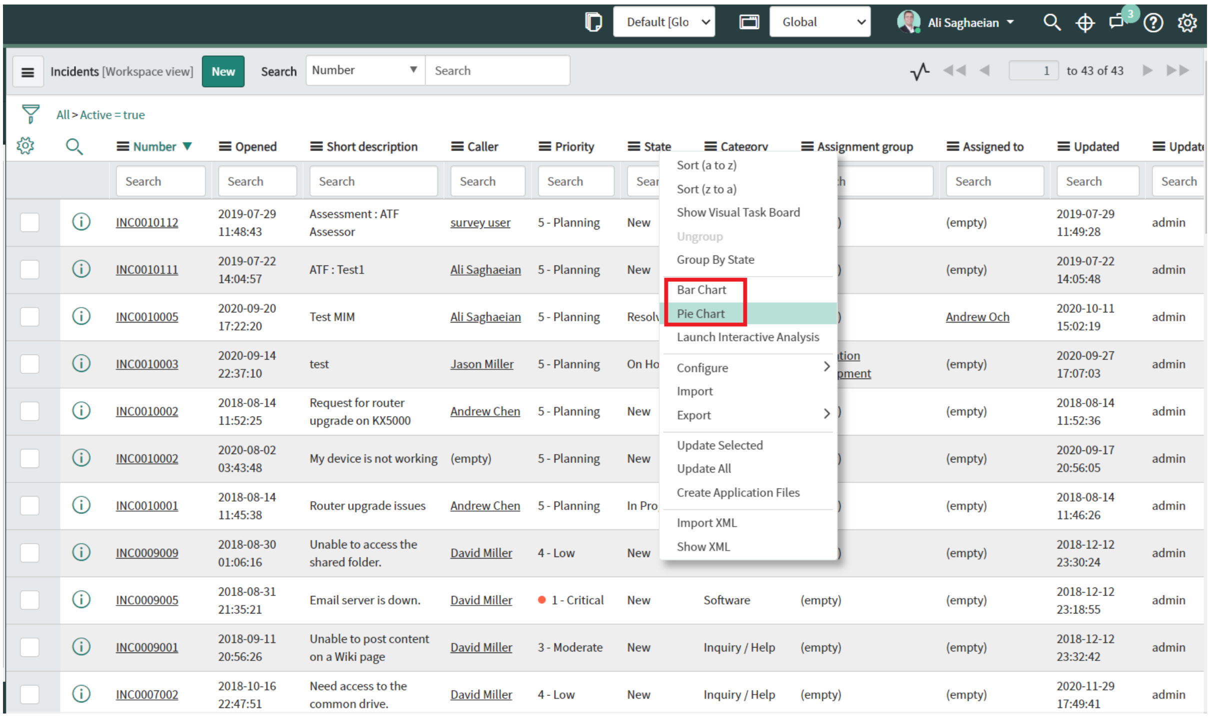
Resources
[Flow variables]()
[Building flows]()
[Flow Designer]()
Domain
Self-Service & Automation
Question 7Correct
Select the report visualisation types you can generate from a list of records.

Select 2 Answers from the below options.

Line chart
Your selection is correct
Pie chart
Your selection is correct
Bar chart
Single score
Overall explanation
You can create a report to visualise and analyse current instance data or temporary data that you have imported.
You can create reports right from a list. Just right-click a column label to generate a **bar chart** or a **pie chart** report.

Report data is grouped by the column you click. If the list was filtered, the report only includes the filtered data.

Screenshot: **Creating a bar or a pie chart report directly from the Incidents list view**



Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Easy

Resources
[Running a report]
[Creating a report]

Domain
Configuring Applications for Collaboration
Question 8 Correct
Which of the following is a true statement about the `admin` role?

Select 3 Answers from the below options.

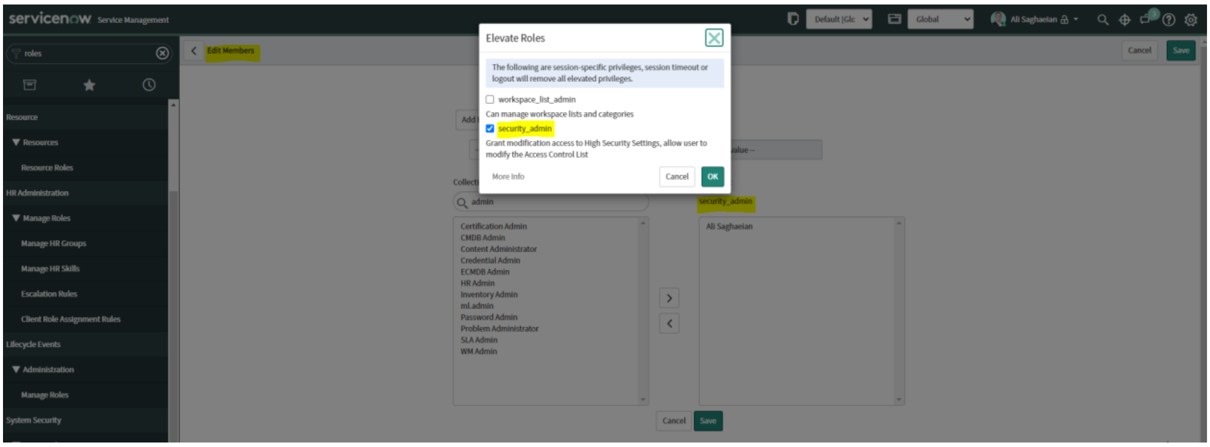
Your selection is correct
A user with only the `admin` role cannot grant the `security_admin` role to other users.
Your selection is correct
Non-admin users cannot add users to a group containing the `admin` role.
A user with only the `user_admin` role can grant the `admin` role to other users.
A non-admin user with only the `security_admin` role can add a user to a group that contains the `security_admin` role.
Your selection is correct
To grant the `admin` role to a user, the granting user must also have the `admin` role.
Overall explanation

- **Non-admin users cannot add users to a group containing the `admin` role.**
- **A user with only the `admin` role cannot grant the `security_admin` role to other users.**
- **To grant the `admin` role to a user, the granting user must also have the `admin` role.**

A user with only the `user_admin` role cannot grant the `admin` role to other users.

To grant the `security_admin` role to a user, the granting user must also have the `admin` role and elevate the `security_admin` role before granting the `security_admin` role to other users.

Screenshot: **Elevating to `security_admin` role to grant it to other users**



Subdomain: The ServiceNow Instance

Difficulty level: Hard

Resources

[Base system roles]
[Security_admin role]
[Managing roles]

Domain

Platform Overview and Navigation

Question 9 Correct

You have a requirement to create a set of filter conditions on the Incidents list to show the records that satisfy the following conditions:

- **Incidents where the state is Resolved or Closed;**
- **Incidents where the Assignment Group is one of your groups.**

After clicking the Funnel icon and defining the first condition, what steps should you take?

Click OR button; define the second condition; press Run.

Your answer is correct

Click AND button; define the second condition; click Run.

Click Run; overwrite the first condition with the second condition; press enter.

Select Assignment group on the Search box on the top bar; press enter.

This requirement cannot be achieved by the list filters since it requires advanced reporting.

Click AND button; define the second condition; press the Save button.

Overall explanation

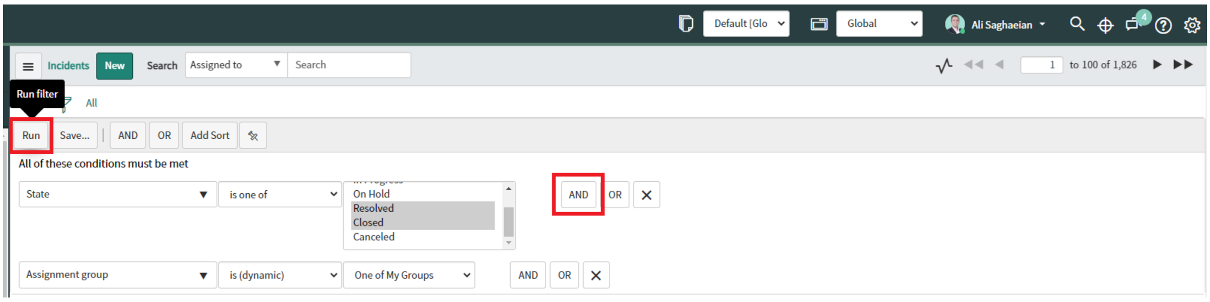
A filter restricts what records appear in a list by providing a set of conditions each record must meet to be included in the list.

A condition consists of the following parts:

- **Field**: Each field contains data from a particular column in the table. Selecting a reference field enables you to dot-walk to data from other tables.
- **Operator**: Each field type has its own set of valid operators. The operator determines if a value is needed.
- **Value**: Each field has its own set of valid values determined by the field type. Reference fields have access to auto-complete, and choice lists provide a list of options.
- **Grouping**: Each condition line is grouped with either an AND or OR connector. The filter requires all condition lines linked with an AND connector to be met. The filter separately evaluates each condition line linked with an OR connector.

After clicking the Funnel icon in the above scenario, you should **define the first condition, click the AND button, then define the second condition, and finally click Run.**

Screenshot: **Defining and running two filter conditions with an AND connector on the Incidents list**



Subdomain: Lists, Filters, and Tags

Difficulty level: Easy

Resources

[Filters]
[Filters and breadcrumbs]

Domain

Configuring Applications for Collaboration

Question 10Correct

(Washington DC) You can use AI field recommendations to create a list of top recommendations or to automatically fill out fields in a Workspace form.

What icon marks the fields that provide AI recommendations?

Star icon

Robot icon

Your answer is correct

Sparkle icon

Information icon

Overall explanation

AI field recommendations appear in a field with a **sparkle icon (**

).

You can use AI field recommendations for a list of top recommendations or to fill fields automatically in a Workspace form.

AI predicts a field's value based on the data in the form. AI recommendations can appear in the following ways based on the field configuration:

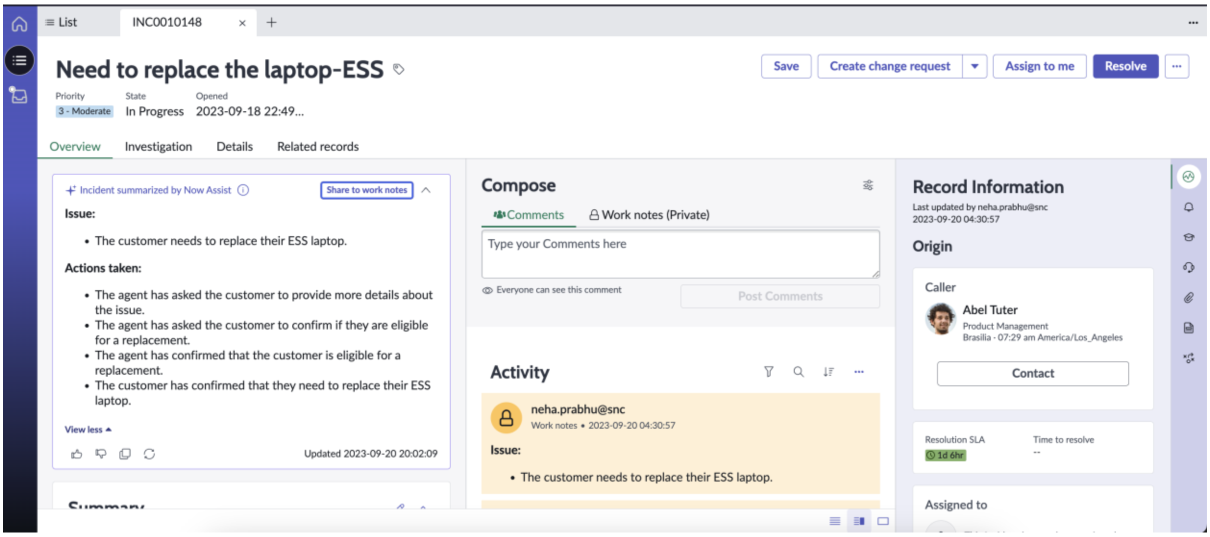
- Recommendations can appear as a list, and you can select a value from the list of top recommendations.
- A top recommendation can auto-fill into the field.

The sparkle icon marks any field that provides AI recommendations.

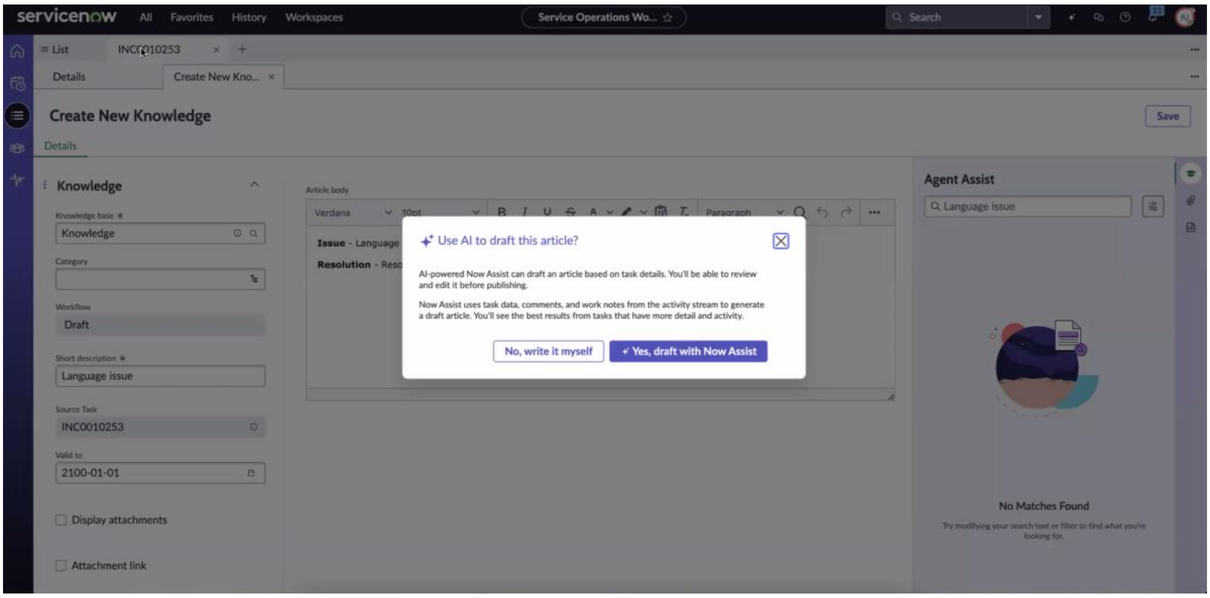
- **Note 1:** You can get information on the recommendation's prediction source by pointing your mouse device on the sparkle icon.
- **Note 2:** The AI sparkle (

) icon displayed for the fields denotes that the content in the fields is AI-generated. If you change the content, the sparkle is removed.

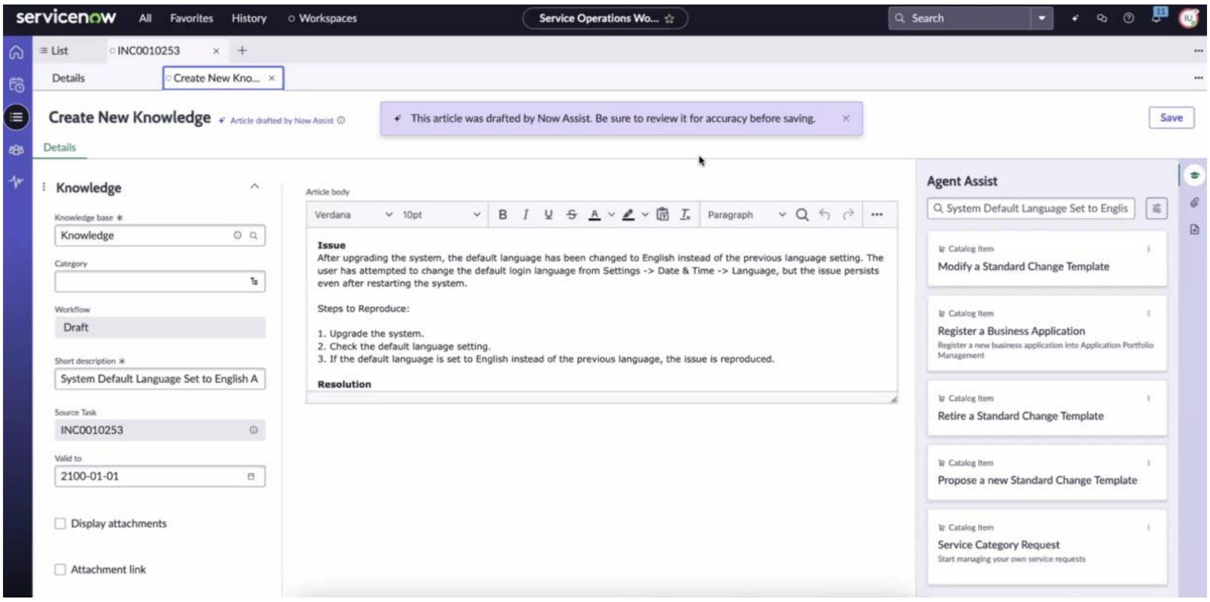
Screenshot 1: **Incident summary by AI in Service Operations Workspace**



Screenshot 2: **Using AI to draft a knowledge article in Service Operations Workspace**



Screenshot 3: **The sparkle icon for a knowledge article drafted by AI in Service Operations Workspace**



Subdomain: Common user interfaces in the Platform

Additional domain: Platform Overview and Navigation - Platform capabilities and services

First introduced: Washington DC release

Difficulty level: Easy

Resources

[AI field recommendations]

[Working on records in your Workspace]

Domain

Instance Configuration

Question 11Correct

Which admin role is required to modify access control rules?

u_acl_admin

itil_admin

metric_admin

business_rule_admin

admin

Your answer is correct

security_admin

Overall explanation

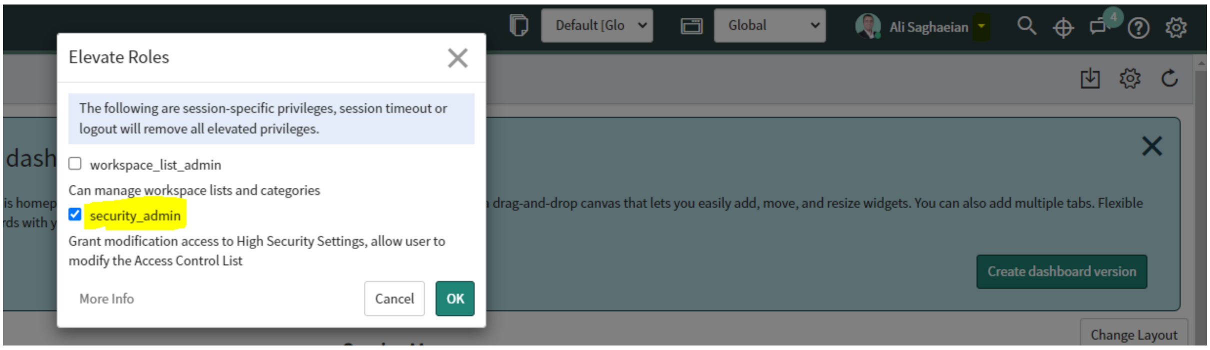
Rules for access control lists (ACLs) restrict access to data by requiring users to pass a set of requirements before interacting with it.

Normal admin users can view and debug access control rules. However, administrators must elevate privileges to the `security_admin` **role to create or update existing access control rules**.

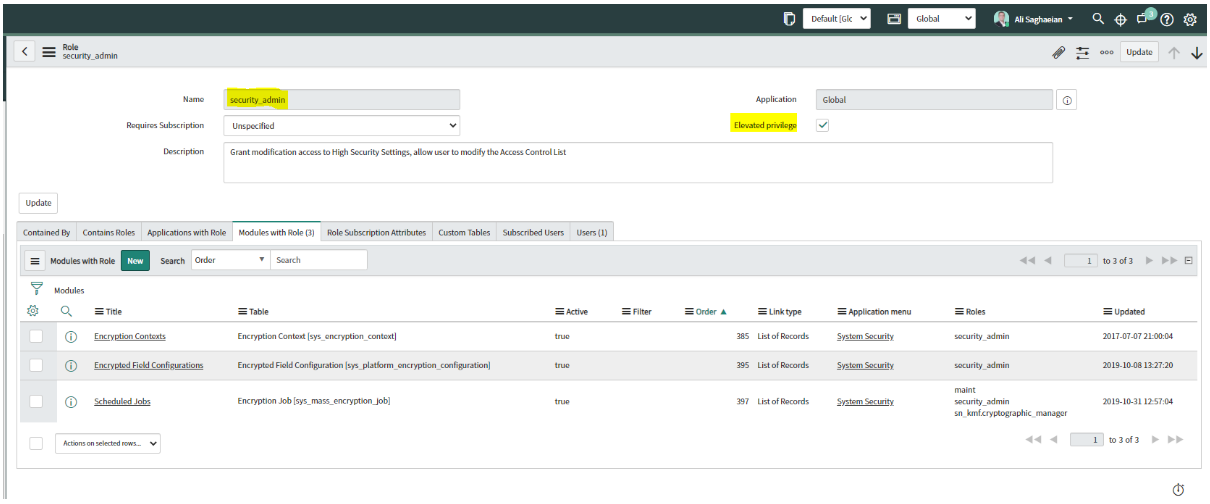
The `security_admin` role is the only role with elevated privileges in the base system. This role is automatically assigned to the user, who is the default System Administrator (admin) user. It provides access to ACLs and High Security Settings.

- **Note 1:** To see this role, you must first elevate it to the `security_admin` role. If you are logged in as the System Administrator (admin) user only, you cannot see the `security_admin` record in the list of roles.
- **Note 2:** If you grant additional users the admin role, they cannot elevate to a privileged role. Only the out-of-box admin can elevate.

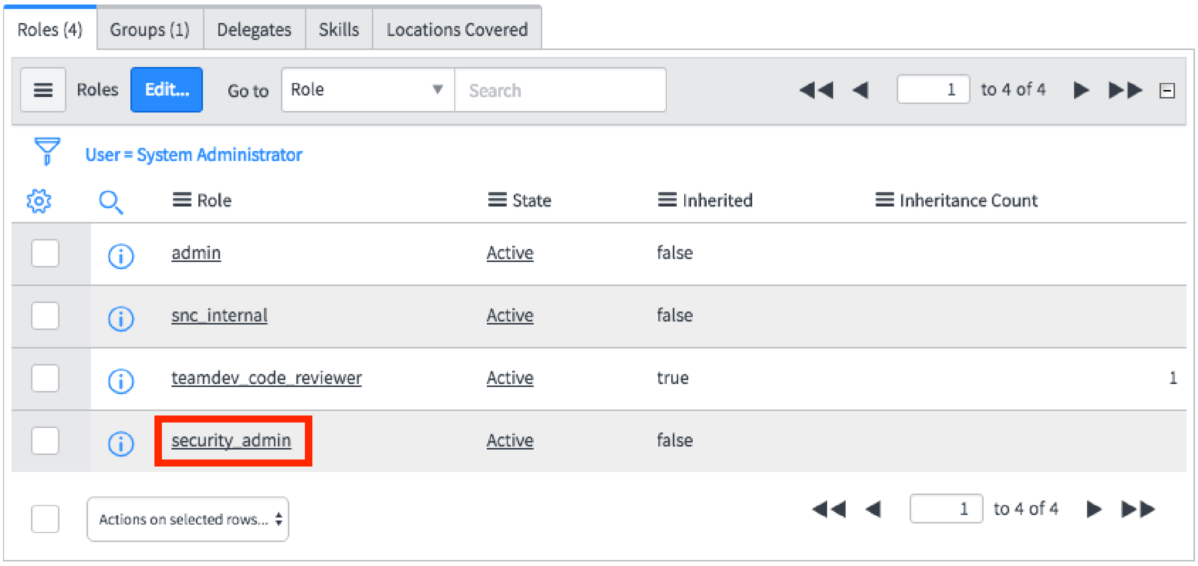
Screenshot 1: **Elevating to the `security_admin` to modify the Access Control List**



Screenshot 2: **The role record for '`security_admin`' with elevated privilege**



Screenshot 3: **Roles assigned to the System Administrator (admin) user**



Subdomain: Application/Access Control

Difficulty level: Medium

Resources

[Security admin role]

[Access Control Rules]

Domain

Database Management

Question 12 Correct

Form splits help you organise fields on a form into columns for an enhanced visual appeal.

What role is required to enable multiple form splits on the platform?

form_admin

Your answer is correct

admin

itil

personalize_form

Overall explanation

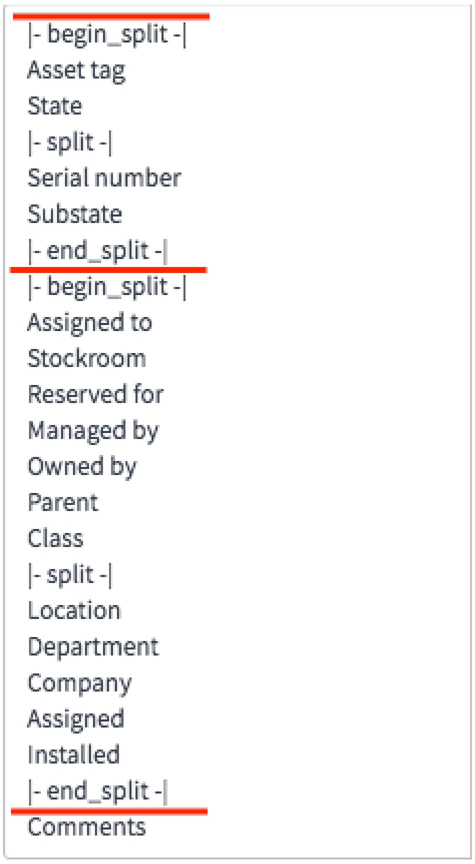
Form splits enable you to organise fields on a form into columns. **Administrators [**`admin`**]** can enable multiple form splits on the platform.

A system property (`glide.ui.form_multiple_splits`) needs to be set to true, and UI should be added to its 'Categories' related list.

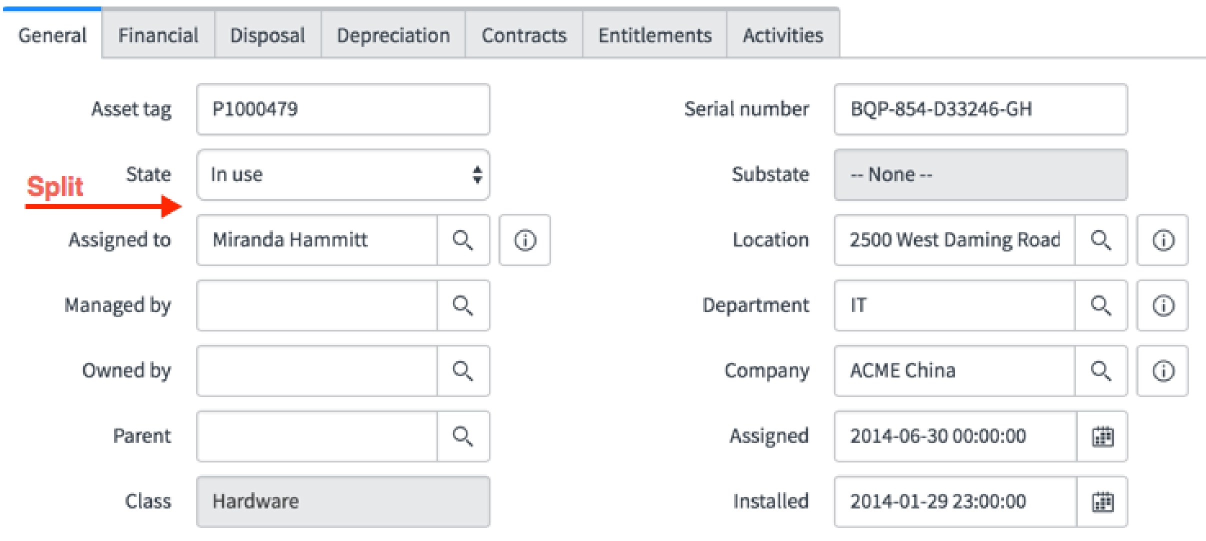
When you organise fields in this manner, and the user is viewing the form on a small mobile device, the fields within the first split are listed before the fields in the second split. You can also create elements that span the form at the top of the form.

Note: In the below example, the *Asset tag, State, Serial number*, and *Substate* fields are listed before any of the fields below them.

Screenshot 1: **Configuration of two form splits**



Screenshot 2: **Example of the form with two form splits**



Subdomain: Advanced Form Configuration

Difficulty level: Medium

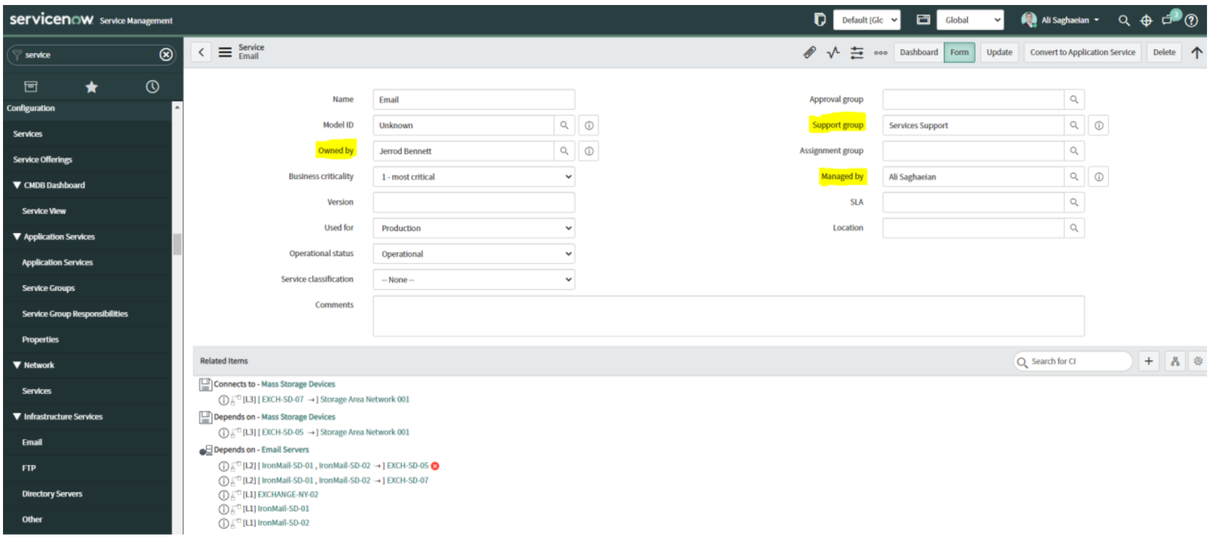
Resources
[Advanced form configuration]
Domain
Configuring Applications for Collaboration
Question 13Incorrect
The CMDB is the authoritative source of what information?

Select 3 Answers from the below options.

Your selection is incorrect
Contents of all server and application configuration files
Your selection is correct
Support group
Correct selection
Contact
Correct selection
Owner
Your selection is incorrect
Server log files
Overall explanation
The CMDB is the authoritative source of some information, including **Support group, Contact** and **Owner.**

The CMDB is not the authoritative source of all information, such as the contents of all server and application configuration files and server log files.

Screenshot: **A Service CI in CMDB**



Subdomain: CMDB and CSDM

Difficulty level: Hard

Resources

[Configuration Management Database (CMDB)](#)

Domain

Database Management

Question 14Correct

Which application provides a centralised location for creating, categorising, viewing, and governing information related to the flow of work through ServiceNow?

Your answer is correct

Knowledge Management

Performance Analytics

Data Separation

Configuration Management

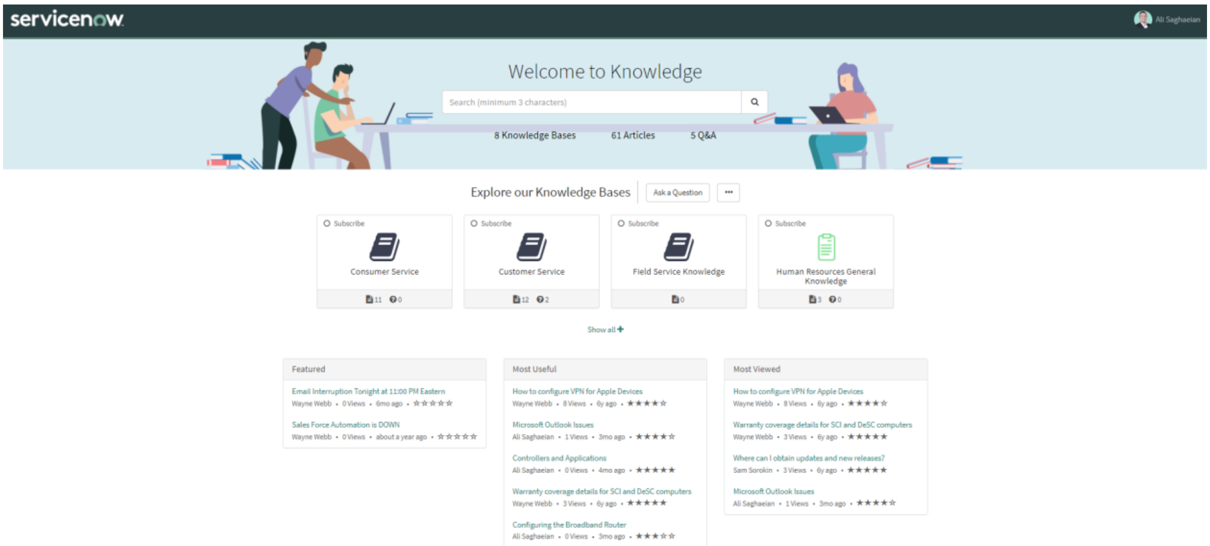
Overall explanation

Knowledge management provides a centralised location for creating, categorising, viewing, and governing information related to the flow of work through ServiceNow.

The ServiceNow Knowledge Management (KM) application enables sharing information in knowledge bases.

These knowledge bases contain articles that provide users with information such as self-help, troubleshooting, and task resolution.

Screenshot: **Knowledge homepage on Service Portal**



Subdomain: Knowledge Management

Additional domain: Platform Overview and Navigation - Platform capabilities and services

Difficulty level: Easy

Resources

[Knowledge Management]

Domain

Self-Service & Automation

Question 15Correct

(Washington DC) What application enables you to quickly write drafts of knowledge articles based on cases, HR cases, or incidents?

Your answer is correct

Now Assist

Knowledge Manager

Knowledge Assist

Knowledge Creator

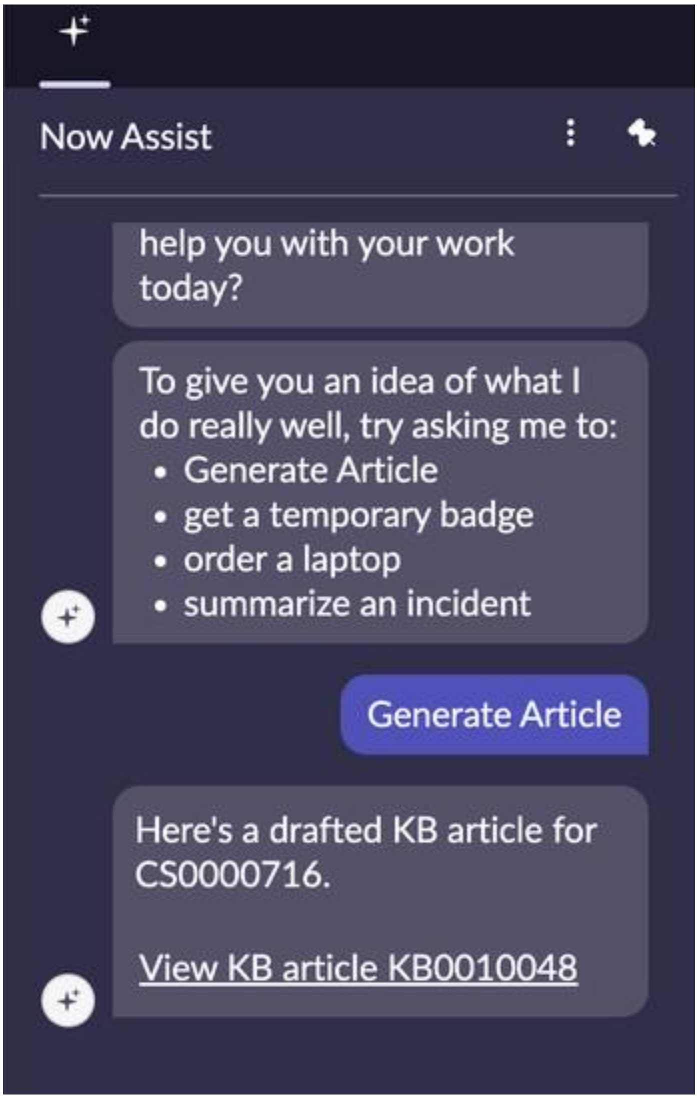
Overall explanation

You can quickly write drafts of knowledge articles based on cases, HR cases, or incidents with **Now Assist**. Generating article content with artificial intelligence (AI) enables agents to write efficiently as they address common user concerns. Articles can be created in CSM Configurable Workspace, Service Operations Workspace for ITSM, Agent Workspace for HR Case Management, Core UI, or in the Now Assist panel.

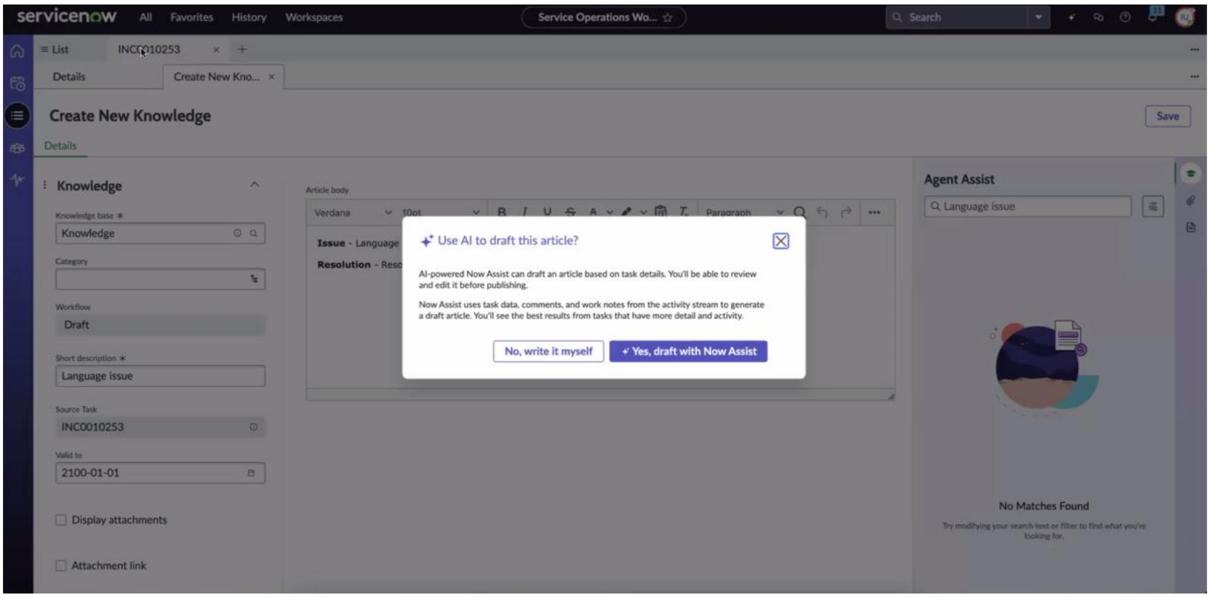
Now Assist in Knowledge Management makes the following generative AI capabilities available to an agent:

- Agents can generate articles from the Now Assist panel.
- Agents can generate articles from their respective configurable workspace.
- Agents can also edit and publish articles in the knowledge base.

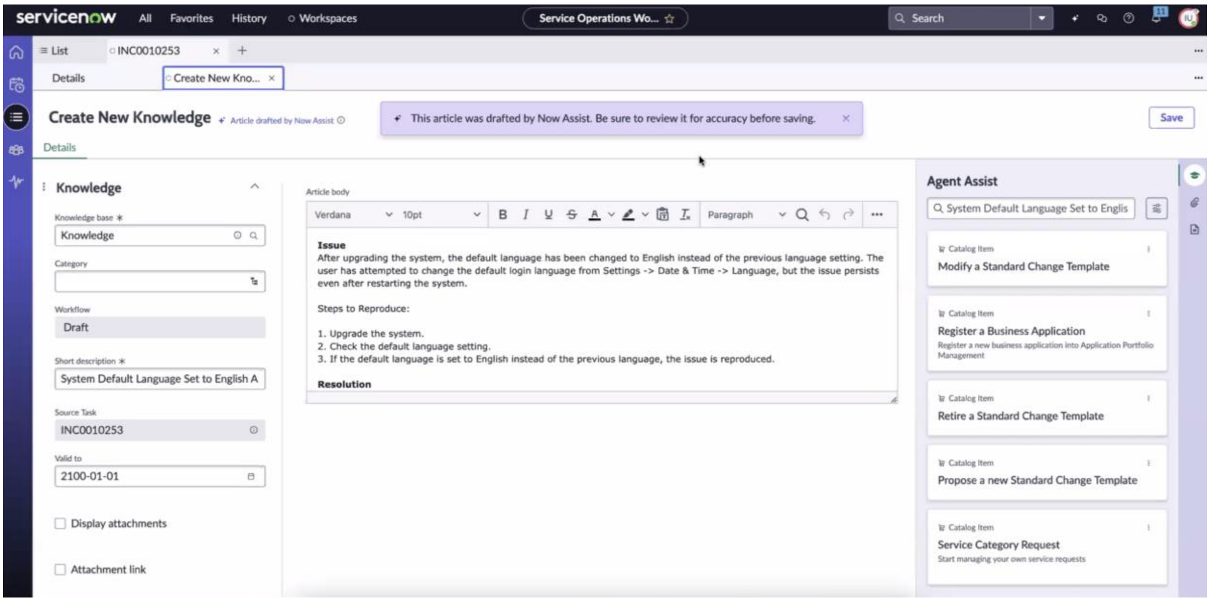
Screenshot 1: **Generating an article using the Now Assist panel**



Screenshot 2: **Using Now Assist to generate a knowledge article from the Service Operations Workspace**



Screenshot 3: **Drafted a knowledge article from the Service Operations Workspace by using Now Assist**



Subdomain: Knowledge Management

Additional Domain: Platform Overview and Navigation - Platform capabilities and services

First introduced: Washington DC release

Difficulty level: Easy

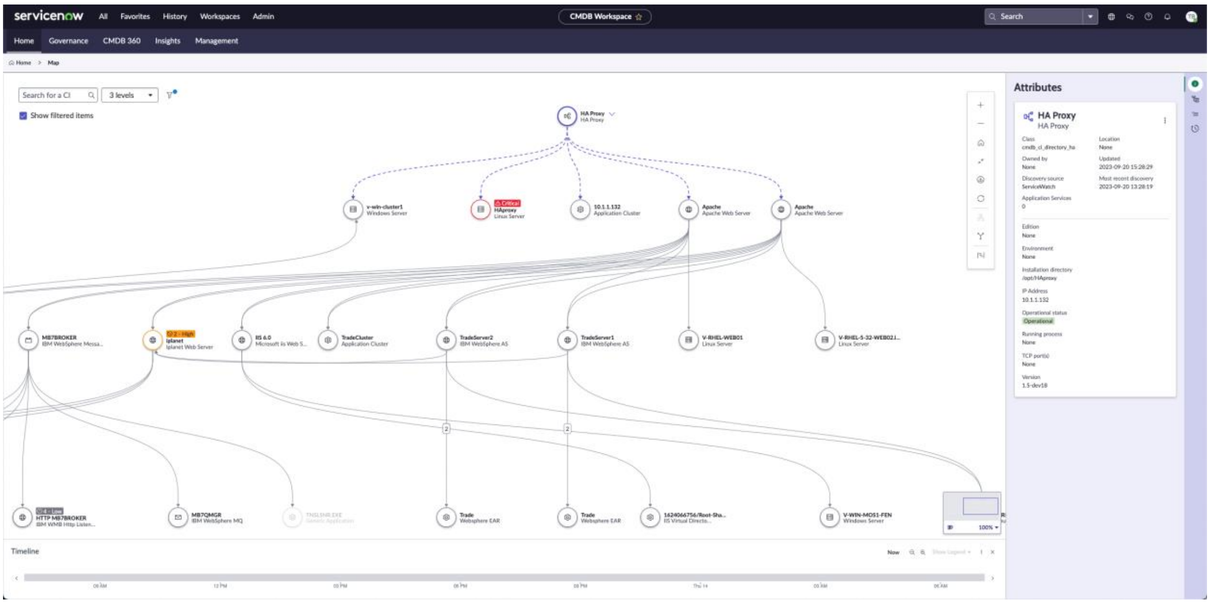
Resources
[Now Assist in Knowledge Management]
[Exploring Now Assist in Knowledge Management]
[Using Now Assist in Knowledge Management]
Domain
Self-Service & Automation
Question 16Incorrect
What CMDB Workspace feature lets you visualise the hierarchical map of CIs and the relationships between them while centred on a CI that you choose?
Your answer is incorrect
360° Relationship Visualisation
Correct answer
Unified Map
Service Mapping
Schema Map
Visualisation Designer
Overall explanation
The **Unified Map feature** graphically shows a hierarchical map of CIs and their relationships while centred on a CI you choose (referred to as the home node). The Unified Map feature combines some of the Dependency Views and Service Mapping

capabilities into a single map with a unified look and feel experience. You can use a map to see related items, changes, and application services related to a CI.

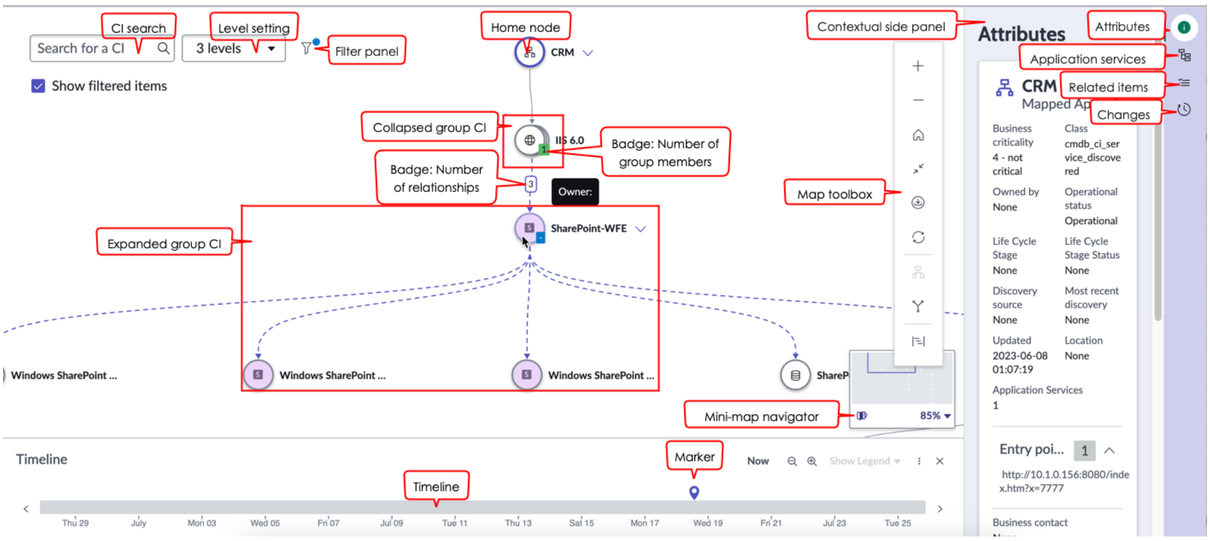
The Unified Map visually shows how CIs are connected to each other, making it useful with products such as Change Management, Incident Management, and Event Management. Nodes on the map represent CIs in the CMDB hierarchy, and different types of lines between the nodes represent the connections between CIs.

For example, Unified Map helps you understand the impact of a change by visually showing how Cis are connected to other CIs by relationships and references. Unified Map also shows the composition of application services, which makes it worthwhile with products such as Event Management and Incident Management. For example, you can see all CIs that are members of the 'Revenue App' application service. You can review historical changes and then easily filter the CIs so only Application CIs appear.

Screenshot 1: **Example of a Unified Map in CMDB Workspace**



Screenshot 2: **Panels and elements in Unified Map**



Additional resource:

- [CMDB Workspace]()

Subdomain: CMDB and CSDM

First introduced: Vancouver release

Difficulty level: Medium

Resources
[Unified Map]()
[Dependency Views]()
[Service Mapping]()
Domain
Database Management
Question 17Correct
Which of the following are different ways to add favourites in Next Experience?

Select 3 Answers from the below options.

Your selection is correct
Select the 'Create Favorite' item from the context menu of a list or record.
Your selection is correct
Select the star icon in the contextual app pill.
Select the personalisation gear icon in the header of the page.
Your selection is correct
Select the star icon next to a module or application name in the All menu.
Select the heart icon at the bottom of a knowledge base article.
Overall explanation
Favourites help you quickly find and go to your most used pages.

After you add favourites, they appear in the 'Favorites' menu in the Next Experience UI or the 'Favorites' tab in the Core UI.

In the Next Experience UI, you can add a favourite in one of the following ways:

- Add as a favourite from any page **by selecting the star icon in the contextual app pill.**
- Add a module as a favourite from the All menu **by selecting the star icon next to the module name.**
- Add all the modules under an application as favourites from the All menu **by selecting the star icon next to the application name.**
- Add a list as a favourite in the classic environment **by selecting the 'Create Favorite' item on the context menu next to the list title.**
- Add a record as a favourite in the classic environment **by selecting the 'Create Favorite' item on the form context menu next to the record title.**
- Add a knowledge base article as a favourite by clicking the star icon in the header of the knowledge article.

In the Core UI, you can add a favourite in one of the following ways:

- Add a module as a favourite by selecting the star icon next to the module name.
- Add all the modules under an application as favourites by selecting the star icon next to the application name.
- Add a list as a favourite using the list context menu (

) and selecting the 'Create Favorite' item.

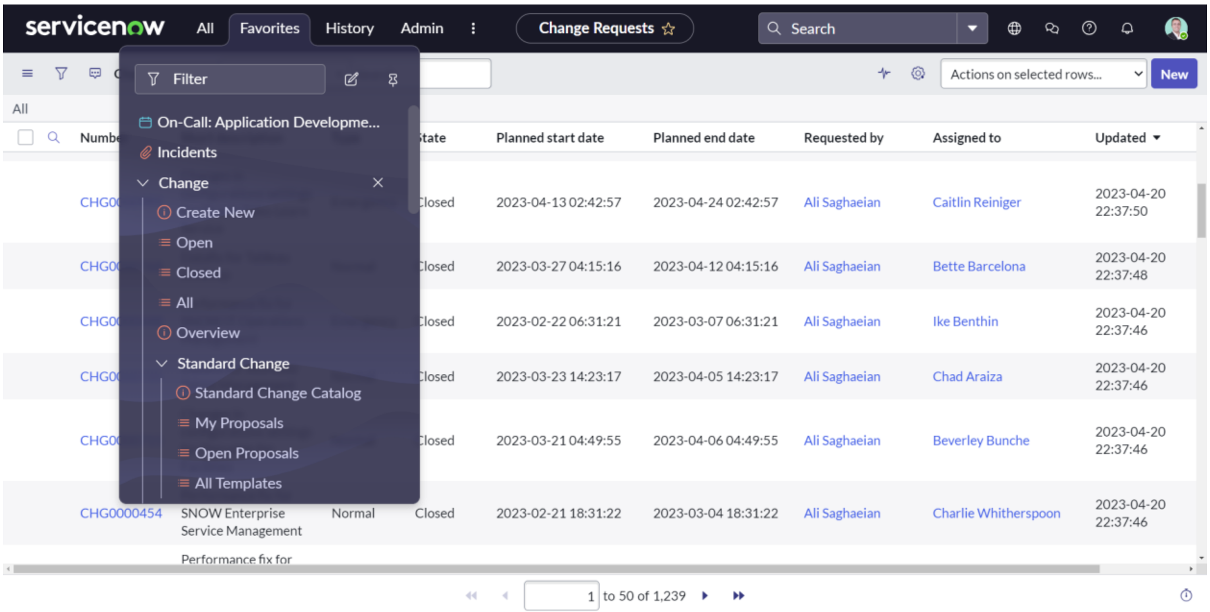
- Add a list as a favourite by dragging the breadcrumb and dropping it to the 'Favorites' tab.
- Add a record as a favourite using the form context menu (

) and selecting the 'Create Favorite' item.

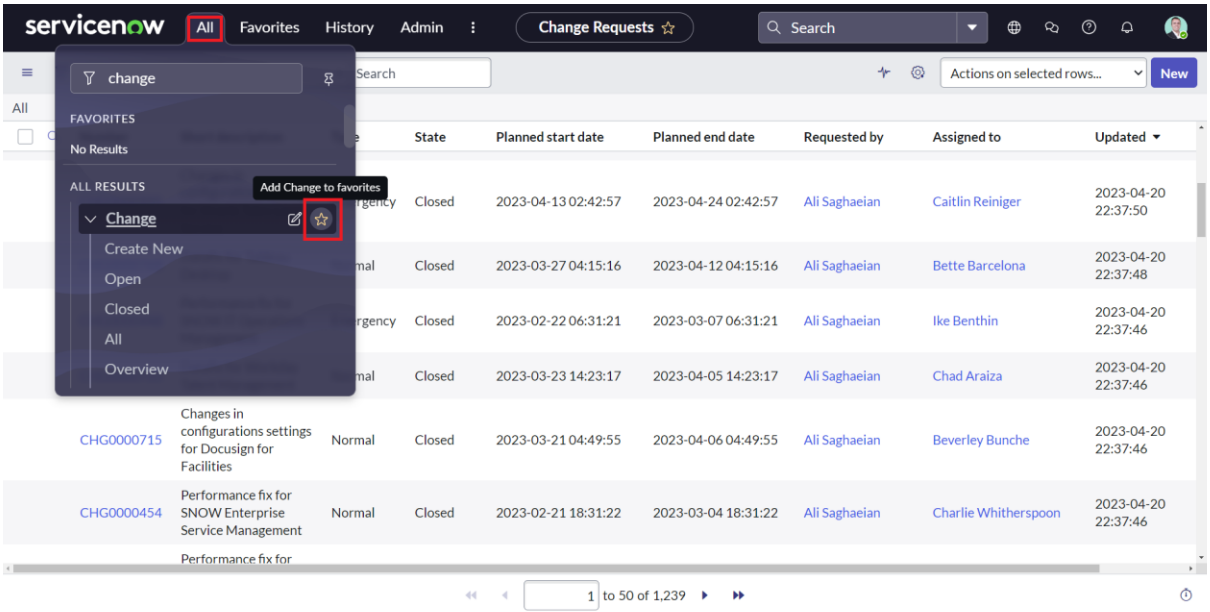
- Add a record as a favourite by dragging the record title and dropping it to the 'Favorites' tab.
- Add a supported link type as a favourite by dragging and dropping it to the 'Favorites' tab.
- Add a knowledge base article as a favourite by clicking the star icon in the header of the knowledge article.

Note: You can customise how favourites appear by editing their names, icons, and colours and their position in a folder structure.

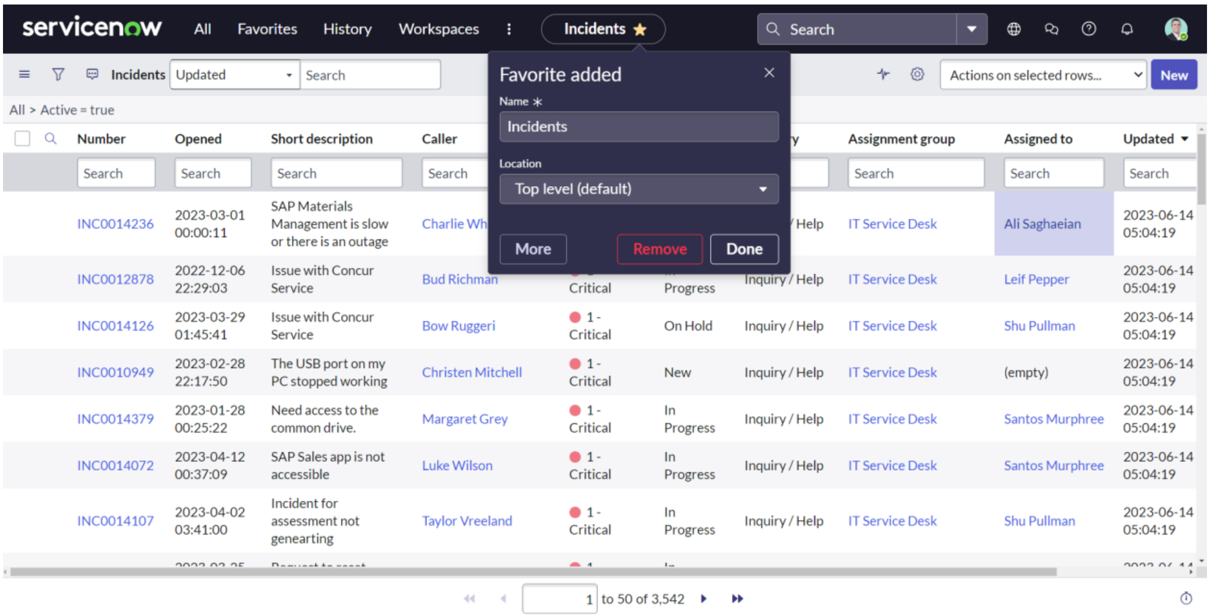
Screenshot 1: **The 'Favorites' menu in the Next Experience UI**



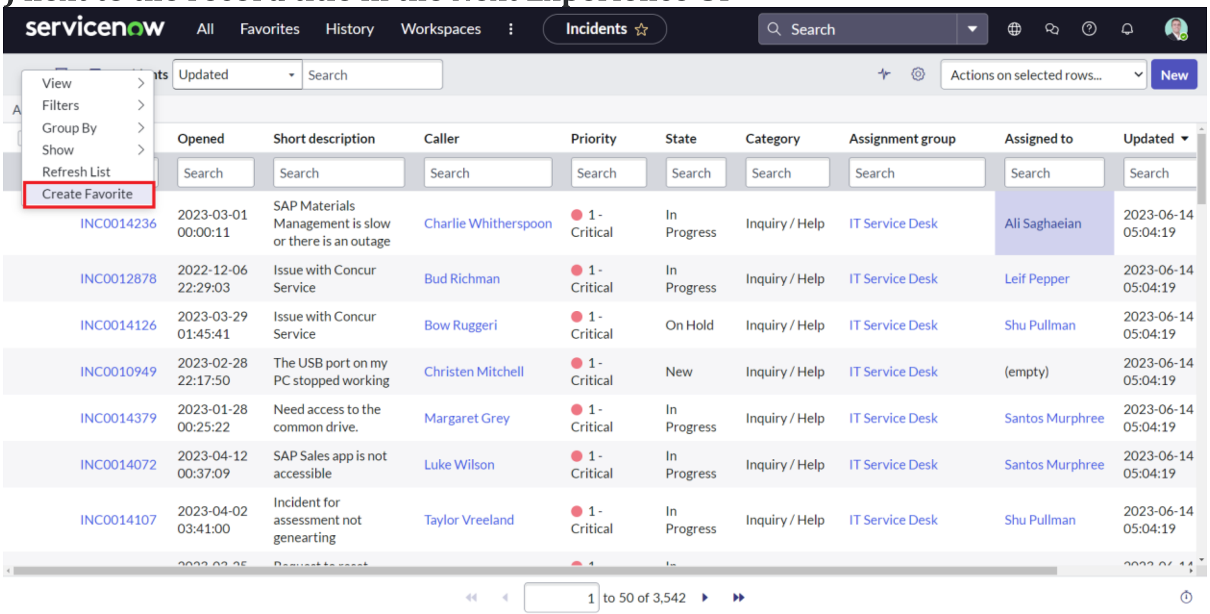
Screenshot 2: **Selecting the star icon next to an application name in the All menu in the Next Experience UI**



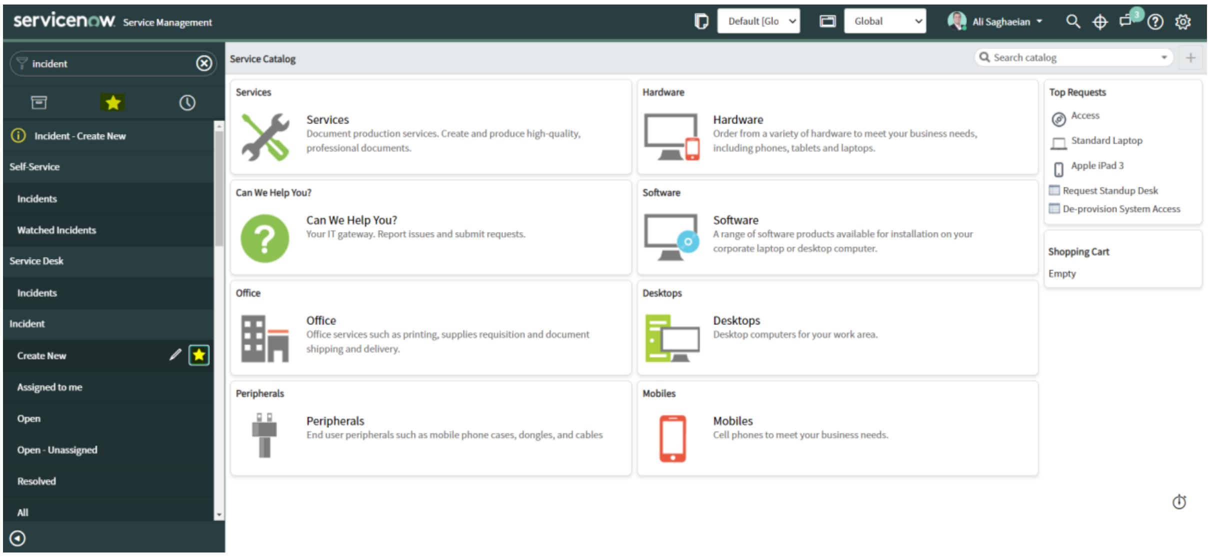
Screenshot 3: **Selecting the star icon in the contextual app pill in the Next Experience UI**



Screenshot 4: **Selecting the 'Create Favorite' option in the form context menu icon (≡) next to the record title in the Next Experience UI**



Screenshot 5: **Adding the 'Create New' module under Incident as a favourite in the Core UI by clicking the star icon next to it**



Subdomain: Personalising/customising the instance

Difficulty level: Easy

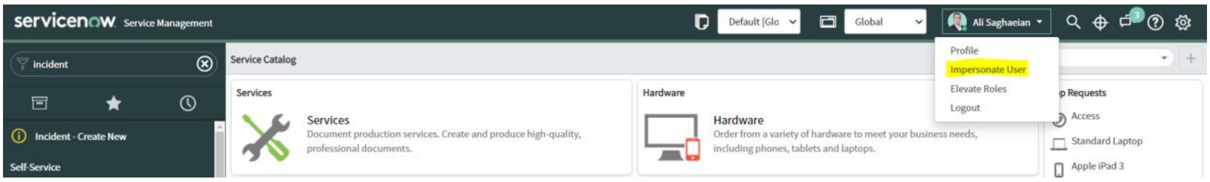
Resources
[Managing your favourites in Next Experience]
[Adding or editing favourites in Core UI]
Domain
Instance Configuration
Question 18Correct
What is selected on the Now Platform to impersonate another user?
Magnifying glass
Your answer is correct
User menu
System settings
Application Navigator
Overall explanation
The **User menu** in the Banner frame is selected to impersonate another user.

Role required: **impersonator.**

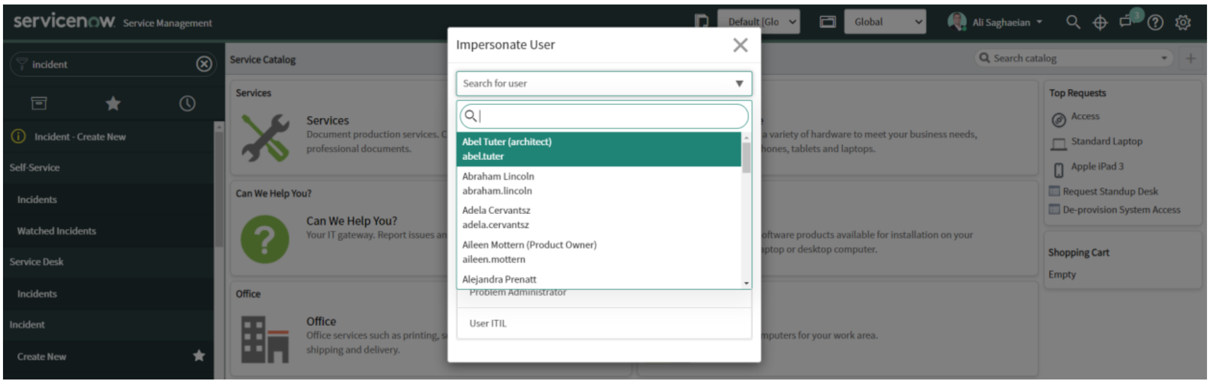
Procedure to impersonate a user in UI16 and the Next Experience UI:

1. In the banner frame, click your user name to open the **user menu**.
2. Select the Impersonate User**.** The Impersonate User dialogue box appears.
3. Select a user from the Recent Impersonations list or enter a different user's name in the user selection field.
4. To return to your original login, follow these same steps, then select your name from the list or end impersonation.
5. To impersonate another user while impersonating a user, open the user menu and select 'Impersonate another user'.

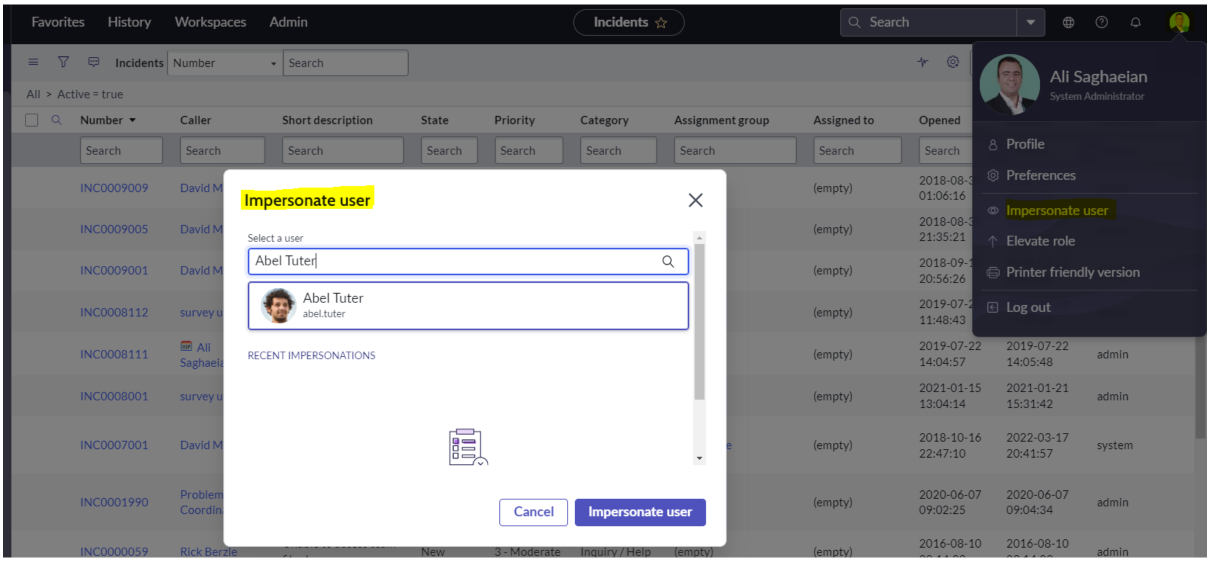
Screenshot 1: **The user menu in UI16**



Screenshot 2: **Impersonate User dialogue box in UI16**



Screenshot 3: **Impersonating a user in the Next Experience UI**



Subdomain: Common user interfaces in the Platform

Additional domain: Platform Overview and Navigation - Next Experience Unified Navigation

Difficulty level: Easy

Resources

Impersonating users

How to impersonate a user

Domain

Instance Configuration

Question 19 Correct

Where can users set their notification preferences in the Next Experience UI?

Admin Menu

Email Properties

System Notifications

Your answer is correct

User Menu

Subscription Management

Overall explanation

Users can subscribe to notifications available to them through their notification preferences. You can set notification preferences to receive updates via email or other channels on the content you are following.

Notification preferences in the Next Experience UI:

- You can set up how you receive web and email notifications in Next Experience.
- You should navigate to **User Menu** > **Preferences** > **Notifications**. Select the Core UI tab and then select the email notification preferences you want to configure.
- Alternatively, you can navigate to the **Notifications menu** and click the gear icon and open the notification preferences window to view and personalise the notifications that apply to you across your instance at a central location.
- You can set up where and how you want to receive notifications by creating a channel for email, instant messages, SMS, or voice.
- You can create personal notifications to get notified on what matters to you or select the notification application and set up your notifications for that application.

Notification preferences in UI16:

- To access your notification preferences in UI16, you can click the gear icon (

) in the banner frame and the System Settings window, click the 'Notifications' tab. You can also access the System Settings by navigating to Self Service > My Notification Preferences.
- You can set your own notification preferences, including personal subscriptions and channels for receiving them. All users can set these preferences through the 'Notifications' tab of the System Settings window.

Notification preferences in UI15 and earlier interfaces:

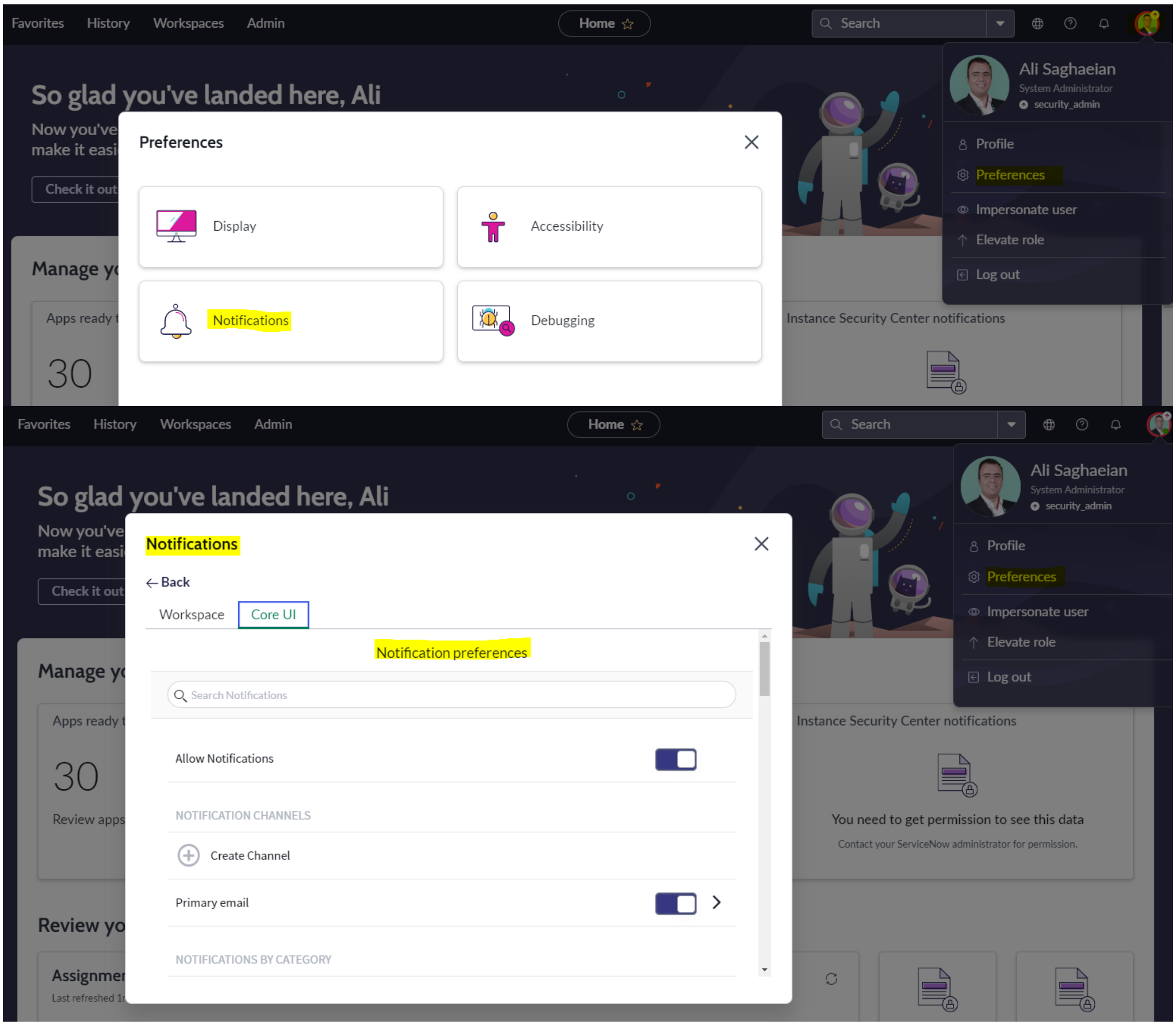
- Users can set their notification preferences through the 'Notification Preferences' link in the User form (Self service > My Notification Preferences).

- Admins can create user devices and set notification preferences for users through the 'Notification Preferences' link in the User form, accessed through the User Administration module (User Administration > Users).

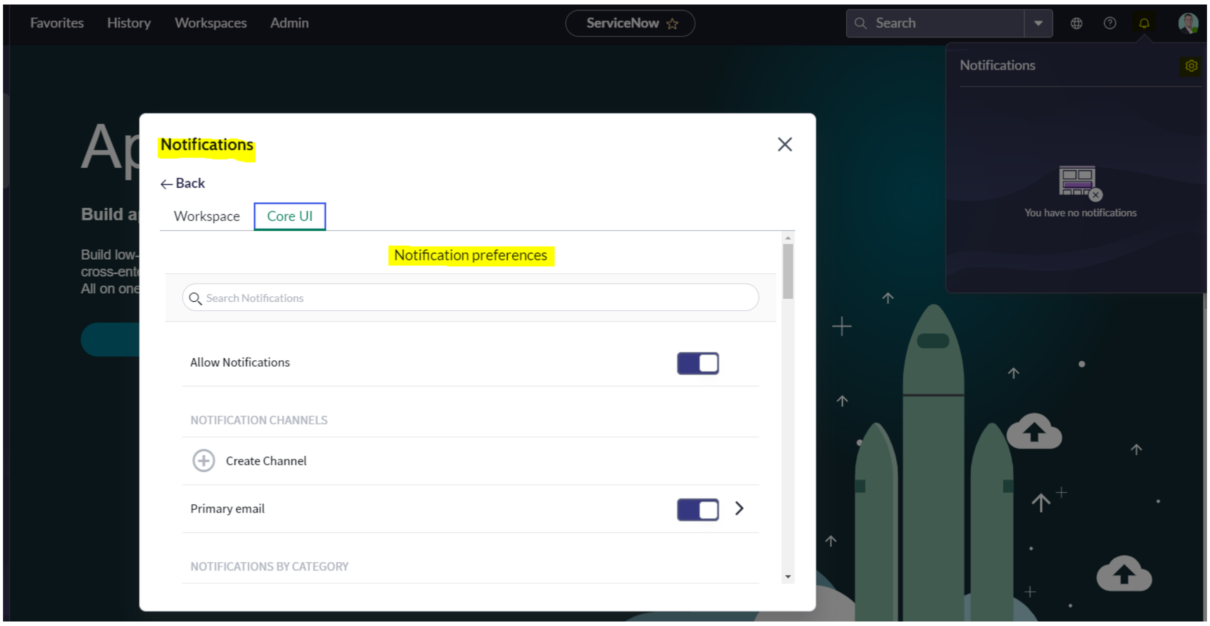
Note 1: Your notifications are based on access and admin configurations. This means you can only enable notifications in notification channels you have permission to access.

Note 2: It is possible to subscribe to an item and disable notifications. Subscription-based notifications enable users to proactively subscribe to items that interest them and unsubscribe from messages that are not mandatory. You can also turn off all notifications.

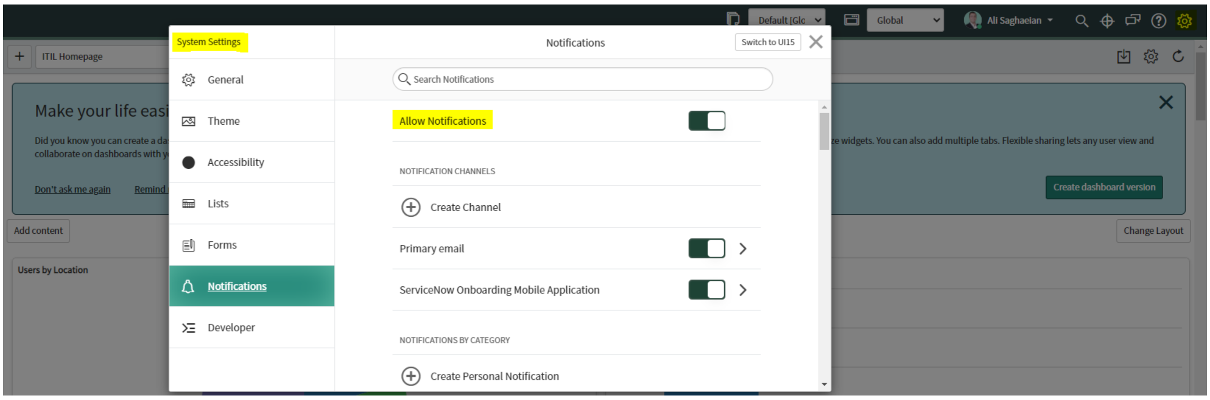
Screenshot 1: **Accessing the Notification Preferences from the User Menu in the Next Experience UI**



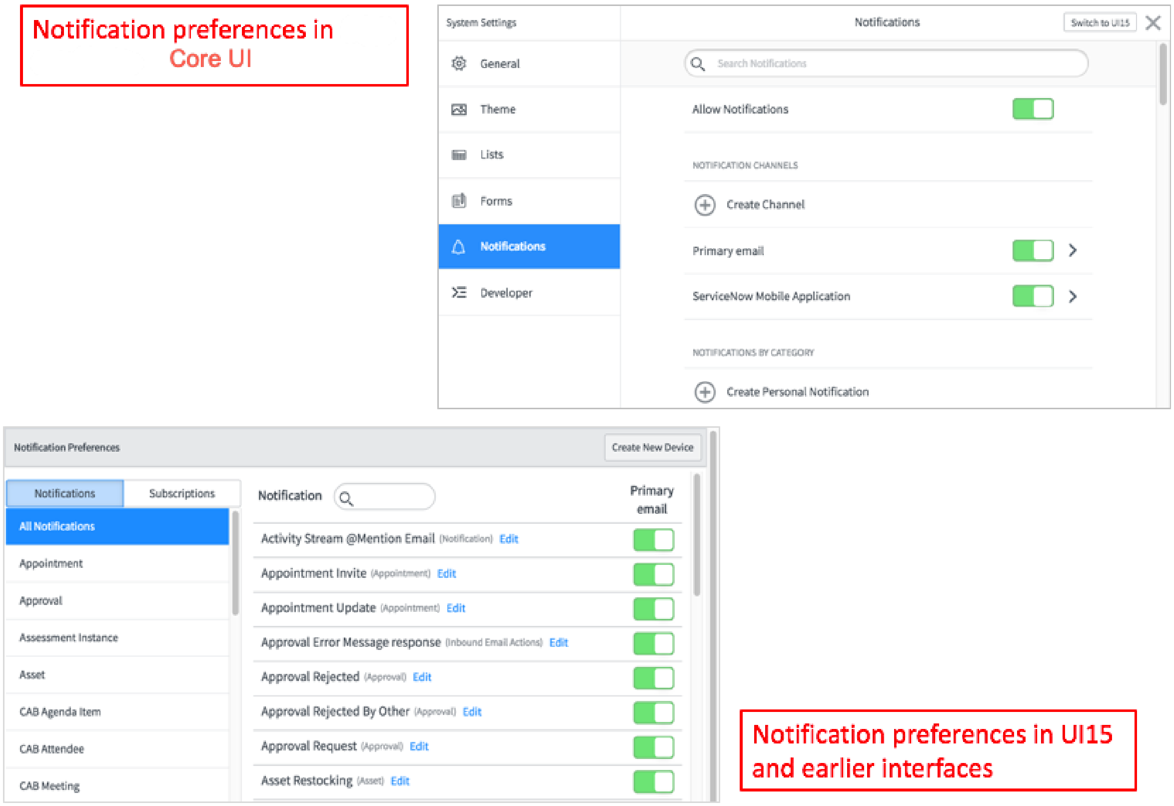
Screenshot 2: **Accessing the Notification Preferences from the Notifications Menu in the Next Experience UI**



Screenshot 3: **Accessing the Notification Preferences from the System Settings in UI16**



Screenshot 4: **Comparing the Notification Preferences in UI16 and UI15**



Subdomain: Next Experience Unified Navigation

Additional domain: Configuring Applications for Collaboration - Notifications

Difficulty level: Easy

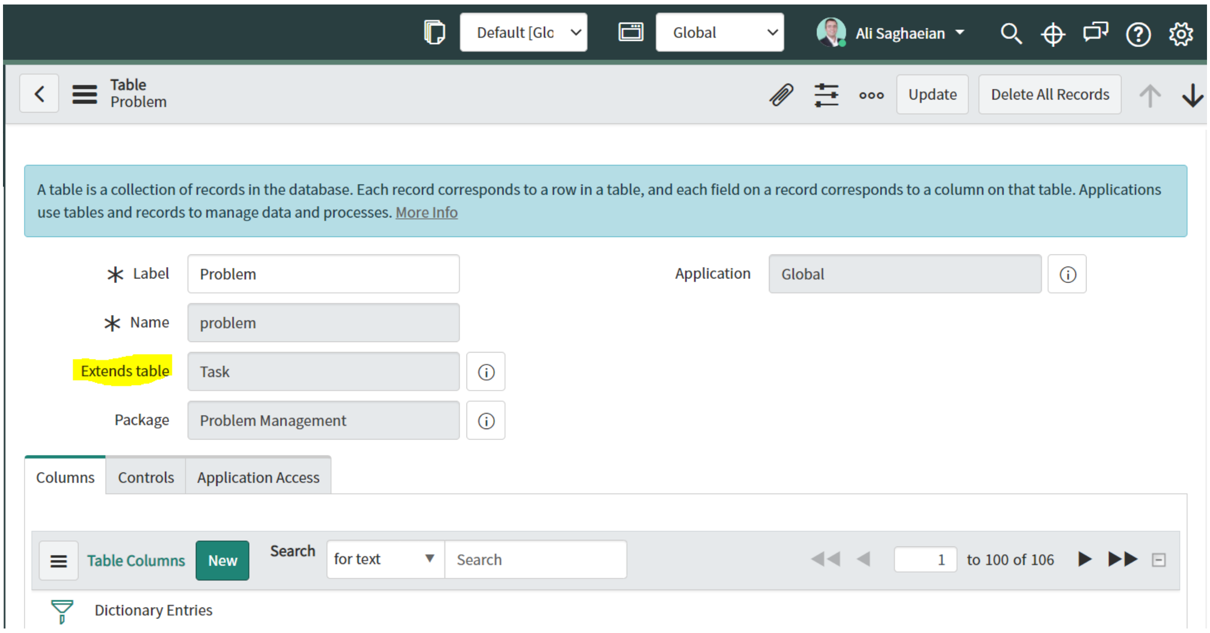
Resources
[Configuring Next Experience notification preferences]
[Setting notification preferences in UI16]
Domain
Platform Overview and Navigation
Question 20Correct
Which of the following describes the relationship between the Problem and the Task tables?
Your answer is correct
The Problem table extends the Task table.
The Problem table has a many-to-many relationship with the Task table.
The Problem table is a remote table for the Task table.
The Problem table is referenced in the Task table.
The Problem table is a parent of the Task table.
The Problem table is a database view of the Task table.
Overall explanation
Task [`task`] is one of the core tables provided with the base system.

It provides a series of standard fields used on each table that **extends** it, such as the Incident [`incident`] and **Problem [`problem`]** tables. In addition, any table which extends the Task table can take advantage of task-specific functionality for driving tasks.

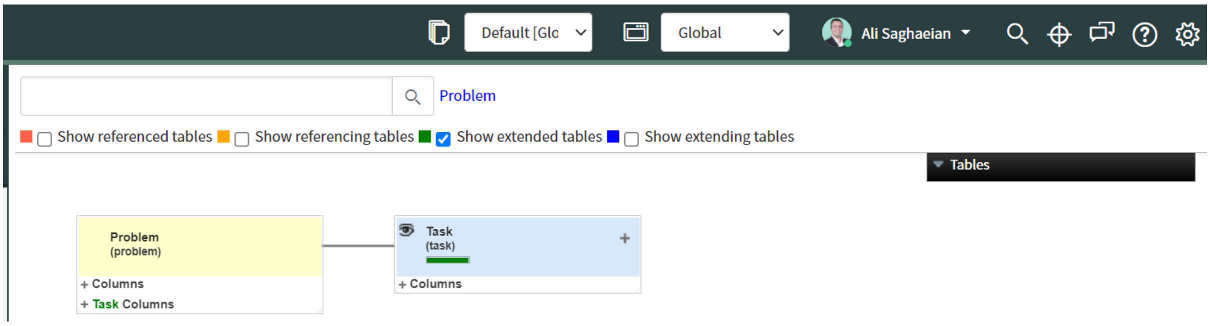
Administrators and application developers typically extend tables to create a set of related records that share information.

A table that extends another table is called a child class, and the table it extends is the parent class. A table can be both a parent and child class, both extending and providing extensions for other tables. A parent class that is not an extension of another table is called a base class.

Screenshot 1: **The Problem table record, which shows it extends the Task table**



Screenshot 2: **The Schema Map for the Problem table that shows the Task table as its extended table**



Subdomain: Data Schema

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Medium

Resources
[Using the Task table]
[Table extension and classes]
Domain
Database Management
Question 21Correct
What is created by default when you create a new table?

Select 2 Answers from the below options.

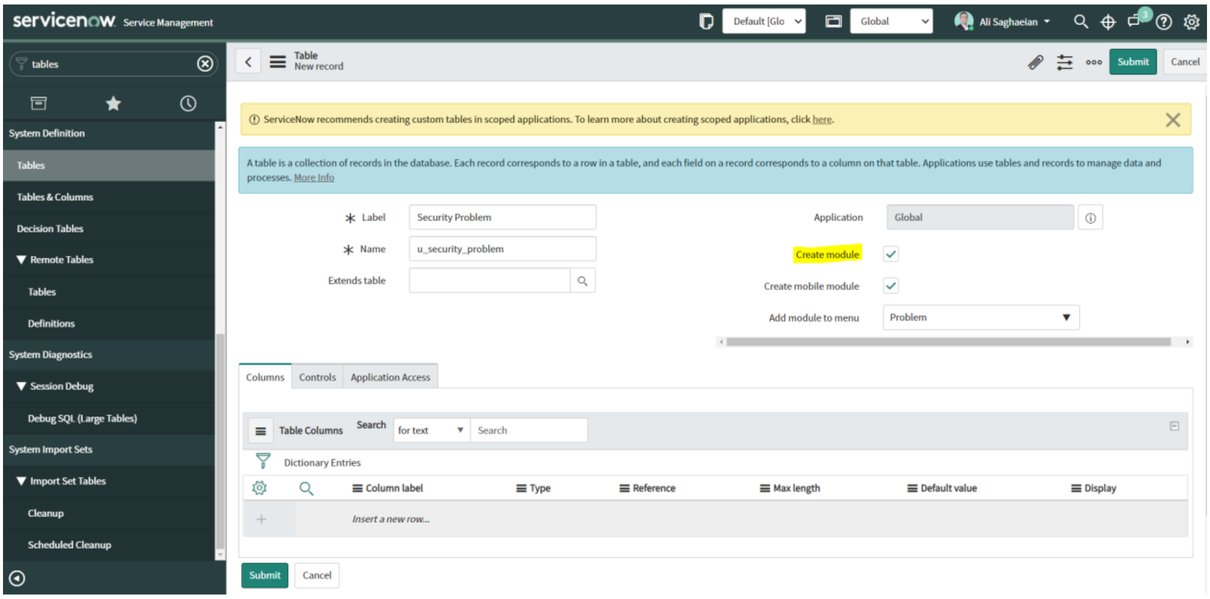
Dashboard to manage the table's activity
A table-specific admin role
Your selection is correct
Module with the plural of the table Label
Your selection is correct
Application Menu with the same name as the table Label
Overall explanation
Administrators and application developers can create custom tables to store application data. After creating a table, you can modify field types and field labels.

Now Platform application subscriptions include custom table entitlements. You can create custom tables for any purpose up to the entitlement limit in the subscription.

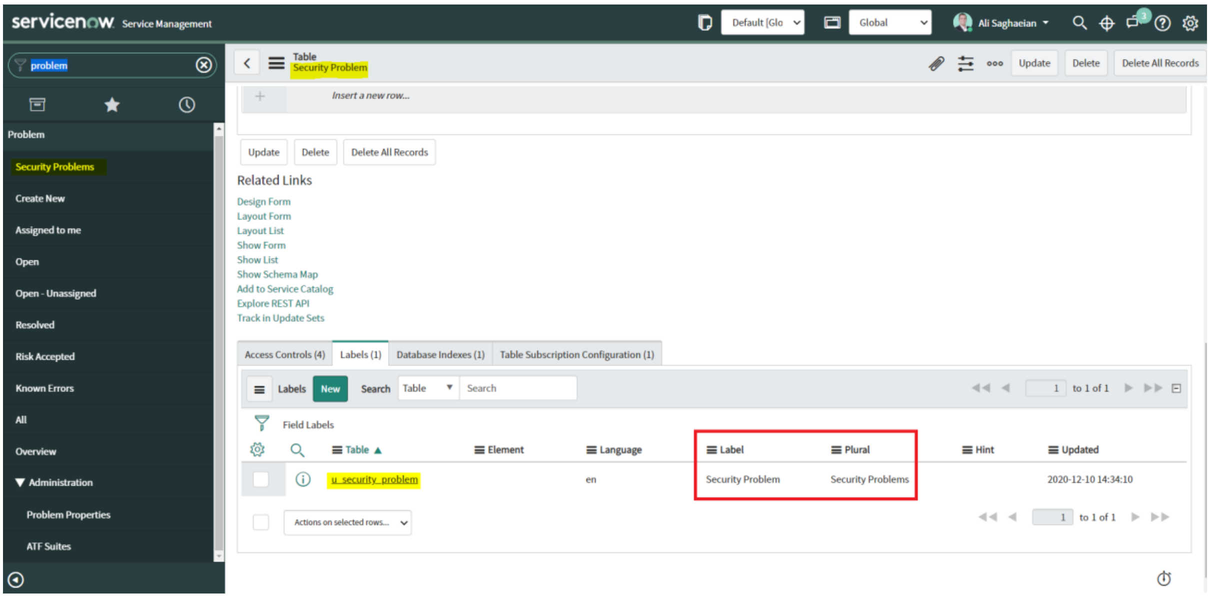
Note: To minimise the existence of unneeded and extraneous tables in an instance, don't overdo table creation. Create only those tables you need to minimise administrative tasks and shorten upgrade times. Do not extend the [`sys_choice`] table. Extending the [`sys_choice`] table is not supported.

When you create a new table, an **Application Menu with the same name as the table Label** and a **Module with the plural of the table Label** is created by default.

Screenshot 1: **Creating a new table**



Screenshot 2: **New table is created**



Subdomain: Personalising/customising the instance

Difficulty level: Medium

Resources

[Creating a table]
[Global default fields for each table]

Domain

Instance Configuration

Question 22Correct

Which tab contains the Activity Stream for a task?

Resolution Information
History
Related Records

Related Links

Your answer is correct

Notes

Overall explanation

The **Notes tab** contains the Activity Stream for a task.

An activity stream is a list of entries in records and conversations. Examples of activity streams include journal fields like comments and work notes displayed in task records and Connect Chat conversations. Activity streams are available in UI15, UI16 and Next Experience UI (Polaris).

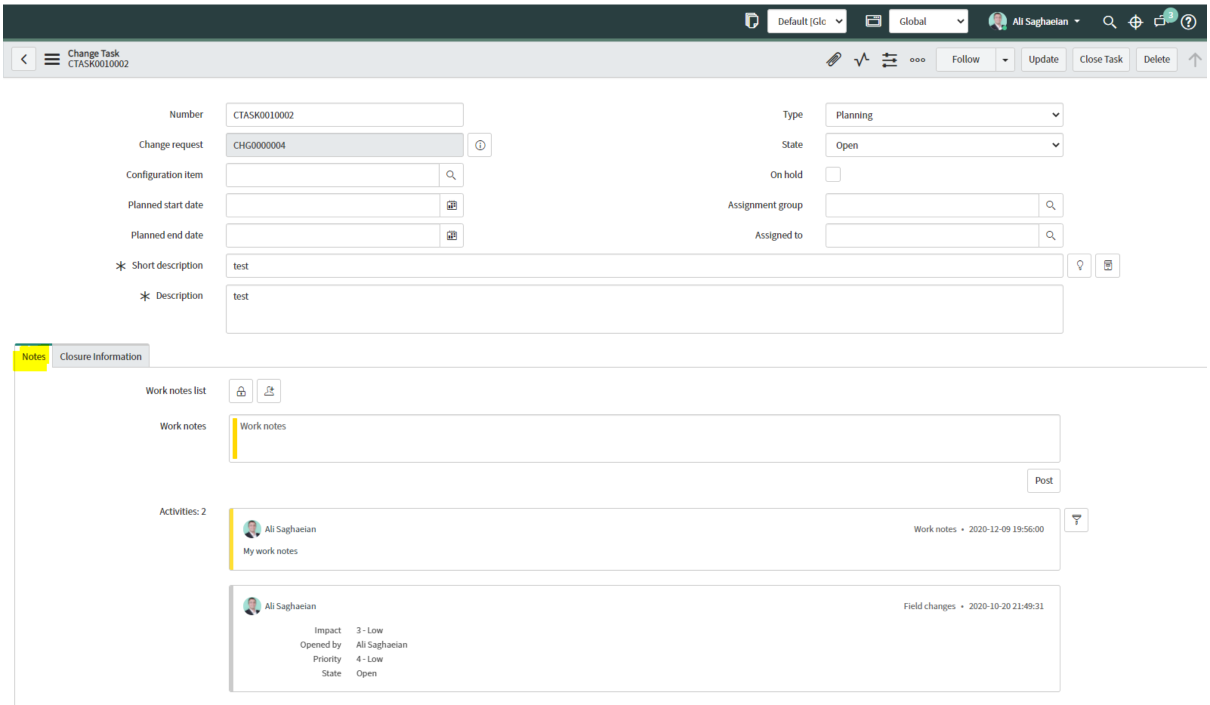
There are three types of activity streams.

1. **List activity stream:** Streams live activity information for all records on the current list. Click an item to open the record activity stream without opening the record.
2. **Record activity stream:** Appears in forms configured with the activity formatter. You can customize the activities to include.

   When you follow a record to view it in the Connect Chat interface, the conversation contains the same information as the record activity stream. Comments entered in the Connect Chat window update the record activity stream.

3. **Visual Task Boards:** Streams live activity information for all task cards in the current task board. Click an item in the activity stream to open the task card and view the activity stream of the record.

Screenshot: **The Notes tab on a Change Task**



Subdomain: Form Configuration

Difficulty level: Easy

Resources

[Activity streams]

Domain

Configuring Applications for Collaboration

Question 23Correct

You can identify tables without `report_view` access control lists (ACLs) and evaluate which users won't pass the `read` ACLs on a table.

What application allows you to compare reports against all `report_view` and the corresponding `read` ACLs?

Security Jump Start (ACL Rules)

Anonymous Report Center

Your answer is correct

ACL Assessment for Reports

Report Security - enforce access control checks

Reporting Statistics Reports

Overall explanation

You can use the ServiceNow **ACL Assessment for Reports** to identify reports that are blocked by `report_view` ACLs (access control lists).

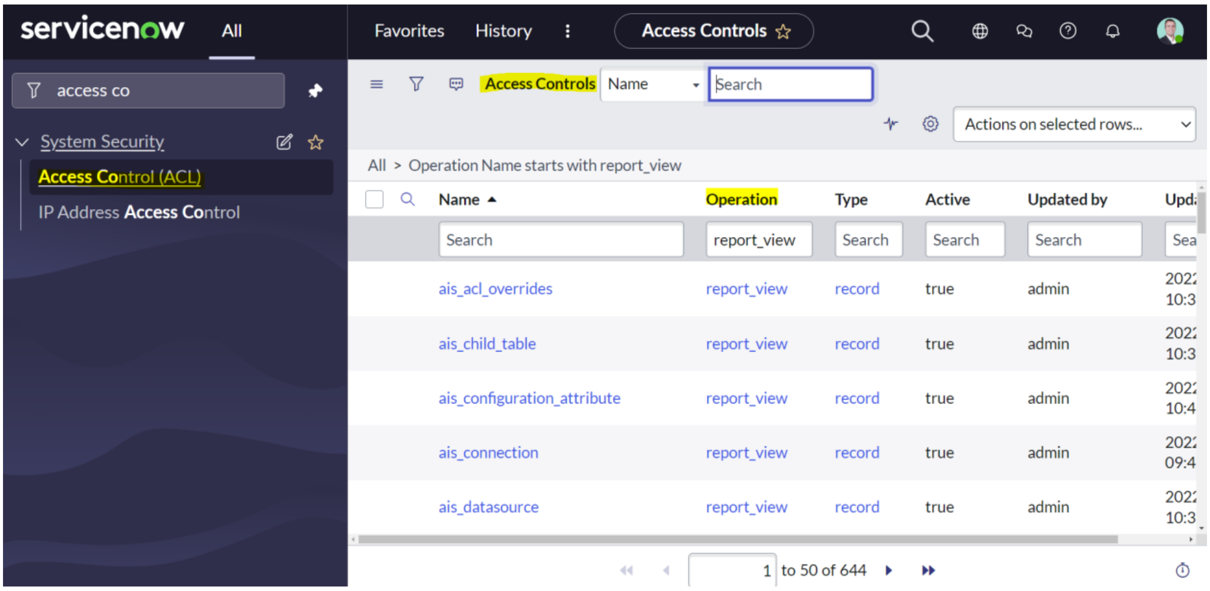
You can use the Report ACL dashboard to identify reports that users can't see. If the owner doesn't meet ACL constraints, ACLs can block report creators from their own reports.

The scan evaluates all reports against the `report_view` ACLs on the instance. It also identifies tables without `report_view` ACLs and evaluates which users won't pass the `read` ACLs on a table.

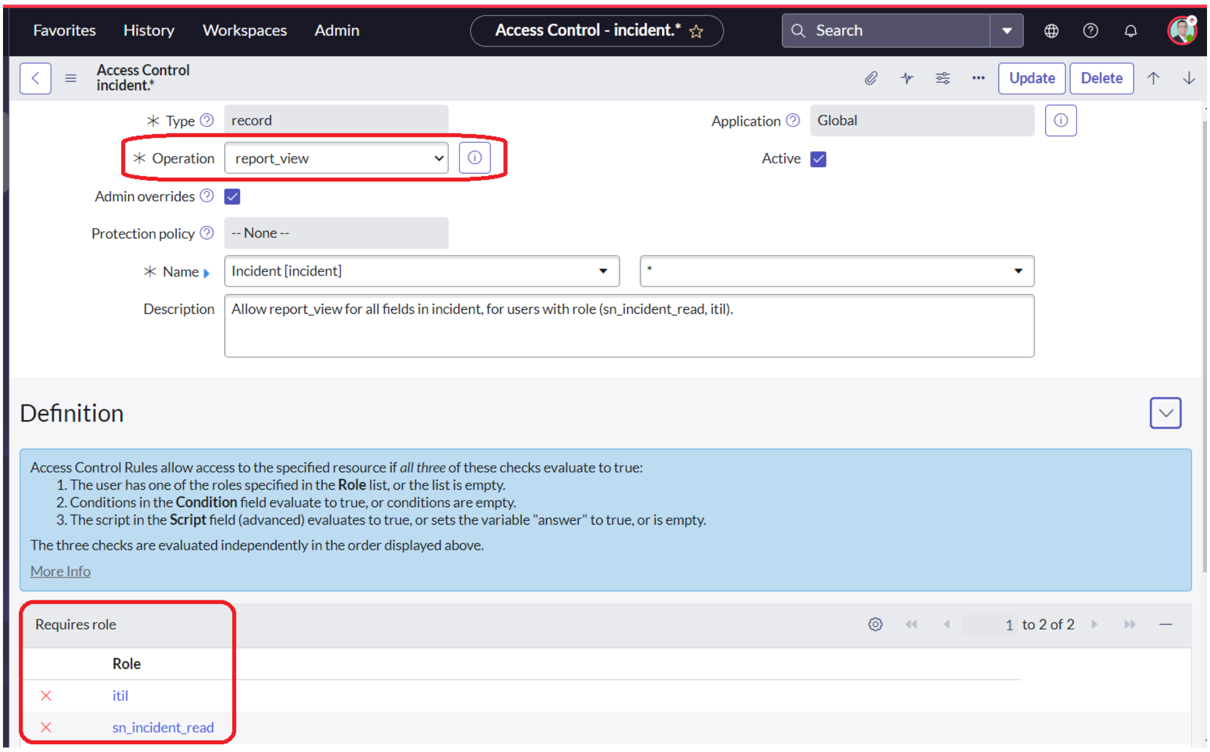
The ACL assessment then allows you to address users in both categories - those who don't pass `report_view` ACLs and those who don't pass `read` ACLs on reports without `report_view` ACLs.

- The *Report Security* plugin enforces ACL checks when reports are created, deleted or updated.
- The *Security Jump Start* plugin adds ACL rules to provide a jump start on securing many system tables to make it easier for an organisation to get into production more quickly
- *Anonymous Report Center* enables users to submit cases without disclosing their identities to agents or admins within their organisations.
- The *Reporting Statistics Reports* plugin provides reports and dashboards on reporting statistics.

Screenshot 1: **List of `report_view` Access Controls**



Screenshot 2: **Example of an Access Control that allows `report_view` for all fields in the incident for users with the role (`sn_incident_read`, `itil`)**



Subdomain: Application/Access Control

Additional domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

First introduced: Utah release

Difficulty level: Hard

Resources

[ACL Assessment for Reports]

Domain

Database Management

Question 24 Correct

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

Client Script

Data Policy

UI Policy

Your answer is correct

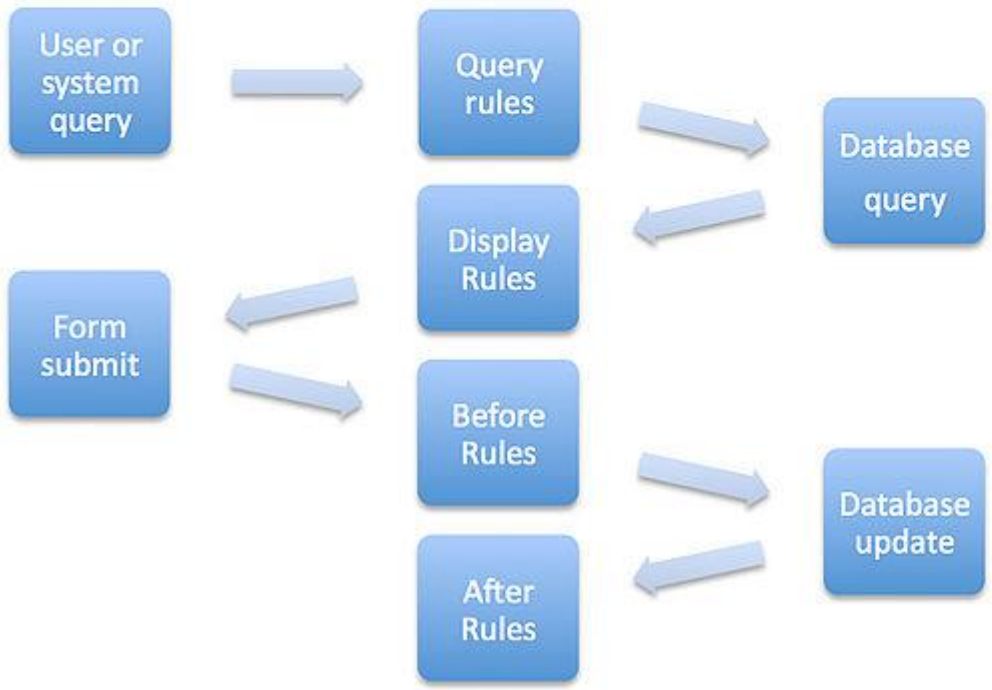
Business Rule

Overall explanation

A **business rule** is a server-side script that runs when a record is displayed, inserted, updated, or deleted or when a table is queried.

Use business rules to accomplish tasks like automatically changing values in form fields when certain conditions are met or to create events for email notifications and script actions.

Diagram: **Business rule processing flow**



Subdomain: Business Rules

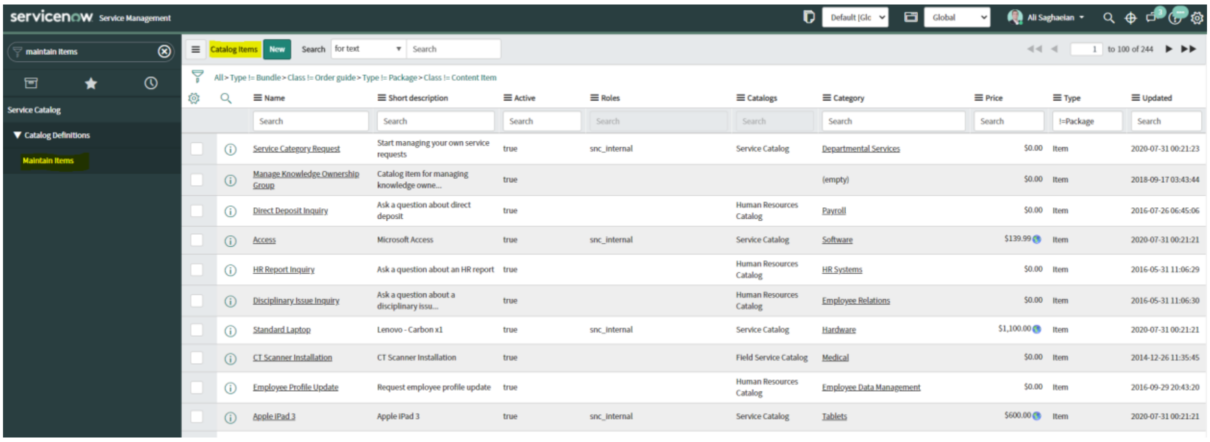
Difficulty level: Easy

Resources
[Classic Business rules]
[Server-side scripting]
Domain
Data Migration and Integration
Question 25 Correct
Where does the System Administrator navigate to edit a catalogue item?
Service Catalogs
Service Portal
Create Incident
Your answer is correct
Maintain Items
Overall explanation
System Administrator navigates to **Maintain Items** to edit a catalogue item.

Configure catalogue items using the Service Catalogue in the platform UI by navigating to **Service Catalog** > **Catalog Definitions** > **Maintain Items**.

Catalogue administrators can edit an item from the service catalogue listing. Catalogue managers and catalogue editors can also edit an item if they are assigned to the item.

Screenshot: **List of catalogue items to edit or to create new ones**



Subdomain: Service Catalogue

Difficulty level: Easy

Resources

[Creating or editing a catalogue item]()

Domain

Self-Service & Automation

Question 26Incorrect

When can you view personalised recommendations to improve the search engine optimisation (SEO) and accessibility of your Knowledge articles?

When flagging an article

Correct answer

When editing or publishing an article

When attaching an article to an Incident

Your answer is incorrect

When rating or commenting on an article

When viewing an article on the Service Portal

Overall explanation

You can view and act on suggestions **when editing or publishing a Knowledge article** to improve its search engine optimisation (SEO) and accessibility.

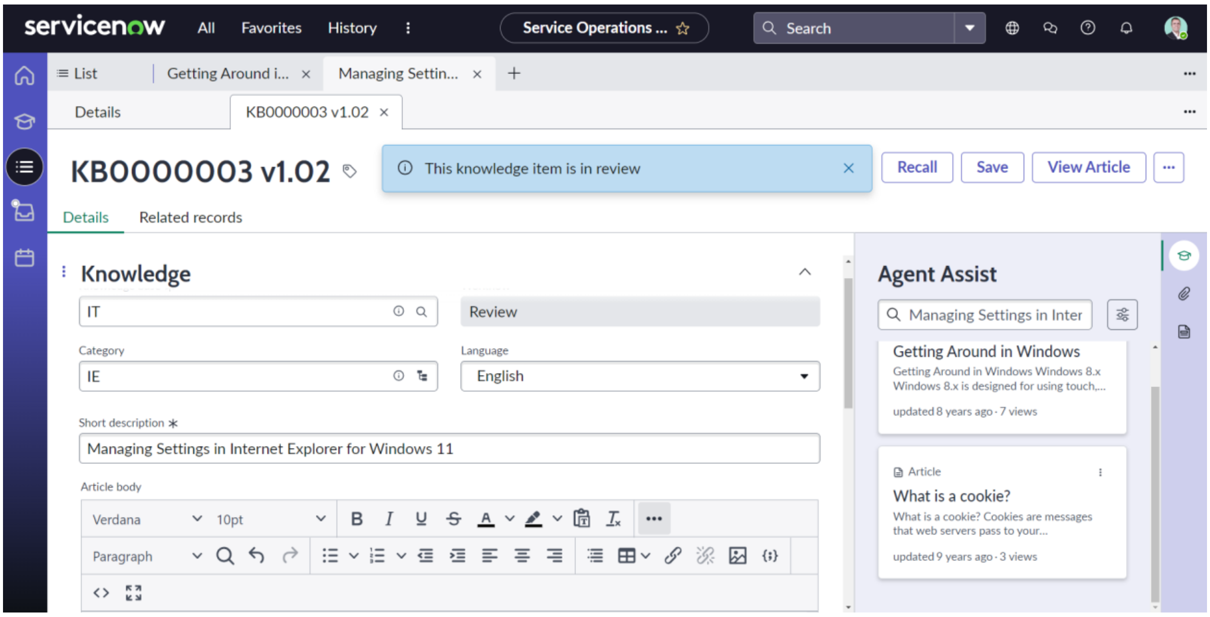
You can improve the search engine optimisation (SEO) and accessibility of your Knowledge articles by reviewing personalised recommendations (such as removing multiple Heading 1 or `<H1>` tags) and using them to update your articles from the Article Details page.

Suggestions are provided for the following tags:

- heading 1 `<h1>`
- anchor `<a>`
- image `<img>`

Note: The base system HTML tags used within Knowledge articles as displayed on portal pages have been standardised since the Vancouver release for greater SEO and accessibility for screen readers.

Screenshot: **Editing a Knowledge article in the Service Operations Workspace**



Subdomain: Knowledge Management

First introduced: Vancouver release

Difficulty level: Hard

Resources

[Creating a knowledge article]

[Generating SEO information for articles using article templates]

Domain

Self-Service & Automation

Question 27 **Incorrect**

What Visual Task Board type automatically updates the tasks when the respective cards are edited or change lanes?

Your answer is incorrect

Freeform

List

Flexible

Correct answer

Guided

Overall explanation

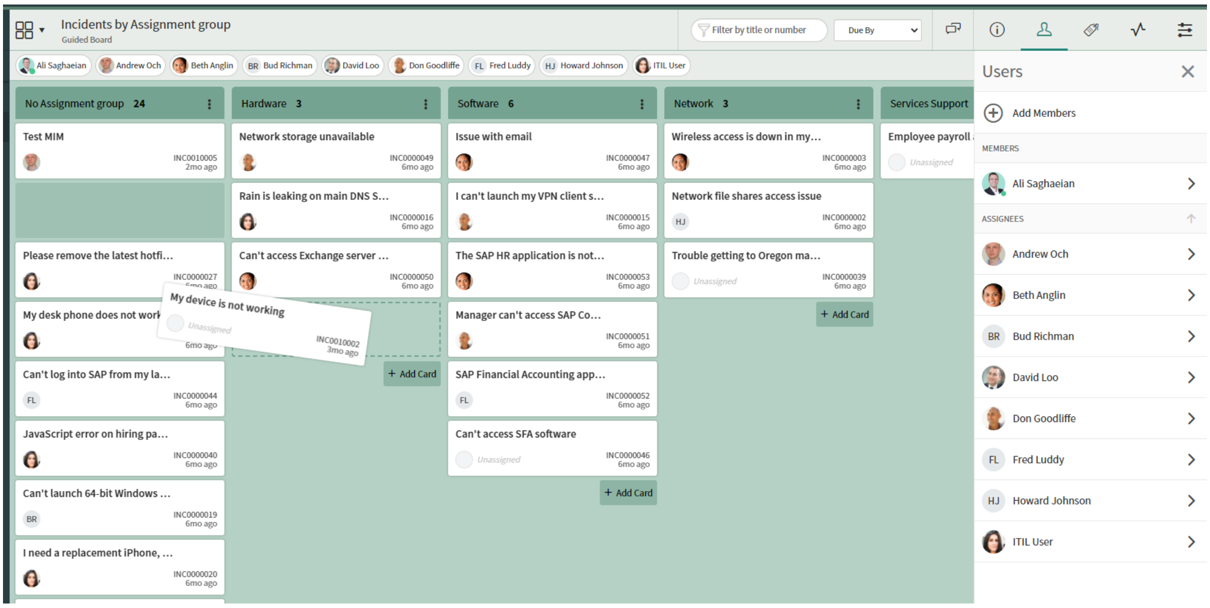
Guided boards can be created from a list and use the values of a specified field (e.g. State) as lanes. Tasks in the list are updated when cards are edited, or their lanes are changed on the Visual Task Board.

Flexible boards are also created from a list, but lane changes do not update underlying task data.

Freeform boards can be your personal organiser to manage any individual task. Lane changes do not update underlying task data.

'List' is not a Visual Task Board type.

Screenshot: **Moving a card to a different lane on a guided board automatically updates the tasks**



Subdomain: Visual Task Boards (VTBs)

Difficulty level: Easy

Resources

[Creating a data driven Visual Task Board](#)
[Adding a task to a flexible or guided Visual Task Board](#)

Domain

Configuring Applications for Collaboration

Question 28Correct

What options are available to define the fulfilment process for a service catalogue item?

Select 3 Answers from the below options.

Your selection is correct
Workflow
Plan
Your selection is correct
Execution Plan
Your selection is correct
Flow
Roadmap

Overall explanation

When a user orders a catalogue item, a request is created that follows a fulfilment process. A fulfilment process defines the steps to request approval, assign fulfilment tasks, and fulfil requests. Flow Designer **flows**, **workflows**, or **execution plans** are used to define fulfilment processes.

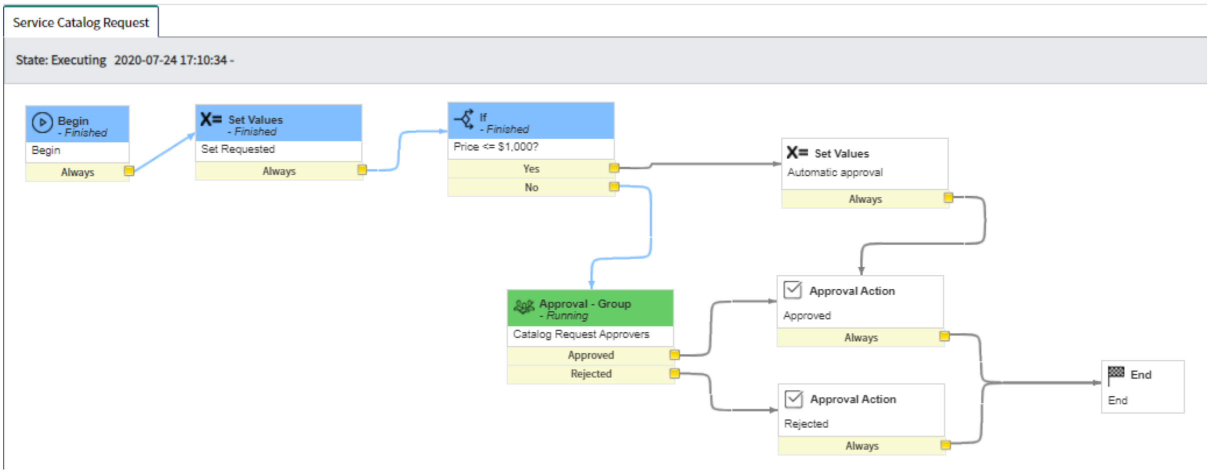
Preparing to fulfil catalogue item requests involves the following activities.

- Set up fulfilment groups to assign to tasks.
- Define the fulfilment processes using Flow Designer flows, workflows, or execution plans.
- Assign the fulfilment process to catalogue items.

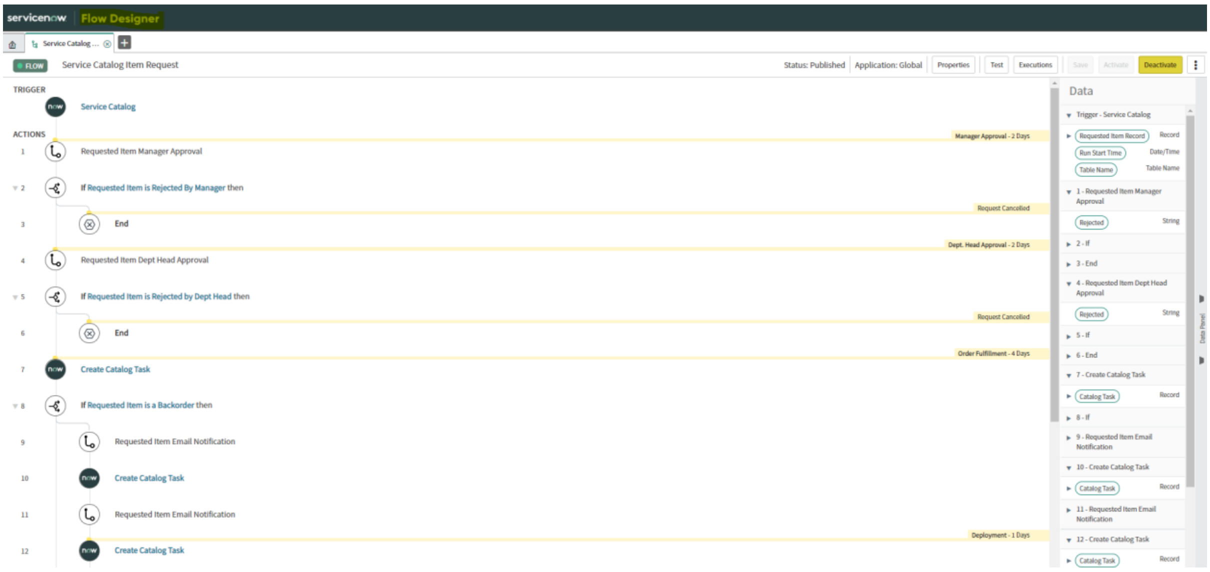
Learn more about the different fulfilment processes:

1. Flow Designer enables you to automate work, such as approvals, tasks, and notifications, without having to code.
2. Workflows allow for different paths to the end of the process. For example, an approver can reject a request, ending the process. If the request is approved, the process continues through fulfilment to the end of the process.
3. Execution plans describe how a catalogue item is procured, configured, and installed. They enable you to describe simple, linear processes. Each execution plan contains one or more tasks.

Screenshot 1: **A catalogue workflow**



Screenshot 2: **A catalogue flow**



Additional resource:

- [Service Catalogue request fulfilment]()

Subdomains:

- Service Catalogue
- Flow Designer

Difficulty level: Easy

Resources

[Flow Designer]()
[Service catalogue workflows]()
[Execution Plans]()
Domain
Self-Service & Automation
Question 29Incorrect

What is the system behaviour when applying a data policy to the list view to make a field read-only?

Correct answer

The field will appear to be editable, but the update will fail.

The field will still be editable and can be successfully updated.

The field will be hidden from the list view and cannot be added back to the personalised list.

Your answer is incorrect

The field will appear read-only and cannot be updated.

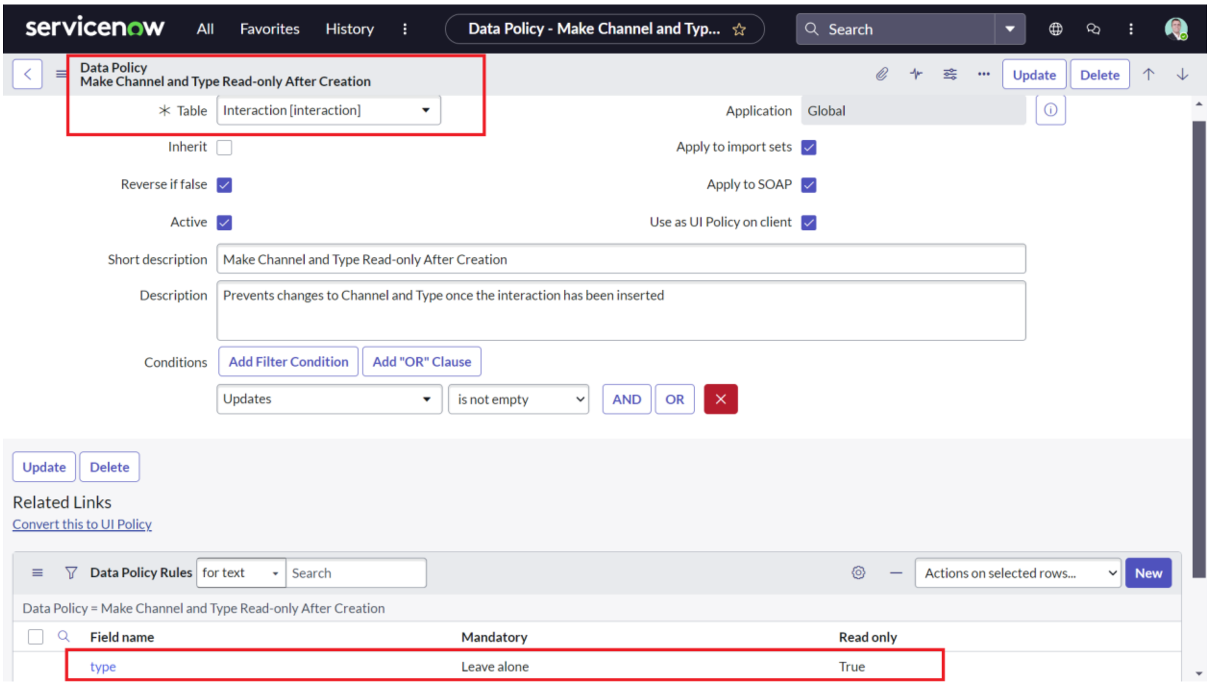
Overall explanation

Data policies enable you to enforce data consistency by setting mandatory and read-only states for fields.

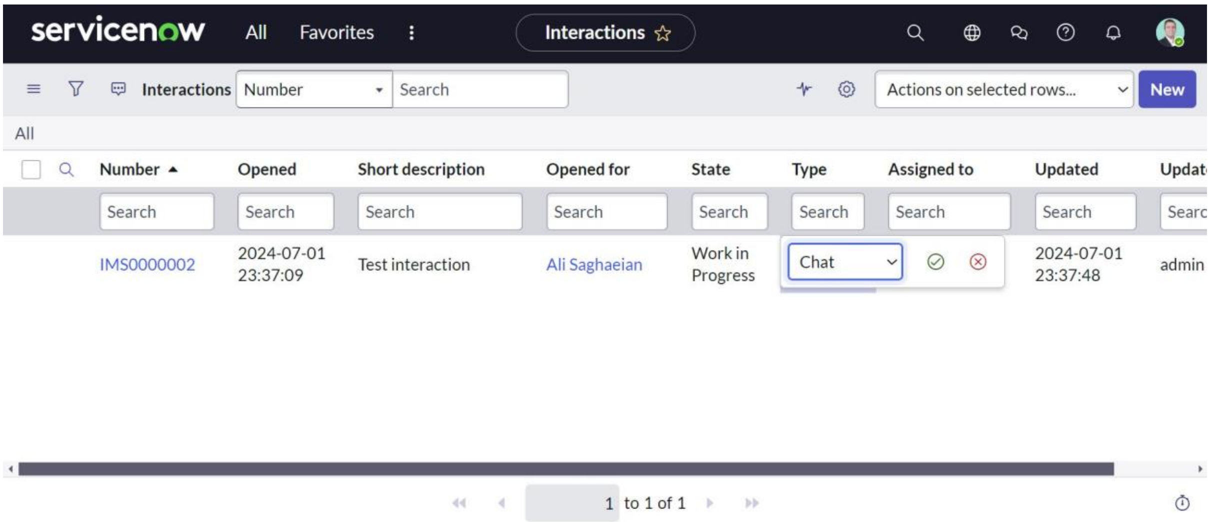
When applying a data policy to the list view to make a field read-only, the **field will appear editable, but the update will fail**.

Data policies are similar to UI policies, but UI policies only apply to data entered on a form through the standard browser. Data policies can apply rules to all data entered into the system, including data brought in through import sets or web services and data entered through the mobile UI.

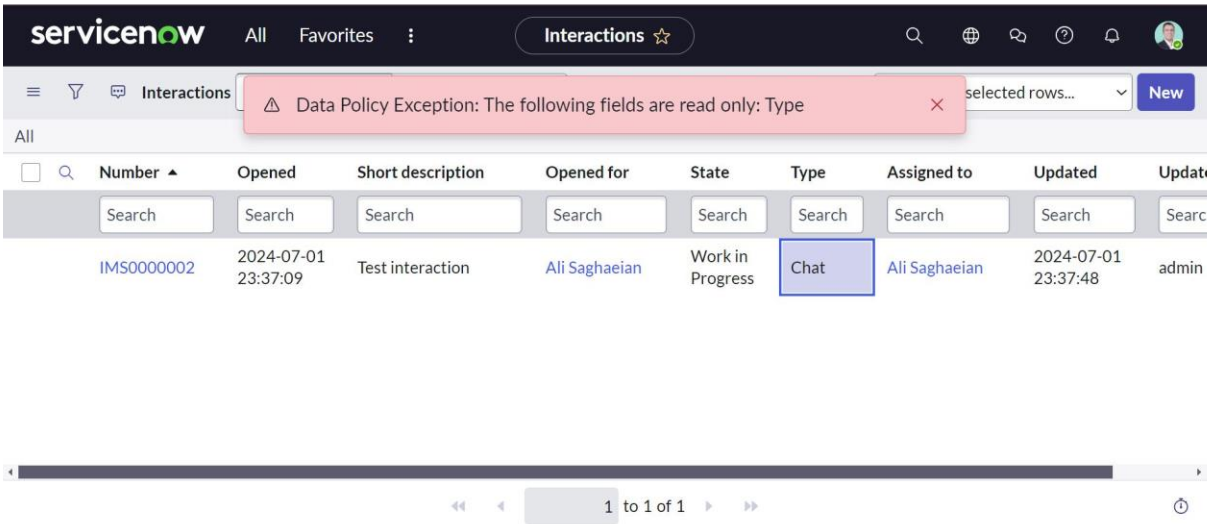
Screenshot 1: **Example of a Data Policy rule to make the Type field read-only on the Interaction table**



Screenshot 2: **Trying to edit the Type field on the list of Interactions**



Screenshot 3: **The error message when trying to save the change to the Type field on the list of Interactions**



Subdomain: Scripting in ServiceNow

Difficulty level: Hard

Resources
[Data policy]
[Creating a data policy]
[Data policy fields]
Domain
Data Migration and Integration
Question 30Correct
What are the different ways an end-user can leave feedback about an article?

Select 3 Answers from the below options.

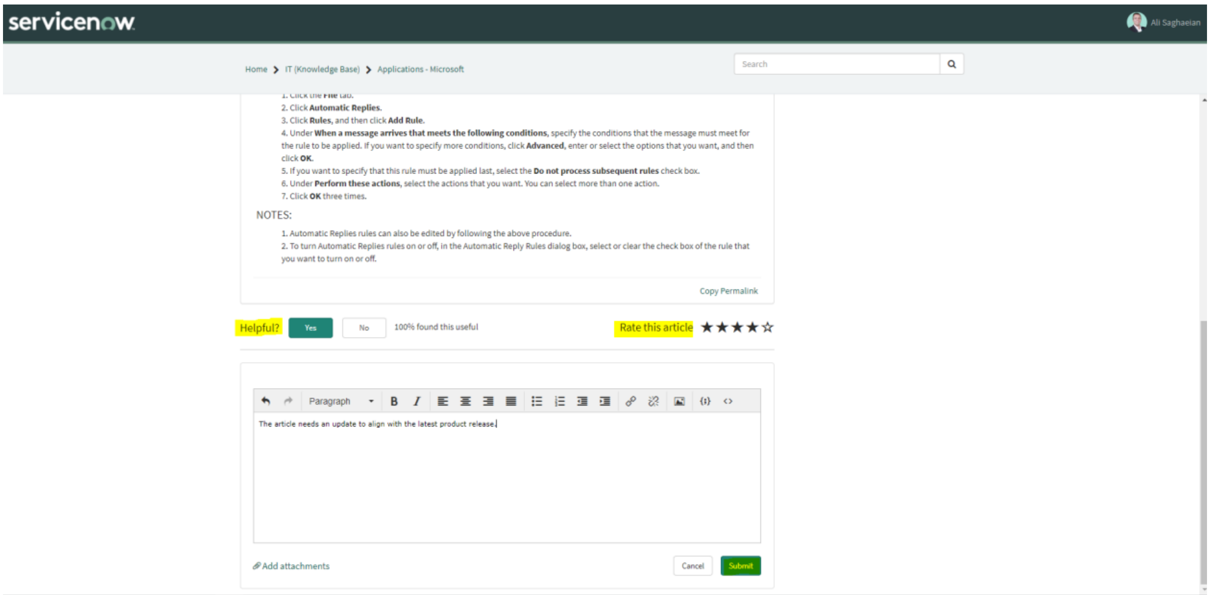
Fill out the knowledge quality survey.

Your selection is correct
Leave a comment on the article.
Fill out an article quality index checklist.
Your selection is correct
Give a 1-5 star rating.
Your selection is correct
Mark the article as helpful or not helpful.
Overall explanation
An end-user can leave feedback about an article by giving a **1-5 star**, marking the article as **helpful or not helpful** and leaving a **comment.**

Here are the UI components and their description:

- **Helpful?:** Provide feedback on an article by marking it as helpful or not. View a percentage value of how many other users found the article helpful.
- **Rate this article:** Rate a knowledge article.
- **Click here to comment to this article:** Add a comment to an article.

Screenshot: **Leaving feedback about an article**



Subdomain: Knowledge Management

Difficulty level: Easy

Resources
[Knowledge Management Service Portal article view page features]()
[Knowledge Management Service Portal homepage features]()
Domain

Self-Service & Automation

Question 31 Correct

What is Configuration Item (CI)?

Information that further describes a CI such as a name, serial number, or operating system

A database used to store configuration records throughout their lifecycle

Your answer is correct

Components of an infrastructure required to deliver a product or service

A set of tools and databases that are used to manage an organizations configuration data

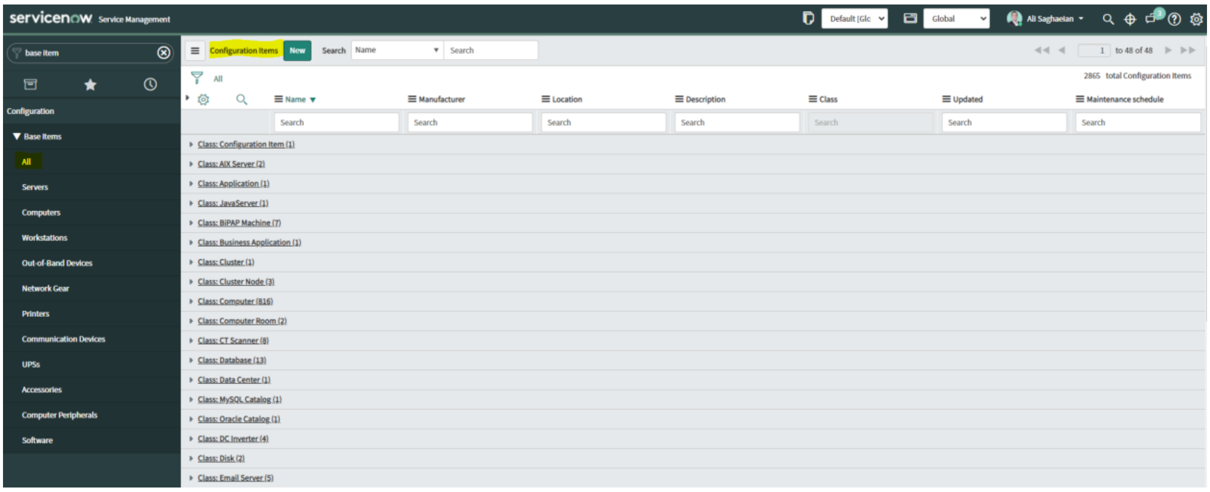
Overall explanation

Configuration Items (CIs) are the **components of an infrastructure required to deliver a product or service.**

The configurations are stored in a configuration management database (ServiceNow CMDB) which consists of entities, called Configuration Items (CI), that are part of your environment. A CI may be:

- A physical entity, such as a computer or router
- A logical entity, such as an instance of a database
- Conceptual, such as a Requisition Service

Screenshot: **Configuration Items (CIs) list view, grouped by class**



Subdomain: CMDB and CSDM

Difficulty level: Easy

Resources

[CMDB schema model]

[Overview of CMDB]

[Configuration Item [cmdb_ci] class]

Domain

Database Management

Question 32 Correct

Your manager asks you to build some reports on your group tasks.

Where do you navigate on the platform to start?

Self-Service > My Reports

Reports > Getting Started

Your answer is correct

Reports > Create New

Resource > Resource Reports > Reports - New

Service Catalog > Request Reports

Performance Analytics > Create Reports

Overall explanation

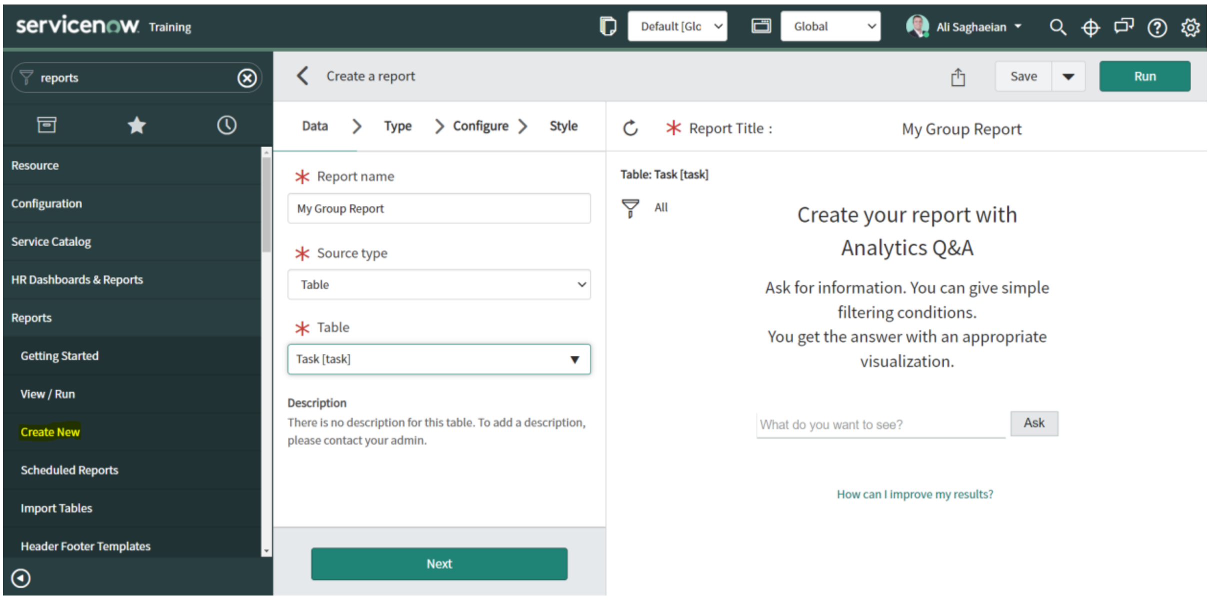
ServiceNow Reporting enables you to create and distribute reports that show the current state of instance data, such as the number of open incidents of each priority. Reporting functionality is available by default for all tables except for system tables.

ServiceNow reports are visualisations of your data that you can share with users on dashboards and service portals, export to PDF, and send via email.

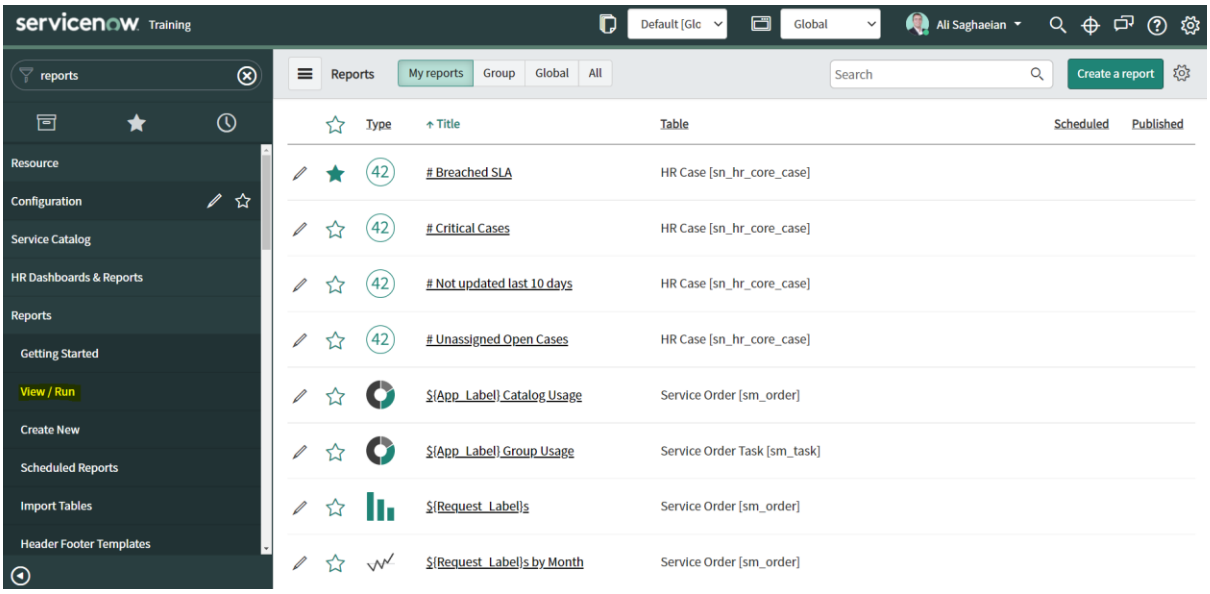
Here are some of the ways you can create a report:

- Create a report: **Navigate to 'Reports > Create New.'**
- Create a report from the reports list: Navigate to 'Reports > View / Run' and select 'Create a report' on the top bar.
- Create a report from a dashboard: Navigate to the dashboard where you want to add the report, click the Add Widgets icon, and select Reports. Next, select '#New Report' and 'Add'. Next, click on the hyperlink 'Click here to configure this reusable Widget.'

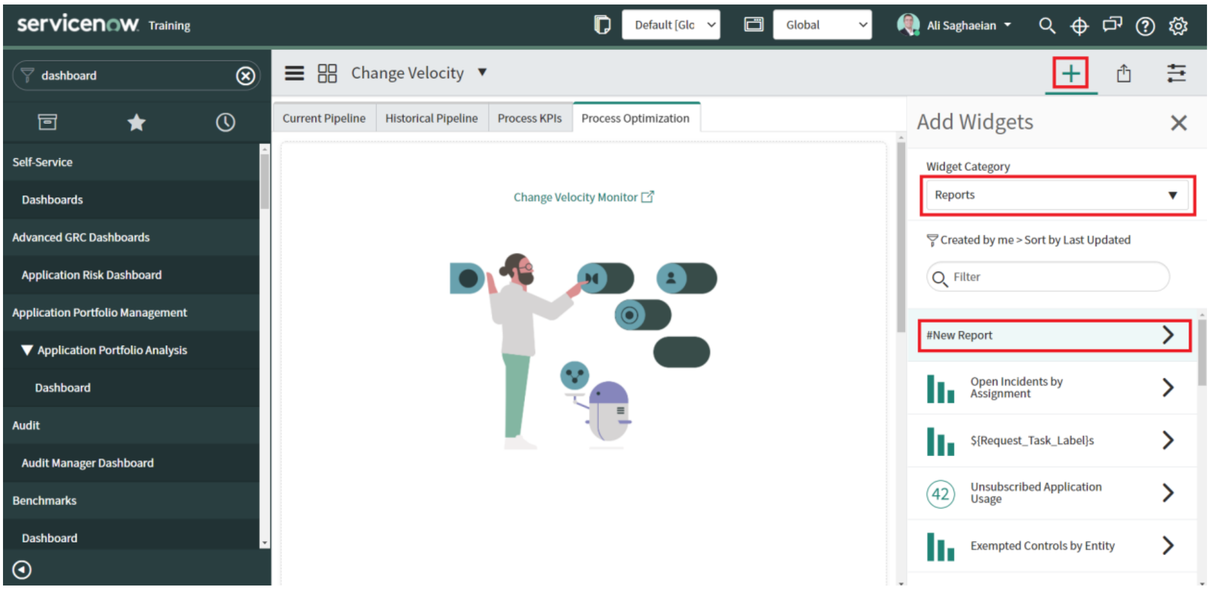
Screenshot 1: **Creating a new report by navigating to Reports > Create New**



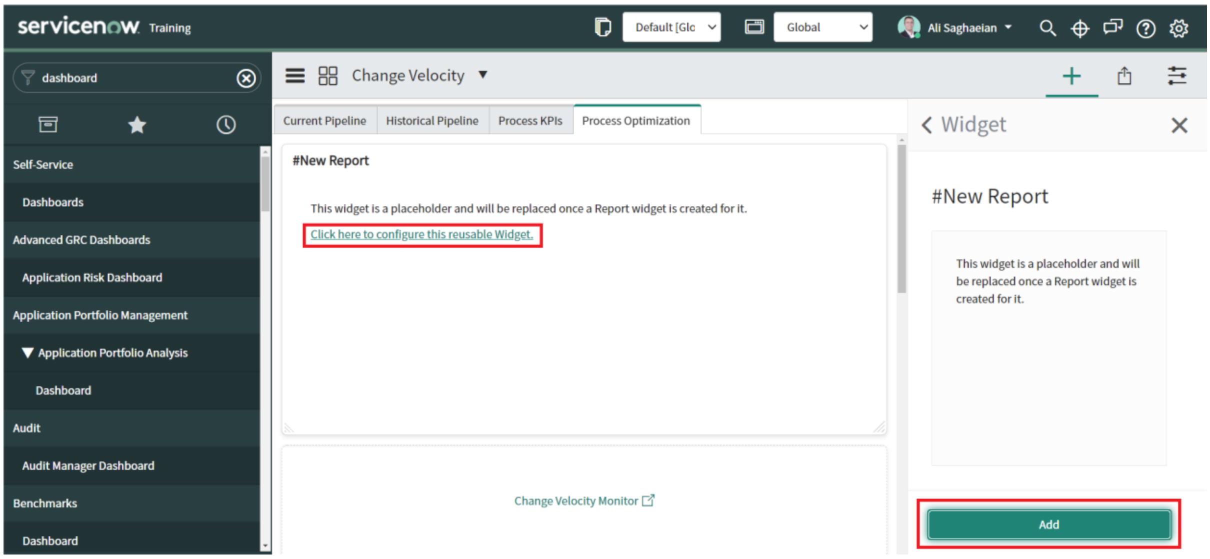
Screenshot 2: **Creating a new report from the reports list**



Screenshot 3: **Creating a new report from a dashboard - step 1**



Screenshot 4: **Creating a new report from a dashboard - step 2**



Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Easy

Resources

[Creating a report](#)
[Scheduling emails of reports](#)

Domain

Configuring Applications for Collaboration

Question 33Incorrect

ServiceNow can import data from which of the following external data source types when a valid transform map is available?

Select 3 Answers from the below options.

Correct selection
OIDC
Your selection is incorrect
CSV
Correct selection
REST
Your selection is incorrect
JSON
Your selection is correct
LDAP

Overall explanation

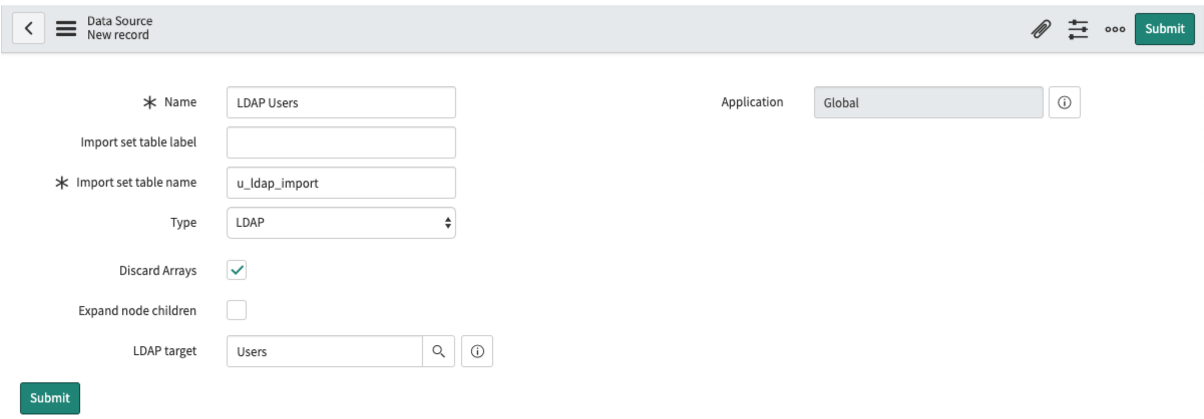
ServiceNow can import data from the following external data source types when a valid transform map is available:

File, JDBC, **LDAP, OIDC, REST** (Integration Hub), Data Stream Integration Hub, and Custom (Load by Script).

Data sources are used to create an import set to be processed, if necessary, before being mapped onto a production table.

JSON and **CSV** are different file formats for data import, but they are not external data source types.

Screenshot: **A data source record when integrated with LDAP**



Subdomain: Importing Data

Difficulty level: Hard

Resources

[Data sources]
[Creating a data source]
[Data source fields]

Domain

Database Management

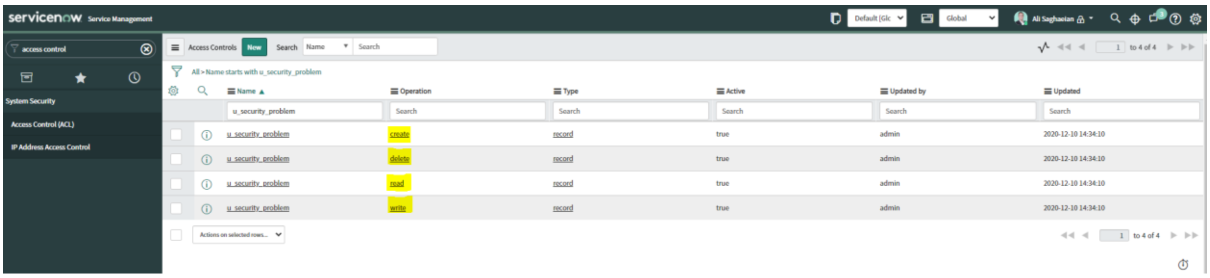
Question 34 Correct
What access control rules are created by default when creating a custom table?

Select 4 Answers from the below options.

Access
Your selection is correct
Delete
Your selection is correct
Create
Your selection is correct
Write
Your selection is correct
Read
Archive
Overall explanation
When a custom table is created, the system creates four access control rules by default:

1. **create**
2. **delete**
3. **read**
4. **write**

Screenshot: **ACLs that are auto-created for a new custom table**



Subdomain: Application/Access Control

Additional domain: Instance Configuration - Personalising/customising the instance

Difficulty level: Medium

Resources
[Access Control List Rules]
[Exploring Access Control Lists]
[Record ACL rules]
Domain
Database Management
Question 35 Correct
Where do you navigate to see the notifications that are currently defined on the Now Platform?

Notifications > Email > System Notifications

Your answer is correct

System Notification > Email > Notifications

System Notifications > Definitions

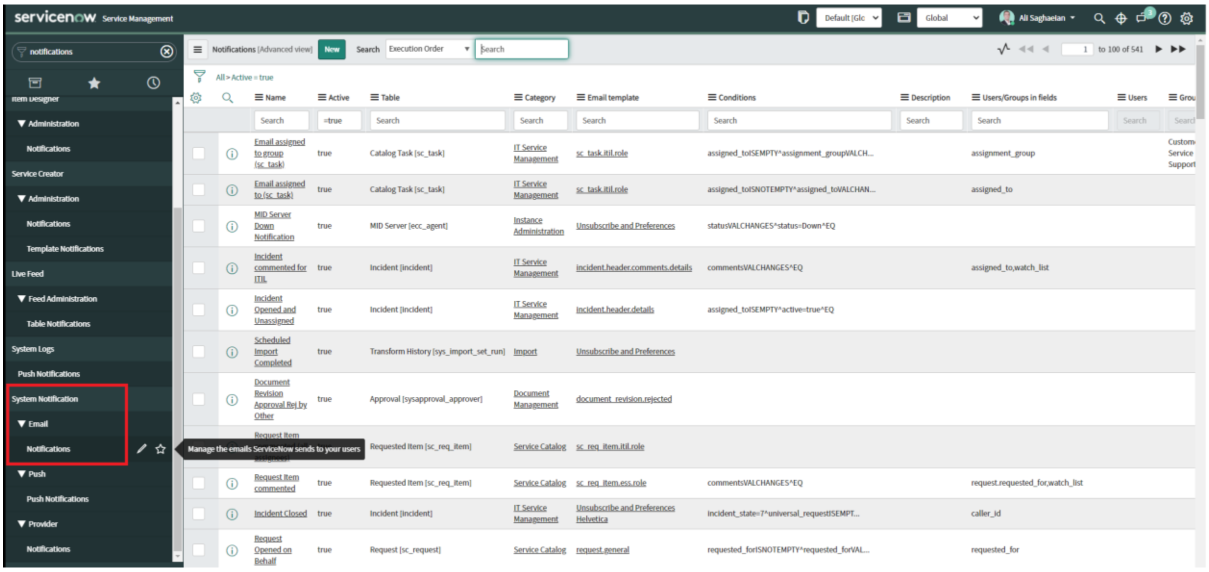
System Definitions > Notifications

Overall explanation

Creating an email notification involves specifying when to send it, who receives it, what it contains, and if it can be delivered in an email digest.

You can navigate to **System Notification > Email > Notifications** to see the notifications currently defined on the Now Platform.

Screenshot: **Navigating to the email notification list to update a notification configuration**



Subdomain: Notifications

Difficulty level: Medium

Resources

[Creating an email notification]()

Domain

Configuring Applications for Collaboration

Question 36Incorrect

Which of the following is a true statement regarding Flow Designer actions?

Select 3 Answers from the below options.

Your selection is incorrect

Define when the flow is performed

Your selection is correct

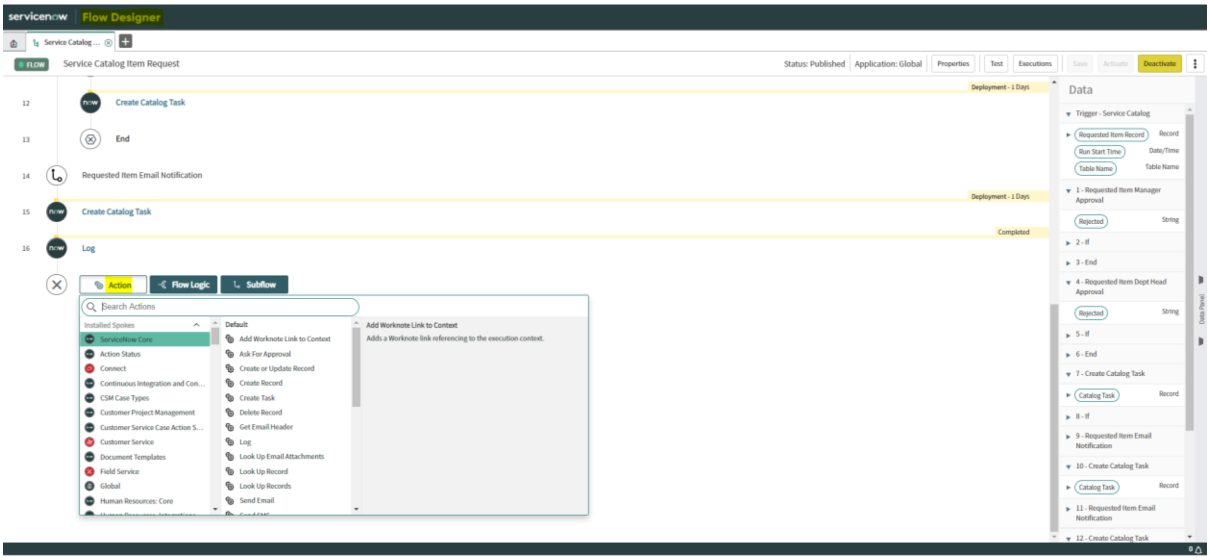
Represent reusable operations for use across multiple flows
Correct selection
Can be contained in a spoke
Require script to develop
Your selection is correct
Provide the ability to build your own custom actions
Overall explanation
Flows consist of a trigger and a sequence of actions.

Flow Designer actions represent **reusable operations for use across multiple flows**, **can be contained in a spoke** and provide the **ability to build your custom actions**.

The **trigger** specifies the conditions that start running the flow. When the trigger conditions are met, the system starts running the flow. The trigger specifies the conditions that start running the flow. When the trigger conditions are met, the system starts running the flow.

Flow Designer does not require a script to develop.

Screenshot: **Flow Designer Actions**



Subdomain: Flow Designer

Difficulty level: Medium

Resources
[Building flows]
[Flow Designer]
Domain
Self-Service & Automation

Question 37Correct
Which ServiceNow feature do you use to begin the creation of an application?
System Dictionary
Configuration Management Database (CMDB)
Your answer is correct
Guided Application Creator
Integration Hub
Overall explanation
The **Guided Application Creator** can be used to begin the creation of an application.

Guided Application Creator is the new way to set up applications on the Now Platform.

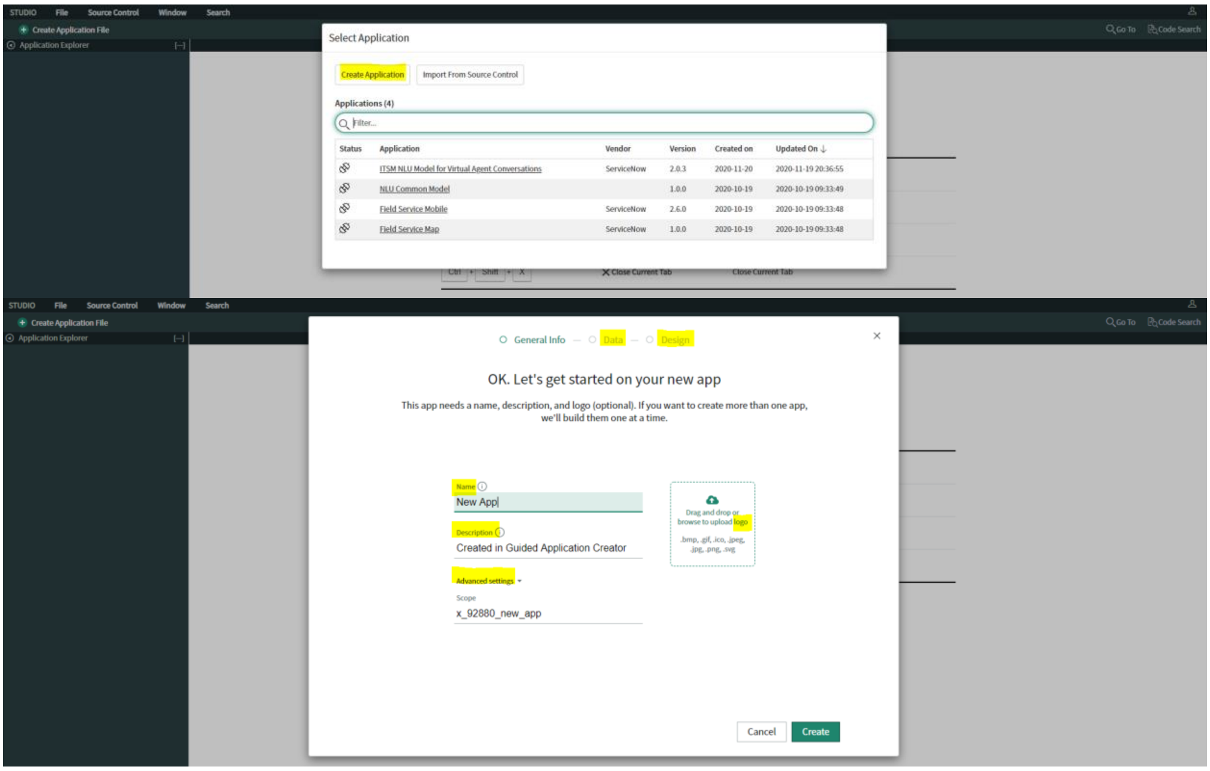
You can set up an application and use it right away. A developer can add more functions later.

Setting up an application in the Guided Application Creator involves:

- Creating an application record
- Defining user roles
- Designating data tables
- Designing the application for different user experiences

You can also use Guided Application Creator to create an application record and configure it later in Studio.

Screenshot: **Creating a new application in Studio using Guided Application Creator**



Subdomain: Scripting in ServiceNow

Additional domains:

- Platform Overview and Navigation - Platform capabilities and services
- Instance Configuration - Personalising/customising the instance

Difficulty level: Medium

Resources
[Guided Application Creator]
Domain
Data Migration and Integration
Question 38Incorrect
Which of the following is a true statement about user impersonation?

Select 2 Answers from the below options.

Users will need to log out after each impersonation to end it.
Your selection is correct
Administrators will have limited access to certain features when impersonating some scoped app admins.
Correct selection
Non-admin users with the `impersonator` role will have limited access if they impersonate `admin` users.
Administrators can impersonate other authenticated users but cannot view impersonation logs.
Your selection is incorrect
When impersonating another user, the administrator does not have the same access as the impersonated user.
The impersonation option is not available in the ServiceNow mobile apps.
Overall explanation
Impersonation allows users with the `admin` or the `impersonator` role to temporarily become another authenticated user for testing purposes. Impersonation does not require knowing another user's password. When impersonating another user, the `admin` user can see and do exactly what the impersonated user can see and do.

This function enables the administrator to access the system exactly as the impersonated user, including identical menus and modules. All actions performed by the administrator during impersonation are recorded as if they were executed by the impersonated user.

Here are some of the impersonation limitations:

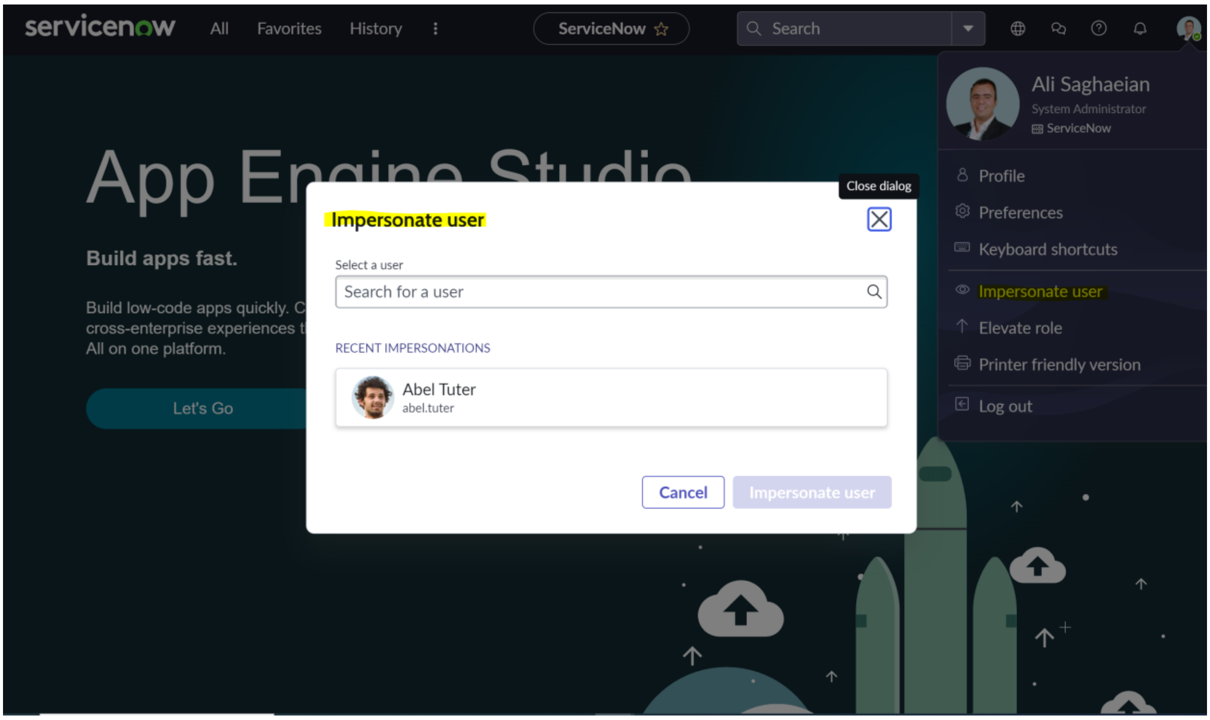
- Impersonating a user enables access to scope-protected and encryption roles, as defined in the access policy. However, **if impersonating a user with** an `admin` **role, access to certain features and modules is limited** unless the impersonator already possesses those roles.

- **Impersonating a user with an application-specific admin role**, like Human Resources admin or Security Incident Response, **limits access to certain features,** such as security incidents and profile information, unless these roles are already assigned to the impersonating `admin`. This restriction extends to certain modules and applications in the navigation bar.
- The user account to be impersonated must have a user ID. You can find this ID in the User [`sys_user`] record for the account. If this value is missing, the message *'The user you selected could not be impersonated appears'*.

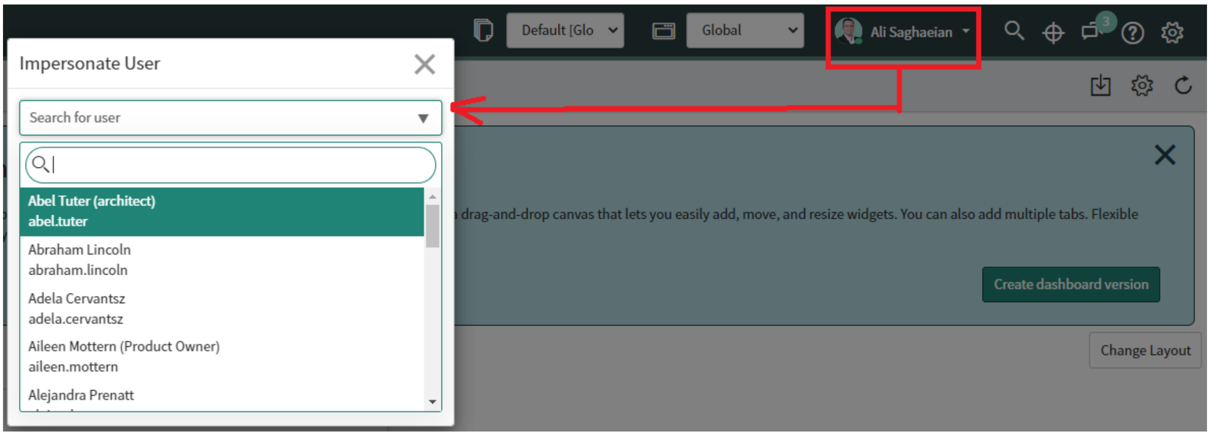
Notes:

1. Impersonations are logged in the system log and are available to admins.
2. As an administrator or an impersonator, you can use impersonation to view a ServiceNow mobile app exactly as another user would see the app.
3. Users do not need to log out to end an impersonation. Users can select 'Impersonate User' to impersonate another user or select 'End Impersonation' to end it without the need to log out.
4. Admins can also use the impersonation feature on the Employee Center to check the appearance of any particular user profile or to monitor the portal in general.

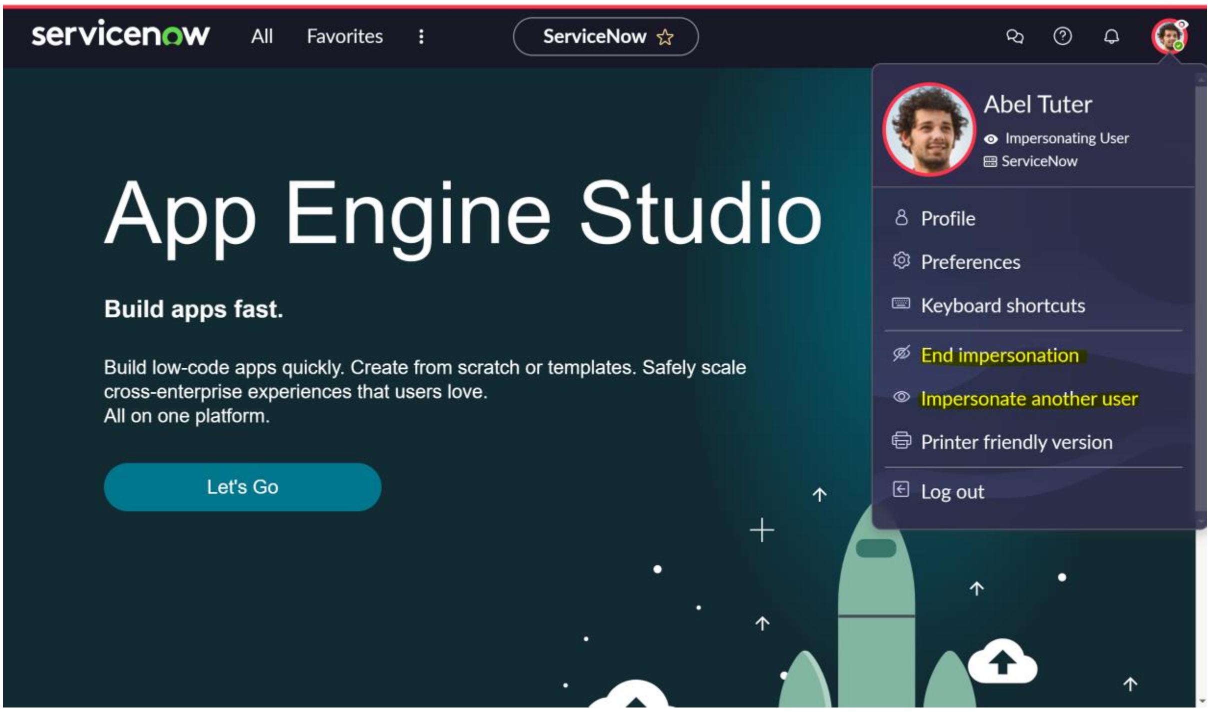
Screenshot 1: **Impersonating a user in the Next Experience UI**



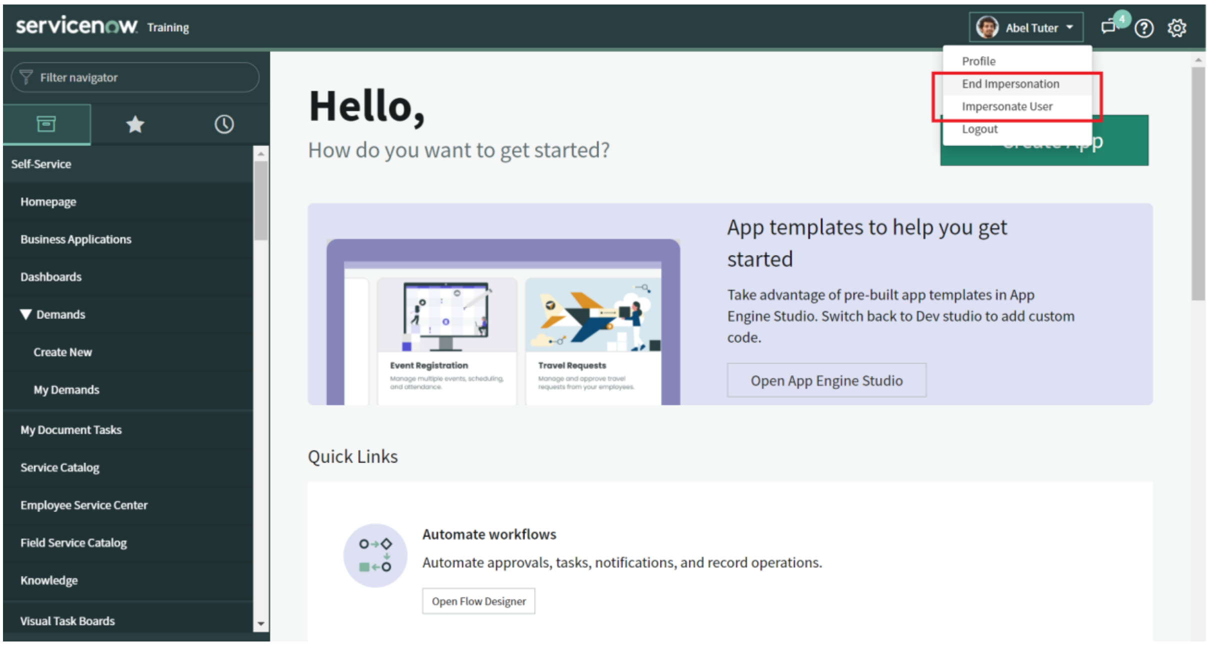
Screenshot 2: **Impersonating a user in the Core UI**



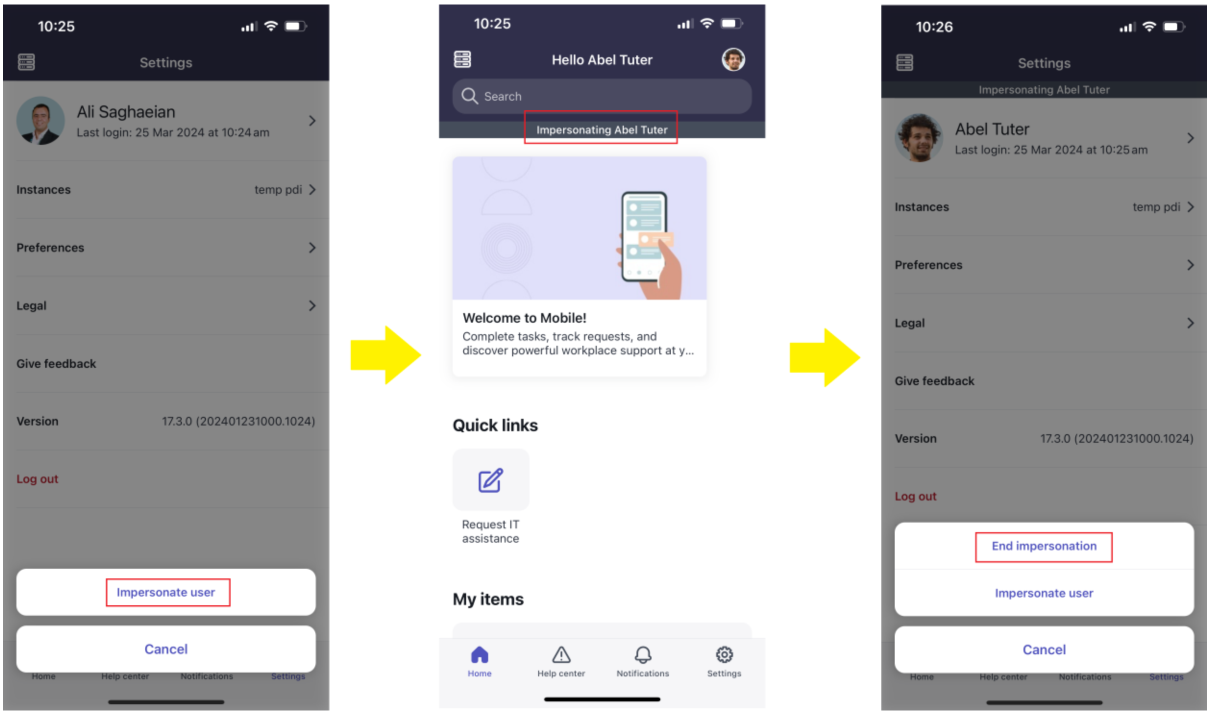
Screenshot 3: **Ending an impersonation or impersonating another user in the Next Experience UI**



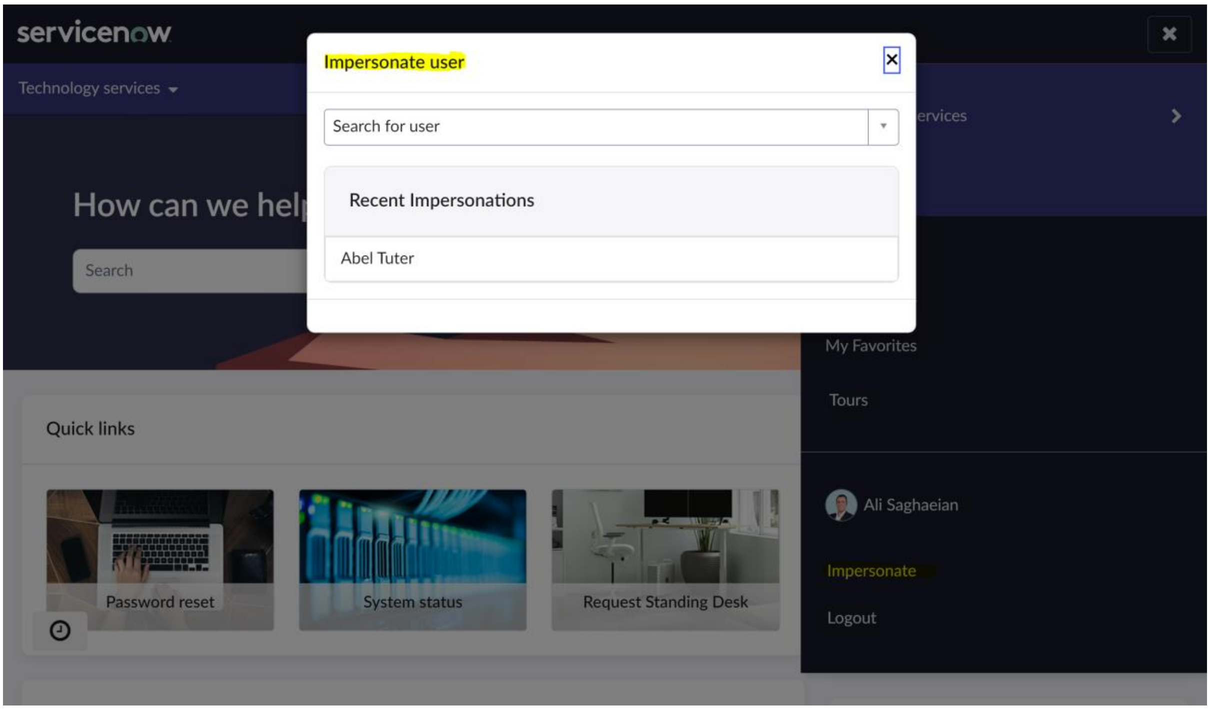
Screenshot 4: **Ending an impersonation or impersonating another user in the Core UI**



Screenshot 5: **Impersonating a user on the 'Now Mobile' app and Ending the impersonation**



Screenshot 6: **Impersonating a user on the 'Employee Center' portal**



Subdomain: ServiceNow Platform Overview

Difficulty level: Medium

Resources
[Impersonating users]
[Mobile impersonation]
Domain
Platform Overview and Navigation
Question 39Incorrect
There is a business requirement to restrict incident reporting to specific roles for better governance. The Development team decided to add a new access control (ACL), so only those roles can view the contents of the reports on the incident table.

What access control operation should they use to allow this access on the incident table?

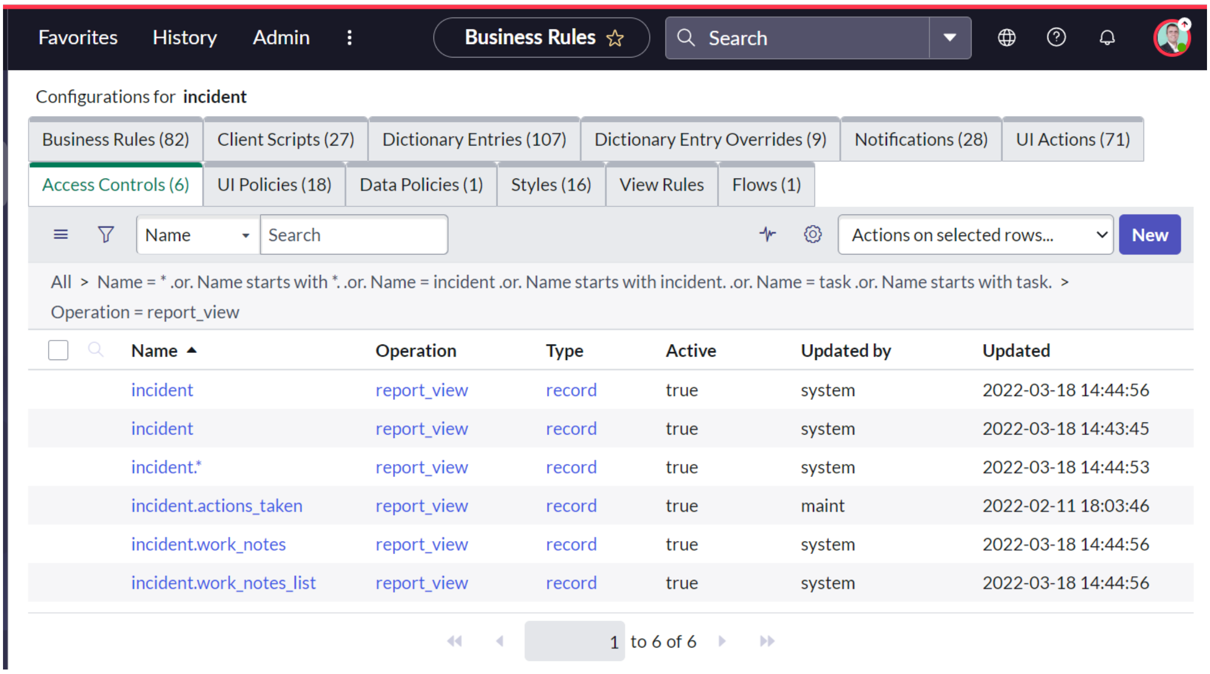
add_to_list
report_on
execute
Your answer is incorrect
read
Correct answer
report_view
Overall explanation
You can secure access and view the reports in the dashboards using the improved `report_view` access control lists (ACLs).

The `report_view` **operation** is a record-type access control list (ACL) that restricts access to reports. Only users with one of the required roles can view reports containing the restricted resource.

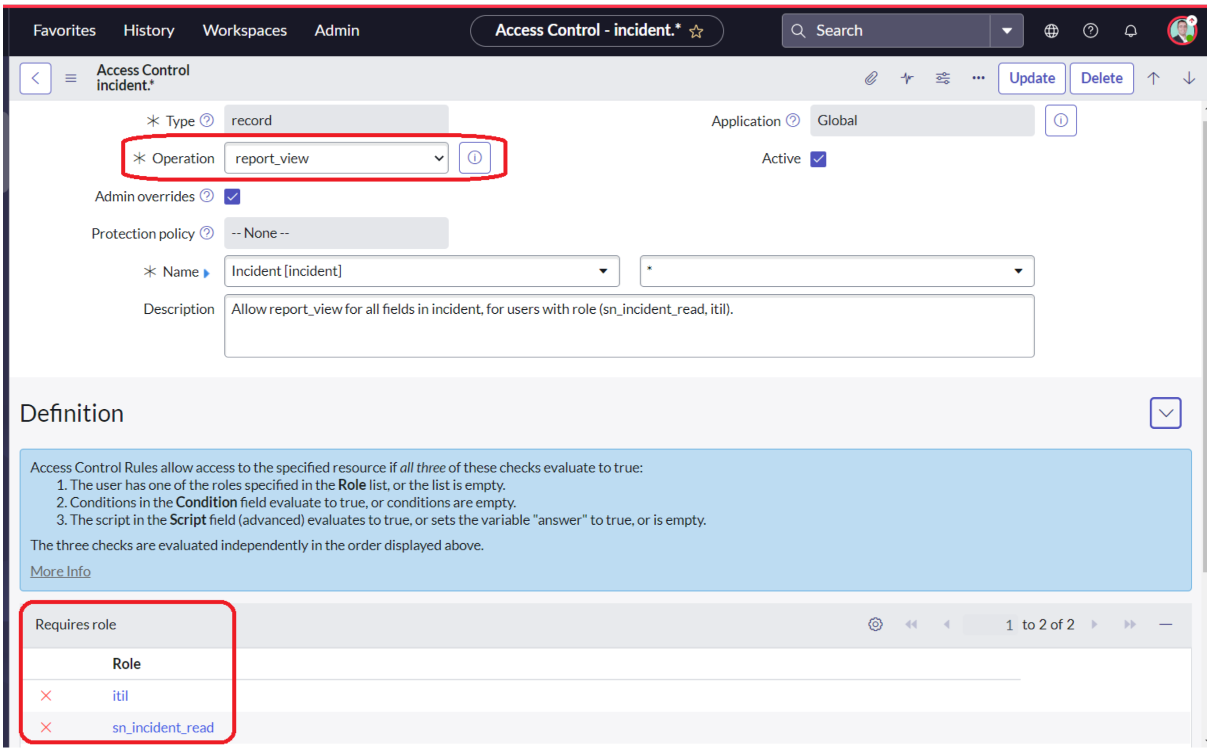
There are two kinds of `report_view` access control lists (ACLs): `report_view` table ACLs and `report_view` field ACLs. `report_view` table ACLs prevent users from viewing report content based on the table specified in the ACL. `report_view` field ACLs prevent users from viewing reports that use the field specified in the ACL in the group by row, column or aggregation.

For example, a `report_view` field ACL grants the `report_admin` role viewing access to the salary field in an HR table. When users with the itil or `report_user` role access a report grouped on the salary field, they see: Access to this content denied based on `report_view` field ACLs.

Screenshot 1: **List of `report_view` Access Controls on the Incident table**



Screenshot 2: **Example of an Access Control that allows `report_view` for all fields in the incident for users with the role (`sn_incident_read`, `itil`)**



Subdomain: Application/Access Control

Additional domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

First introduced: Tokyo release

Difficulty level: Medium

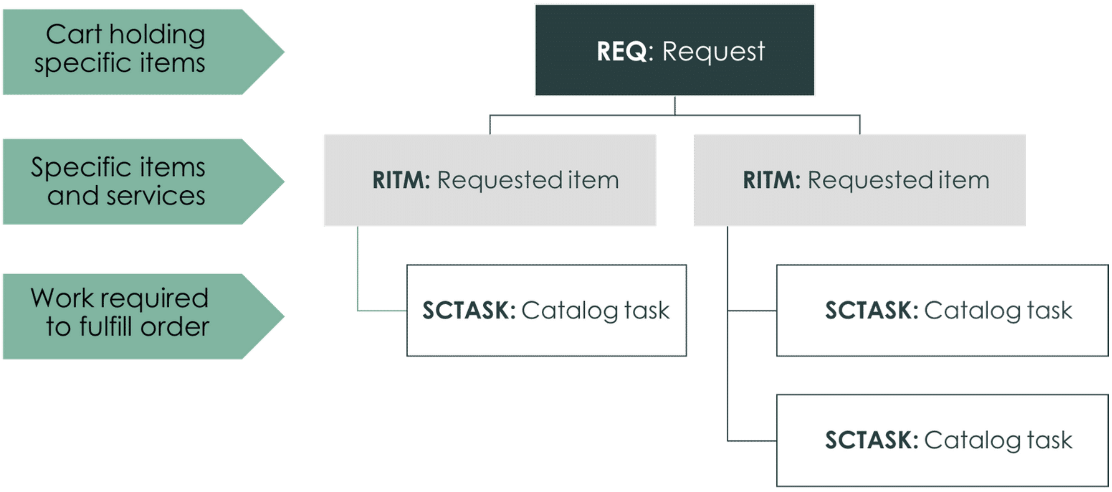
Resources
[Report_view access control]
[Report execution security]
Domain
Database Management
Question 40Correct
What is created when an order is placed for a catalogue item?

Select 3 Answers from the below options.

A Variable
Your selection is correct
A Requested Item (RITM) record
A Variable Set
Your selection is correct
A Request (REQ) record
Your selection is correct
One or more Service Catalog Task (SCTASK) records
Overall explanation

A **Request (REQ)** record, a **Requested Item (RITM)** record and one or more **Service Catalog Task (SCTASK)** records are created when an order is placed for a catalogue item.

Diagram: **Service request hierarchy**



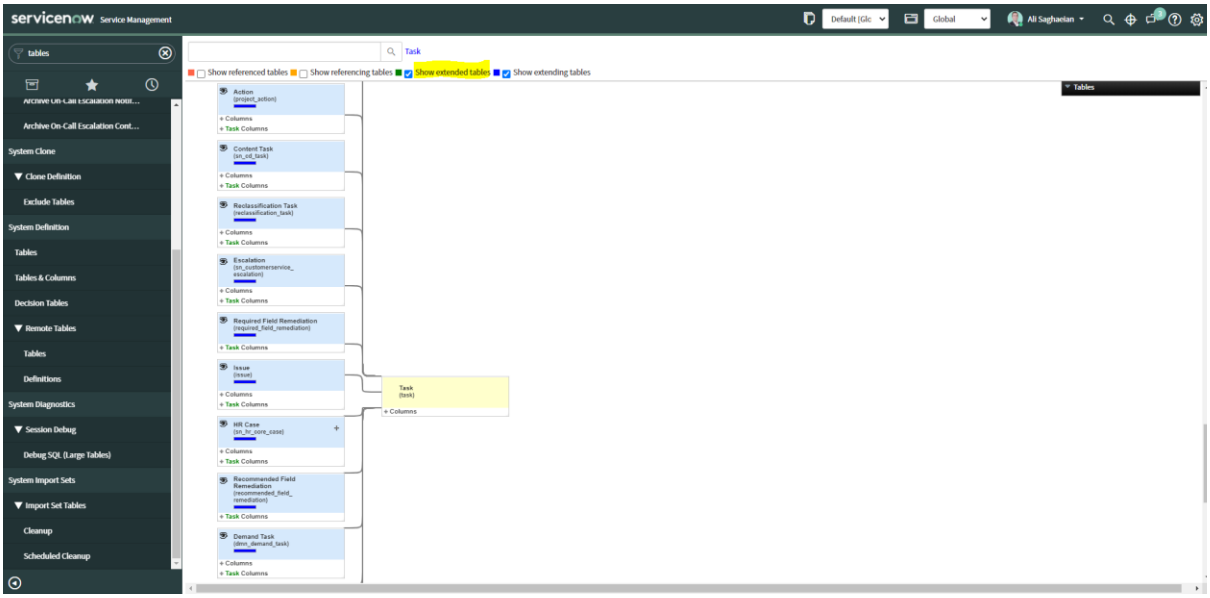
Subdomain: Service Catalogue

Difficulty level: Medium

Resources
[Service Catalogue request fulfilment]
Domain
Self-Service & Automation
Question 41Correct
Which of the following is an example of a base table that is extended but is not extending another table?
Business Service [`cmdb_ci_service`]
Incident [`incident`]
Your answer is correct
Task [`task`]
Change Request [`change_request`]
Overall explanation
The **Task [`task`] table** is an example of a base table that is extended but is not extending another table.

- Business Service [`cmdb_ci_service`] is extending the Configuration Item [`cmdb_ci`] table.
- Incident [`incident`] and Change Request [`change_request`] are extending the Task [`task`] table.

Screenshot: **Task [`task`] table Schema Map**



Subdomain: Data Schema

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Using the Task table](#)
[Extending the Task table with Planned tasks](#)

Domain

Database Management

Question 42Correct

What allows agents to initiate a group discussion from a Workspace task-based or interaction-based record?

Connect Hub
Help menu
Chatbot
Virtual Agent
Your answer is correct
Sidebar

Overall explanation

Using **Sidebar**, agents can have real-time collaboration with others based around a Workspace task-based or interaction-based record. These Sidebar discussions facilitate the exchange of information and knowledge to help resolve issues faster and with higher-quality outcomes.

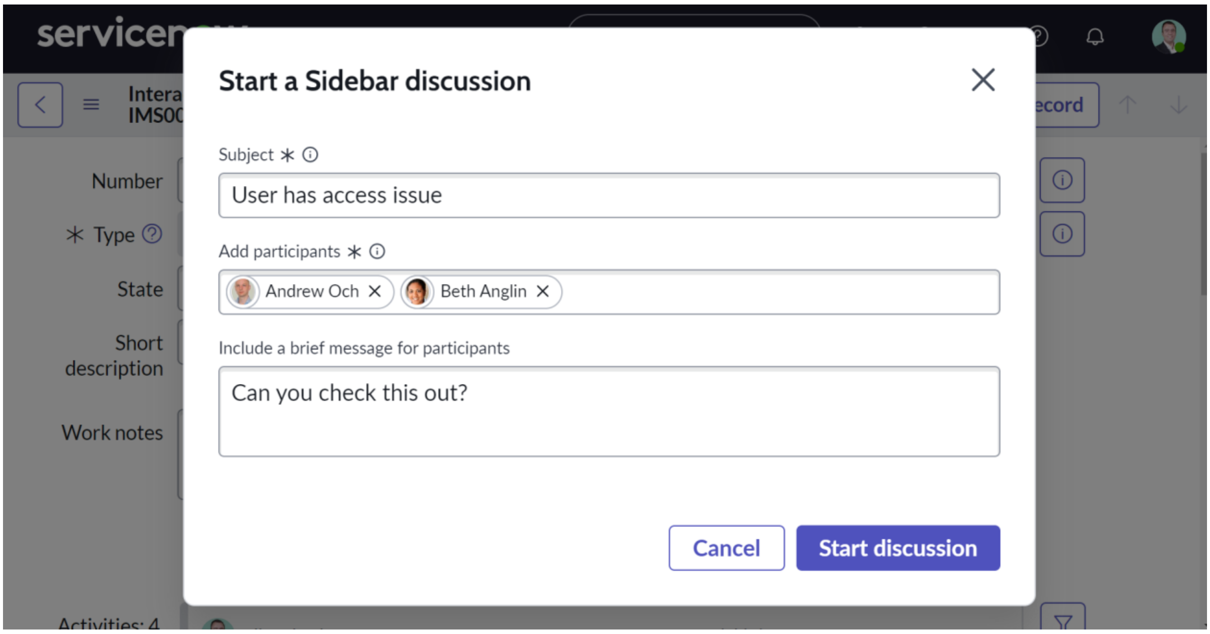
An agent can initiate a group discussion from a task-based record or interaction-based record. The agent enters preliminary information and context for the discussion and adds subject matter experts to help.

Sidebar is supported in these workspaces:

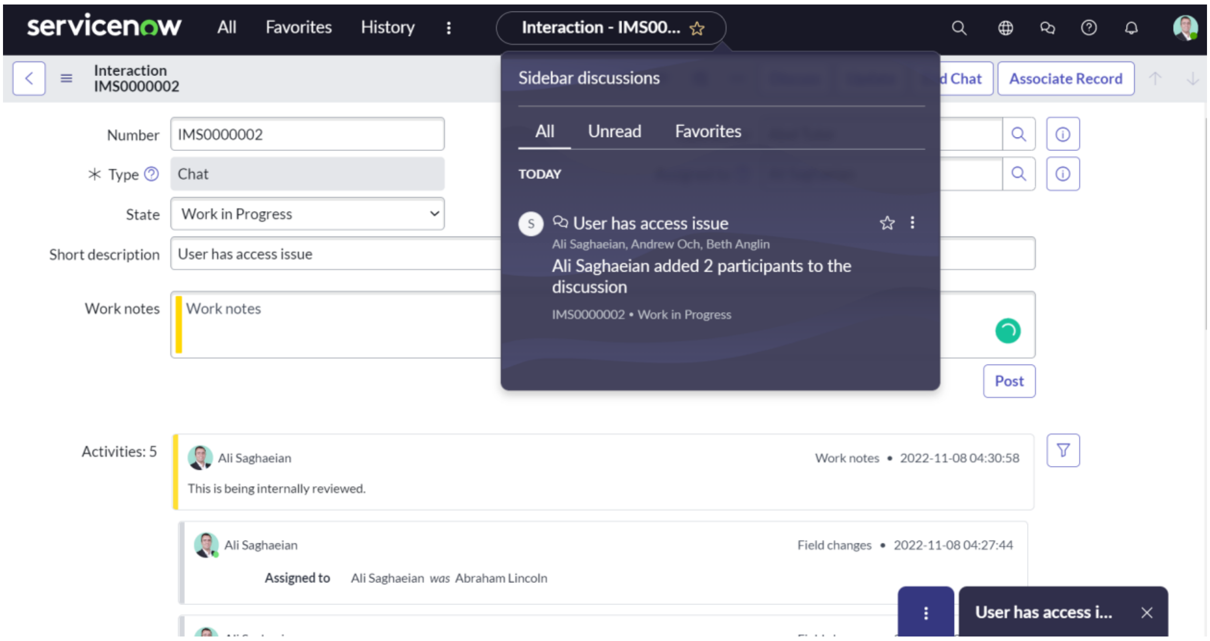
- CSM Configurable Workspace
- CSM Manager Workspace
- HR Agent Workspace
- ITSM Manager Workspace
- Vendor Management Workspace

Note: You can create Sidebar discussions on interaction records from Next Experience's Core UI.

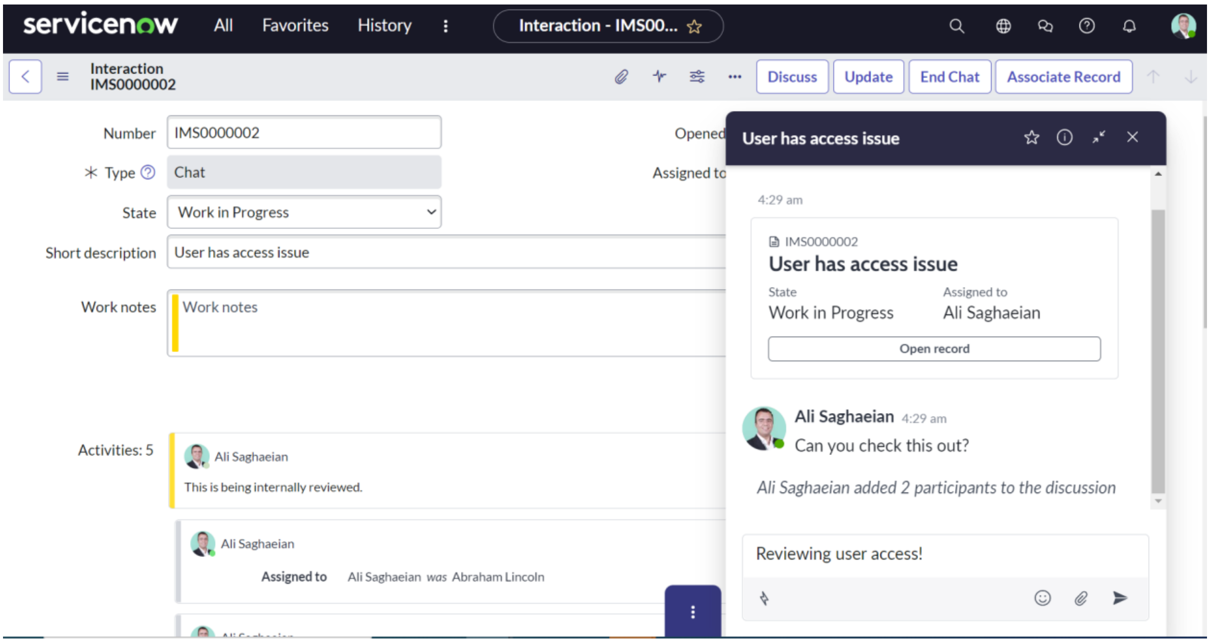
Screenshot 1: **Starting a Sidebar discussion from an Interaction record**



Screenshot 2: **Accessing the Sidebar discussions from the top banner**



Screenshot 3: **Using the Sidebar discussion on an Interaction record to engage other agents**



Subdomain: Common user interfaces in the Platform

First introduced: Tokyo release

Difficulty level: Medium

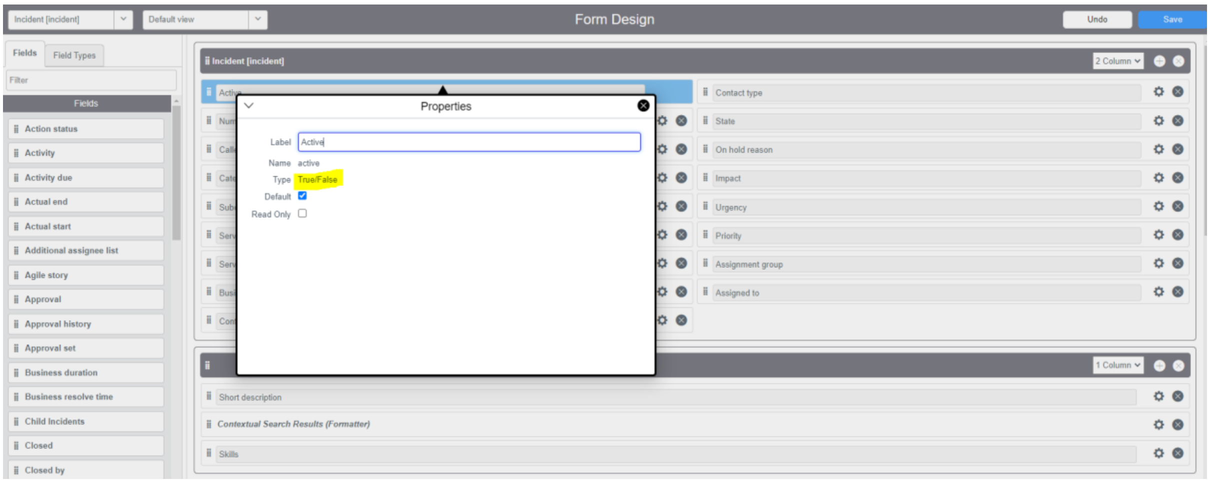
Resources

[Sidebar](#)
[Exploring Sidebar](#)
[Using Sidebar](#)

Domain
Instance Configuration
Question 43 Correct
Which field type is Boolean and displays as a checkbox?
Positive/Negative
Your answer is correct
True/False
0/1
Yes/No
Checked/Unchecked
On/Off
Overall explanation
True/False is a Boolean field that appears as a one-digit integer, typically 1 (true) or 0 (false).

For example, Active is a **true/false** (Boolean) field that is displayed as a checkbox, so when the checkbox is ticked, the record is active.

Screenshot: **Adding the Active checkbox on the Incident Form Design, which is a True/False field**



Subdomain: List and Form anatomy

Additional domain: Platform Overview and Navigation - The ServiceNow Instance

Difficulty level: Easy

Resources
[Field types]
Domain
Configuring Applications for Collaboration
Question 44 Incorrect
Which CMDB feature tracks the activities and history of data sources as they insert and update Cl attributes?

Select 2 Answers from the below options.

Correct selection
Multisource CMDB
Your selection is incorrect
CI Class Manager
CMDB Data Manager
Your selection is correct
CMDB 360
CMDB CI Lifecycle Management
Overall explanation
The Multisource CMDB feature that tracks the activities and history of data sources as they insert and update Cl attributes is now included in the CMDB 360 feature.

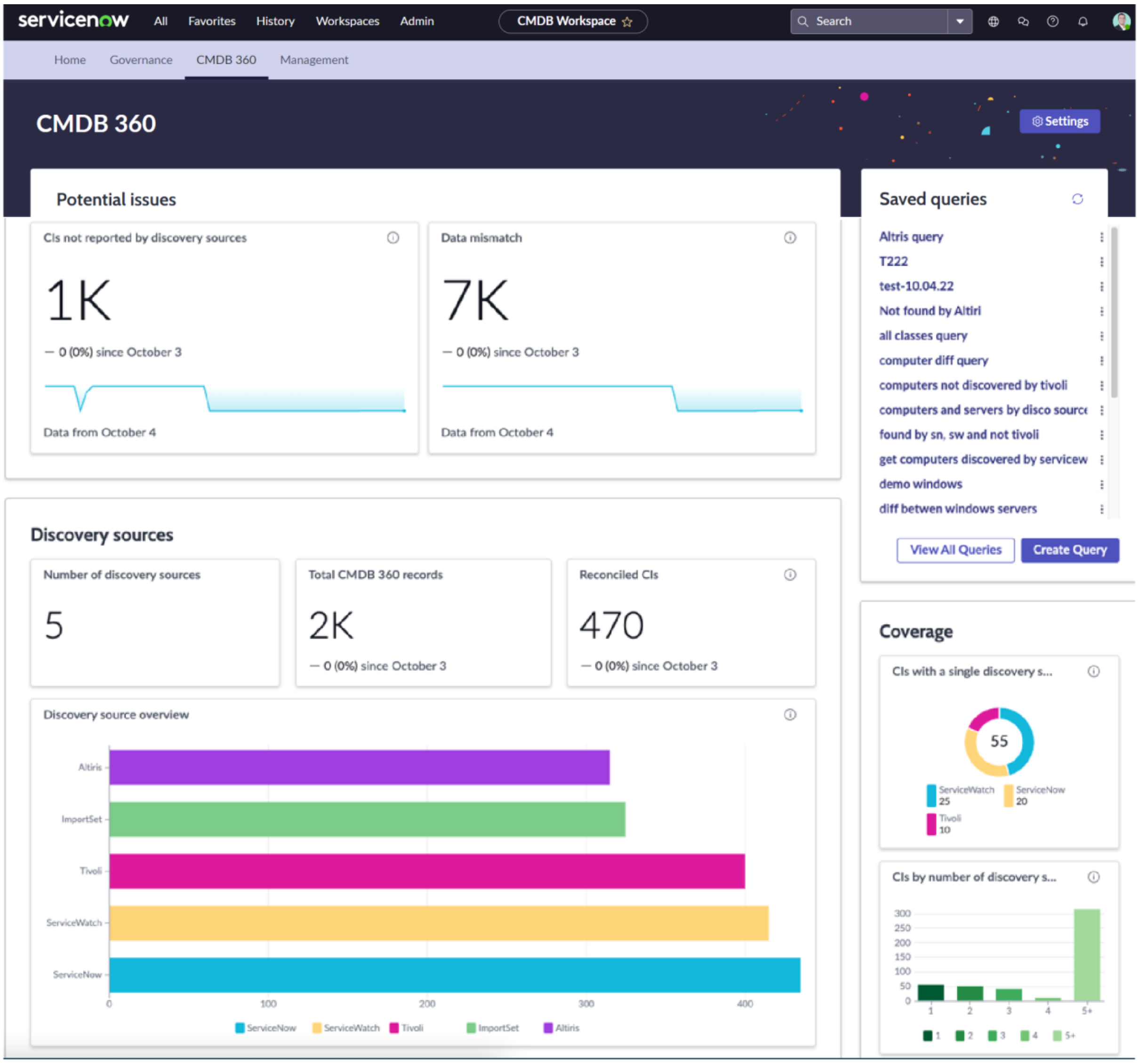
The Multisource CMDB feature is part of the CMDB 360 feature.

CMDB 360 provides all the functionality and processes of Multisource CMDB plus additional capabilities such as an analytics dashboard and new query functionality. You can access all of the CMDB 360 capabilities in the CMDB 360 view in CMDB Workspace.

You can also see potential related issues and track activities of the discovery sources in your system through the CMDB 360 view.

- **Note:** Some references in the user interface in the CMDB Workspace, Now Platform navigation items, and documentation still contain the string "Multisource." These occurrences should be considered to refer to the CMDB 360 feature.

Screenshot: **CMDB 360 view in CMDB Workspace**



Subdomain: CMDB and CSDM

First introduced: Utah release

Difficulty level: Hard

Resources

[CMDB 360/Multisource CMDB](#)
[CMDB 360 view in CMDB Workspace](#)

Domain

Database Management

Question 45 Correct

Which of the following applications is available to all users?

Change

Your answer is correct

Self-Service

Incident

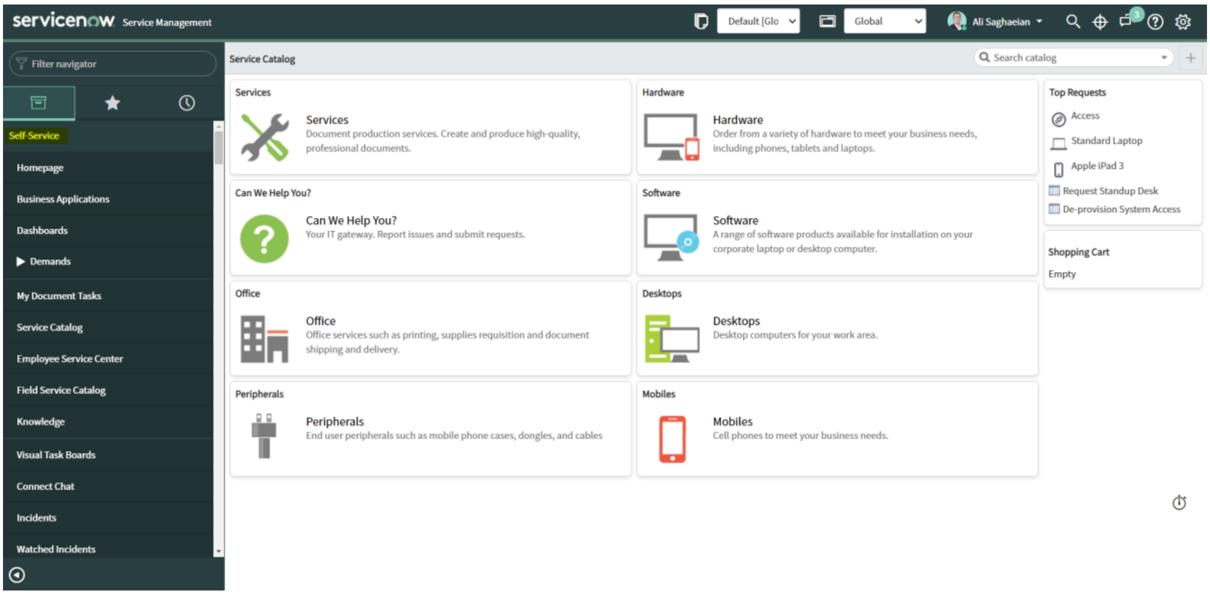
Facilities

Overall explanation
Self-Service is available to all users in ServiceNow.

The Self-Service application gives supported end-users a clean, simple front end to their IT support organisation.

By default, the Self-Service application provides access to common actions, such as viewing your homepage, accessing the Service Catalog, viewing knowledge articles, working with incidents, and taking surveys.

Screenshot: **Self-Service module on the menu**



Subdomain: Platform capabilities and services

Difficulty level: Easy

Resources
[Exploring Self-service]
Domain
Platform Overview and Navigation
Question 46Correct
What functionality can you use to track the time a task has been open to ensure that tasks are completed within an allotted time?
Approvals
Assignment rules
Your answer is correct
Service Level Agreements
Inactivity monitors
Overall explanation

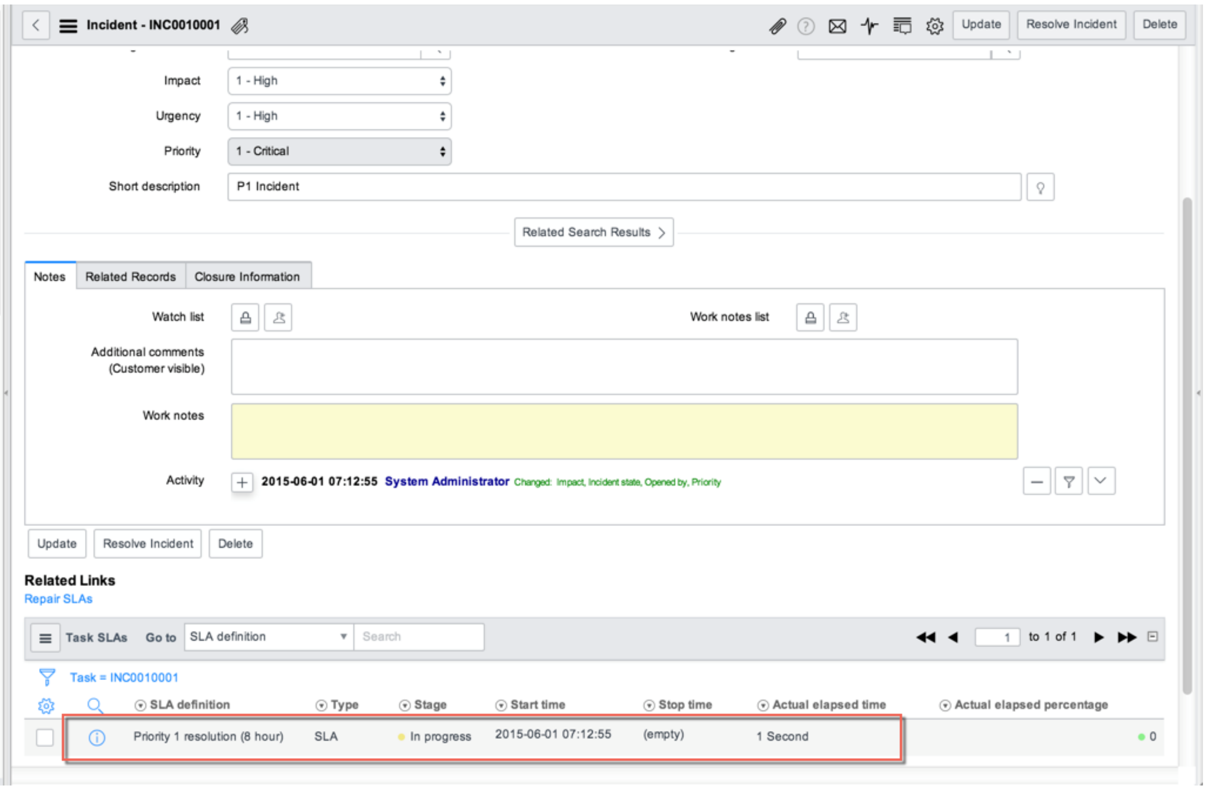
Service Level Agreements can track the time a task has been open to ensure that tasks are completed within an allotted time.

Approvals can be generated to a list of Approvers, either manually or automatically, according to approval rules. Approvals can be incorporated into workflows or can stand alone.

Assignment rules can automatically assign tasks to users or groups, ensuring that the most appropriate team members handle tasks.

Inactivity monitors ensure that tasks do not fall by the wayside by notifying users when tasks have been untouched for a predefined period.

Screenshot: **A triggered SLA on an Incident record**



Subdomain: Task Management

Difficulty level: Easy

Resources

Service Level Management concepts

Domain

Configuring Applications for Collaboration

Question 47Correct

What are the typical Tier 2 support tasks that virtual agents can perform so that the support agents can focus on more complex user issues?

Select 3 Answers from the below options.

Your selection is correct
Performing diagnostics
Impersonating users
Your selection is correct
Providing how-to information
Your selection is correct
Answering FAQs

Overall explanation

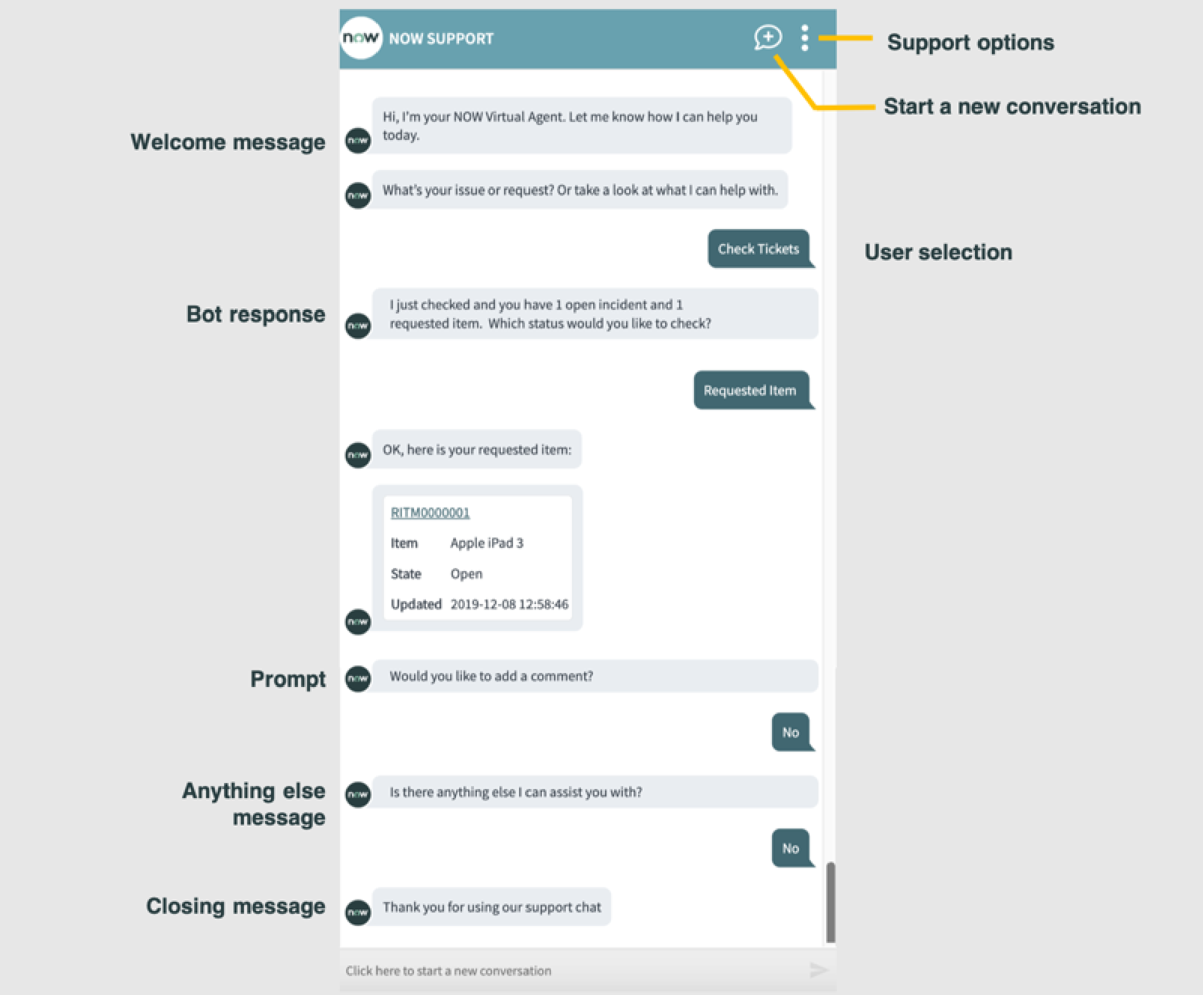
Typical Tier 2 support tasks that virtual agents can perform include:

- **Answering FAQs**
- **Providing tutorial ('how to') information**
- Querying or updating records, for example, to get the status of cases or incidents
- Gathering data, such as attachments, for the live agent
- **Performing diagnostics**
- Resolving multi-step problems

Automating these support tasks with a virtual agent frees your support agents to focus on more complex user issues and enables you to scale your support organisation accordingly.

Impersonating users is not a typical task for Virtual Agents. Live agents may impersonate users in a non-production environment for testing purposes only.

Screenshot: **Simple conversation example - web client**



Subdomain: Virtual Agent

Difficulty level: Medium

Resources
[Analysing and optimising business processes]
Domain
Self-Service & Automation
Question 48Correct
What are the main sections when you are configuring email notifications?

Select 3 Answers from the below options.

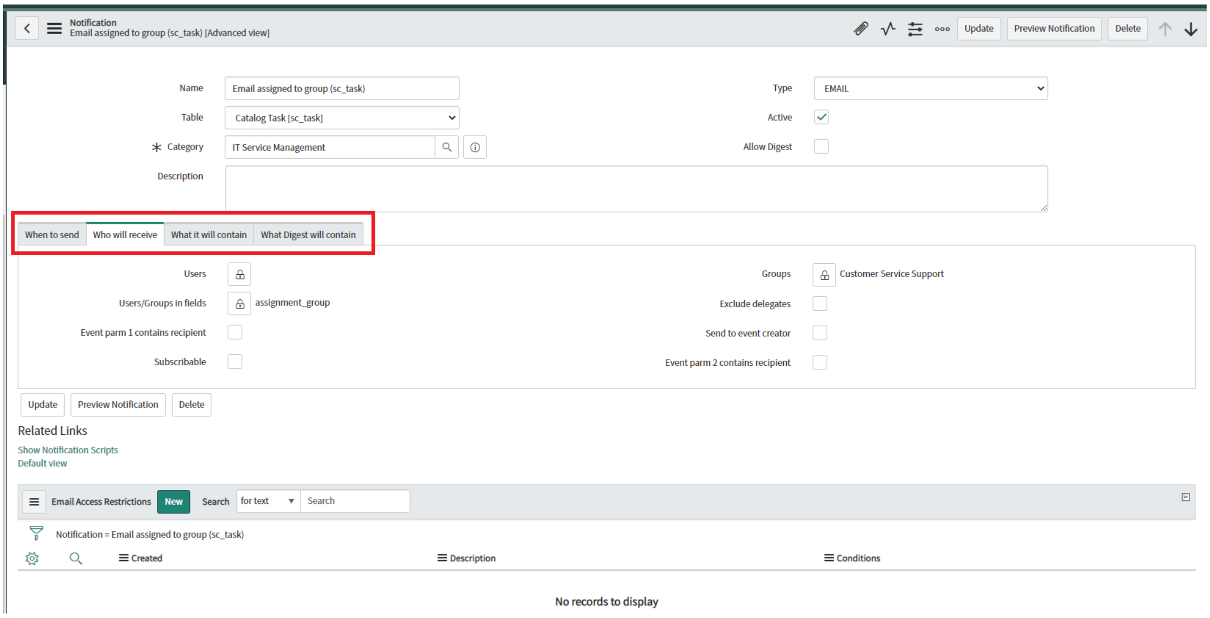
How to respond
Your selection is correct
What it will contain
Your selection is correct
When to send
How often to send
Your selection is correct
Who will receive
Overall explanation

'When to send', 'Who will receive' and 'What it will contain' are the three main sections when configuring an email notification.

You can use the following tabs on the Notification form to configure an email notification:

- **When to send:** Conditions required to send the notification.
- **Who will receive:** Recipients of the notification.
- **What it will contain:** Contents of the notification.
- What Digest will contain: Contents of the email digest if the notification can be delivered in a digest.

Screenshot: **Different tabs/sections on the Notification form that allows users to configure an email notification**



Subdomain: Notifications

Difficulty level: Easy

Resources

[Creating an email notification]()

Domain

Configuring Applications for Collaboration

Question 49Incorrect

Each ServiceNow solution provides its own guided setup. When implementing IT Service Management (ITSM), where would you navigate to update Now Platform user interface branding, including the company logo and colours?

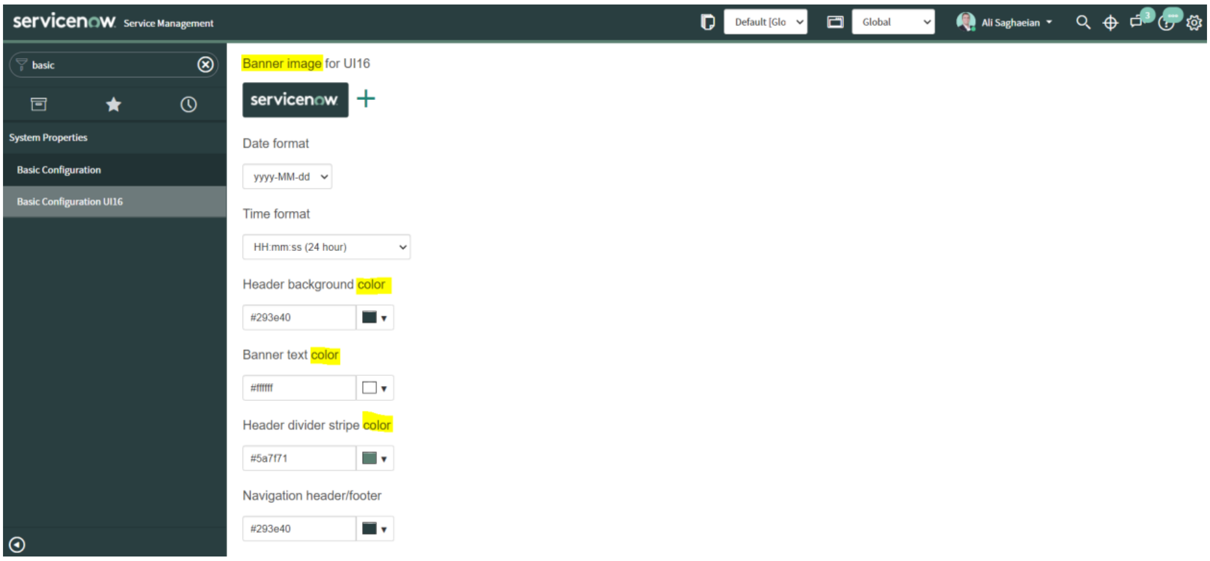
Select 2 Answers from the below options.

Your selection is correct
System Properties > Basic Configuration UI16
Correct selection
Guided Setup > ITSM Guided Setup
Your selection is incorrect
System Properties > My Company
Team Development > Properties
Overall explanation
You can use the Basic Configuration Core UI module to brand your instance with your company logo and colours and set basic system defaults. This place is the best starting point if you set up your instance for the first time or recently enabled Core UI.

You can navigate to **System Properties > Basic Configuration UI16** or use the **Guided setup for your application** to update the branding for the Now Platform user interface.

In Next Experience, you can customise and manage your theme and styling in a time and cost efficient way. New themes can be applied to web only, mobile only, or both web and mobile implementations of your instance. To achieve this, you can navigate to **All** > **Now Experience Framework** > **Themes** > **Theme Builder**.

Screenshot: **Updating the Now Platform user interface branding**



Subdomain: Personalising/customising the instance

Difficulty level: Hard

Resources
[Configuring logo, colours, and system defaults for Core UI]
[Managing or editing a theme with Theme Builder]
[Configuring a Next Experience theme]
Domain

Instance Configuration

Question 50 Correct

Who can add or remove widgets in a dashboard?

Select 3 Answers from the below options.

Users with view access to the dashboard

Your selection is correct

Users with `dashboard_admin` role

Users with `report_admin` role

Your selection is correct

Dashboard owner

Your selection is correct

Users with edit access to the dashboard

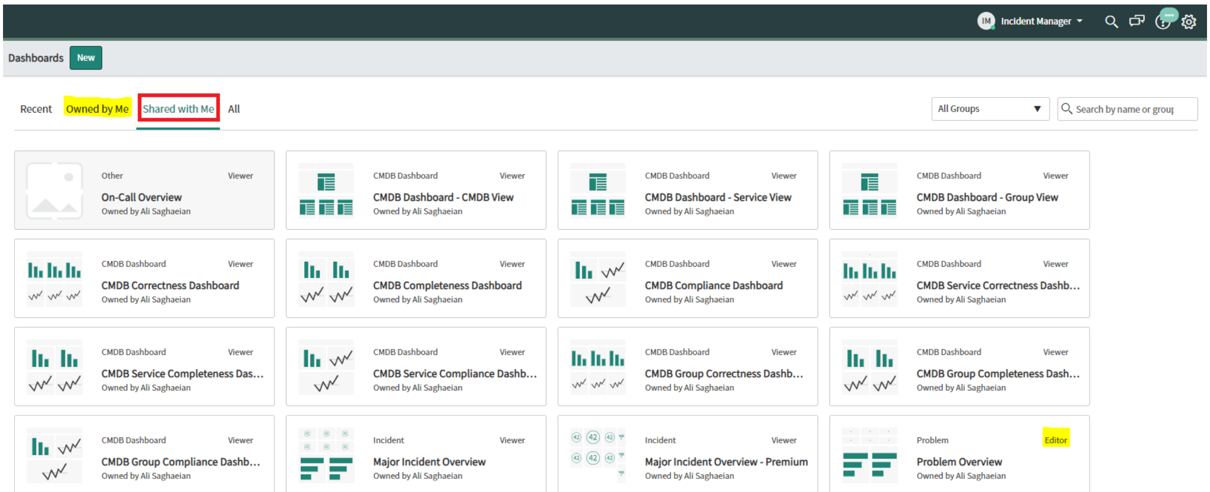
Overall explanation

The **dashboard owner, shared users with edit access,** and **dashboard admins** have edit access to dashboards and can add or remove widgets in their dashboards.

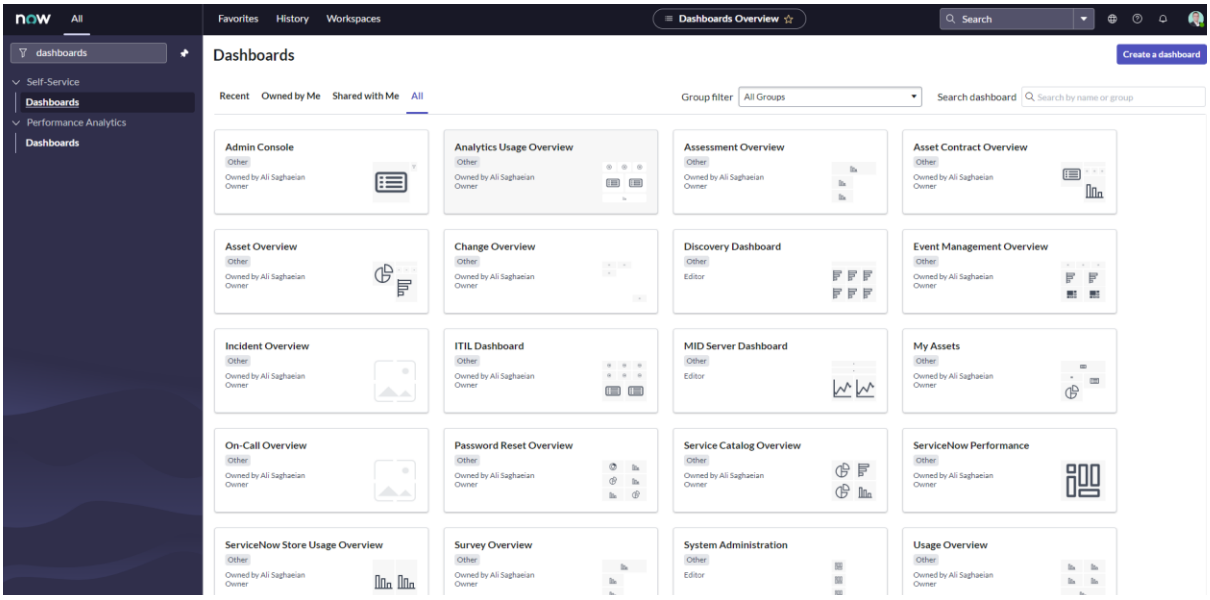
Users with view access cannot make changes to a dashboard that is shared with them.

Report admins do not necessarily have access to a dashboard.

Screenshot 1: **Dashboards page in the classic UI**



Screenshot 2: **Dashboards page in the Next Experience UI (Polaris)**



Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Hard

Resources

[Dashboard permissions]

Domain

Configuring Applications for Collaboration

Question 51Correct

Which tool do you use to determine the relationship between fields in an import set and an existing table?

Coalesce

Your answer is correct

Transform map

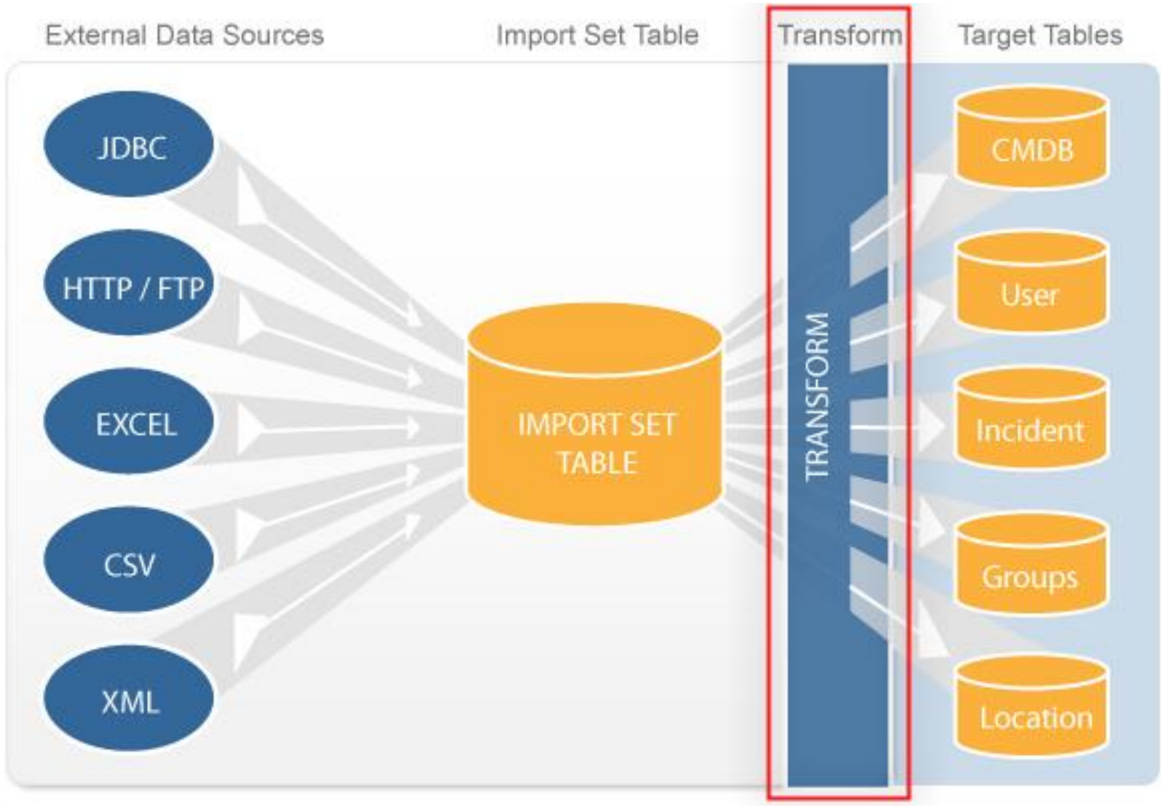
Import Set

Target Table

Overall explanation

A **transform map** is a set of field maps that determine the relationships between fields in an import set and fields in an existing ServiceNow table, such as Incident [`incident`] or User [`sys_user`].

Image: **Transform map in the import process**

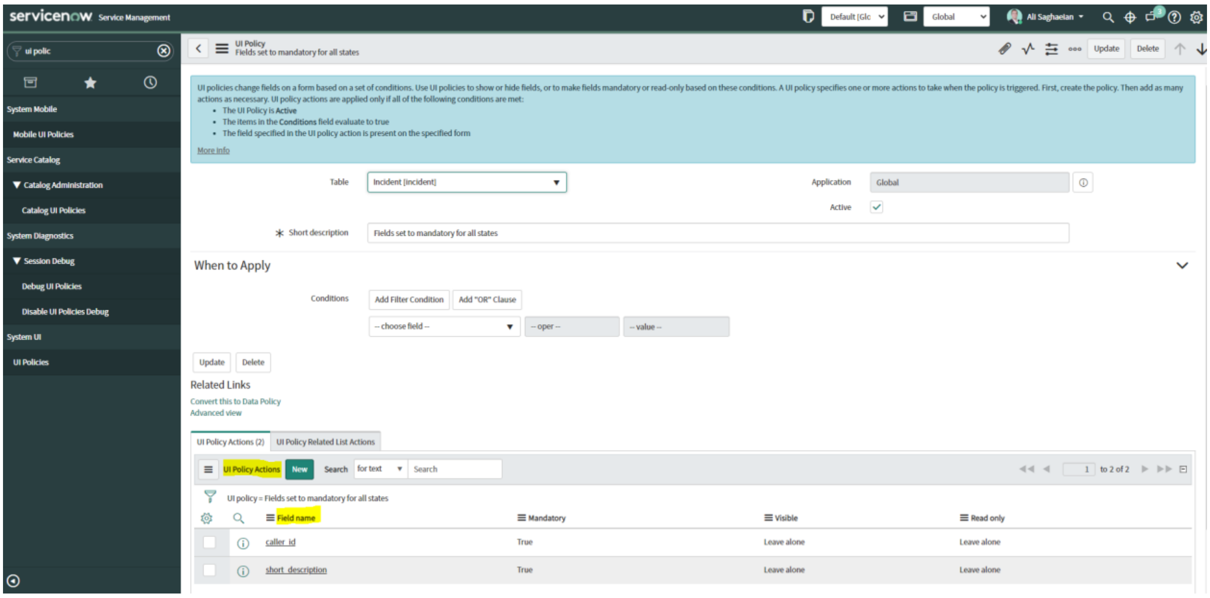


Subdomain: Importing Data

Difficulty level: Medium

Resources
[Transform maps]
Domain
Database Management
Question 52Correct
What do you configure to instruct fields how to behave on a form when a UI policy is triggered?
UI Actions
Your answer is correct
UI Policy Action
Data Policy
Client Script
Overall explanation
Configure a **UI policy action** to instruct fields how to behave on a form when a UI policy is triggered.

Screenshot: `caller_id` **and** `short_description` **fields set to mandatory for all Incident states**



Subdomain: UI Policies

Difficulty level: Easy

Resources

[UI policies]

Domain

Data Migration and Integration

Question 53Correct

What are the different types of Client Scripts that are supported in ServiceNow?

Select 4 Answers from the below options.

Your selection is correct

OnChange()

Your selection is correct

OnLoad()

OnSave()

OnDelete()

Your selection is correct

OnCellEdit()

Your selection is correct

OnSubmit()

Overall explanation

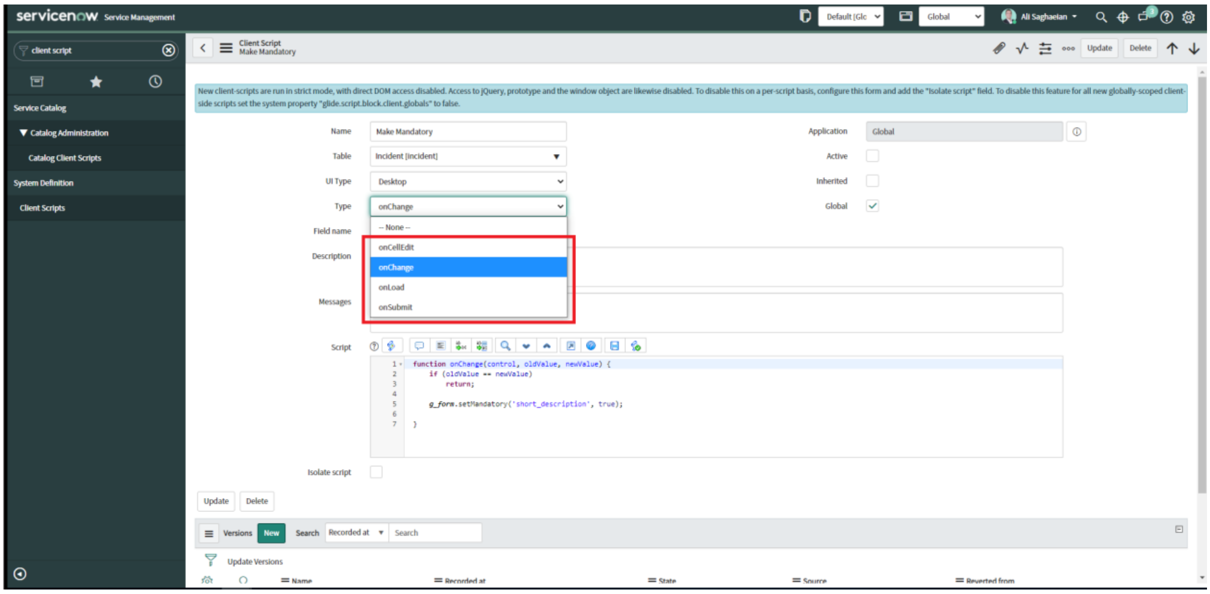
The different types of Client Scripts that are supported in ServiceNow are:

`OnLoad()`, `OnChange()`, `OnSubmit()` and `OnCellEdit()`.

- `onLoad()`: runs when the system first renders the form and before users can enter data. Typically, `onLoad()` client scripts perform client-side-manipulation of the current form or set default record values.

- `onSubmit()`: runs when a form is submitted. Typically, `onSubmit()` scripts validate things on the form and ensure that the submission makes sense. An `onSubmit()` client script can cancel form submission by returning a value of false.
- `onChange()`: runs when a particular field value changes on the form. The `onChange()` client script must specify these parameters.
- `onCellEdit()`: runs when the list editor changes a cell value. The `onCellEdit()` client script must specify these parameters.

Screenshot: **`OnChange()` Client Script on Incident priority**



Subdomain: Scripting in ServiceNow

Difficulty level: Hard

Resources

[Client scripts]()

[Client-side scripting]()

Domain

Data Migration and Integration

Question 54Incorrect

What are the three types of Flow Designer triggers?

Select 3 Answers from the below options.

Correct selection

Application-based

Work-based

Your selection is correct

Schedule-based

Your selection is correct

Record-based

Your selection is incorrect

Role-based

Overall explanation

The trigger specifies the conditions that start running the flow. When the trigger conditions are met, the system starts running the flow.

Flow Designer triggers can be

- **record-based,**
- **schedule-based**, or
- **application-based**.

Screenshot: **Flow Designer Triggers**

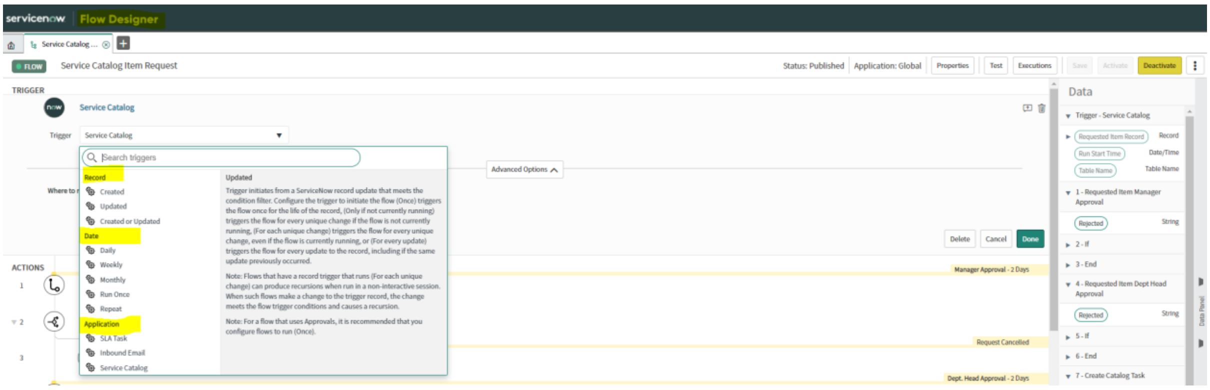
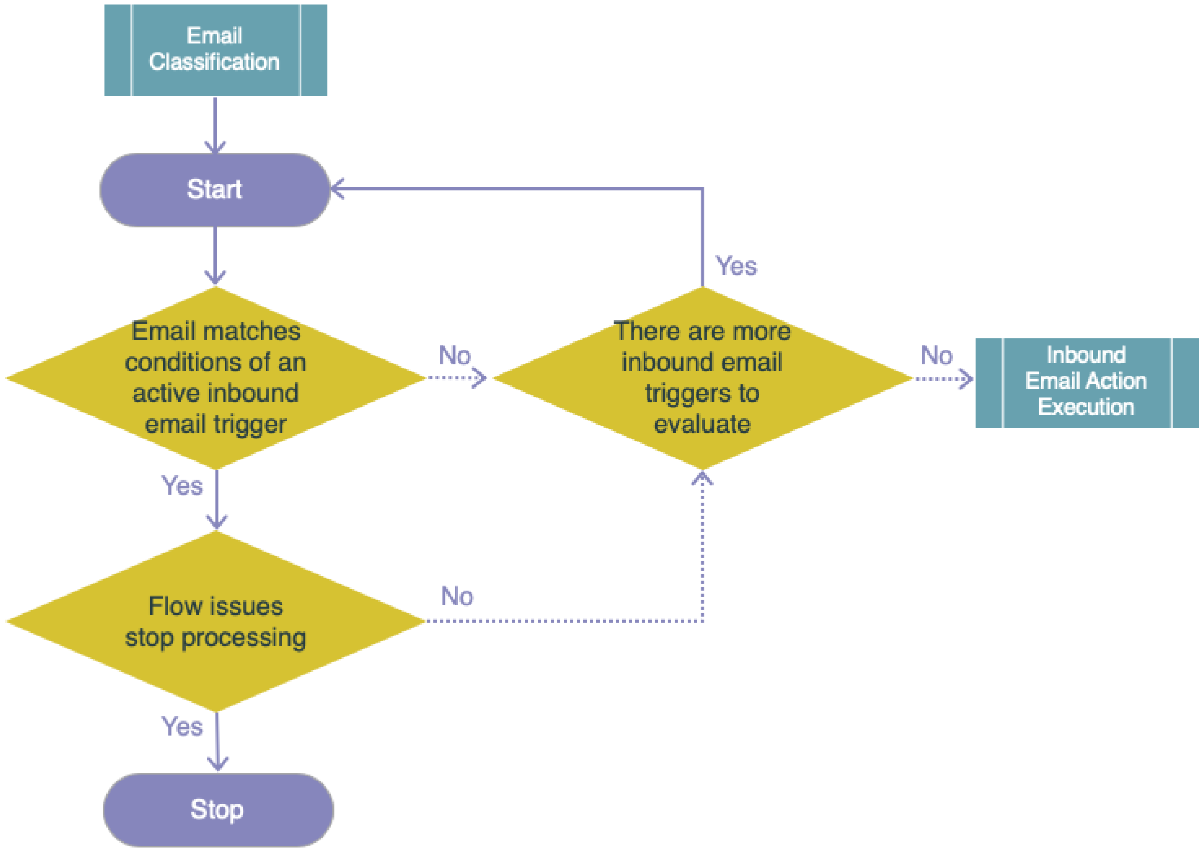


Diagram: **Example of application trigger: Processing emails with inbound email triggers**



Subdomain: Flow Designer

Difficulty level: Hard

Resources
[Workflow Studio flow trigger types]
[Flow Designer]
Domain
Self-Service & Automation
Question 55 Correct
What type of service catalogue item is used to create an incident or raise an HR case?
Maintain a service
Order an item
Request a service
Your answer is correct
Record producer
Overall explanation
The **record producer** is used to create an incident or raise an HR case, especially from the Service Portal.

A record producer is a specific catalogue item type that allows end-users to create task-based records.

Use record producers to provide a better end-user experience instead of using the regular task-based form for creating records.

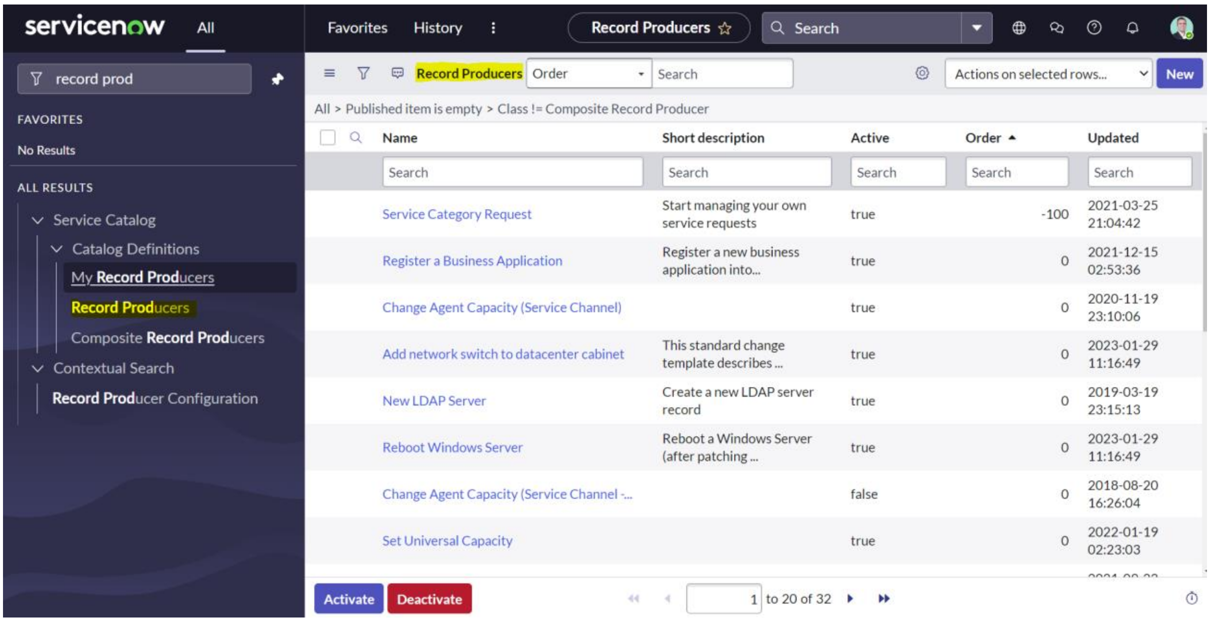
The look and feel of a record producer is similar to that of a catalogue item.

But the record producer generates a task record, such as an incident, instead of a requested item.

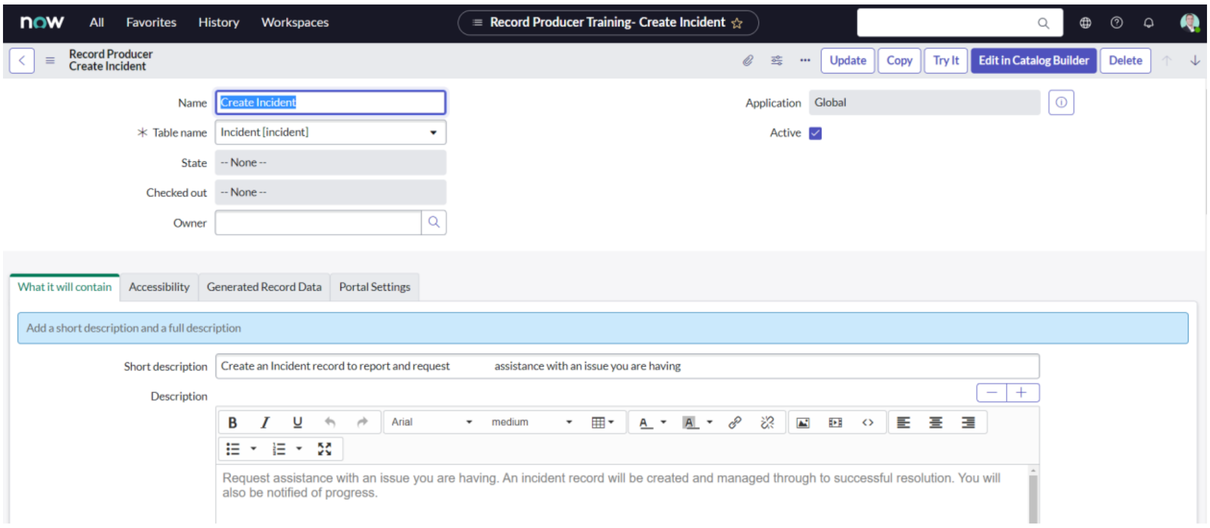
You can create a record producer for tables and database views in the same scope as the record producer.

You can also create a record producer for tables that allow creating access from applications in other scopes.

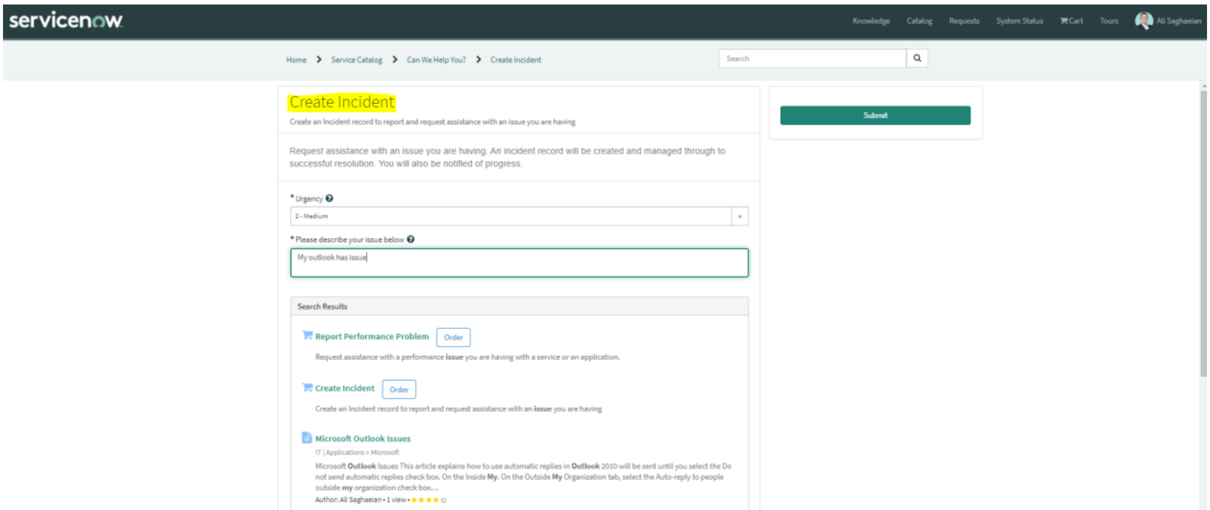
Screenshot 1: **List of record producers on the platform**



Screenshot 2: **The 'Create Incident' record producer definition record**



Screenshot 3: **The 'Create Incident' form on Service Portal**



Subdomain: Service Catalogue

Difficulty level: Easy

Resources

[Record Producer]

[Types of catalogue items]

Domain

Self-Service & Automation

Question 56Correct

What are the different Schema relationship types that are supported for tables?

Select 4 Answers from the below options.

Depended by

Your selection is correct

Referenced by

Depending

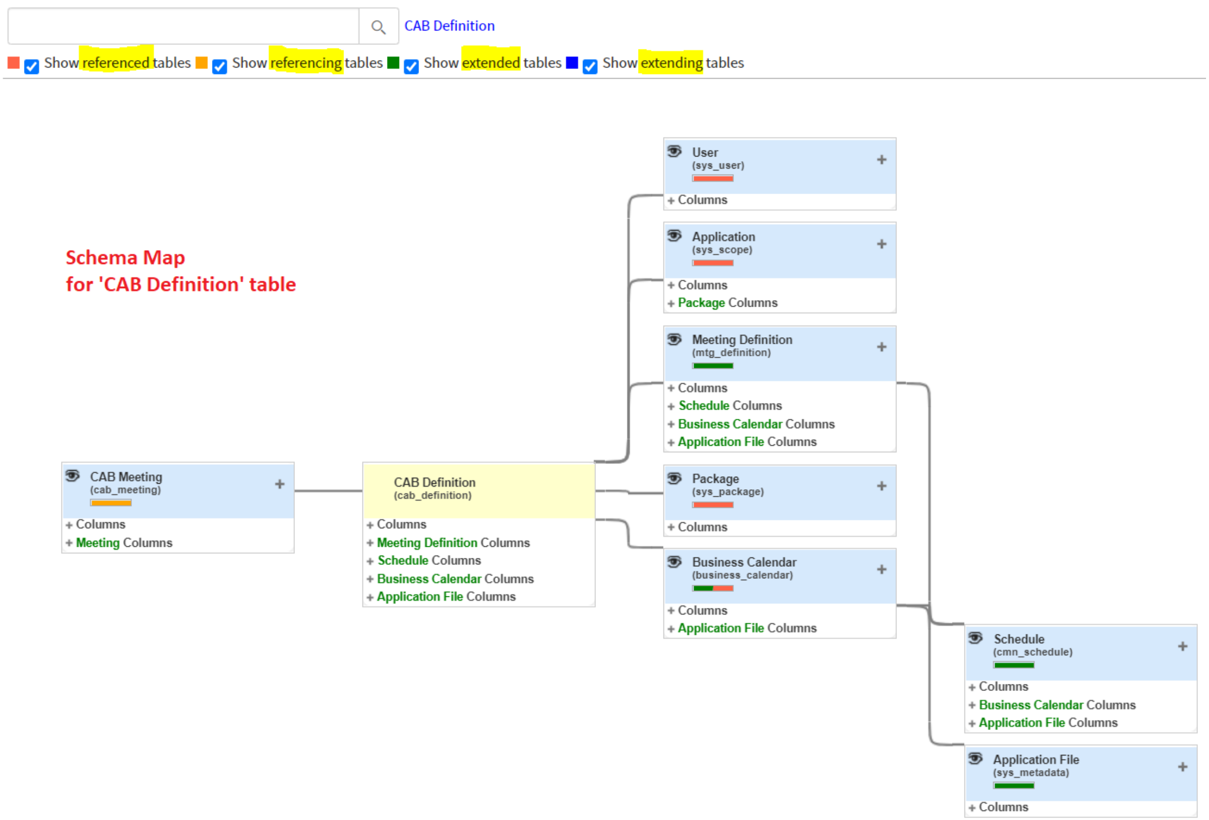
Your selection is correct
Extended by
Your selection is correct
Referencing
Your selection is correct
Extending

Overall explanation

The four different Schema relationship types supported for tables are:

1. **Referenced by**,
2. **Referencing**,
3. **Extended by**, and
4. **Extending.**

Screenshot: **The Schema Map for a table showing different relationship types**



Subdomain: Data Schema

Difficulty level: Medium

Resources

[Schema map for tables]
[Viewing the schema map]

Domain

Database Management

Question 57 Correct
What are the steps for applying an update set to an instance?

Select 3 Answers from the below options.

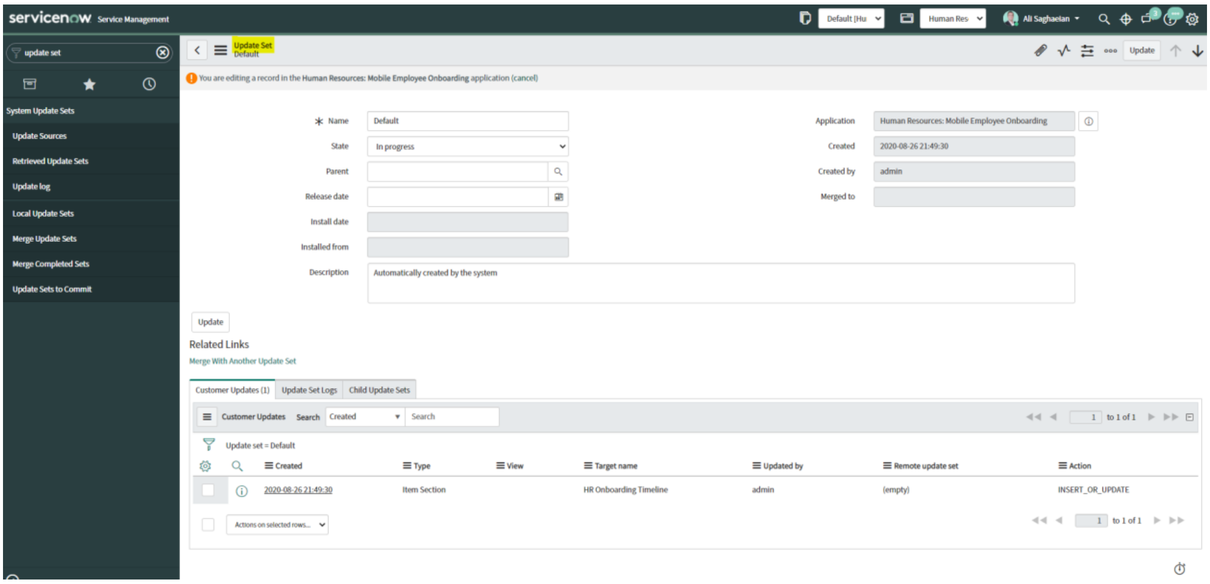
Your selection is correct
Preview
Copy
Your selection is correct
Retrieve
Delete
Your selection is correct
Commit
Overall explanation
The steps to apply an update set to an instance or commit an update set are: **retrieve, preview,** and **commit.**

Manage how update sets store, retrieve, preview, and apply configuration changes between instances.

Administrators have the following options with update sets:

- Create an update set to store local changes.
- Select the current update set to store local changes.
- Commit an update set to prepare it for distribution.
- Report on the contents of update sets.
- Compare update sets to determine what differences they contain.
- Merge separate update sets into a single update set.
- Create an external file from an update set.
- Retrieve update sets from remote instances.
- Apply retrieved update sets.
- Back out changes applied from an update set.
- Set system properties related to update sets

Screenshot: **Default update set for Human Resources: Mobile Employee Onboarding application**



Subdomain: System update sets

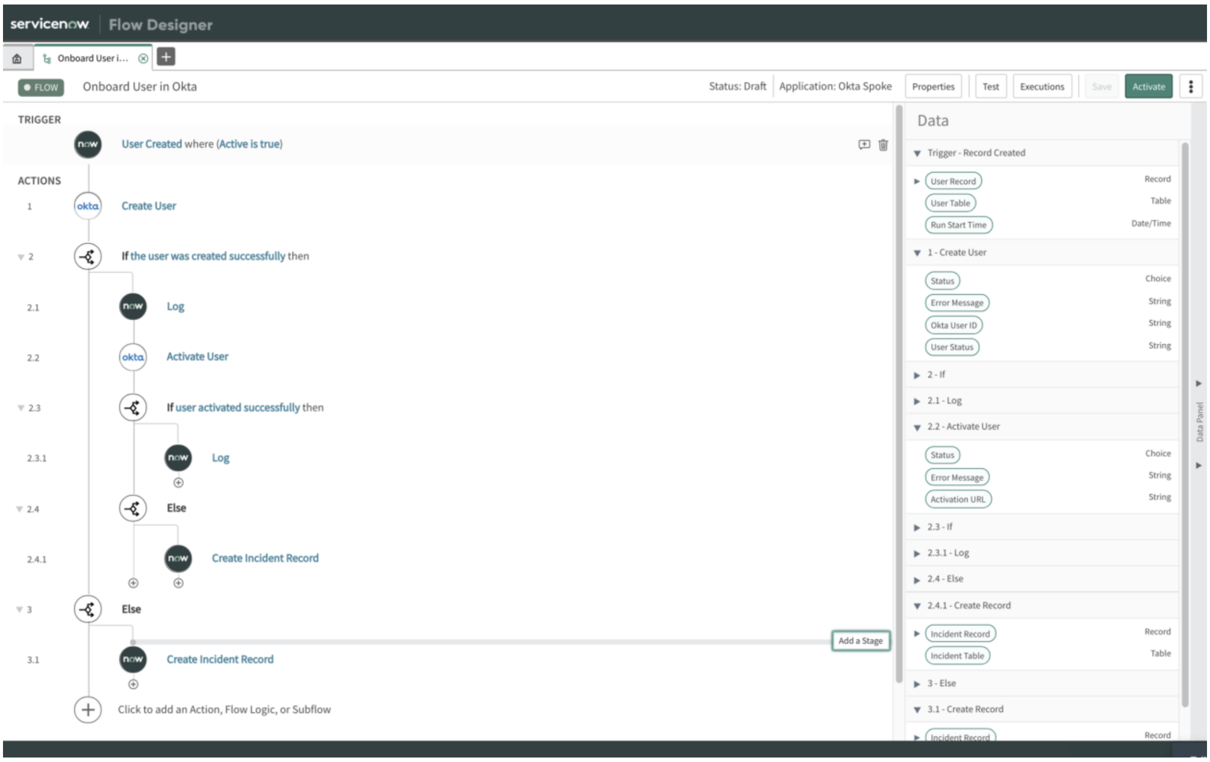
Additional domain: Platform Overview and Navigation - The ServiceNow Instance

Difficulty level: Hard

Resources
[Update set administration]
[System update sets]
Domain
Data Migration and Integration
Question 58Correct
What can be used to extend the Flow Designer to call 3rd party systems, such as automating Microsoft Services and infrastructure using PowerShell and REST?
Third-Party Import Maps
Workflow
Your answer is correct
Integration Hub
REST API Explorer
Overall explanation
Use **Integration Hub** to extend the Flow Designer to call 3rd party systems, such as automating Microsoft Services and infrastructure using PowerShell and REST.

Use custom actions to delegate Flow Designer processes to a MID Server in your network. For example, actions that use the PowerShell step or REST step.

Screenshot: **Instantly add integrations in Flow Designer with no code**



Subdomain: Integration

Additional domains:

- Platform Overview and Navigation - Platform capabilities and services
- Self-Service & Automation - Flow Designer

Difficulty level: Medium

Resources

[Integration Hub]

Domain

Data Migration and Integration

Question 59Correct

What do each record and each field correspond to in a table?

Each record and field corresponds to a column in a table.

Each record corresponds to a column in a table, and each field to a row on that table.

Your answer is correct

Each record corresponds to a row in a table and each field to a column on that table.

Each record and field corresponds to a row in a table.

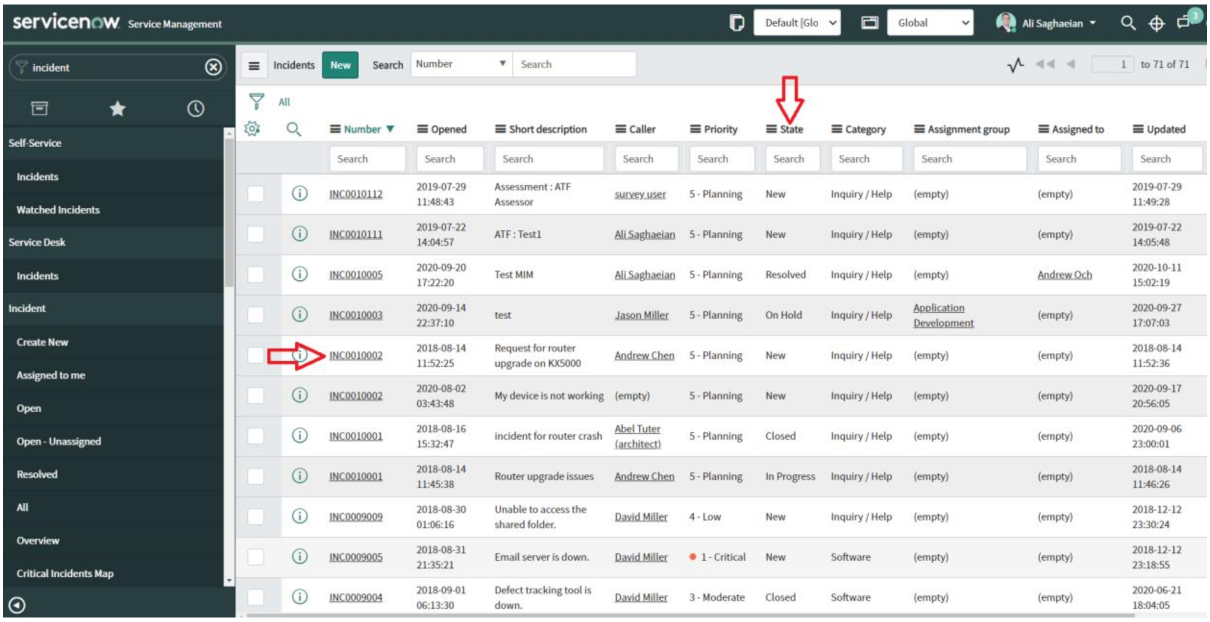
Overall explanation

A table is a collection of records in the database.

- Each **record corresponds to a row** on a table.
- Each **field on a record corresponds to a column** on that table.

Applications use tables and records to manage data and processes, such as Incident, Problem, and CMDB.

Screenshot: **Rows and columns of the Incidents that represent the incident records and their fields**



Subdomain: ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Table administration]()

Domain

Platform Overview and Navigation

Question 60Incorrect

You can use the Data management plugins to define table relationships or minimise performance issues.

What are these plugins?

Select 3 Answers from the below options.

Your selection is correct

Many to Many task relations

Schema map

Your selection is correct

Data Archiving

Your selection is incorrect

Table cleaner

Correct selection

Database Rotations

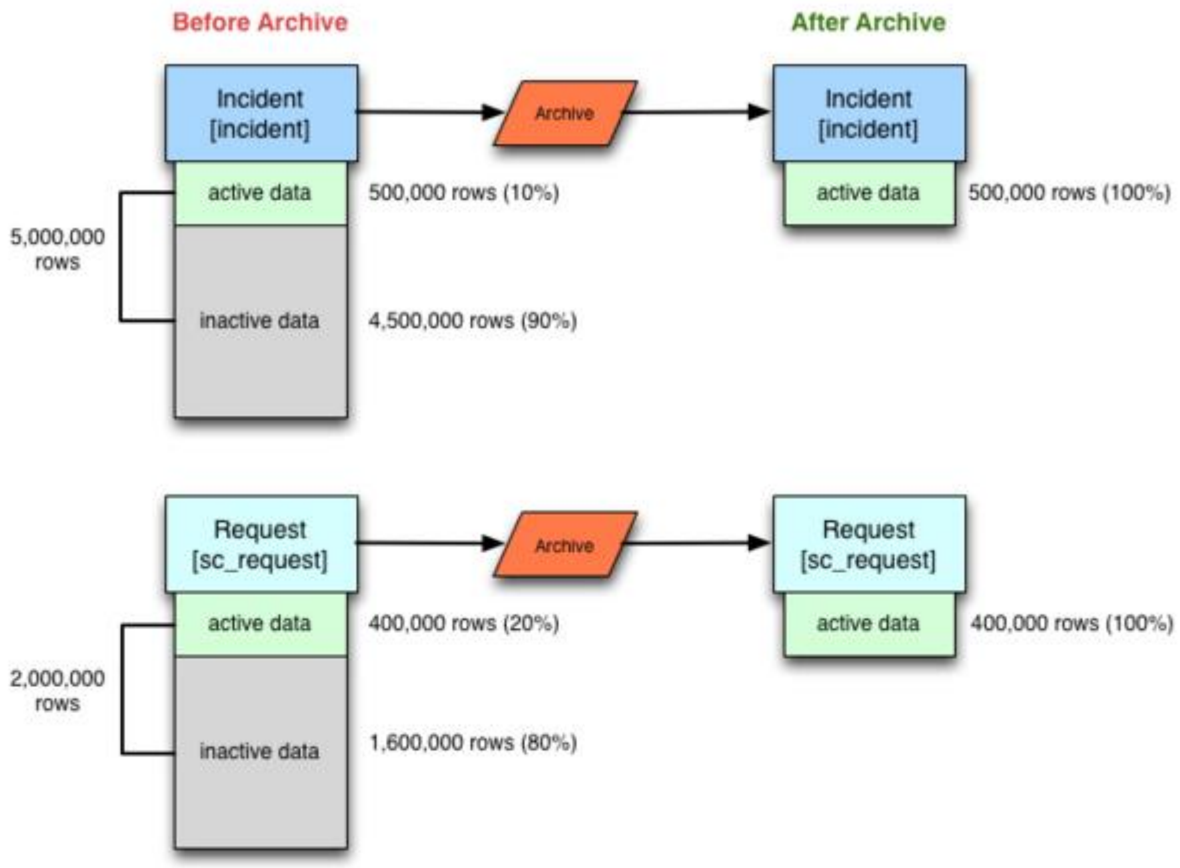
Overall explanation

Data archiving, **Database Rotations,** and **Many to Many task relations** are the 3 Data Management Plugins.

Schema map, Data dictionary table and Table cleaner are the tools that can help manage data within the instance.

1. **Data archiving:** Provides the ability to archive records to minimise performance issues.
2. **Database Rotations:** Provides tools for managing large tables to minimise performance issues.
3. **Many to Many task relations**: Provides the ability to define many-to-many relationships between task tables.

Sample: **Benefits of Data Archiving**



Additional resource:

- Data management

Subdomain: Installing applications and plugins

Additional domain: Database Management - Data Schema

Difficulty level: Hard

Resources
Data archiving
Database rotation
Creating many-to-many task relations
Domain
Instance Configuration