Question 1 Incorrect

How do you delete related records from the archive log and archive (ar_) tables?

Correct answer

Create archive destroy rules

Delete archive record log entries

Your answer is incorrect

Re-archive restored records

Restore archived records and related records

Overall explanation

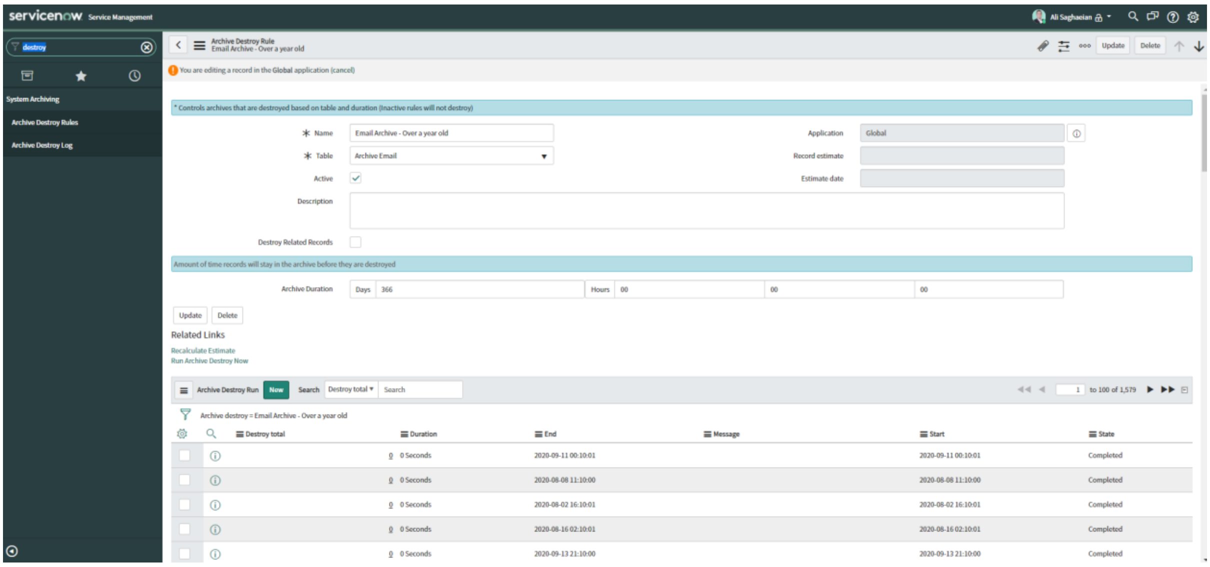
You can delete related records from the archive log and archive (ar_) tables through an archive destroy rule.

The Archive Destroyer batch process runs the destroy rules against the archived data.

Here is the Procedure:

1. Navigate to System Archiving > Archive Destroy Rules.
2. Click New.
3. Fill out the form fields.
4. Click Submit.
5. You can check the archive destroy log at any time

Screenshot: **Example of an Archive Destroy Rule for old emails**



Learn more here!

Learning Domains:

- Database Management - Application / Access Control

- Platform Overview and Navigation - The ServiceNow Instance

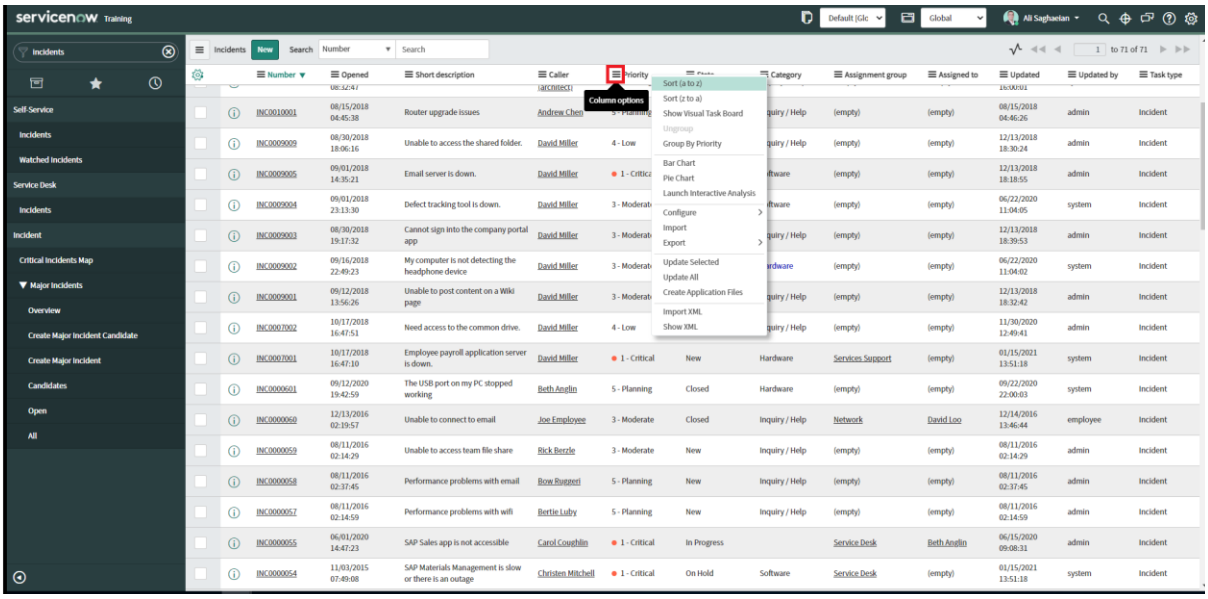
First introduced: Paris release

Difficulty level: Hard

Domain
Database Management
Question 2 Correct
Which menu can users access to display actions that involve creating quick reports, configuring lists and exporting data?
Your answer is correct
Column Context Menu
Value Context Menu
Record Context Menu
List Context Menu
Overall explanation
The **Column Context Menu** displays actions that involve creating quick reports, configuring lists and exporting data.

Access the List column context menu, also called a right-click menu, by clicking the menu icon at the top of a list column or by right-clicking the column heading.

Screenshot: **Right-clicking a column heading to display the list column context menu**



Learn more here!

Learning Domains:

- Configuring Applications for Collaboration - Lists, Filters, and Tags
- Configuring Applications for Collaboration - List and Form anatomy

Difficulty level: Medium

Domain
Configuring Applications for Collaboration

Question 3 Incorrect

How can you quickly reference the most frequently used articles in the Service Portal?

Your answer is incorrect

By flagging them

By rating them or marking them as helpful

By creating a shortcut link for them

Correct answer

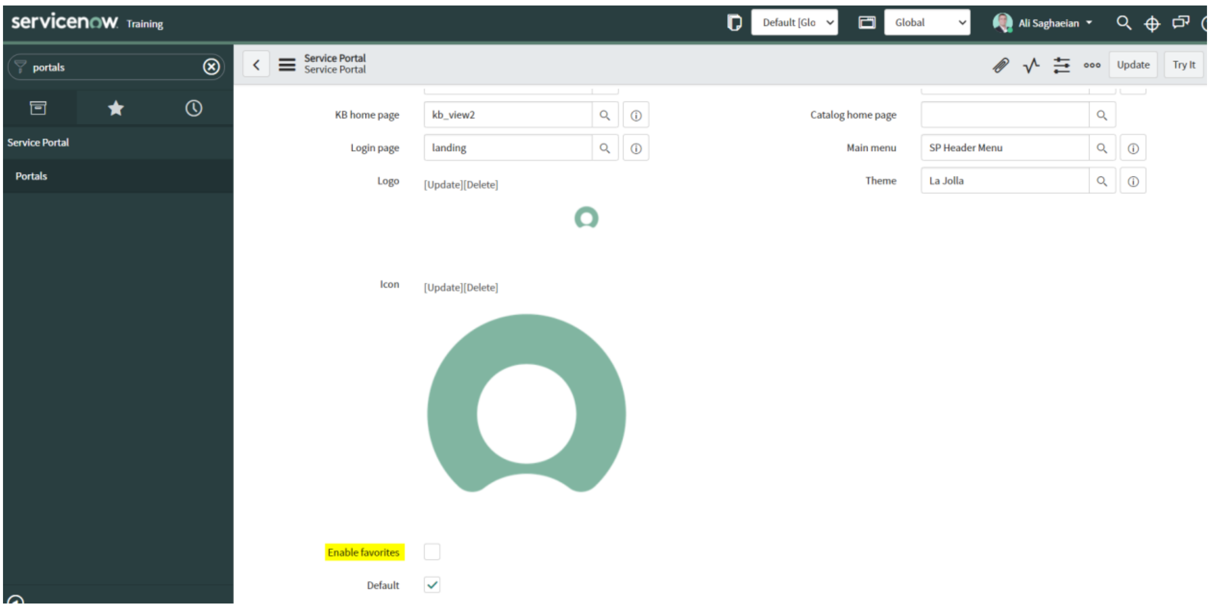
By marking them as favorites

Overall explanation

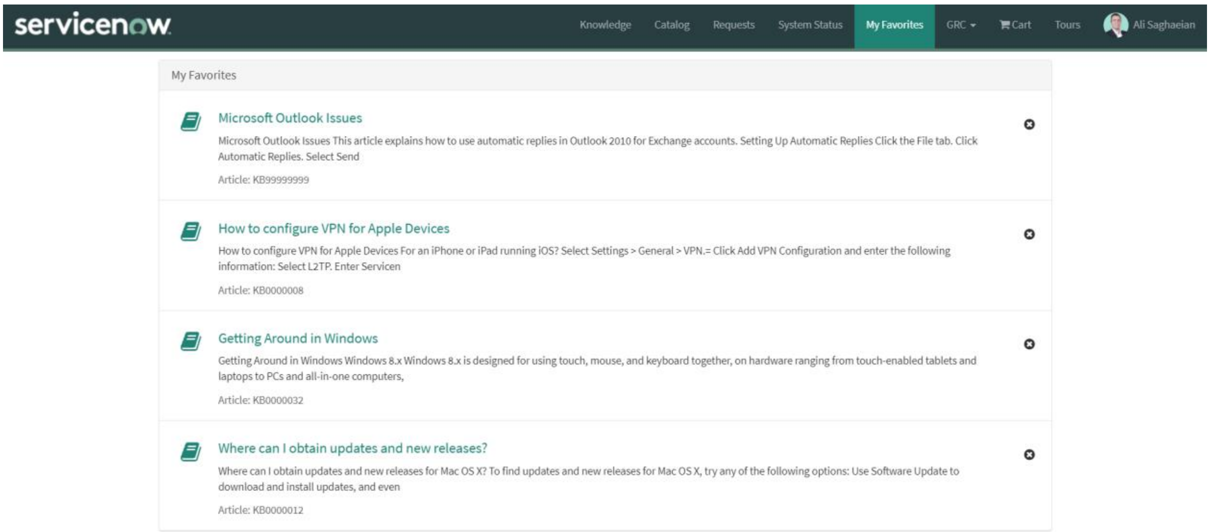
You can quickly reference the most frequently used articles in Service Portal by marking them as favorites.

You can access favourite articles quickly in the service portal from a My Favorites menu item in the portal header.

Screenshot 1: **Enabling favorites on the default Service Portal**



Screenshot 2: **Accessing my favorite articles on the Service Portal**



Learn more here!

Learning Domain: Self-Service & Automation - Knowledge Management

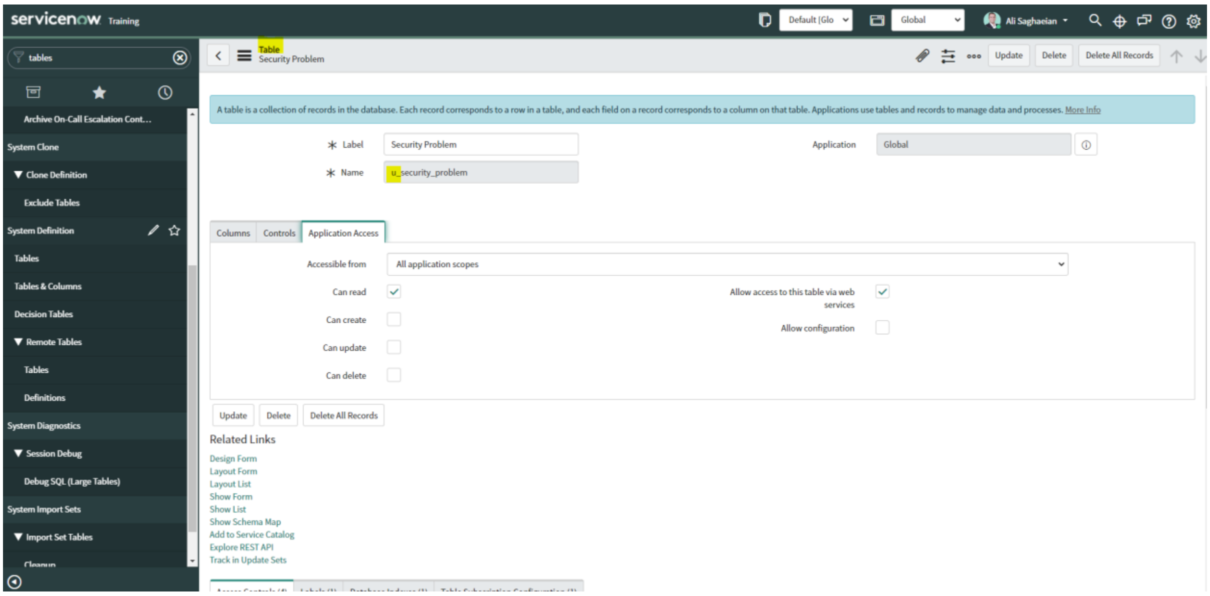
First introduced: Rome release

Difficulty level: Easy

Domain
Self-Service & Automation
Question 4 Correct
What is the auto-populated table name prefix when creating a new custom table in the global application?
Your answer is correct
u_
c_
x_
z_
Overall explanation
A custom table is defined as any non-ServiceNow provided table you create or install on the Now Platform.

When creating a new custom table in the global application, the table name is automatically prefixed with '**u_**'.

Screenshot: **Example of a custom table with an auto-populated prefix**



Learn more here!

Learning Domains:

- Instance Configuration - Personalising/customising the instance
- Database Management - Application / Access Control

Difficulty level: Easy

Domain

Instance Configuration

Question 5Incorrect

How can system administrators speed up loading large lists?

By archiving or deleting old data

Correct answer

By removing the calculation of the total number of records

By breaking the large lists into smaller lists

Your answer is incorrect

By removing the duplicate and redundant data

Overall explanation

System administrators can reduce the load times of lists for very large tables **by removing the expense of calculating the total number of records in those lists.**

In addition, you can quickly find information in a list by sorting the list. The system's method of sorting a list depends on the type of record in the sort column.

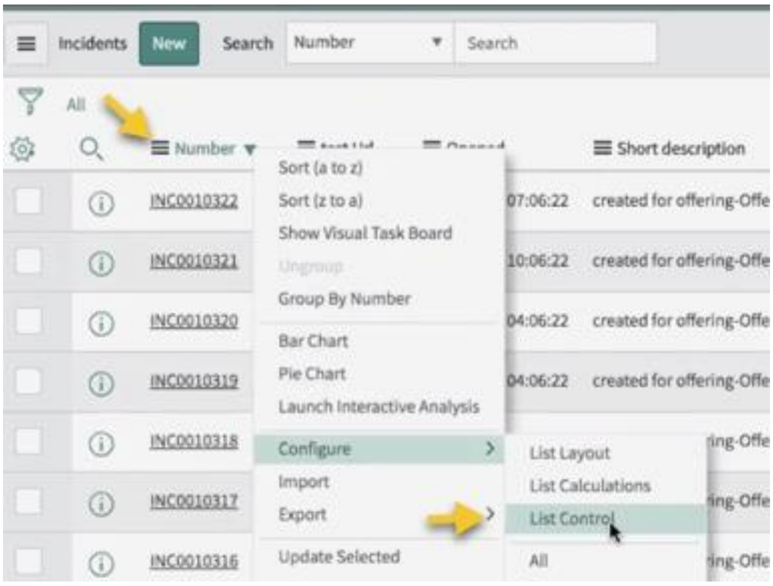
All users can interact with lists for the tables their role permits them to access. Some list and column header menu options are controlled by permissions granted to the user role.

Admins can remove the calculation of the total number of records in a list to speed up loading large lists.

Calculating the total number of records to be included in a list filtered from extremely large tables can take a long time. You can remove that calculation for all or specified views to improve performance.

On a list, admins can click the Menu icon and navigate to Configure > List Control, and on the List Control page, select the 'Remove pagination count' check box.

Screenshot 1: **Navigating to the List Control on a list to remove the pagination count**



The pagination calculation should not appear, and the fast forward icon (Fast forward icon) should be greyed out.

Screenshot 2: **The Fast forward icon is greyed out after the pagination count is removed**

Learn more here!

Learning Domain: Configuring Applications for Collaboration - List and Form anatomy

First introduced: Rome release

Difficulty level: Medium

Domain
Configuring Applications for Collaboration
Question 6Incorrect

How can you measure and track article views, page views, and searches performed by unauthenticated users?

Your answer is incorrect

By retiring the articles accessed by unauthenticated users

By reporting on the number of published articles

By removing the user criteria for the knowledge articles

Correct answer

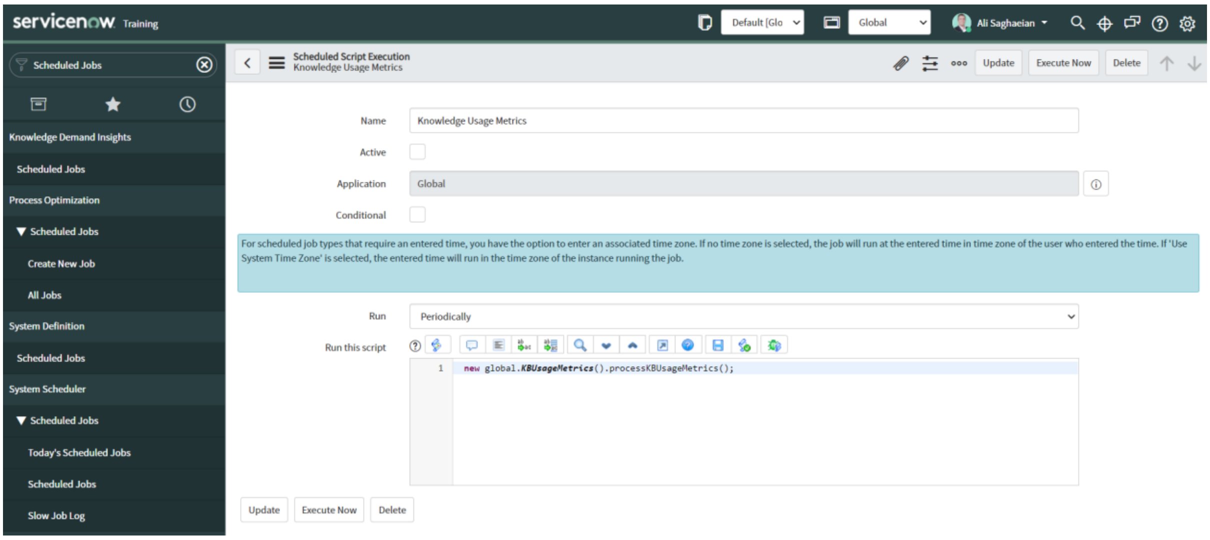
By collecting knowledge usage metrics

Overall explanation

You can capture metrics such as article views, page views, and portal searches to track aggregated knowledge usage by users. You can set the duration over which the metrics are aggregated, which by default is 60 minutes.

You can monitor the **knowledge usage metrics** to improve the overall effectiveness of the knowledge usage across the portals.

Screenshot: **The Scheduled Job for the Knowledge Usage Metrics**



Learn more here!

Learning Domain: Self-Service & Automation - Knowledge Management

First introduced: Rome release

Difficulty level: Medium

Domain

Self-Service & Automation

Question 7Correct

(Washington DC) What Core UI data and analytics artifacts are migrated to Platform Analytics?

Select 4 Answers from the below options.

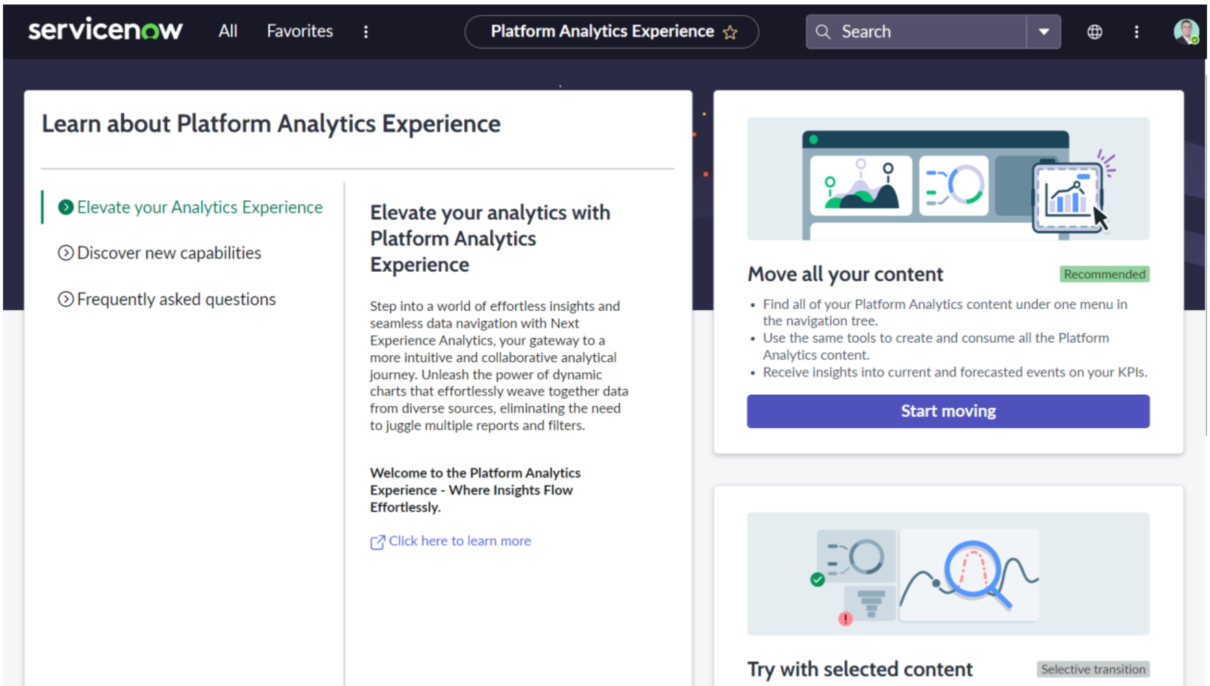
Your selection is correct
Interactive filters
Your selection is correct
Dashboards
Your selection is correct
Performance Analytics widgets
Schema maps
Your selection is correct
Reports
Database views

Overall explanation

When you migrate your Core UI data, your existing **dashboards, reports, interactive filters, and Performance Analytics widgets** are moved to Platform Analytics. The result is a single set of visualisations and unified filters for all data sources.

The migration process takes your dashboard content and migrates it from Core UI (Dashboards and visualisations in the classic environment) to the Platform Analytics library. You then access all of your analytics through a unified navigation menu. If you use indicators, you get tools to alert you of significant changes.

Screenshot: **Accessing the Migration Center (as part of Platform Analytics Experience) to start moving the Core UI data**



Screen recording: **Migrating Core UI data to Platform Analytics via Migration Center**

Subdomain: Data Migration

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

First introduced: Washington DC release

Difficulty level: Medium

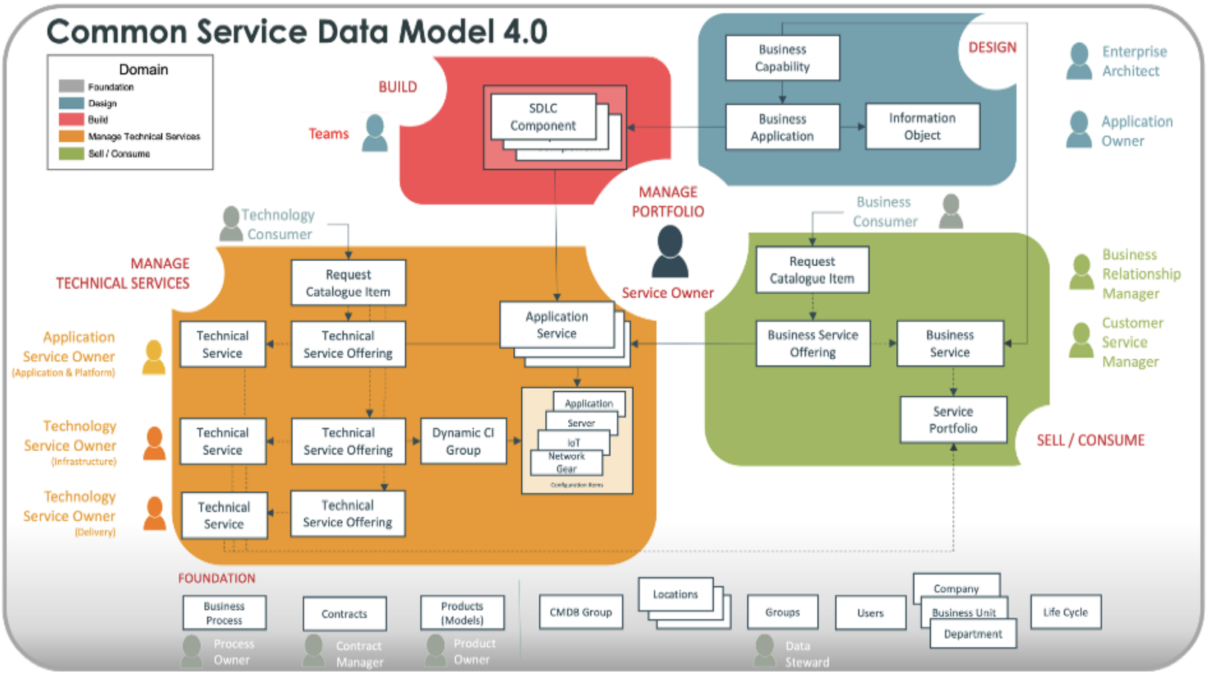
Resources
[Platform Analytics Migration Center]
Domain
Data Migration and Integration
Question 8Correct
Which of the following is a CMDB-based framework that supports multiple configuration strategies?
KPI Composer
Project Portfolio Management
Your answer is correct
Common Service Data Model
Virtual Agent
Overall explanation
The **ServiceNow Common Service Data Model (CSDM)** is a ServiceNow CMDB-based framework that supports multiple configuration strategies.

The Common Service Data Model (CSDM) is a standard and consistent set of terms and definitions that span and can be used with all ServiceNow products on the Now Platform. These terms and definitions form the basis for the CSDM framework.

The CSDM terms and definitions enable service reporting and provide prescriptive guidelines for service modelling within the ServiceNow Configuration Management Database (CMDB).

The CSDM data model is a CMDB framework that supports multiple configuration strategies. The data model includes guidelines for using base system tables and relationships. Many ServiceNow products depend on data within this data model.

Diagram: **Common Service Data Model framework**



Learn more here!

Learning Domain: Database Management - CMDB and CSDM

Difficulty level: Easy

Domain
Database Management
Question 9Correct
Different form templates can be applied to a form by accessing the ______.
Template creator
Template editor
Toggle template views
Your answer is correct
Template bar
Overall explanation
The **Template Bar** allows users to select different templates to apply to the form.

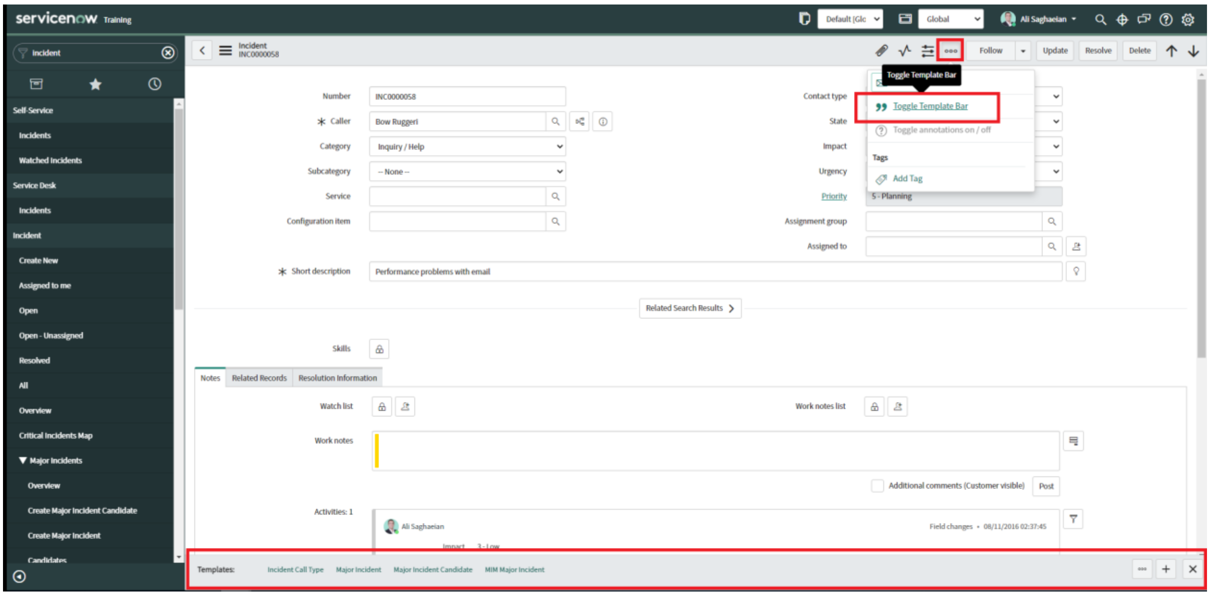
Use the template bar to apply, edit, and create templates.

The template bar appears at the bottom of the form.

Click a template, which appears in blue text, to apply them to the form.

Use the buttons to the right to add, edit, and access the complete list of templates.

Screenshot: **Selecting Toggle Template Bar on an Incident form to apply an existing template**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - Form templates and saving options

Difficulty level: Easy

Domain

Configuring Applications for Collaboration

Question 10Incorrect

What is a stakeholder's role in implementing and maintaining the CMDB?

Import CI data, such as name, source and relationships.

Correct answer

Determine specific CI information required to support capabilities and build organisational buy-in.

Your answer is incorrect

Identify necessary reports showing CI health for related departments.

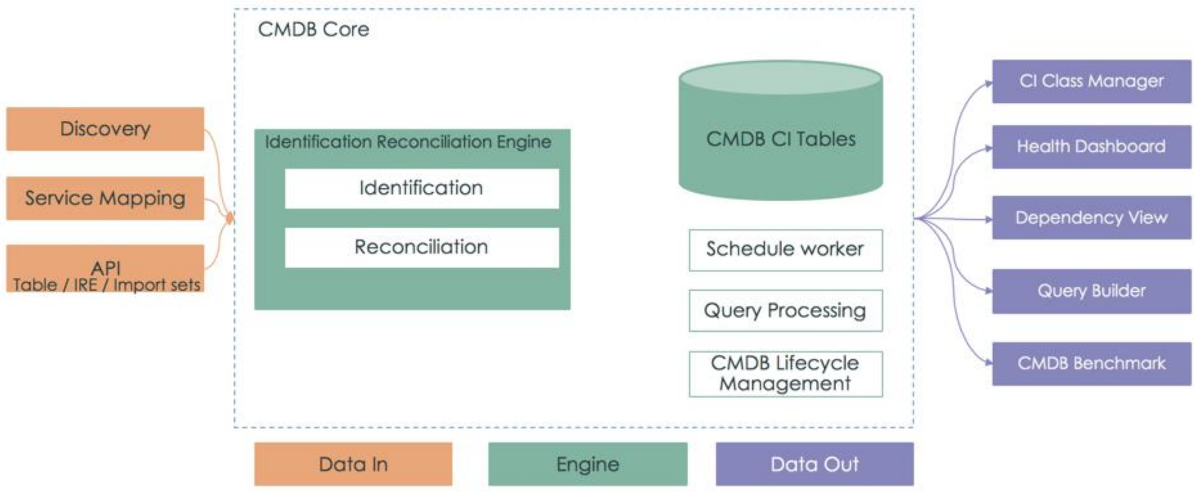
Create a go-forward strategy for configuration management responsibilities.

Overall explanation

You will need to involve the right stakeholders to **determine the specific CI information required to support these capabilities and build organisational buy-in.**

This stakeholder group should include the process owner, process manager, and other subject matter experts for each of the processes.

Diagram: **CMDB Architecture**



Learn more here!

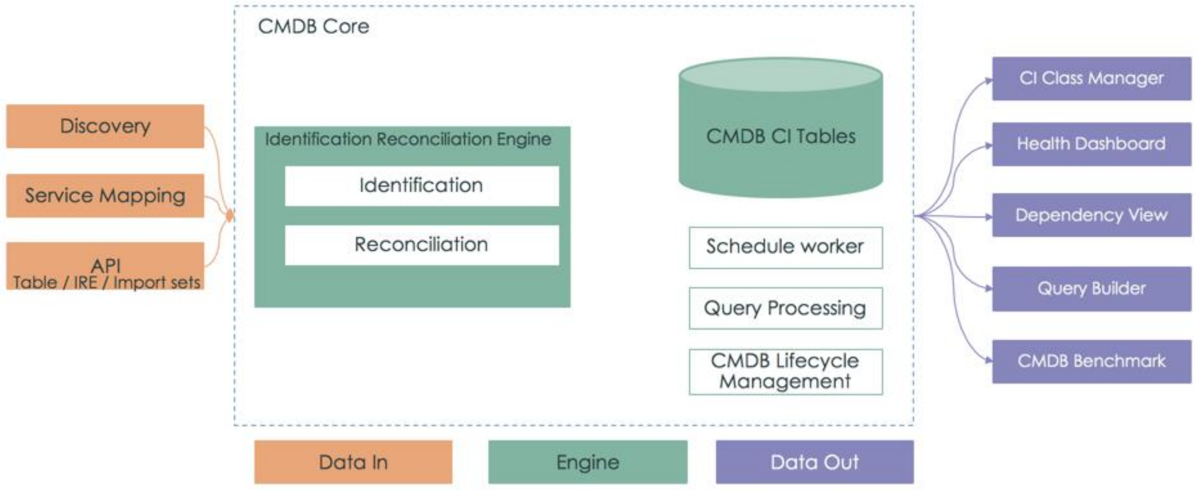
Learning Domain: Database Management - CMDB and CSDM

Difficulty level: Medium

Domain
Database Management
Question 11Correct
What is Configuration Management System (CMS)?
Relationships between Configuration Items
Your answer is correct
A set of tools and databases used to manage an organisation's configuration data
Components of an infrastructure required to deliver a product or service
A database used to store configuration records throughout their lifecycle
Overall explanation
Configuration Management System (CMS) is a **set of tools and databases used to manage an organisation's configuration data.**

As per ITIL, Configuration Management System is a much broader system that combines many different data repositories.

Image: **Configuration Management and the CMDB Architecture**



Learn more here!

Learning Domain: Database Management - CMDB and CSDM

Difficulty level: Medium

Domain
Database Management
Question 12Incorrect
When a CI is set to retire, dependent CIs management data processes attempt to cascade-update all the CIs depending on that CI to retire.

What table are the dependent CIs added to when a parent CI is set to retire?

Correct answer
cmdb_dependent_ci_ledger
cmdb_dependent_ci_extra_rels_config
Your answer is incorrect
cmdb_ci_related_retire
cmdb_dependent_ci_class_exclusion
cmdb_related_entry
Overall explanation
A life cycle update for a CI affects its dependent CIs. For example, when the CI that a dependent CI depends on is deleted, the dependent CI becomes orphan with no further use. To maintain the integrity and health of the CMDB, the system applies cascade-cleanup processes to dependent CIs that are affected by a life cycle update.

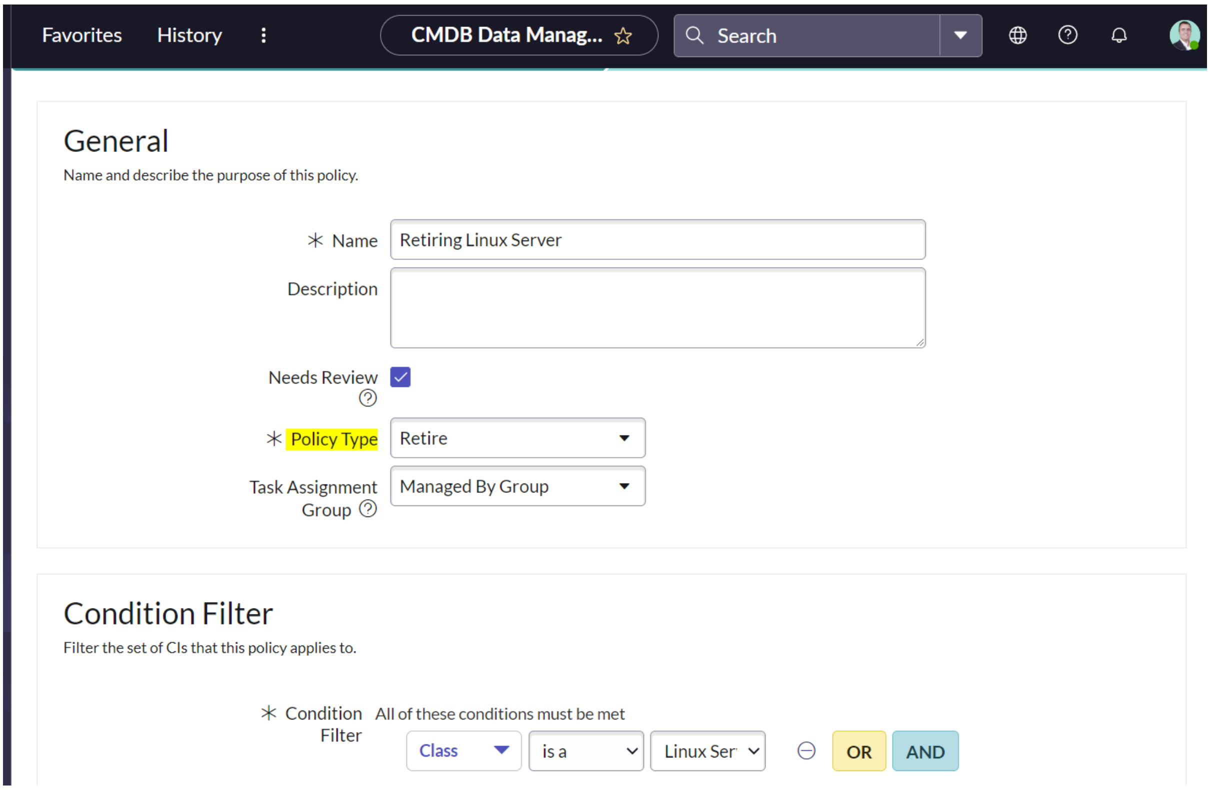
When a CI is set to retire, dependent CIs management data processes attempt to cascade-update all the CIs depending on that CI also to retire.

When a CI is updated to retire (Life Cycle Stage is 'End of Life' and Life Cycle Stage Status is 'Retired'), the system checks all the relationship records for that CI. For any relationship with a dependent CI, the system adds the dependent CI to the [`cmdb_dependent_ci_ledger`] **table.** Those CIs are set as being ready to retire using the CMDB Data Manager upon approval.

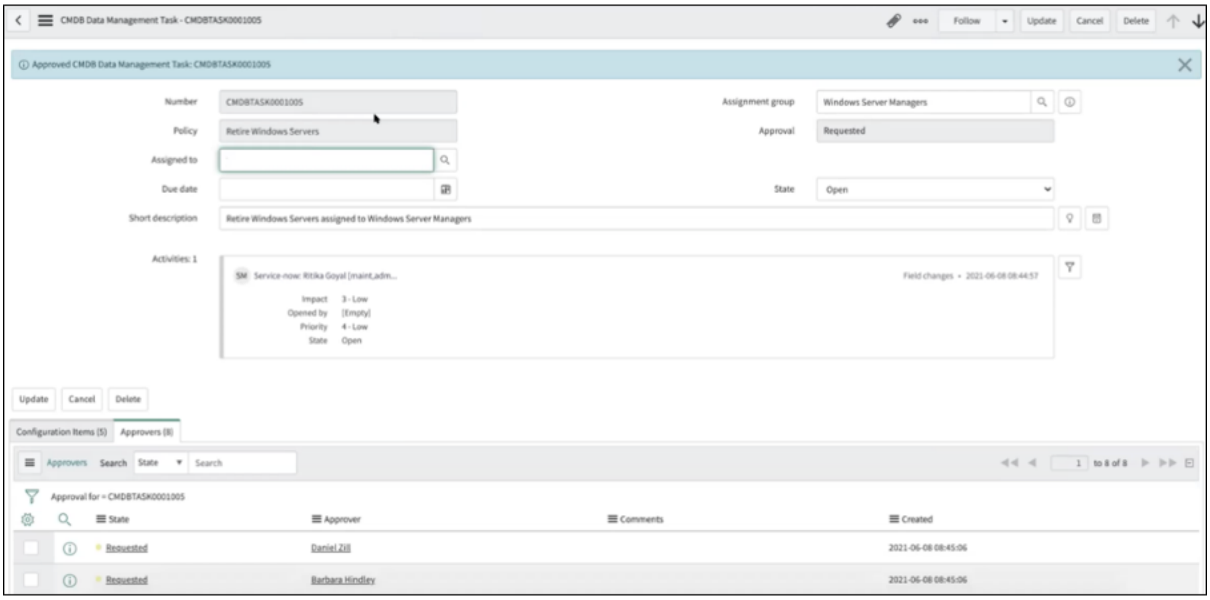
For example, if a Linux Server is retired and set with the end of life, the assumption is that if the server is no longer operational, then applications that depend on it shouldn't be operational either.

You can activate the Cleanup Orphan CIs scheduled job to perform a one-time cascade-cleanup of orphan dependent CIs across the CMDB. The Cleanup Orphan CIs scheduled job checks throughout the entire CMDB to identify any orphan dependent CIs. These CIs are then processed in the same manner that CIs that are cascade-deleted are processed. CIs that are ready to be deleted are added to the **CMDB Dependent CI Ledger [`cmdb_dependent_ci_ledger`] table**.

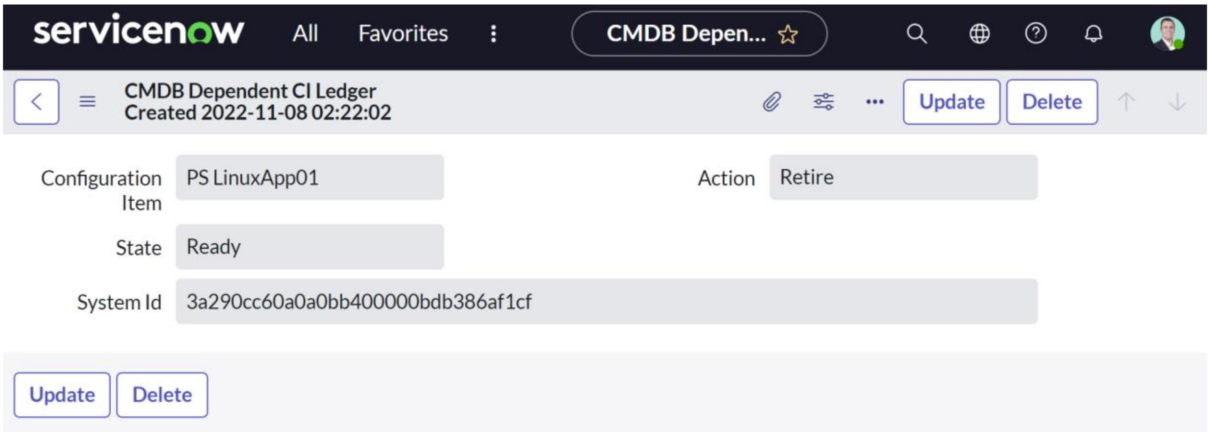
Screenshot 1: **Creating a CMDB Data Management policy to retire a parent CI (i.e. Linux Server)**



Screenshot 2: **A CMDB Data Management Task with a retire type policy**



Screenshot 3: **A dependent CI entry in the CMDB Dependent CI Ledger table when the parent CI (i.e. Linux Server) is set to retire**



Learn more here!

Learning Domain: Database Management - CMDB and CSDM

First introduced: Tokyo release

Difficulty level: Hard

Domain
Database Management

Question 13Incorrect

What visualisation types allow you to add multiple data sources of the same type in the UI Builder?

Select 2 Answers from the below options.

Your selection is incorrect

Pie and donuts

Single Score

Your selection is correct

Bars

Correct selection

Time Series

Overall explanation

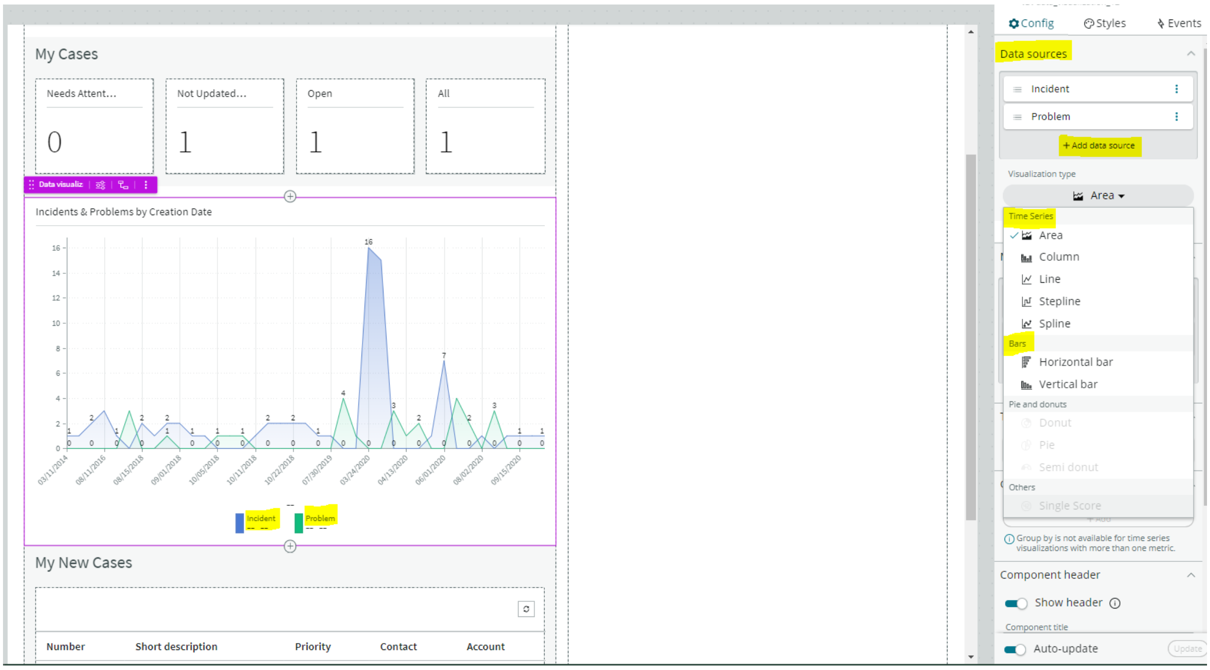
You can add multiple data sources of the same type for **Time Series** (including Area, Column, Line, Stepline, and Spline) and **Bar** (including Horizontal bar and Vertical bar) **visualisations.**

You can change data visualisation types via a drop-down in the configuration panel to preview different data visualisation types.

Time Series visualisations show data over time. All time series visualisation types share configuration options. They differ in the use case, depending on whether you want to emphasize data trends or the differences between individual data points.

Bar visualisations enable you to compare scores across data dimensions. Horizontal and vertical bar visualisation types are available. They share all configuration options. In general, you can use horizontal bars for nominal or categorical data and vertical bars for ordinal or sequential data.

Screenshot: **Adding multiple data sources for a time series visualisation**



Learn more here!

Learning Domains:

- Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics
- Instance Configuration - Common user interfaces in the Platform

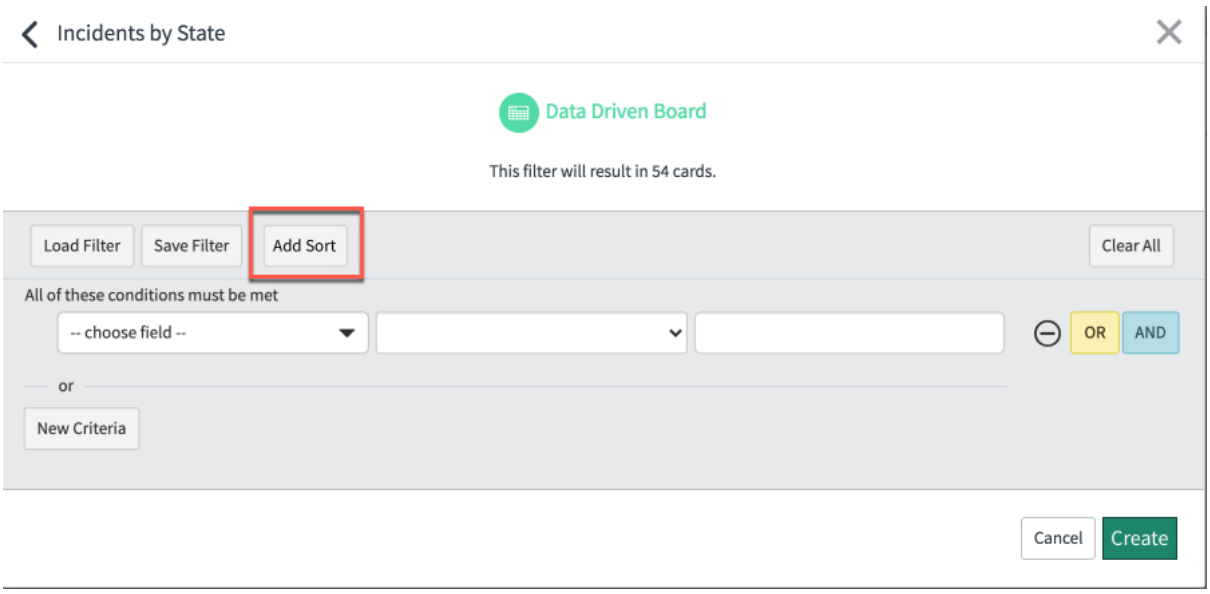
Difficulty level: Hard

Domain
Configuring Applications for Collaboration
Question 14Incorrect
Which option enables you to sort Visual Task Boards using criteria you create?
Correct answer
Edit Filter & Sort
Your answer is incorrect
Load Filter
Interactive Filter
Breakdown Element
Overall explanation
You can sort Visual Task Boards using criteria that you create with a **Sort-Filter option**, grouping items by properties to help organise your cards.

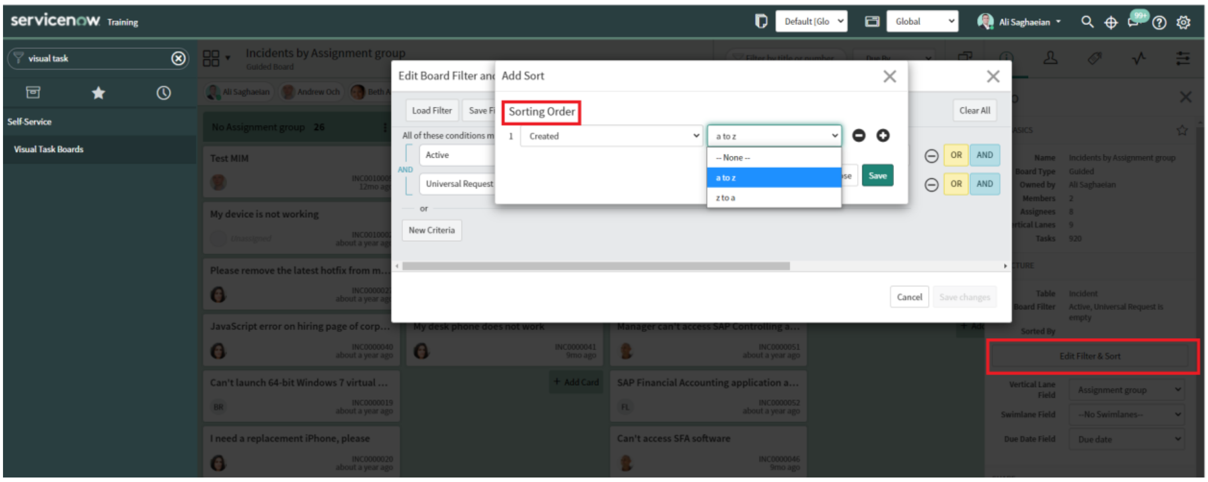
Only the board owner can create the sorting criteria and add, edit, or delete the criteria. The criteria appear as "read-only" for other users.

You can edit your sorting criteria for both Freeform and Data-Driven boards by selecting the **Edit Filter and Sort** button.

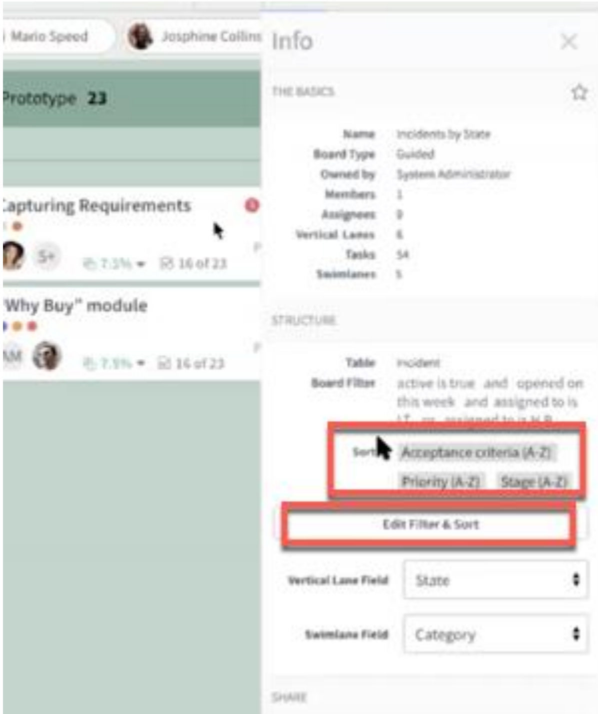
Screenshot 1: **Adding sort conditions in a data-driven board**



Screenshot 2: **Setting sorting order when adding sort to a data-driven board**



Screenshot 3: **Sorting criteria and filtering in the right navigation pane**



Learn more [here](#)!

Learning Domain: Configuring Applications for Collaboration - Visual Task Boards (VTBs)

First introduced: Rome release

Difficulty level: Medium

Domain
Configuring Applications for Collaboration

Question 15Incorrect

(Washington DC) You can enable the keyboard shortcuts and view them on a particular page through the keyboard shortcut modal.

How can you show the shortcuts for the page you are viewing in a modal?

Press the F1 key (on Windows) or the Function keys (on Mac).

Your answer is incorrect

Select the 'Show help' icon from the top right corner of the screen.

Select the 'Keyboard Shortcuts' option in your profile.

Correct answer

Press `ctrl`+`/` keys (on Windows) or `cmd`+`/` keys (on Mac).

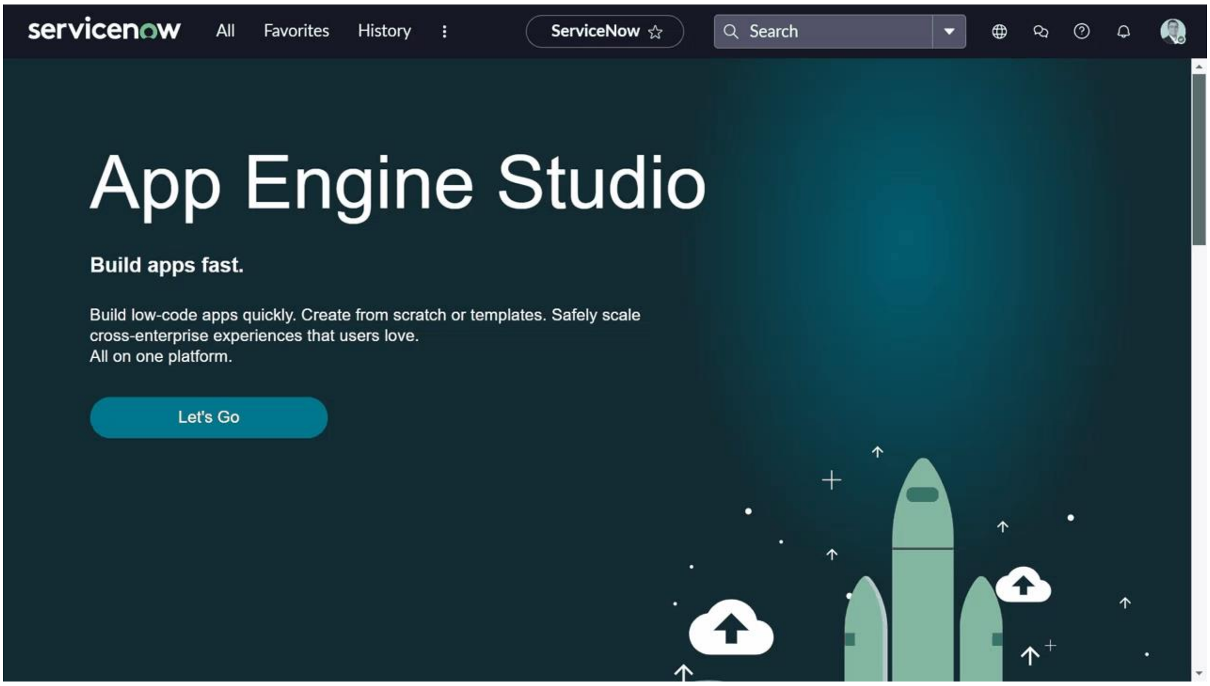
Overall explanation

You can use keyboard shortcuts to quickly perform common actions in the user interface.

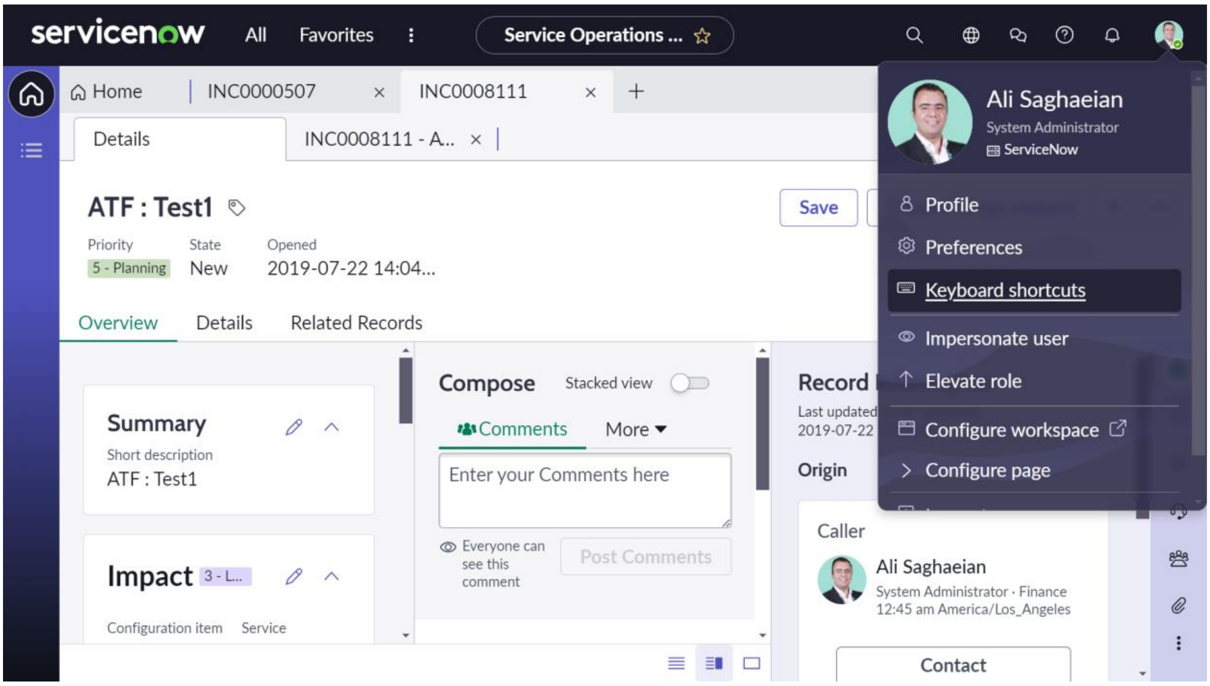
You can show the shortcuts for the page you are viewing in a modal by selecting `Control`+`/` on a Windows keyboard or `Command`+`/` on a Mac keyboard. Alternatively, you can select the 'Keyboard shortcuts' option from the User menu, once it is enabled in the Accessibility settings.

The keyboard shortcuts that display in the modal are specific to the screen you are viewing, and they depend on the browser and operating system you are using.

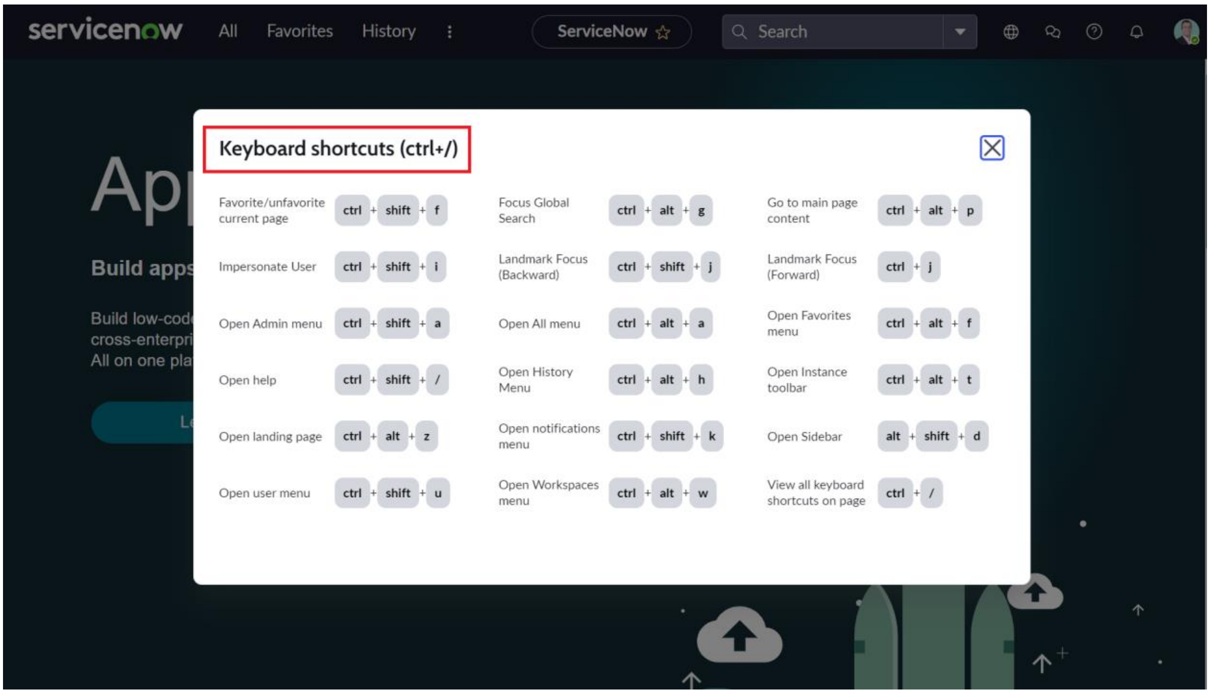
Screen recording: **Enabling special keyboard shortcuts from the Accessibility preferences**



Screenshot 1: **Accessing the 'Keyboard shortcuts' from the User menu in the Next Experience**



Screenshot 2: **Showing the keyboard shortcuts by pressing the `ctrl`+`/` keys on Windows**



Subdomain: Next Experience Unified Navigation

First introduced: Washington DC release

Difficulty level: Medium

Resources

[Next Experience keyboard shortcuts]()

[Core UI keyboard shortcuts]
[Configuring Next Experience accessibility preferences]
Domain
Platform Overview and Navigation
Question 16 Correct
Which catalogue UI policy actions can be applied to variables on catalogue item forms?

Select 3 Answers from the below options.

Your selection is correct
Visible
Your selection is correct
Read only
Your selection is correct
Mandatory
Masked
Overall explanation
UI policies can be used to define custom process flows for tasks.

Catalogue UI policies control the behaviour of catalogue item forms when presented to your users. Catalogue UI policies can be applied to a catalogue item or a variable set.

Like UI policies, Catalog UI Policies allow variables to be set to **mandatory**, **visible**, or **read-only** based on defined conditions.

These policies work on variables included in catalogue item forms and variables displayed through a variables editor on the request, request item, and catalogue task forms.

Note 1: The Set visible policy does not apply to the following variable types:

- Break,
- Container Split,
- Container End.

Note 2: The Mandatory and Read Only policies do not apply to the following variable types:

- Break,
- Container Split,
- Container End,
- UI Macro,
- UI Macro with Label,
- Label, UI Page.

The priority order for UI actions types is:

- Mandatory (highest)

- Read-only/Display

Table: **Catalogue UI policies and UI policy actions**

		Catalog UI Policies	UI Policies
Policy	Conditions When to Apply	yes	yes
	Applies on Catalog Item View	optional	N/A
	Applies on Target Record	optional	yes
	Applies on Requested Items	optional	N/A
	Applies On load	optional	optional
	Reverse if false	optional	optional
	Scripted condition	supported	supported
	Applies on all form views	NA	optional
	Applies on specified view	NA	optional
Action	Policy action - Mandatory	optional	optional
	Policy action - Visible	optional	optional
	Policy action - Read only	optional	optional

Learn more here!

Learning Domains:

- Data Migration and Integration - UI Policies
- Self-Service & Automation - Service Catalogue

Difficulty level: Medium

Domain
Data Migration and Integration
Question 17Correct
> Which content type is NOT tracked in the history tab within the Application Navigator?
Your answer is correct
UI pages
Homepages
Lists
Records
Overall explanation
History tab entries are created for many types of content, including lists, records, and homepages.

Some content types, such as **UI pages** and other **non-standard interfaces**, are not tracked in the history tab.

Learning Domain: Instance Configuration - Common user interfaces in the Platform

Difficulty level: Medium

Domain
Instance Configuration
Question 18 Correct
What ServiceNow component would you use to see which Applications and Modules contain the keyword 'task'?
Your answer is correct
Filter
Global search
Favorites
Database view
Help Sidebar
Overall explanation
You can use the **Filter** field to navigate to the module you want quickly. It provides access to all applications and the modules they contain, enabling users to find information and services quickly.

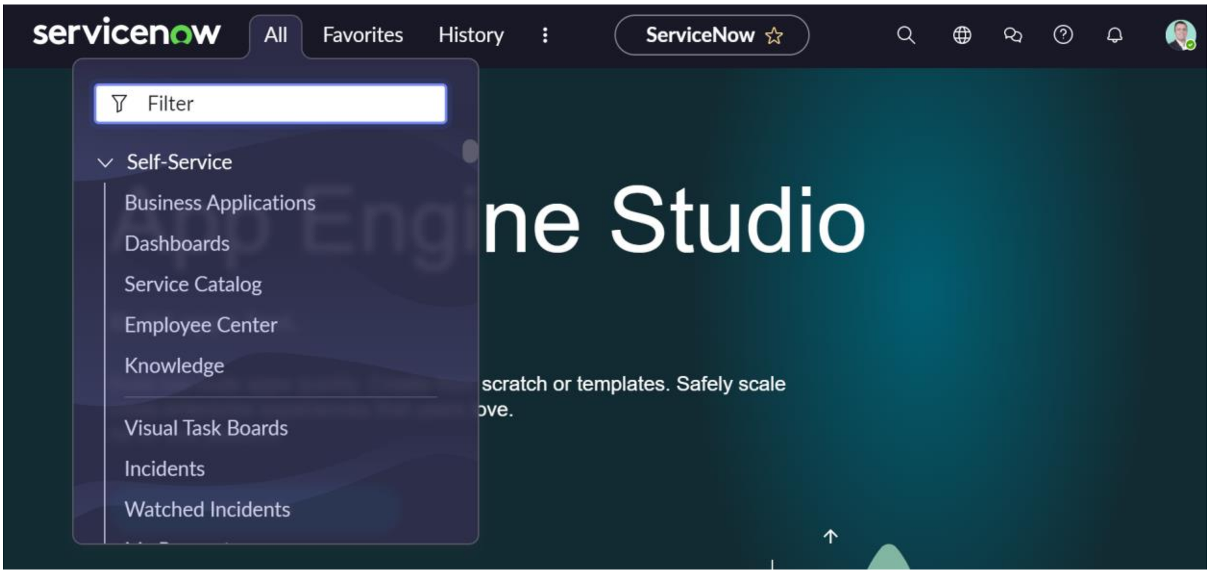
This field is called the 'Filter Navigator' in the Core UI. You may also refer to it as the application navigator or left navigation bar.

You would use the 'Filter' field to see which Applications and Modules contain a keyword such as 'task'.

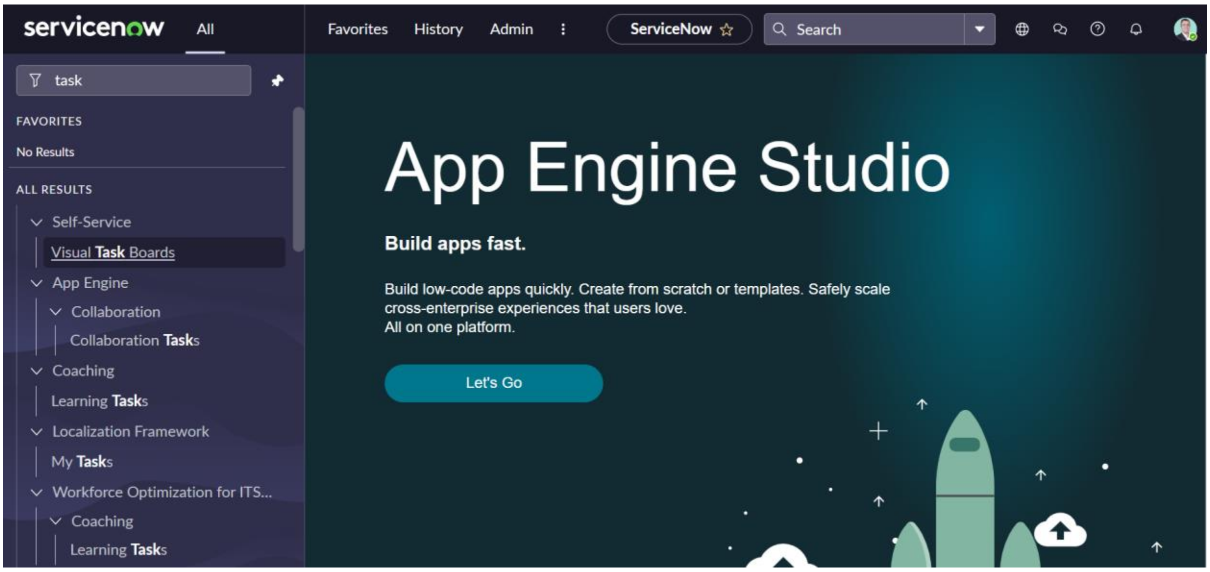
- For a list view, you can enter the table name in the format name.list, for example, `sys_properties.list`.
- For a form view, you can enter the table name in the format name.do, for example, `sys_user.do`.

Note: By default, filtering in any of the menus returns results from all menus except the History menu.

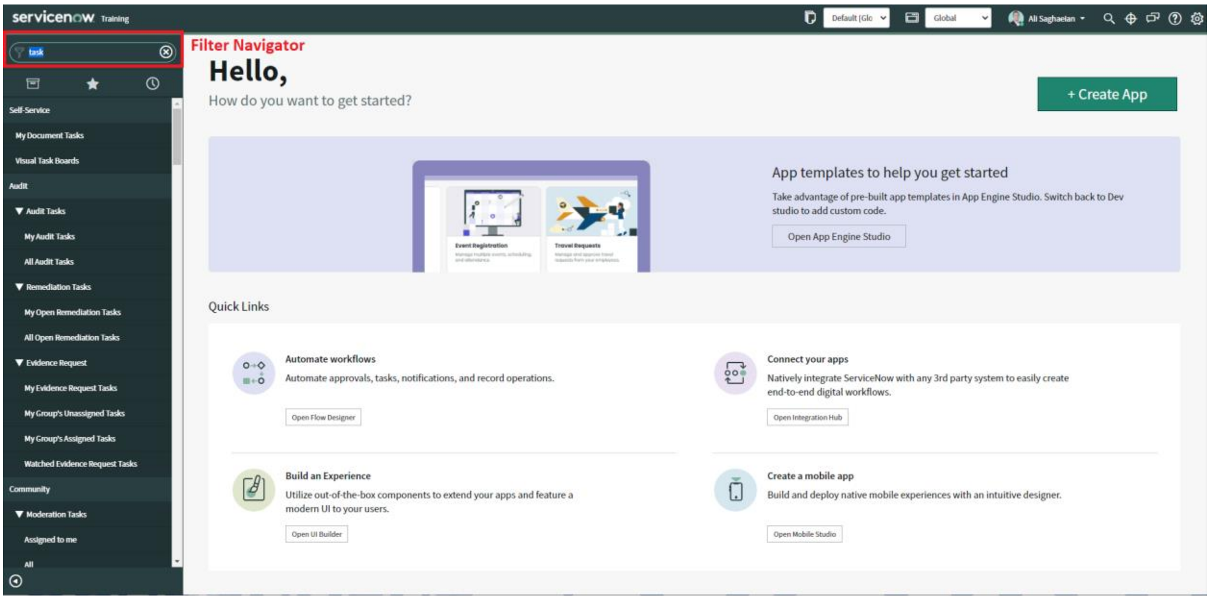
Screenshot 1: **The Filter field to quickly navigate to your desired module**



Screenshot 2: **Typing the keyword 'task' in the Filter field in the Next Experience UI**



Screenshot 3: **Listing all applications and modules containing the keyword 'task' in the Core UI**



Learn more about:

- [Using the Next Experience Unified Navigation]
- [Core UI application navigator]

Learning Domains:

- Instance Configuration - Common user interfaces in the Platform
- Platform Overview and Navigation - Next Experience Unified Navigation

Difficulty level: Easy

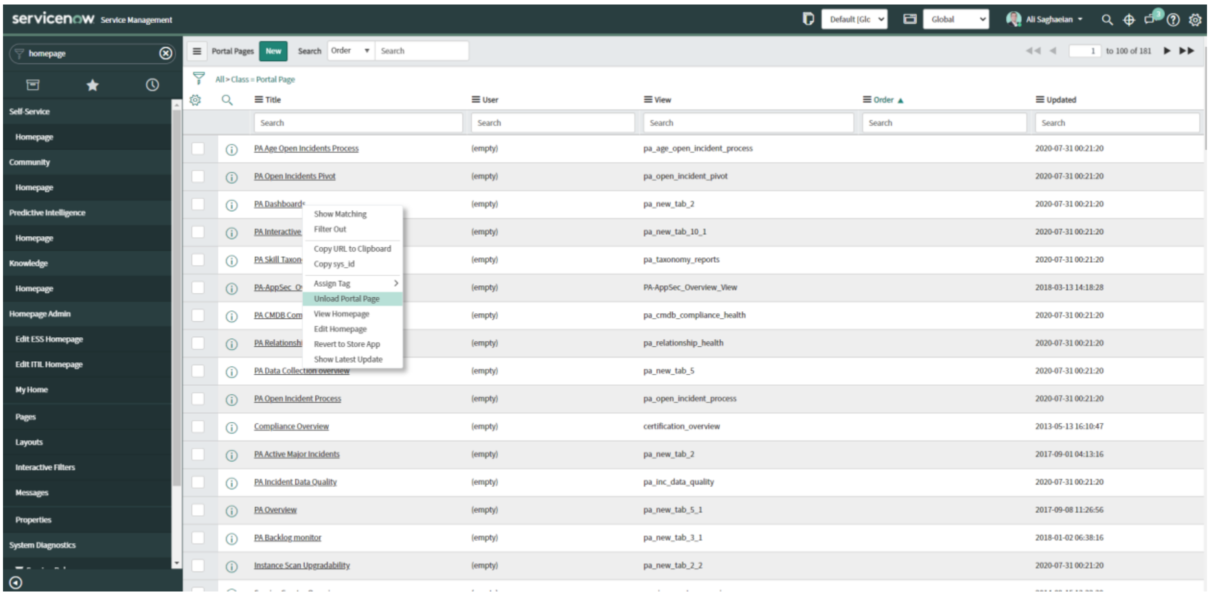
Domain
Instance Configuration
Question 19Correct
What types of records are NOT captured in an update set by default?

Select 2 Answers from the below options.

Business Rules
Tables
Your selection is correct
Homepages
Access Control rules
Your selection is correct
Content pages
Overall explanation
Homepages and **content pages** are not added to update sets by default. Add pages to the current update set by unloading them.

You must manually add homepages and content pages to update sets before distribution.

Screenshot: **Adding a homepage to an update set**



Learn more [here](#)!

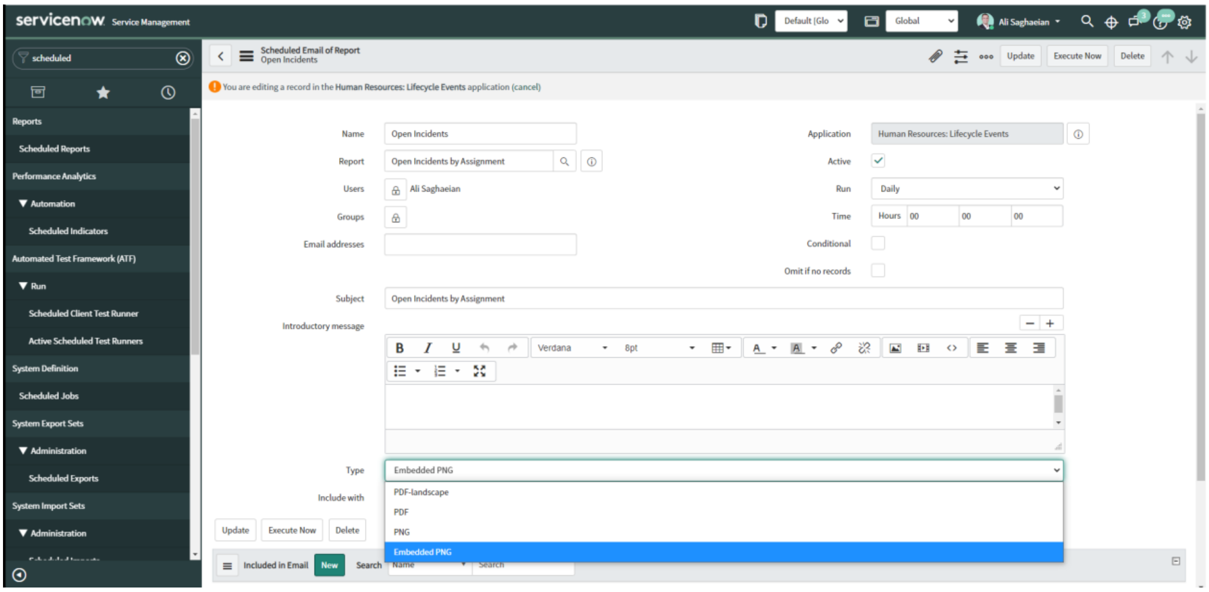
Learning Domain: Data Migration and Integration - System update sets

Difficulty level: Hard

Domain
Data Migration and Integration
Question 20Correct
How do you embed report visualisations in the body of scheduled report emails?
Include them as attachments
Your answer is correct
Select Embedded PNG
Drag and drop images to the body section
Insert the report links
Overall explanation
You can select **Embedded PNG** to embed the report visualisation in the body of the email.

Large images are scaled to fit the email.

Screenshot: **Selecting Embedded PNG in Scheduled Email of Report**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

First introduced: Paris release

Difficulty level: Medium

Domain
Configuring Applications for Collaboration

Question 21Correct

What Flow Designer benefit corresponds to extending flow content by subscribing to Integration Hub or installing spokes?

Robust

Your answer is correct

Scalable

Repeatable

Centralised

Overall explanation

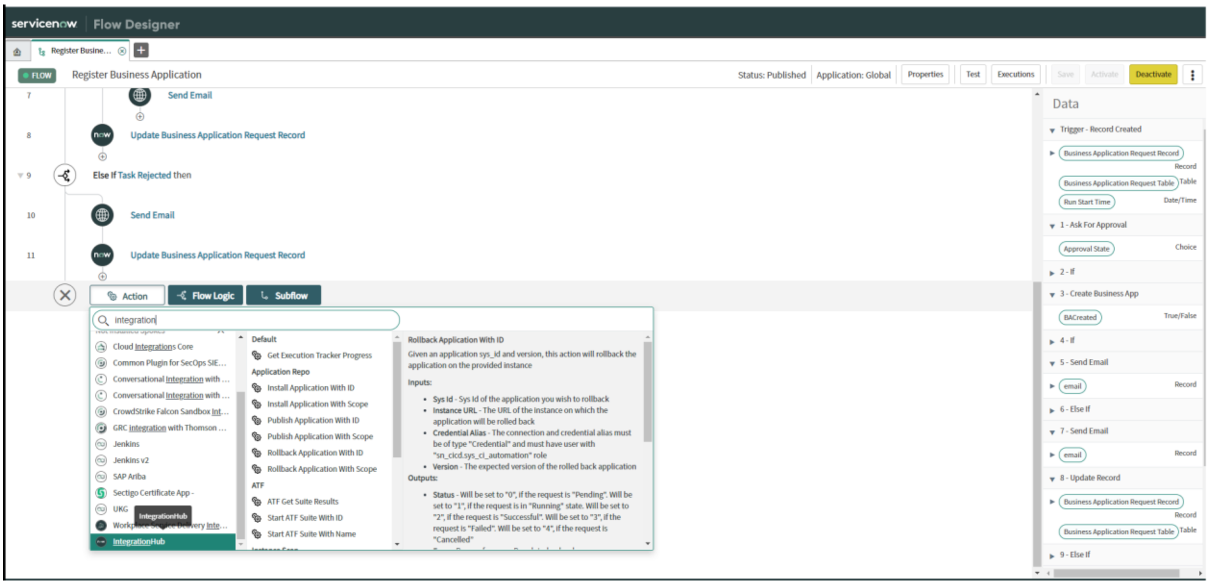
You can expand Flow Designer to communicate with external and third-party systems by requesting a separate subscription to IntegrationHub.

Here are some of the benefits of Flow Designer:

- Centralised: Flow Designer provides a single environment for building and visualising business processes.
- Robust: Flow Designer provides configuration and runtime information to create, operate, and troubleshoot flows from a single interface.
- User-friendly: Flow Designer provides natural language descriptions of flow logic.
- Repeatable: Flow Designer promotes process automation by enabling subject matter experts to develop and share reusable actions.

- Scalable: Flow Designer allows extending flow content by subscribing to Integration Hub or installing spokes.

Screenshot: **Creating an Action to extend the Flow Designer to 3rd party systems**



Learn more here!

Learning Domains:

- Self-Service & Automation - Flow Designer
- Data Migration and Integration

Difficulty level: Easy

Domain
Self-Service & Automation

Question 22Correct

^ Which of the following are true statements about Data Policies?

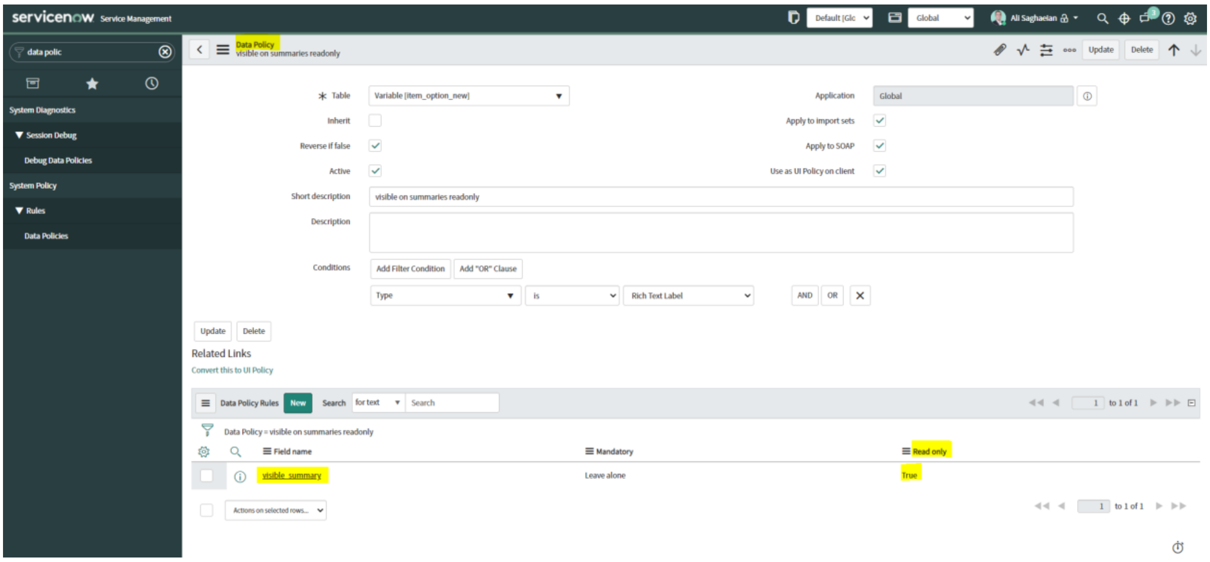
Select 3 Answers from the below options.

Your selection is correct
Data Policies can take different actions when the Conditions field evaluates to true or false.
Your selection is correct
Data Policies have a condition as part of the trigger.
Your selection is correct
Data Policies are script-free, server-side application files.
Data Policies are dependent on how a record is updated.
Overall explanation

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

- **Data Policies are script-free, server-side application files.**
- **Data Policies have a condition as part of the trigger.**
- **Data Policies can take different actions when the Conditions field evaluates to true or false.**
- Data Policy Rules do not require scripting to set Mandatory and/or Read-only field attributes.
- Data Policies are not dependent on how a record is updated.

Screenshot: **Example of a Data Policy with a Data Policy Rule**



Learn more [here](#)!

Learning Domain: Data Migration and Integration - Scripting in ServiceNow

Difficulty level: Medium

Domain

Data Migration and Integration

Question 23Incorrect

Which of the following can you do when creating a service catalogue variable?

Select 3 Answers from the below options.

Your selection is correct

Make a variable read-only or hide it while defining the variable.

Your selection is correct

Make a group of CheckBox variables mandatory in the Service Portal.

Correct selection

Make a question choice inactive.

Your selection is incorrect
Make a question choice reusable, among other questions in the same catalogue item.

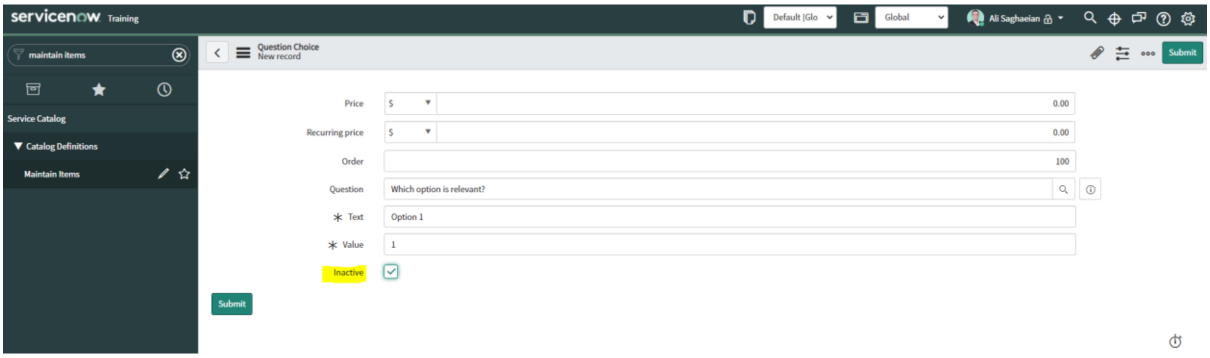
Overall explanation

You can perform the following actions when creating a service catalogue variable:

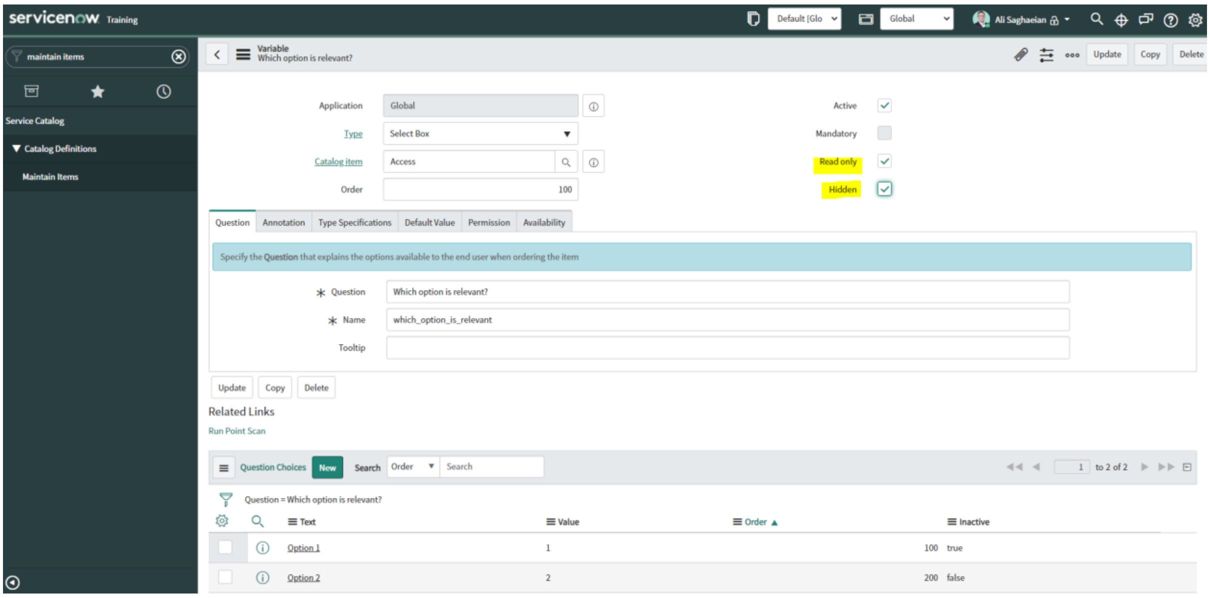
- **Make a variable read-only or hide it while defining the variable.**
- **Make a question choice inactive.**
- **Make a group of CheckBox variables mandatory in the Service Portal.**

You can only associate a question choice with a single question in a catalogue item.

Screenshot 1: **Making a question choice inactive when creating the choice for a variable**



Screenshot 2: **Making a variable read-only and/or hidden when creating the variable**



Learn more here!

Learning Domain: Self-Service & Automation - Service Catalogue

Difficulty level: Medium

Domain
Self-Service & Automation
Question 24Correct
What action is recommended when you want to perform system maintenance?
Your answer is correct
Terminate logged in users' sessions.
Lockout logged in users.
Mark logged in users inactive.
Impersonate logged in users.
Overall explanation
The Now Platform provides the ability to view and terminate individual user sessions, lock out users from the system, and make users inactive.

Terminating a specific user session effectively logs that user out of the next transaction, usually the next browser click.

Use the **terminate sessions** feature when you want to perform system maintenance.

Locking a user out of the system means the user can no longer log in or generate any actions from any email messages that the user sends to the instance.

Locking out users also terminates their user sessions.

Making a user inactive means that the user does not show up in any fields that reference active users on the User table.

Follow these steps to terminate a specific user session:

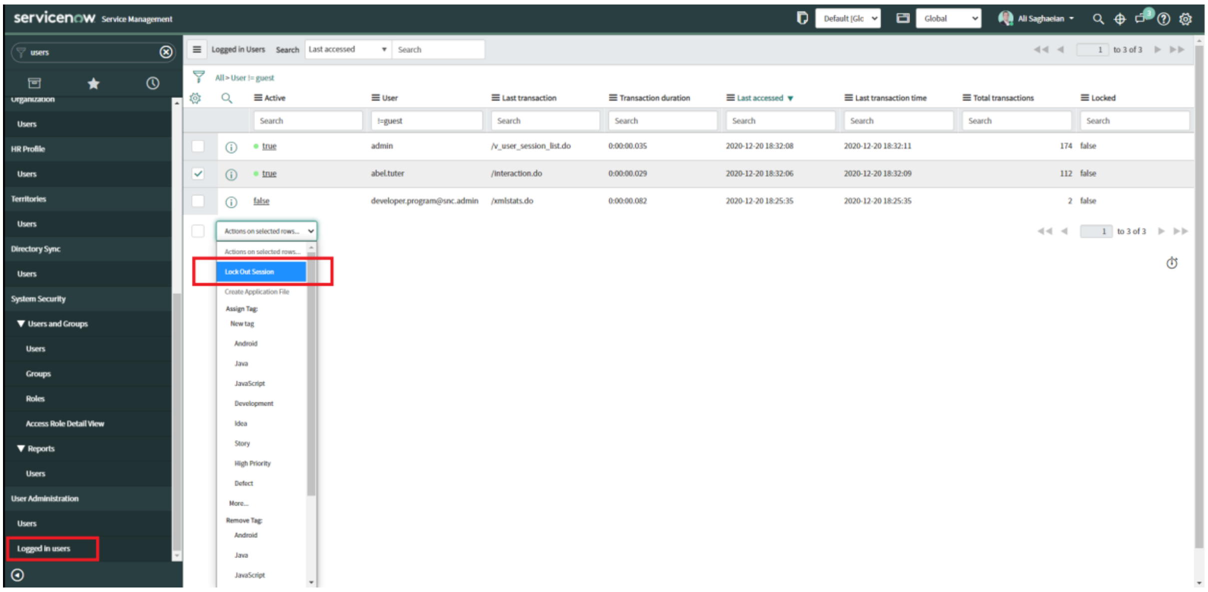
1. Navigate to **User Administration** > **Logged in users**.

   You can only see users who are logged into the same application node as you. If the Active field on a user record value is false, the user is logged in but not currently running a transaction. Most users appear inactive at any given time.

2. Select the session you want to end.
3. Click **Lock Out Session**.

The session is terminated, and the user is redirected to the login page at the next attempted transaction. The user is not locked out. Multiple user sessions may be associated with one user. Terminating a user session only affects the specific session.

Screenshot: **Terminating a logged-in user's session by locking out the session**



Learn more here!

Learning Domains:

- Database Management - Application / Access Control
- Platform Overview and Navigation - The ServiceNow Instance

Difficulty level: Medium

Domain

Database Management

Question 25Incorrect

Which reporting feature is described by the following?

Clicking on a report section displays a subset of the report's data in a new report.

Correct answer

Drilldown

Widget

Your answer is incorrect

Dashboard

Sharing

On-demand report

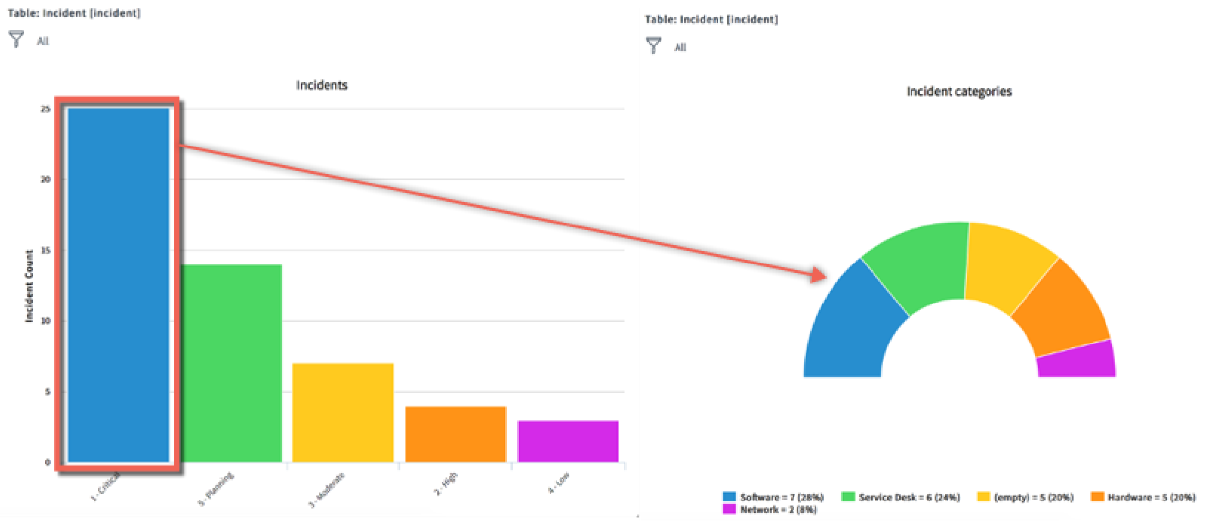
Overall explanation

When a **Drilldown** report is created, users can click on a report section to display a subset of the report's data in the form of a new report.

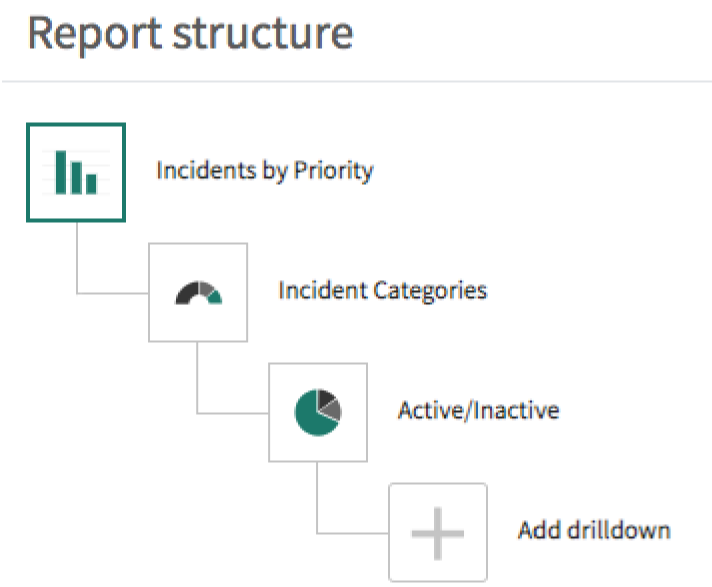
You can drill down within a report to visualise a subset of its data. For example, you can click on the critical section of a report sorted by priority to view the categories of those critical incidents.

- **Note 1:** You can only drill down to data in the same table as the report. The following report types do not support the drilldown feature:
    - list
    - histogram
    - calendar
    - control
    - box
    - trendbox
- **Note 2:** Drilling down is not available on charts added to forms and charts embedded as iframes.
- **Note 3:** You can define any number of drilldown levels for a report.
- **Note 4:** Drilldown reports do not export to PDF.

Screenshot 1: **Drilldown example with two report types**



Screenshot 2: **Drilldown example with two levels**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

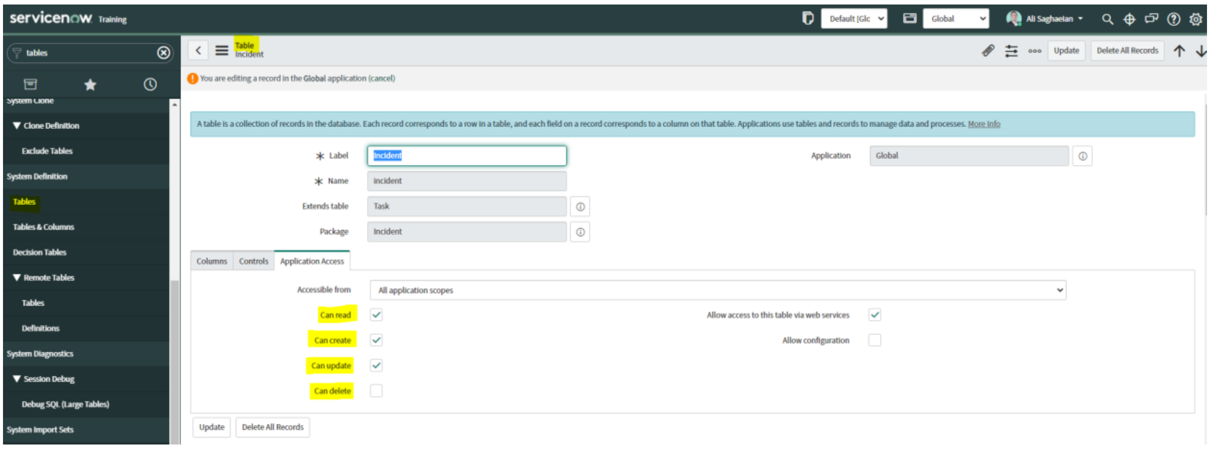
Difficulty level: Medium

Domain
Configuring Applications for Collaboration
Question 26Correct
Which of the following is NOT a database setting on the Application Access section of a Table?
Your answer is correct
Can write
Can delete
Can create
Can read
Can update
Overall explanation
Can write is NOT a database setting on the Application Access section of a Table.

All the other options are the database settings on the Application Access section of a Table.

Application access settings determine whether one application can access resources from another application. They are similar to access controls (ACLs) in that they allow you to restrict access to certain resources. Still, instead of restricting tables and records from users, they restrict application resources from other applications.

Screenshot: **The Application Access fields for a table**



Learn more here!

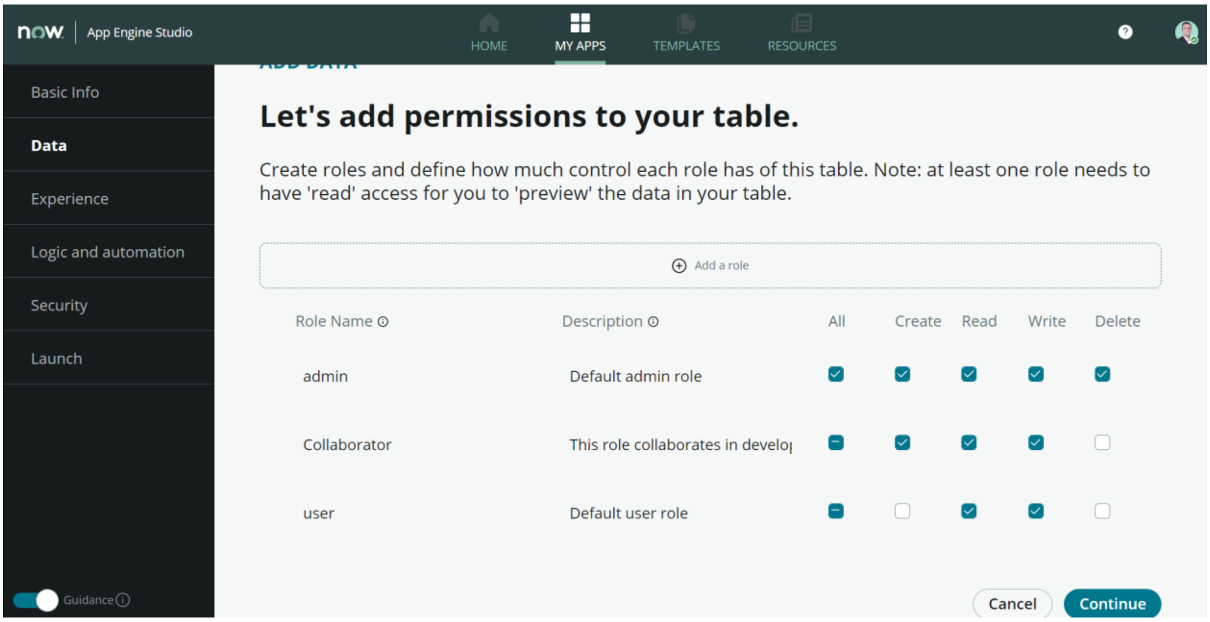
Learning Domain: Database Management - Application/Access Control

Difficulty level: Hard

Domain
Database Management
Question 27 Incorrect
How can Application Collaboration help when creating applications within the Now Platform App Engine?
Administrators are allowed to delete applications.
Non-administrators can develop and deploy applications.
Correct answer
Collaborator permissions can be managed.
Your answer is incorrect
Delegated developers can use source control features.
Overall explanation
With application collaboration, you can **manage the permissions for the collaborators who develop a platform application.** If you have the admin role, you can manage delegated development permissions to designated developers at the application level.

By setting permissions, you can retain control over the system. You assign permissions to developers (or users who deploy applications) so that they can develop or deploy applications.

Screenshot: **Adding permissions to the roles in the App Engine Studio**



Learn more here!

Learning Domain: Data Migration and Integration - Scripting in ServiceNow

First introduced: Rome release

Difficulty level: Hard

Domain
Data Migration and Integration
Question 28Incorrect
Which tickets are displayed under the Associated Requests tab on the standard ticket page in the Service Portal?
All universal tasks
Correct answer
All associated requests for which the current ticket is the parent
All universal requests associated with the current ticket
Your answer is incorrect
All associated requests
Overall explanation
The standard ticket page displays all associated requests for which the current ticket is the parent.

If configured, the 'Associated Requests' tab displays all associated requests (visible in the 'My Requests' widget in the Service Portal) for which the current ticket is the parent. It is applicable in any of the following scenarios:

- If the current ticket is a universal request, then all requests associated (through the **Parent** field on the task table) with child tickets of the universal request are displayed.
- If the current ticket is not a universal request, then all requests associated (through the **Parent** field on the task table) with the current ticket are displayed.

Learn more here!

Learning Domains:

- Instance Configuration - Common user interfaces in the Platform
- Self-Service & Automation - Service Catalogue

First introduced: Rome release

Difficulty level: Hard

Domain
Instance Configuration

Question 29 Incorrect

Administrators and users with the '`personalize`' role can create view rules determining which views are conditionally available or pertain to specific user roles.

How do users know what form view they see when accessing a record?

Each user can only see one view for a form, so the view name does not matter.

Your answer is incorrect

Open the Additional Actions menu and select the View menu item to see the current view.

View the form annotations to see the current view name.

Open Form Designer to see the current view name.

Correct answer

It is displayed next to or by hovering over the record's display name in the form header.

Overall explanation

A view defines the elements that appear when a user opens a form or a list, and you can switch the view from the default for lists and forms.

When the system displays a form or a list, it usually shows only a subset of the fields belonging to the underlying table.

There are different ways to see the form view name. Some are listed here:

1. Except for the Default view, **it is listed next to the record's display name** in the form header.
2. It is displayed **by hovering over the record's display name** in the form header.
3. Depending on the user's access, it is displayed by clicking or tapping the record's display name in the form header.
4. Depending on the user's access, it can be viewed by navigating the Additional Actions menu and selecting the View menu item.

5. Depending on the user's access, it can also be viewed when configuring the form by navigating the 'Additional Actions' menu, selecting 'Configure', and then 'Form Design' or 'Form Layout' menu items.

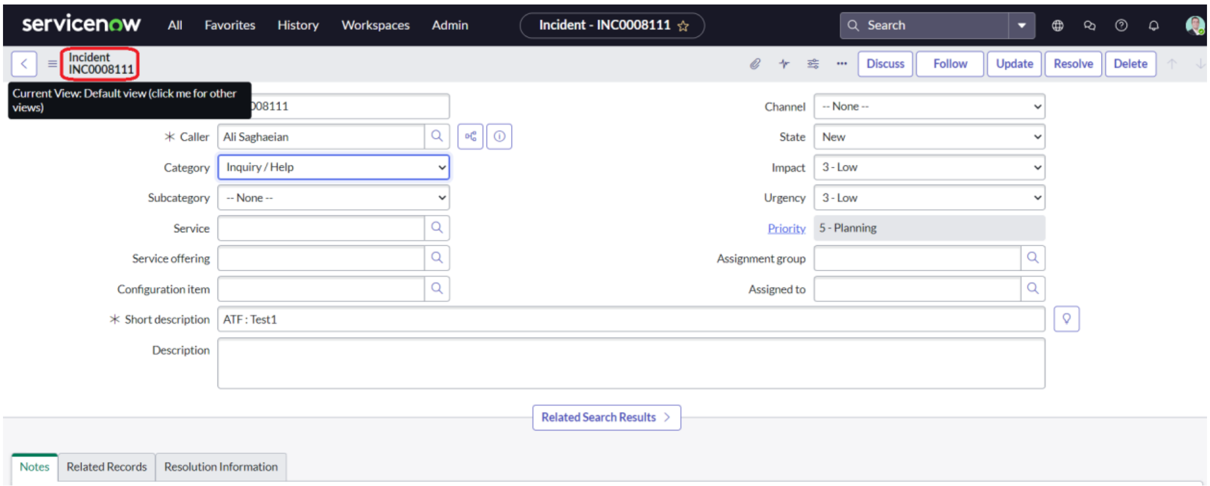
Administrators and users with the '`personalize`' role have permission to perform the key tasks related to views:

- create views for any list and form
- determine which view is visible by default
- delete views they have created
- create and modify view rules determining which views are available depending on the values of the fields of the underlying table
- create rules that determine which views pertain to specific user roles

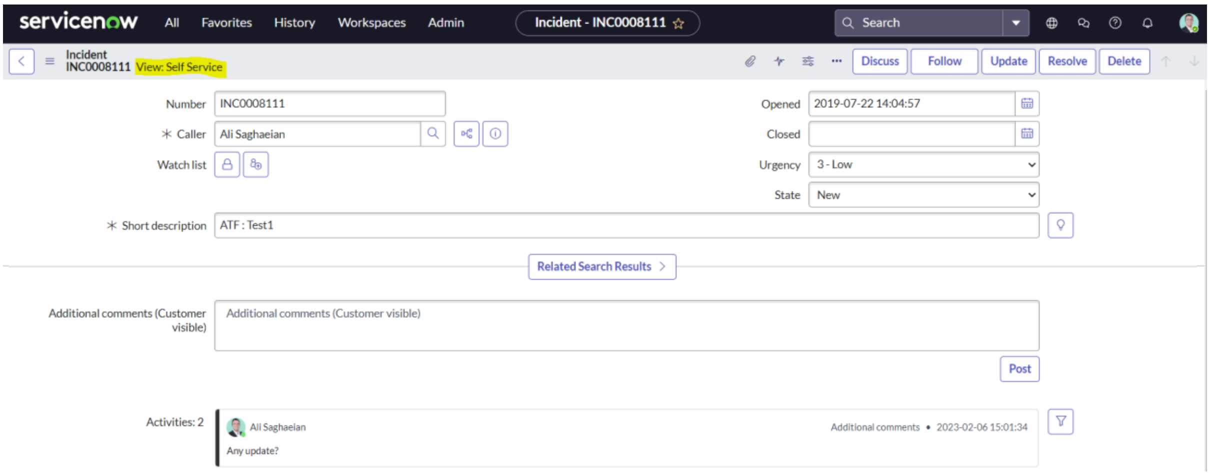
Users with the `admin` or `view_changer` roles can change views.

- **Note 1**: Switching views submits the form, which saves all changes and triggers any `onSubmit` client scripts that apply. You cannot switch form views on a new form that has not been saved yet.
- **Note 2**: When a user switches views, the selected view is saved as a user preference, so the user sees the same view by default when the form opens.

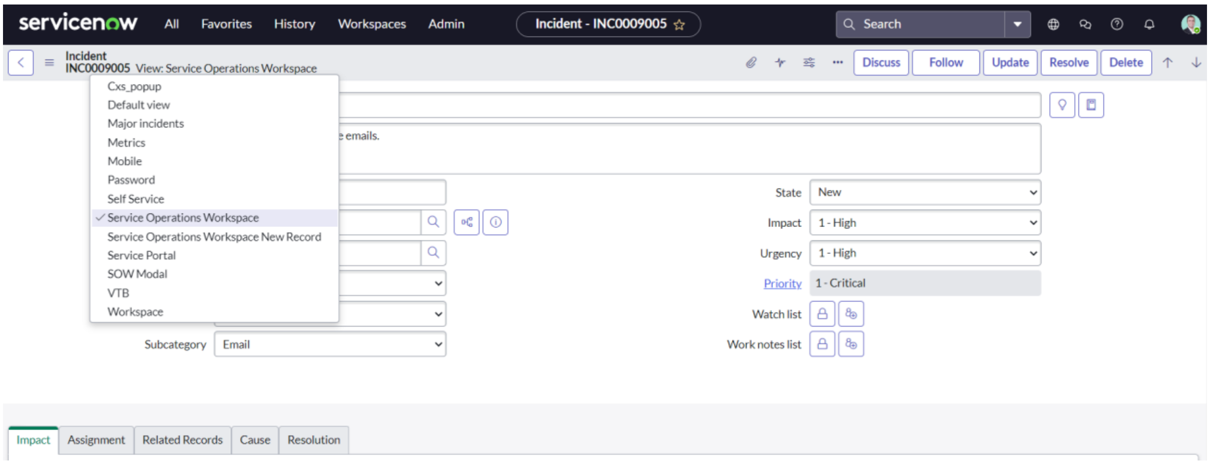
Screenshot 1: **Hovering over the record's display name: Incident 'Default view'**



Screenshot 2: **Listed next to the record's display name: Incident 'Self Service' view**



Screenshot 3: **Clicking or tapping the record's display name: Incident 'Service Operations Workspace' view**



Learn more here!

Learning Domains:

- Instance Configuration - Personalising/customising the instance
- Configuring Applications for Collaboration - List and Form anatomy
- Configuring Applications for Collaboration - Form Configuration

Difficulty level: Easy

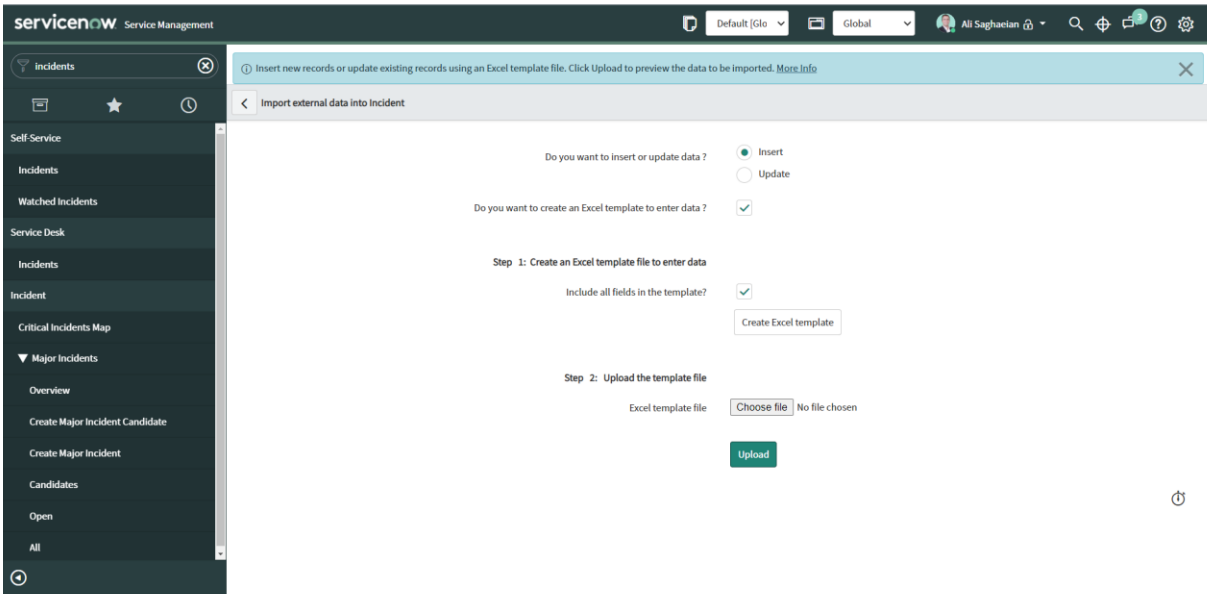
Domain
Instance Configuration
Question 30 Correct
Which of the following are the steps to Easy Import?

Select 3 Answers from the below options.

Download Import Data
Your selection is correct
Download Excel Template

Your selection is correct
Upload Import Data
Your selection is correct
Finalise Import
Preview Excel Template
Overall explanation
There are five steps to Easy Import:
1. **Download Excel Template**
2. Complete Excel Template
3. **Upload Import Data**
4. Preview Import Data
5. **Finalise Import**

Screenshot: **Importing external data into the Incident table via Easy Import**



Learn more here!

Learning Domain: Database Management - Importing Data

Difficulty level: Hard

Domain
Database Management
Question 31Incorrect
Which one of the following is NOT part of a workflow?
End activity
Your answer is incorrect
Transition
Begin activity
Node

Correct answer
Connector
Overall explanation
Workflow provides a drag-and-drop interface for automating multi-step processes across the platform. Each workflow consists of a sequence of activities, such as generating records, notifying users of pending approvals, or running scripts.

The graphical Workflow Editor represents workflows visually as a type of flowchart. It shows activities as boxes labelled with information about that activity and transitions from one activity to the next as lines connecting the boxes.

A new workflow is created with the **Begin** and **End activities** connected by a single **transition** to their **nodes**.

At each step in a workflow:

1. An activity is processed, and an action defined by that activity occurs.
2. At the completion of an action by an activity, the workflow checks the activity's conditions.
3. For each matching condition, the workflow follows the transition to the next activity.

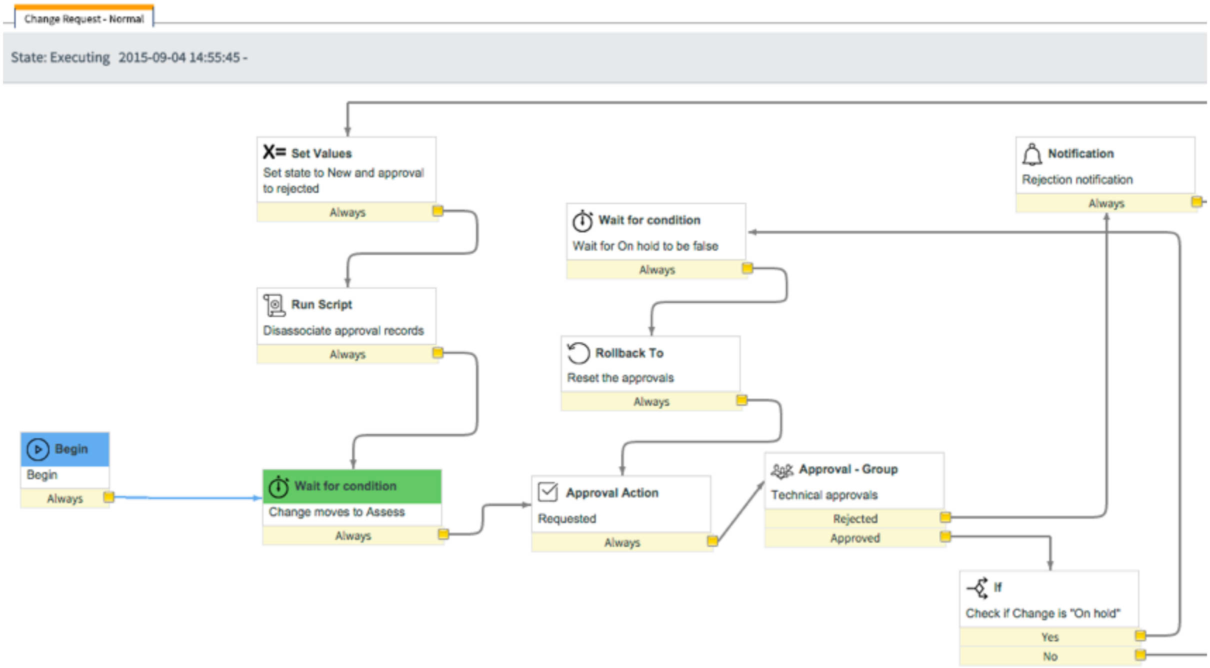
When the workflow runs out of activities, the workflow is complete.

Activities can include running scripts, manipulating records, waiting for a set period of time, or logging an event. Workflow conditions determine whether or not the activity is performed. After the workflow condition is evaluated, the workflow transition determines which activity is performed when the workflow condition is met.

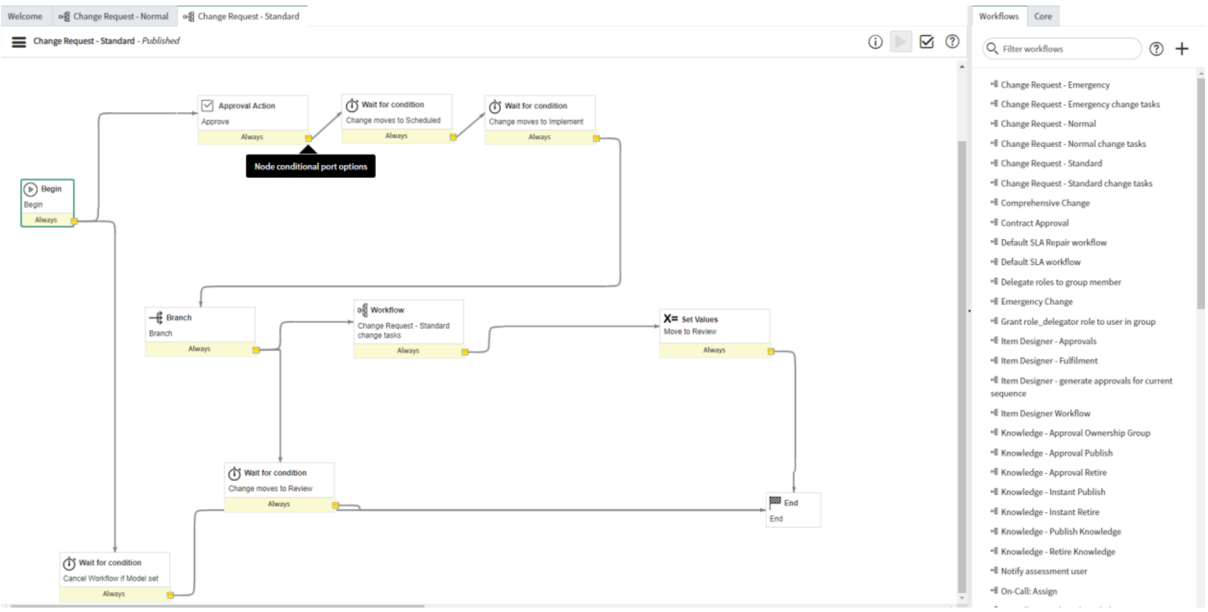
Activities can be added, removed, or rearranged. Transitions can be drawn between activities.

Note: Workflows do not have connectors.

Screenshot 1: **Sample change workflow**



Screenshot 2: **Example of a published workflow**



Learn more about:

- Getting started with workflows
- Create a workflow
- Workflow activities
- Manage transitions between workflow activities

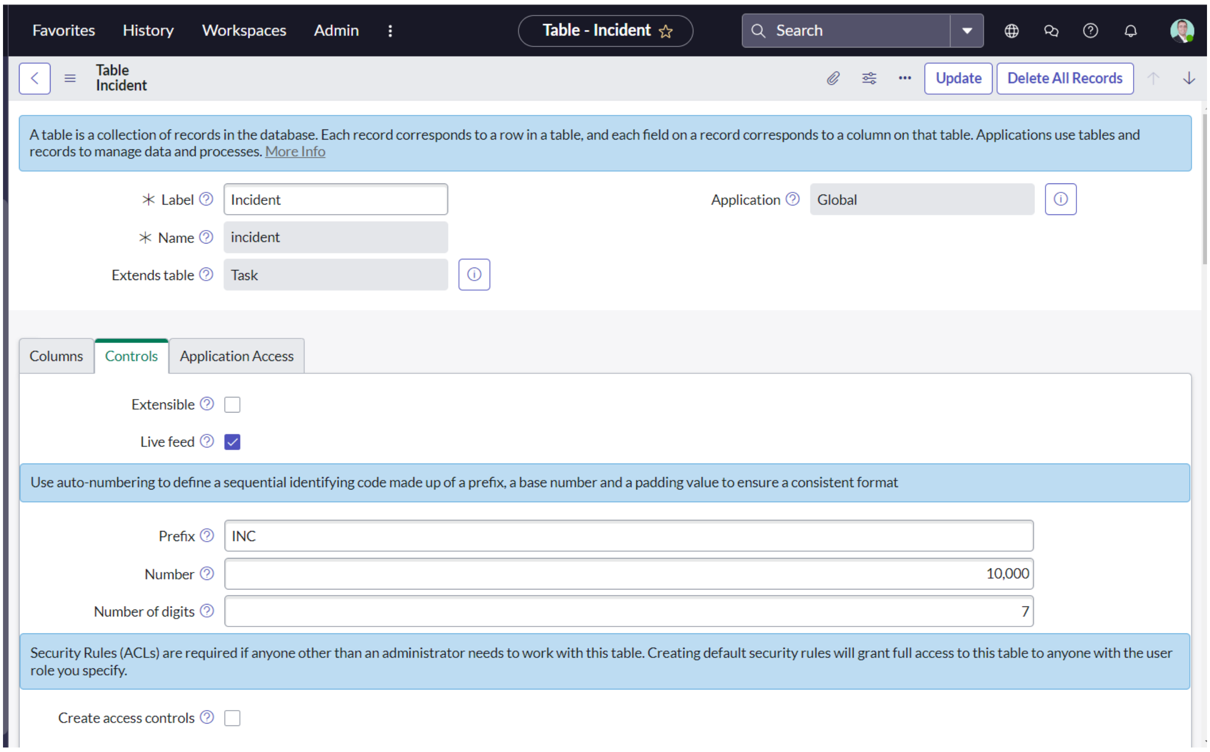
Learning Domain: Self-Service & Automation - Flow Designer

Difficulty level: Medium

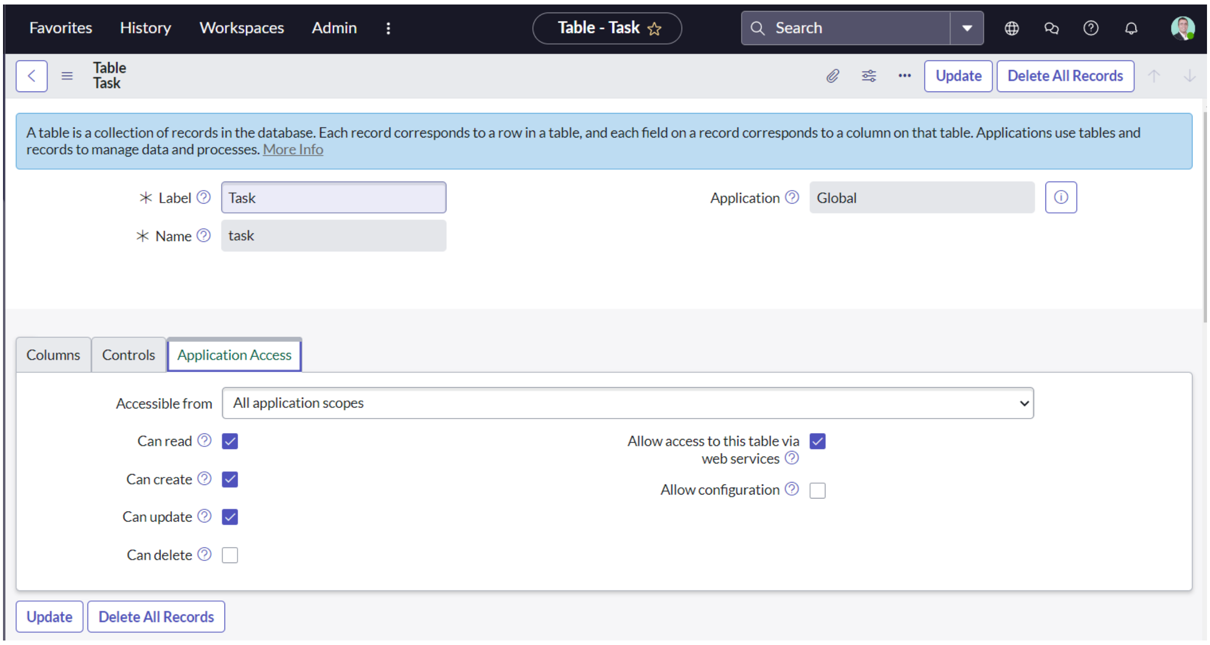
Domain
Self-Service & Automation
Question 32Correct
What do you call an existing table in the base system on the ServiceNow platform?
Related table
Source table
Parent table
Extended table
Base table
Child table
Your answer is correct
Core table
Overall explanation
Applications use tables and records to manage data and processes, such as Incident, Problem, and CMDB. Tables that exist in the base system are called **core tables.** For example, the Incident [`incident`] table is one of the core tables provided with the base system.

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 Incident table record as an example of a core table**



Screenshot 2: **The Task table record, as another example of a core table**



Learn more about:

- Table administration
- Table extension and classes
- Creating a table

Learning Domains:

- Database Management - Data Schema
- Platform Overview and Navigation - The ServiceNow Instance

Difficulty level: Easy

Domain

Database Management

Question 33Incorrect

What can administrators use in the Service Catalog to simplify the complex multi-form input-taking experience?

Custom actions

Your answer is incorrect

Catalog Builder

Declarative actions

Correct answer

Service Catalog Wizards

Overall explanation

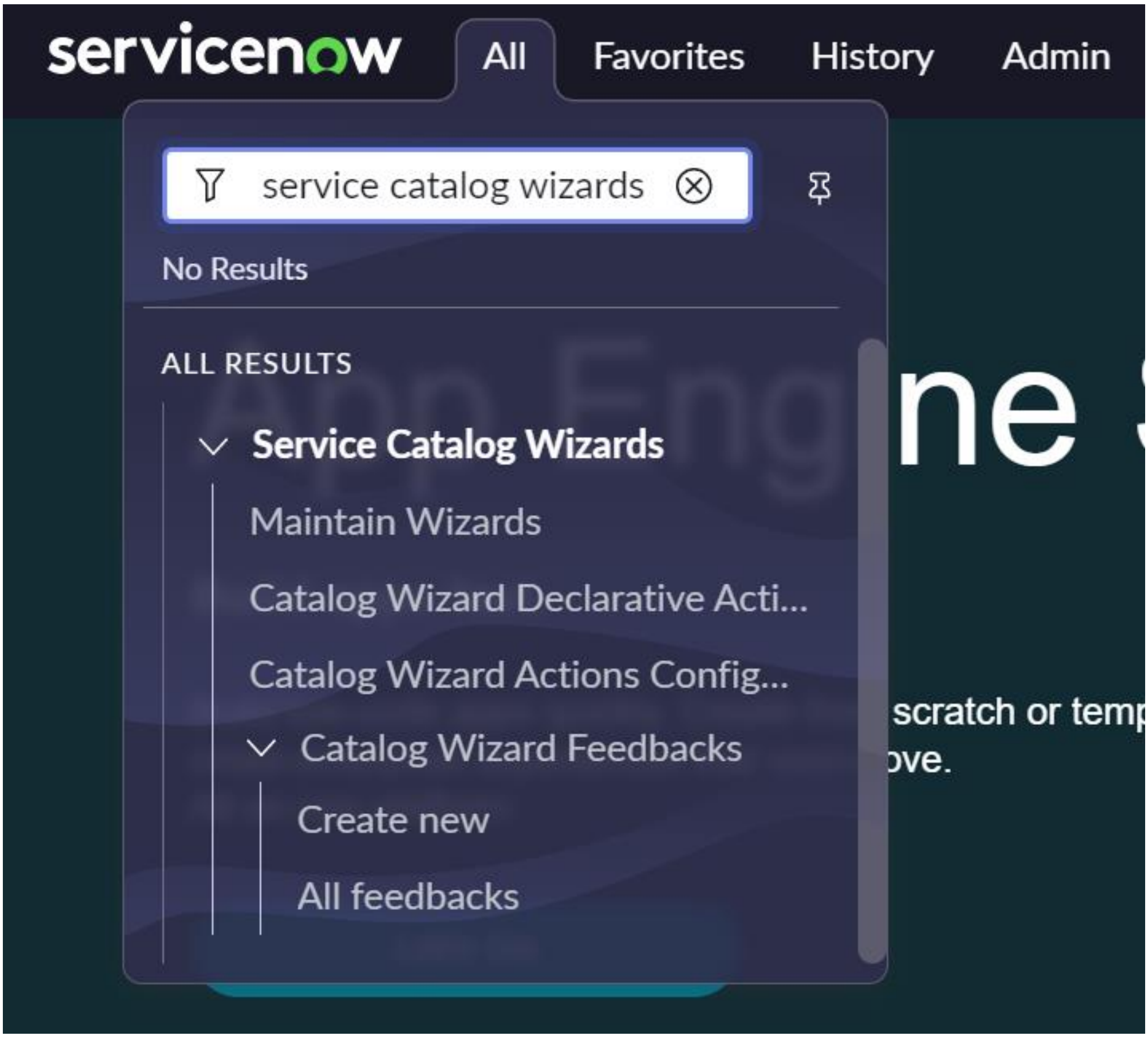
As an administrator, you can create multi-step guided experiences to create and edit records in a table using the **Service Catalog Wizard**. Creating **wizard-based experiences** simplifies the complex multi-form input-taking experience, similar to the item authoring experience in Catalog Builder.

Service Catalog Wizards are especially useful when the input required is enormous and complex since the wizard offers a step-by-step experience for the requester and also provides a side panel to provide contextual help.

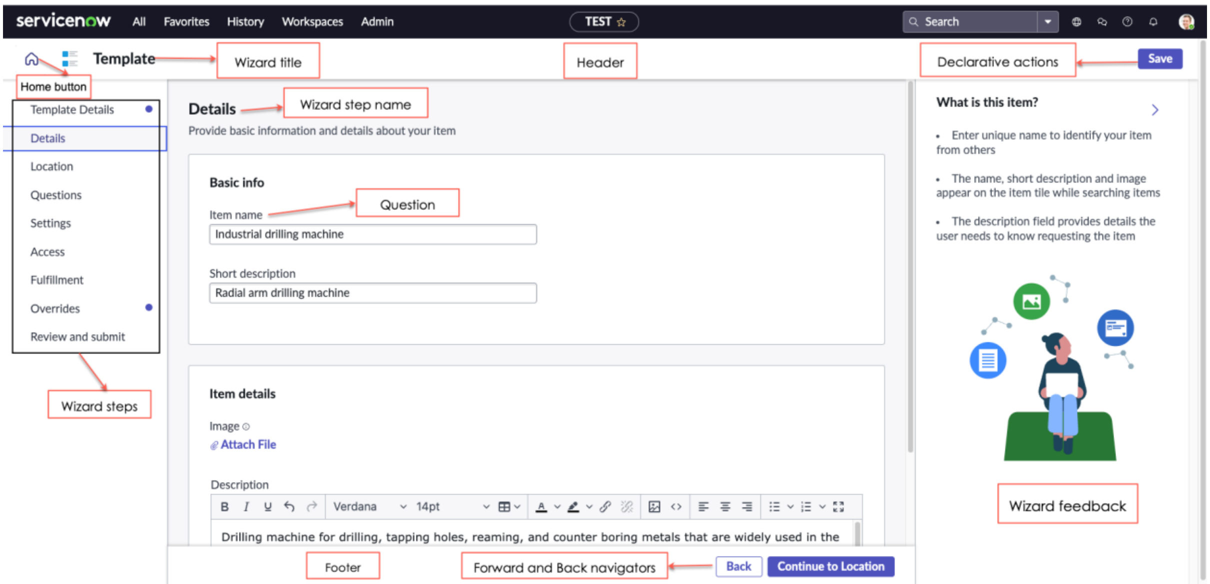
Service Catalog Wizards are used in these modes:

- **Normal** mode: To create records in the table configured in the record producer or the composite record producer associated with the wizard.
- **Template** mode: To create a template where admins can predefine some data and provide guardrails to fine-tune and personalize the creation of records.

Screenshot 1: **Service Catalog Wizards menu items**



Screenshot 2: **Elements of a Service Catalog Wizard**



Learn more [here!]

Learning Domain: Self-Service & Automation - Service Catalogue

First introduced: Utah release

Difficulty level: Easy

Domain
Self-Service & Automation
Question 34Incorrect
What data type in a survey metric has the field validation option to validate email, IP address, phone number or URL?
Number
Your answer is incorrect
Reference
Correct answer
String
Template
Overall explanation
Validate the value entered for a **String** type metric of a survey.

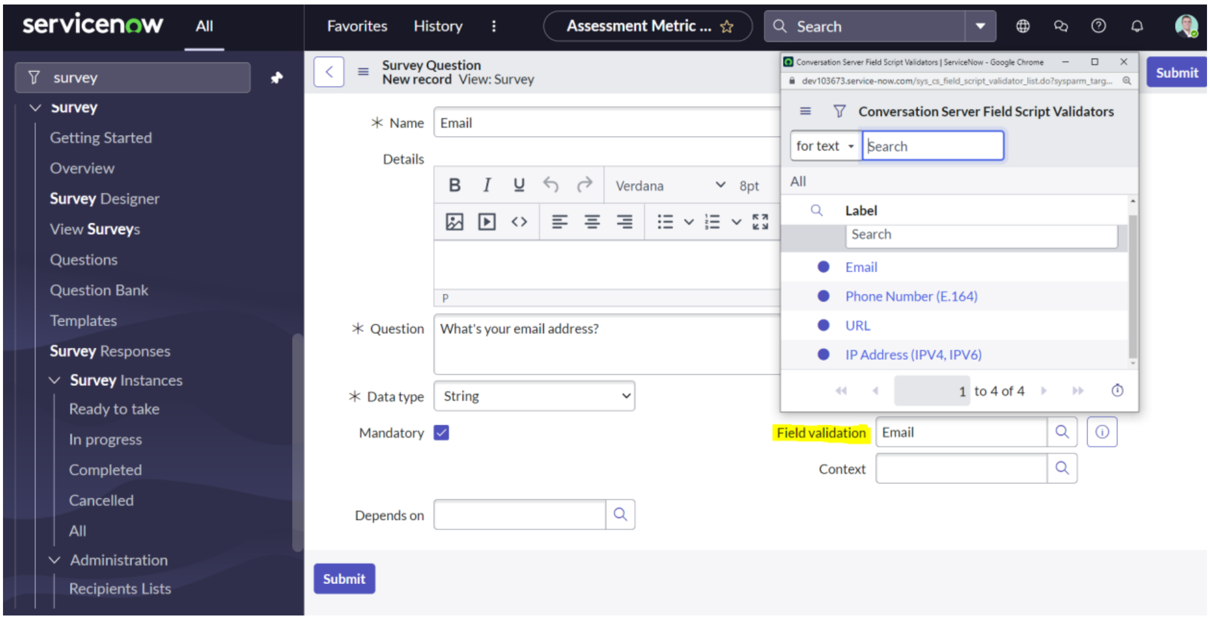
Validation reduces the time required for an agent to resolve customer issues.

Use the Field validation field for a metric to implement this functionality.

This functionality is applicable in the Now Platform, Survey Designer, Service Portal, and Virtual Agent.

Possible validations are **Email, IP Address (IPV4, IPV6), Phone Number (E.164) and URL.**

Screenshot: **Using a String data type to validate email address on a survey question**



Learn more [here!]()

Learning Domain: Database Management - Data Schema

First introduced: Paris release

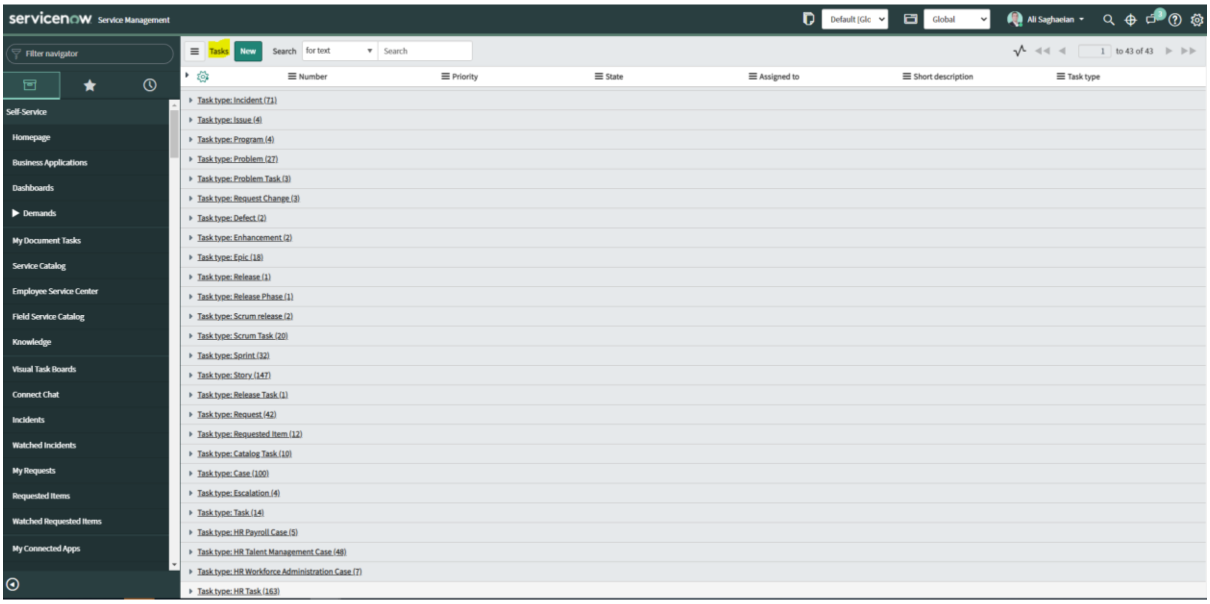
Difficulty level: Medium

Domain
Database Management
Question 35Correct
Which of the following describes Tasks?

Select 3 Answers from the below options.

Your selection is correct
Tasks are repeatable processes.
Your selection is correct
Tasks minimise the possibility of human error.
Tasks can only be performed once.
Your selection is correct
Tasks lead to quicker resolution times.
Overall explanation
Tasks are **repeatable processes** that **minimise the possibility of human error** and **lead to quicker resolution times.**

Screenshot: **List of all tasks, grouped by their type**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - Task Management

Difficulty level: Easy

Domain
Configuring Applications for Collaboration

Question 36Incorrect

How can you modify data pill values in Flow Designer without writing scripts?

Your answer is incorrect

Install data pill package plugins

Use the data pill formatter

Allow duplicate query parameter names

Use the flow error handler

Correct answer

Use transform functions

Overall explanation

You can transform data pill values without the need to write a script. **Use transform functions** to reformat text, perform mathematical calculations, sanitise potentially unsafe SQL statements, and serialise complex objects to raw XML. There are new simple math and string transform functions.

Available transform function categories include date and time, string, utilities, simple math, sanitise shell arguments, sanitise SQL, and complex data. Some examples of transform function usages include:

- Trimming white space from a string before integrating it into the CMDB.
- Adding days, hours, minutes, and seconds to a date or time to localise for a specific time zone.
- Sanitising SQL values to prevent injection as part of a JDBC step for an IntegrationHub spoke.

- Retrieving an appropriate value from a map of priorities that have equivalent values in a third-party database.
- Transforming a complex object into raw XML as part of a REST step Request Body field.

Screen Recording: **Applying a transform function in Flow Designer**

Learn more here!

Learning Domain: Self-Service & Automation - Flow Designer

Difficulty level: Hard

Domain
Self-Service & Automation

Question 37Correct

Which reporting aggregation shows data variation from the average value for a given field?

Average

Sum

Your answer is correct

Standard deviation

Count Distinct

Overall explanation

Aggregation enables you to apply calculations to data displayed in reports.

You can use standard deviation to aggregate field values in your reports.

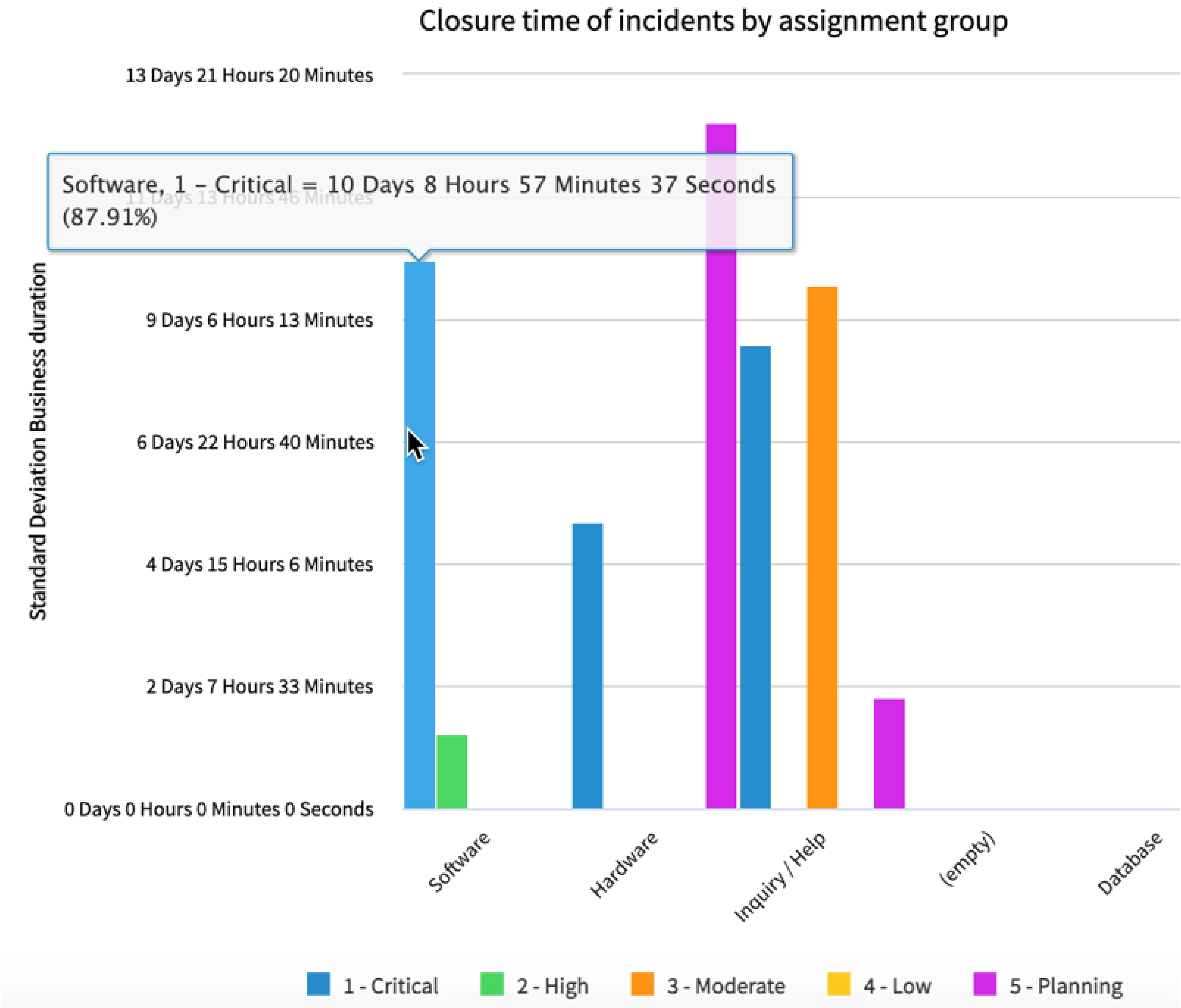
You can apply the standard deviation calculation on the duration or numeric fields in your reports. Aggregating by using a standard deviation on performance indicators helps you analyse dispersions from the mean that is based on your key business parameters so that you can understand the reasons behind the variances.

Here are the different aggregation options:

- The count aggregation gives the number of records in each report element.

- Count distinct provides the count of unique values for a given field.
- Average shows the arithmetic mean of the values for a given field.
- Sum shows the total of the aggregated values.
- Minimum and Maximum show the least or greatest values for each displayed category.
- **Standard deviation** shows data variation from the average value for a given field.

Screenshot: **Standard deviation aggregation to the business duration of incidents**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

First introduced: Rome release

Difficulty level: Medium

Domain
Configuring Applications for Collaboration
Question 38 Correct
Where do you navigate to quickly find tables, configurations and metadata records related to any application installed on your instance?
Manager Hub
Your answer is correct
Configuration Hub
RPA Hub
Integration Hub
Analytics Hub
Overall explanation
Configuration Hub gives you the ability to quickly find tables, configurations and metadata records related to any application installed on your instance.

You can experience the ability to zoom into an application or a group of applications and view all the relevant tables and records on a single page using the Configuration Hub. As an admin, you can access all relevant details related to the selected application(s).

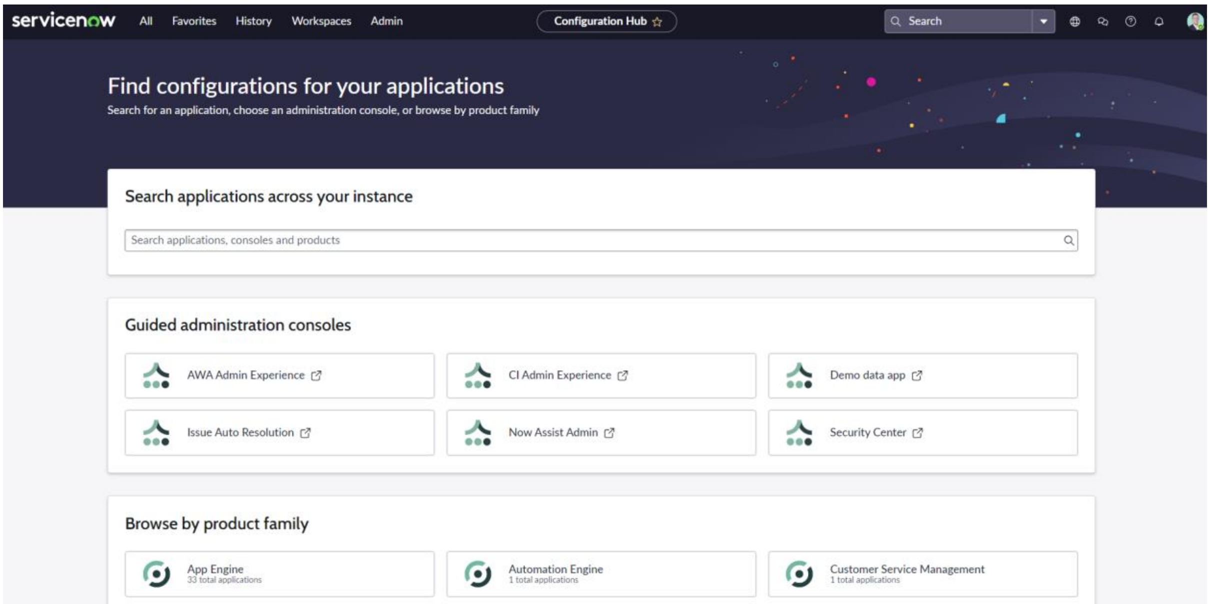
You can achieve the following by using **Configuration Hub**.

- One-stop experience to access all relevant information
- Enhanced ability to save your preferences for all tables and records
- Ability to track and view delta changes, over-allocated licenses, and customisations on a single screen
- Enhanced use of multiple filters simultaneously to drill down to a particular application
- Ability to open and edit a record within Configuration Hub. You don't need to navigate to the record using the conventional ways.

Here are the other options:

- Robotic Process Automation (RPA) Hub enables end-to-end automation for your organisation.
- Integration Hub allows you to automate integration tasks using ServiceNow components for Flow Designer or develop custom integrations.
- Manager Hub increases managers' self-service and proactive engagement with their team by providing insights and recommended actions for what's most urgent and essential to drive team success.
- Analytics Hub is an exploratory view of indicators used for more detailed analysis and lets you see trends, predictions, breakdowns, and associated records for a specific indicator.

Screenshot: **Accessing the Configuration Hub on the ServiceNow platform**



Learn more about:

- [Configuration Hub]
- [Admin Center]

Learning Domains:

- Platform Overview and Navigation - Platform capabilities and services
- Platform Overview and Navigation - Next Experience Unified Navigation

First introduced: Vancouver release

Difficulty level: Medium

Domain
Platform Overview and Navigation
Question 39 Correct
The Now Platform is an example of which cloud computing model?
Platform-as-a-Service (PaaS)
Infrastructure-as-a-Service (IaaS)
Your answer is correct
Application Platform-as-a-Service (aPaaS)
Software-as-a-Service (SaaS)
Overall explanation
The Now Platform is an **Application Platform-as-a-Service (aPaaS)** that automates business processes across the enterprise.

Application Platform as a Service refers specifically to PaaS platforms specialised in cloud-based application development.

It offers development and deployment environments for applications from the cloud.

The Now Platform provides the infrastructure to help your organisation develop, run, and manage applications.

Image: **The Now Platform provides a single system of engagement for the enterprise**

Learn more here!

Learning Domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Easy

Domain
Platform Overview and Navigation
Question 40 Correct
As a catalogue admin, you are asked to dynamically populate Manager's name on a catalogue item when there is a (new) value for the 'Requested for' field.

Where do you define the relationship between the two questions without scripting?

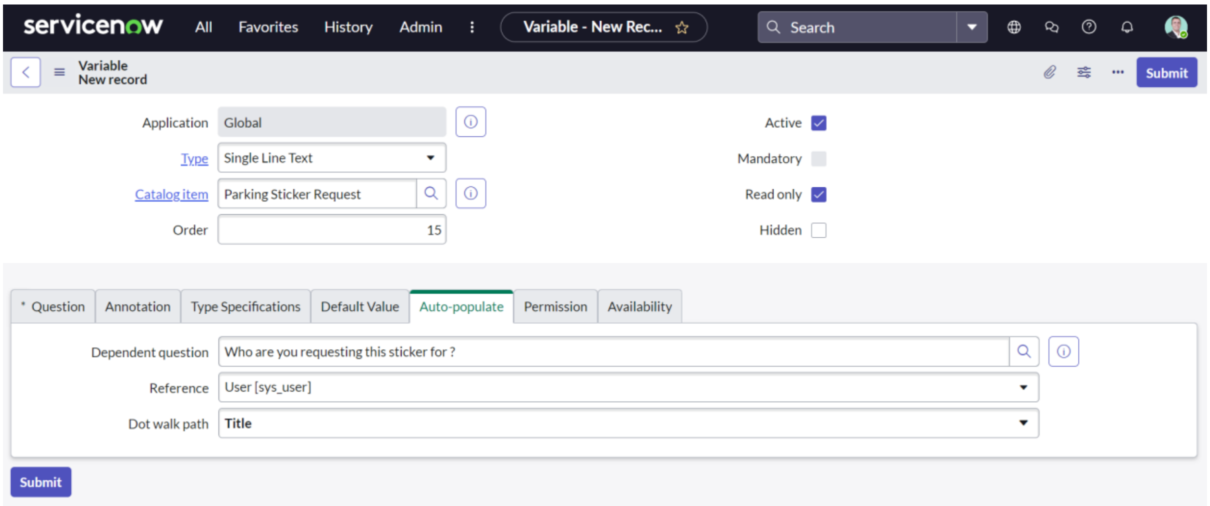
Service Designer
Service Catalog Entries
Service Catalog Wizards
Catalog Item Templates
Your answer is correct
Catalog Builder

Overall explanation

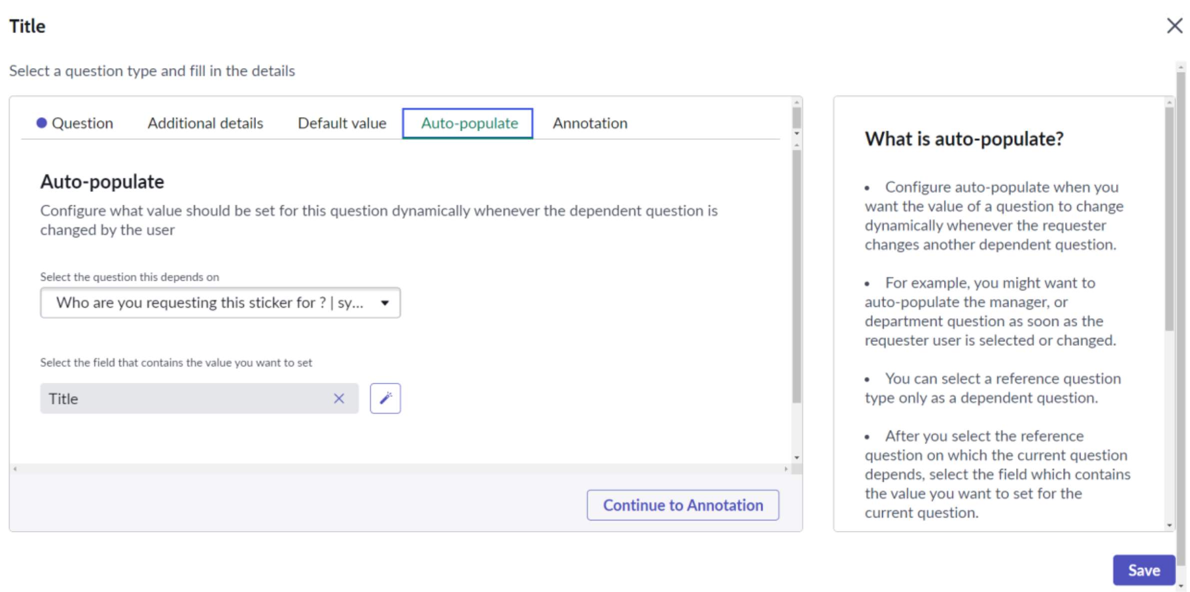
You can configure Auto populate for questions to dynamically populate values based on a reference type question in **Catalog Builder.**

You can define a relationship between two questions in **Catalog Builder** (for example, fields such as 'Requested for' and 'Manager') without the need to script. The value of the dependent question is auto-populated when the value of the initial question is selected or changed.

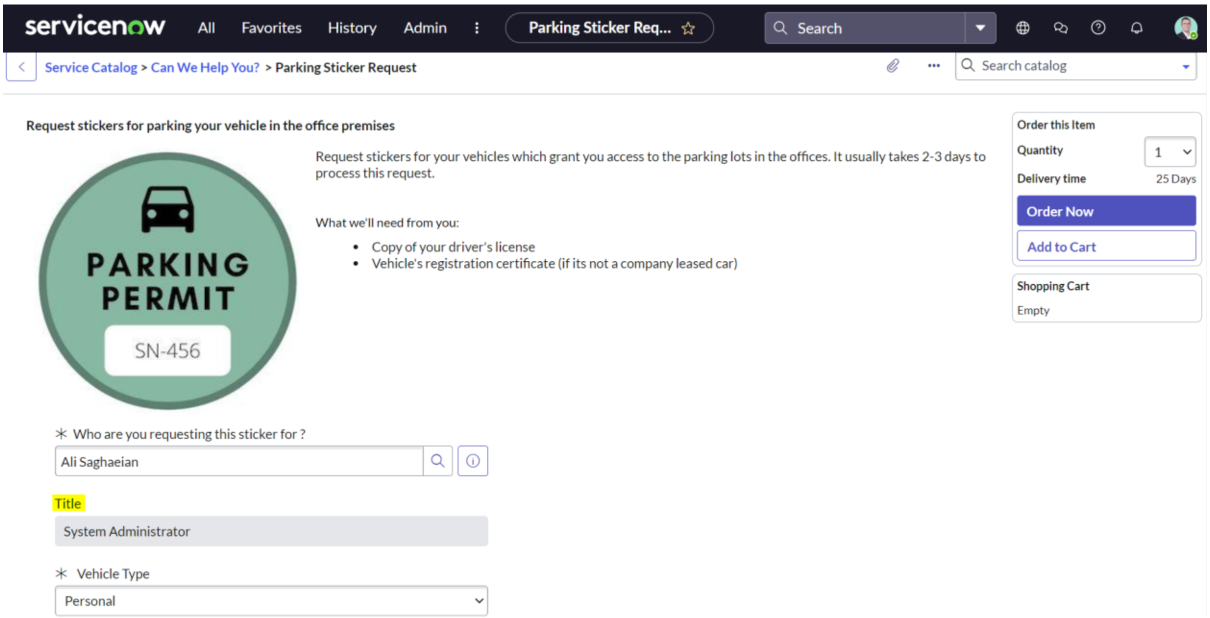
Screenshot 1: **Creating a variable that is auto-populated based on a dependent question**



Screenshot 2: **The 'Auto-populate' tab when editing a question for a catalogue item in Catalog Builder**



Screenshot 3: **Title is auto-populated based on the title of the requester in the `sys_user` table**



Learn more about:

- Catalog Builder
- Creating a question for a catalogue item in Catalog Builder

Learning Domain: Self-Service & Automation - Service Catalogue

First introduced: Utah release

Difficulty level: Medium

Domain

Self-Service & Automation

Question 41 Correct

Catalog Builder allows you to manage and maintain catalogue items using a visual and guided experience.

Where do you navigate to access the Catalog Builder?

All > Self Service > Catalog Builder

All > Service Catalog Wizards > Catalog Builder

All > Service Catalog > Catalogue Definitions > Catalog Builder

Your answer is correct

All > Service Catalog > Catalog Builder

Overall explanation

System Administrators can manage and maintain catalogue items either by accessing the **Catalog Builder** application or by navigating to the Service Catalog while using the (classic) Platform view.

Catalog Builder allows you to create or edit a catalogue item or record producer using a visual and guided experience. You can also create a template to use for creating catalogue items.

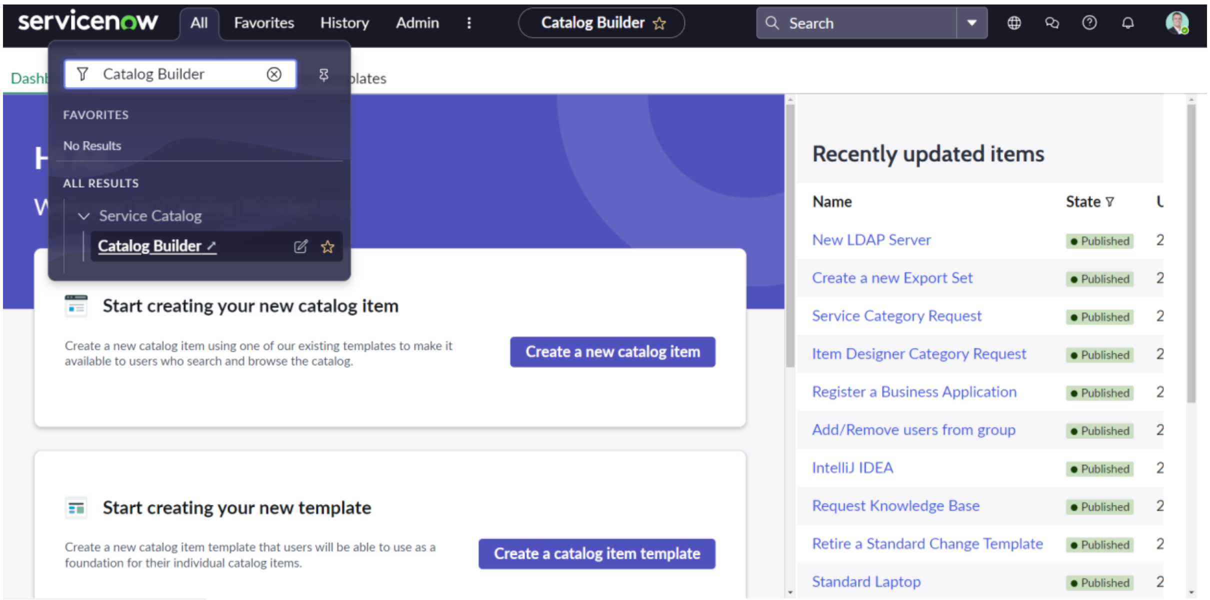
To manage catalogue items using Catalog Builder, you can navigate to:

- **All > Service Catalog > Catalog Builder**

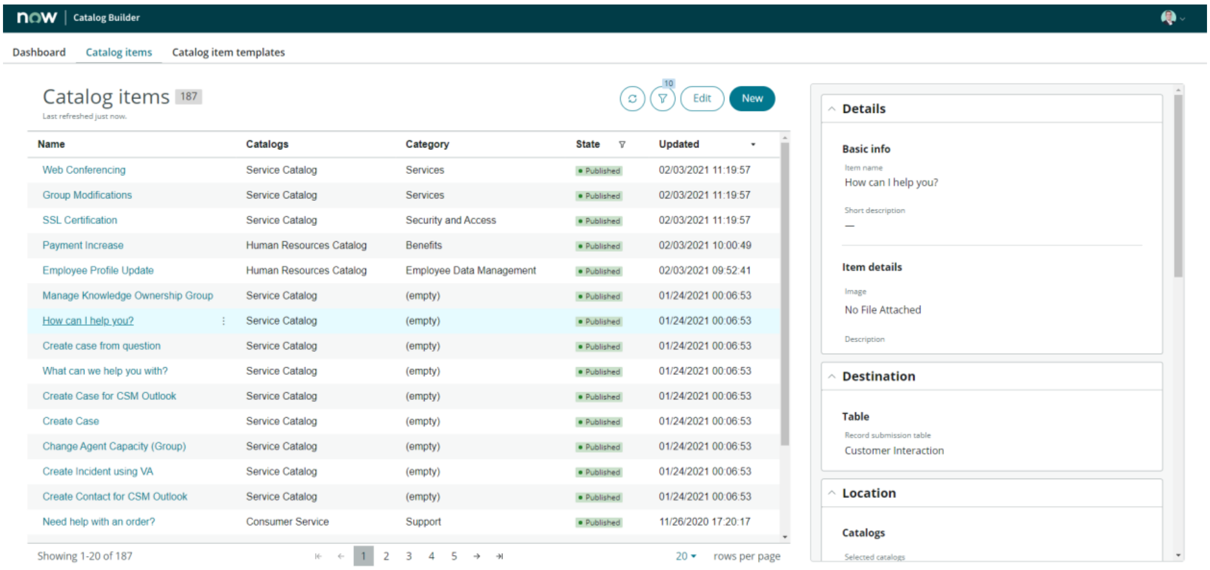
To manage catalogue items using the (classic) Platform view, you can navigate to:

- All > Service Catalog > Catalogue Definitions > Maintain Items

Screenshot 1: **Navigating to the Catalog Builder**



Screenshot 2: **Opening a catalogue item in the Catalog Builder**



Learn more here!

Learning Domain: Self-Service & Automation - Service Catalogue

First introduced: Vancouver release

Difficulty level: Easy

Domain
Self-Service & Automation
Question 42Incorrect
(Washington DC) You can automatically generate chat summarisations for conversations that are transferred between requesters, virtual agents, and live agents.

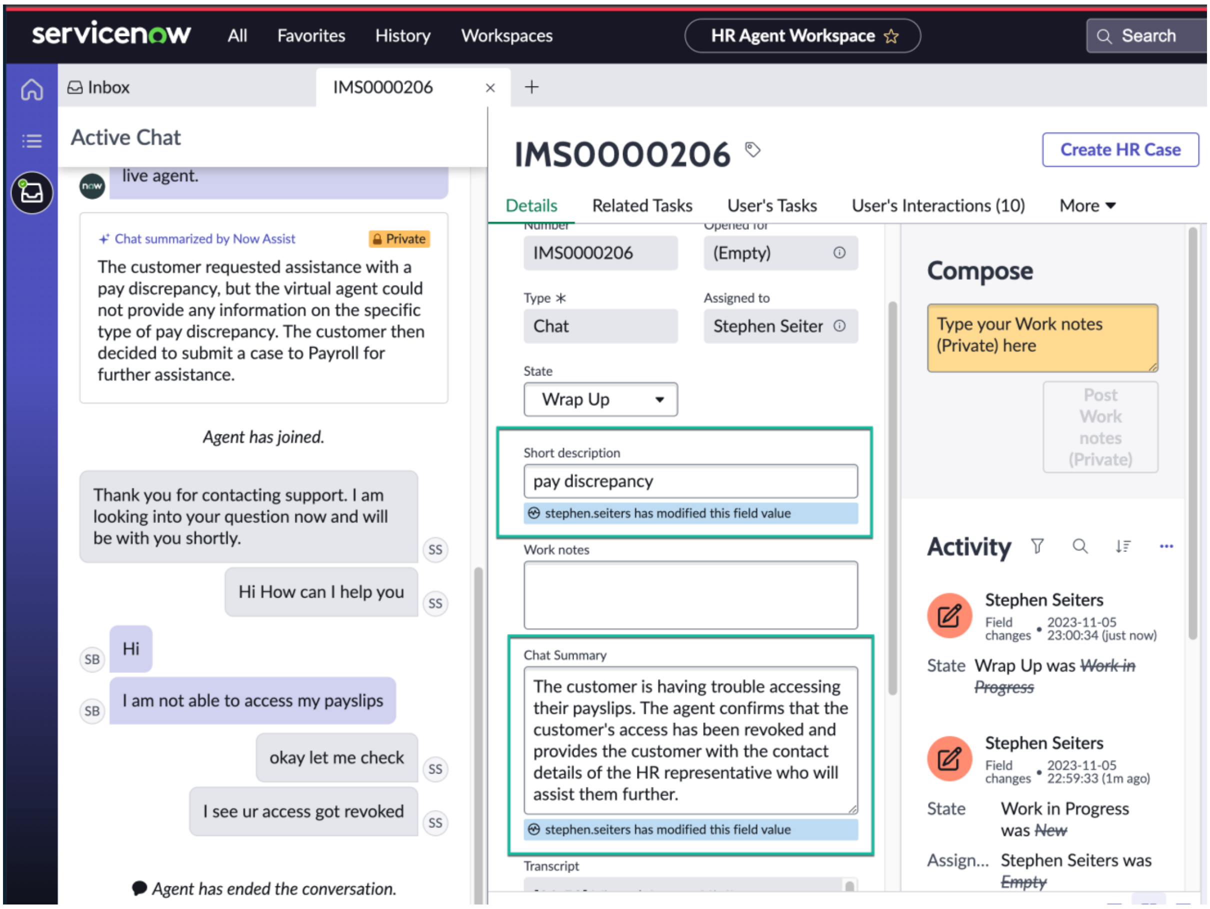
Which ServiceNow product enables you to summarise a chat conversation?

Agent Assist
Your answer is incorrect
Connect chat
Correct answer
Now Assist
Sidebar chat
Overall explanation
You can quickly learn the details of a chat from a chat summarisation generated by **Now Assist**. By reading a chat summarisation, you can get enough details about the chat and can save your requester from having to repeat the same information that the requester already provided to Virtual Agent.

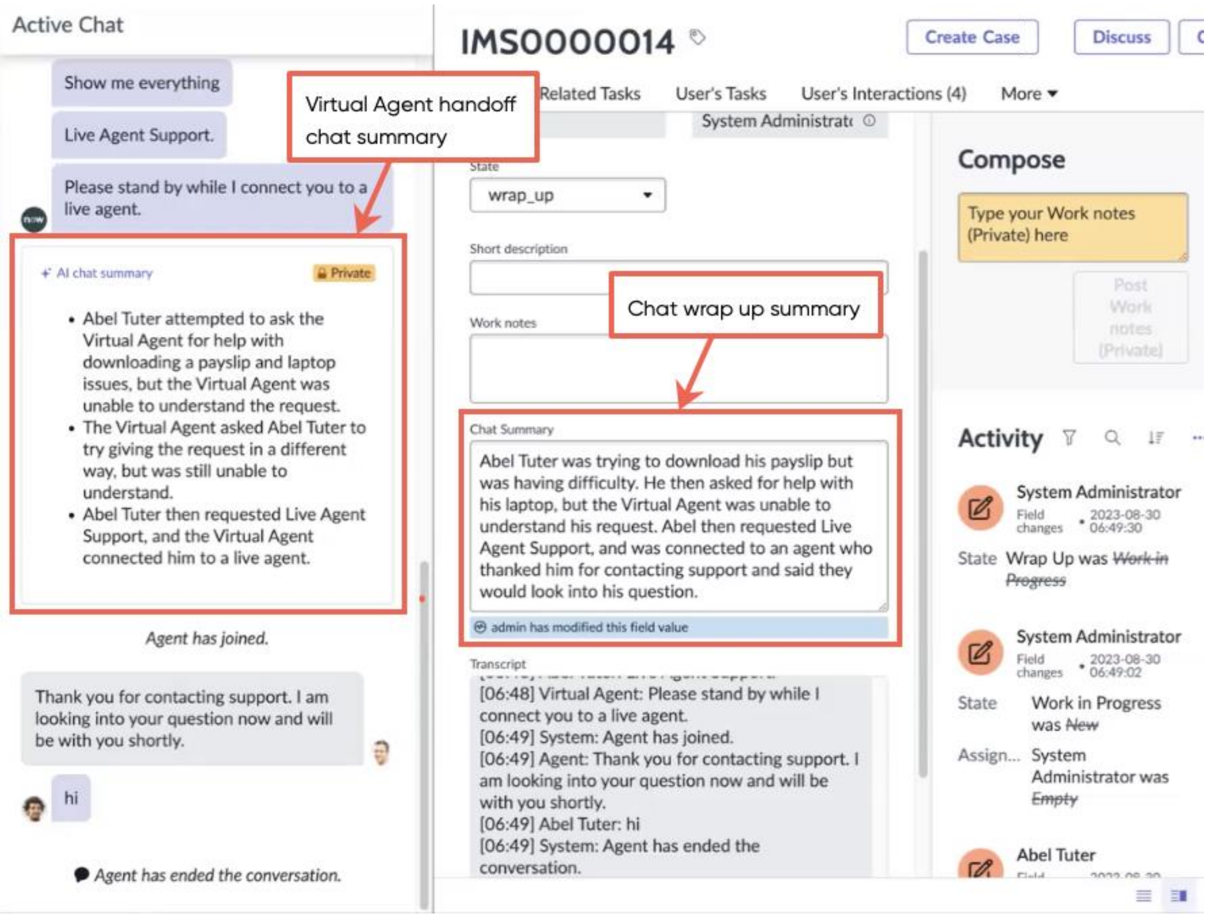
The chat summarisation is a condensed version of the conversation between live agents or between a requester and Virtual Agent.

- **Note 1:** Now LLM is the provider for this Now Assist skill.
- **Note 2:** You can generate a chat summarisation for Now Assist for Customer Service Management (CSM), Now Assist for HR Service Delivery (HRSD), or Now Assist for IT Service Management (ITSM).

Screenshot 1: **Now Assist generated a chat summarisation in Now Assist for HR Service Delivery (HRSD)**



Screenshot 2: **Interaction record with chat summaries**



Additional resources:

- [Summarising a chat conversation by using Now Assist for IT Service Management (ITSM)]()
- [Summarising a chat conversation by using Now Assist for Customer Service Management (CSM)]()
- [Summarising a chat conversation by using Now Assist for HR Service Delivery (HRSD)]()

Subdomain: Platform capabilities and services

First introduced: Washington DC release

Difficulty level: Easy

Resources
[Chat summarisation using Now Assist]()
Domain
Platform Overview and Navigation
Question 43 Correct
What variable type can be only used once in a catalogue item?
Rich Text Label
Masked
Your answer is correct

Requested For

Macro

Overall explanation

A Catalogue Item cannot include multiple **Requested For** variables.

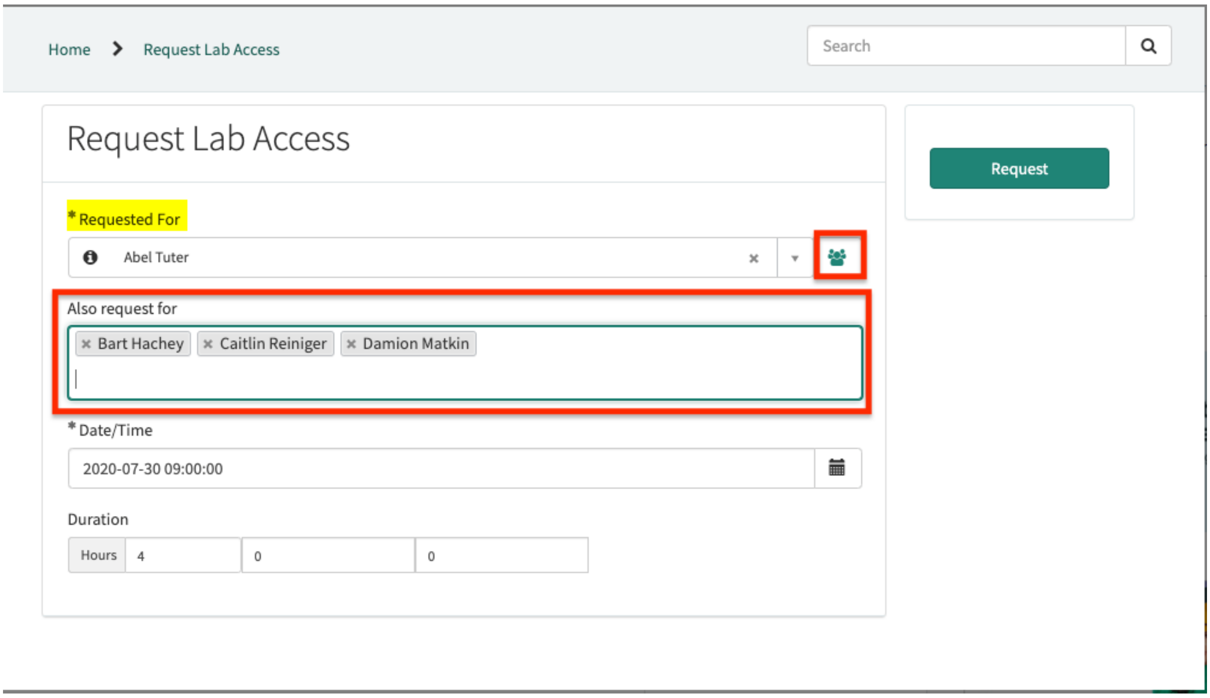
You can request a catalogue item on behalf of another user or multiple users using the **Requested For** variable.

Before submitting a catalogue item request, this variable helps you specify who this request can be submitted for. You should specify this information while answering catalogue item questions.

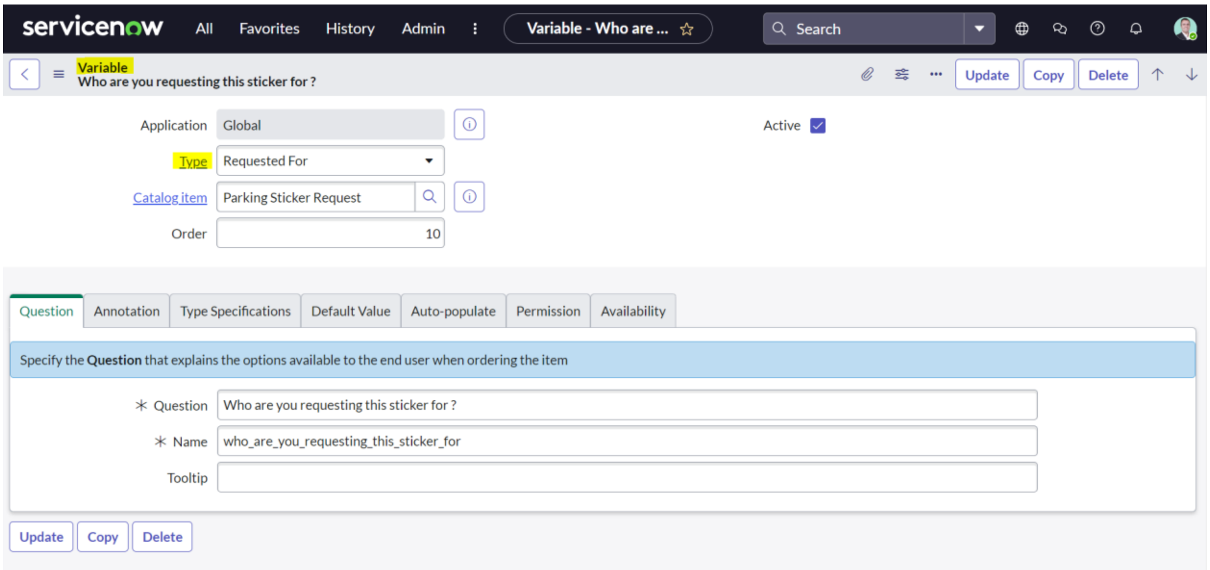
- You can only specify users from the User [`sys_user`] table.
- If you don't specify the default value for this variable, the currently logged-in user requesting the item is considered the default Requested For variable value.
- You can submit the request for a user based on access to a catalogue item. The 'Access Type' field of the catalogue item can be used to specify if a request can be submitted for a user who does not have access to the catalogue item.

To support submitting a request for multiple users, you can configure the 'Requested For' variable of a catalogue item to have the '**Also request for'** field displayed for that item in the Service Portal.

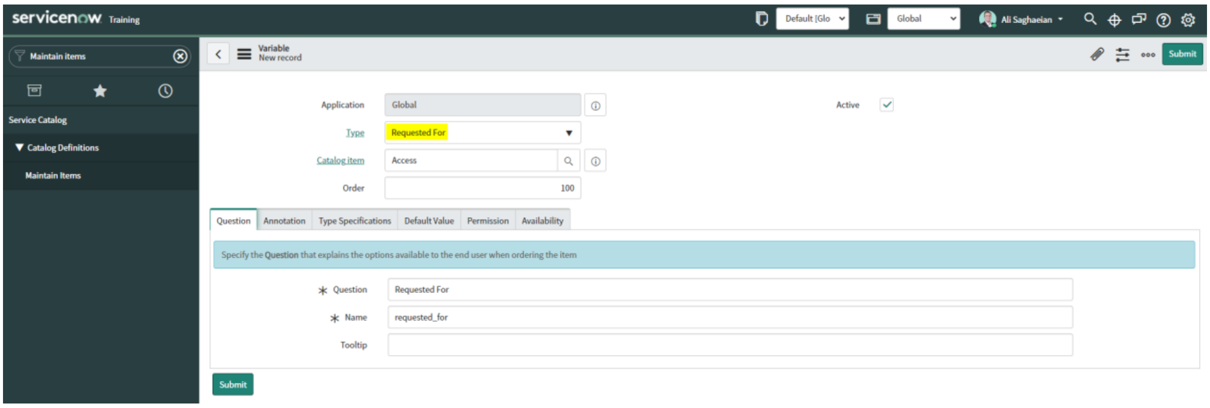
Screenshot 1: **Using the 'Requested For' variable in a sample catalogue item**



Screenshot 2: **Example of a variable with the 'Requested For' type**



Screenshot 3: **Defining the 'Requested For' variable for a catalogue item**



Learn more about:

- [Delegated request experience]()
- [Types of service catalogue variables]()

Learning Domain: Self-Service & Automation - Service Catalogue

First introduced: Paris release

Difficulty level: Easy

Domain

Self-Service & Automation

Question 44Correct

What is mandatory to select when importing Microsoft Word documents as knowledge articles?

Short Description

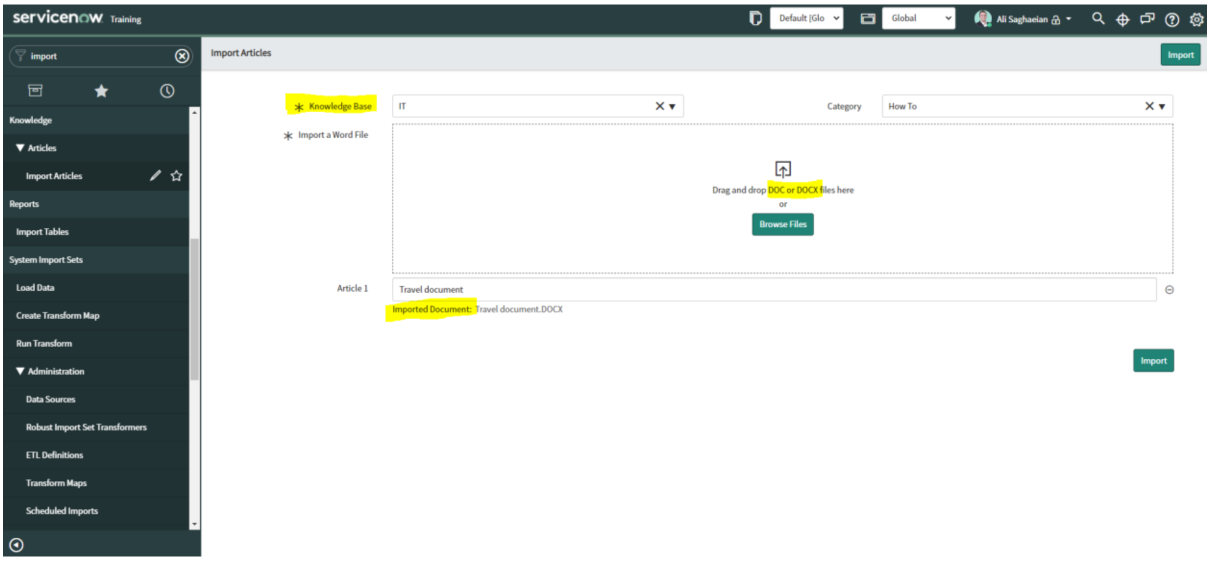
Category

Publish

Your answer is correct
Knowledge Base
Overall explanation
Selecting the **Knowledge Base** is mandatory when importing Microsoft Word documents as knowledge articles into a knowledge base.

You need the *Can Contribute* access to at least one active knowledge base, and the required role is *knowledge*.

Screenshot: **Importing a sample word document into a Knowledge Base**



Learn more here!

Learning Domains:

- Self-Service & Automation - Knowledge Management
- Database Management - Importing Data

Difficulty level: Medium

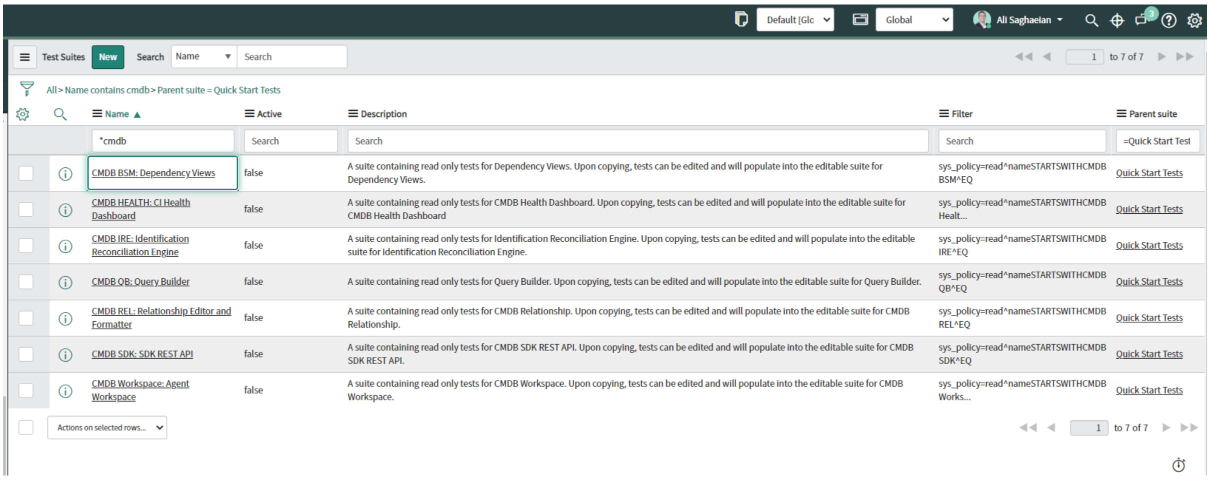
Domain
Self-Service & Automation
Question 45Correct
What types of tests can users run to ensure that CMDB works after upgrading and deploying new applications or integrations?
Simulation tests
Database duplication tests
Your answer is correct
Quick start tests
System integration tests
Overall explanation

After upgrades and deployments of new applications or integrations, you can run **quick start tests** to verify that CMDB still works.

If you customised CMDB, you can copy the quick start tests and configure them for your customisations.

Configuration Management Database (CMDB) quick start tests require activating the Configuration Management (CMDB) plugin (`com.snc.cmdb`) and the CMDB - ATF Tests plugin (`com.snc.cmdb.atf`).

Screenshot: **CMDB ATF Test Suites**



Name	Active	Description	Filter	Parent suite
*cmdb	Search	Search	Search	=Quick Start Test
CMDB BSM: Dependency Views	false	A suite containing read only tests for Dependency Views. Upon copying, tests can be edited and will populate into the editable suite for Dependency Views.	sys_policy=read^nameSTARTSWITHCMDB BSM^EQ	Quick Start Tests
CMDB HEALTH: CI Health Dashboard	false	A suite containing read only tests for CMDB Health Dashboard. Upon copying, tests can be edited and will populate into the editable suite for CMDB Health Dashboard	sys_policy=read^nameSTARTSWITHCMDB Healt...	Quick Start Tests
CMDB IRE: Identification Reconciliation Engine	false	A suite containing read only tests for Identification Reconciliation Engine. Upon copying, tests can be edited and will populate into the editable suite for Identification Reconciliation Engine.	sys_policy=read^nameSTARTSWITHCMDB IRE^EQ	Quick Start Tests
CMDB QB: Query Builder	false	A suite containing read only tests for Query Builder. Upon copying, tests can be edited and will populate into the editable suite for Query Builder.	sys_policy=read^nameSTARTSWITHCMDB QB^EQ	Quick Start Tests
CMDB REL: Relationship Editor and Formatter	false	A suite containing read only tests for CMDB Relationship. Upon copying, tests can be edited and will populate into the editable suite for CMDB Relationship.	sys_policy=read^nameSTARTSWITHCMDB REL^EQ	Quick Start Tests
CMDB SDK: SDK REST API	false	A suite containing read only tests for CMDB SDK REST API. Upon copying, tests can be edited and will populate into the editable suite for CMDB SDK REST API.	sys_policy=read^nameSTARTSWITHCMDB SDK^EQ	Quick Start Tests
CMDB Workspace: Agent Workspace	false	A suite containing read only tests for CMDB Workspace. Upon copying, tests can be edited and will populate into the editable suite for CMDB Workspace.	sys_policy=read^nameSTARTSWITHCMDB Works...	Quick Start Tests

Learn more [here!]

Learning Domain: Database Management - CMDB and CSDM

First introduced: Paris release

Difficulty level: Medium

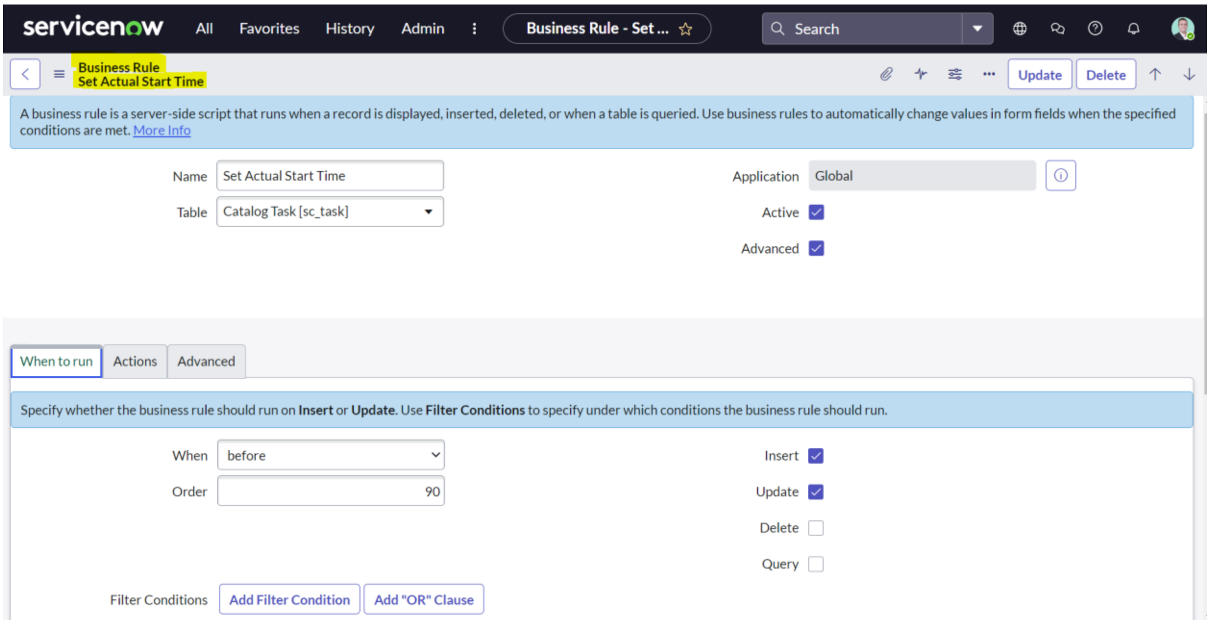
Domain
Database Management
Question 46Correct
How is the business duration calculated on a catalogue task once it is closed?
Based on the planned Duration field
Based on the Planned start and Planned end fields
Your answer is correct
Based on the Actual start and Actual end fields
Based on the created and closed values
Overall explanation
For a catalogue item configured with a flow or workflow, the Set Actual Start Time business rule sets the Actual start field for the corresponding catalogue task.

After the catalogue task is closed, business duration is calculated **based on the Actual start and Actual end fields**.

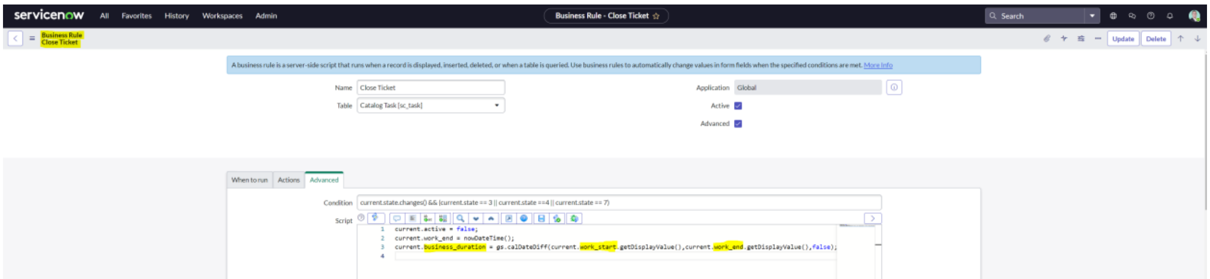
A business rule script specifies the actions that the business rule takes. For example, you can calculate the duration given a schedule by applying a before update/insert business rule.

You can use scripts in business rules to accomplish common tasks, such as comparing two date fields.

Screenshot 1: **The 'Set Actual Start Time' business rule on the catalogue task**



Screenshot 2: **The 'Close Task' business rule on the catalogue task**



Script 1: **Setting the actual start time (`work_start`) in the business rule**

```
(function executeRule(current, previous /*null when async*/) {
    if (current.operation() == 'insert' || (current.operation() == 'update' && previous.state == -5)) {
        //run BR only when new sc_task is inserted in open/WIP state, or when sc_task is updated by moving state from pending to open/ WIP
        current.work_start = nowDateTime();
```

```
    }
})(current, previous);
```

Script 2: **Setting the actual end time (work_end) and calculating the business duration by calculating the difference between the actual start and end time**

```
current.active = false;
current.work_end = nowDateTime();
current.business_duration = gs.calDateDiff(current.work_start.getDisplayValue(),current.work_end.getDisplayValue(),false);
```

Learn more [here](#)!

Learning Domains:

- Self-Service & Automation - Service Catalogue
- Data Migration and Integration - Business Rules
- Data Migration and Integration - Scripting in ServiceNow

First introduced: Rome release

Difficulty level: Medium

Domain
Self-Service & Automation

Question 47Correct

How can you integrate third-party data into the Configuration Management Database without compromising its integrity?

By using the CI Class Manager

Your answer is correct

By using the IntegrationHub ETL

By using the CSDM

By using the CMDB Data Manager

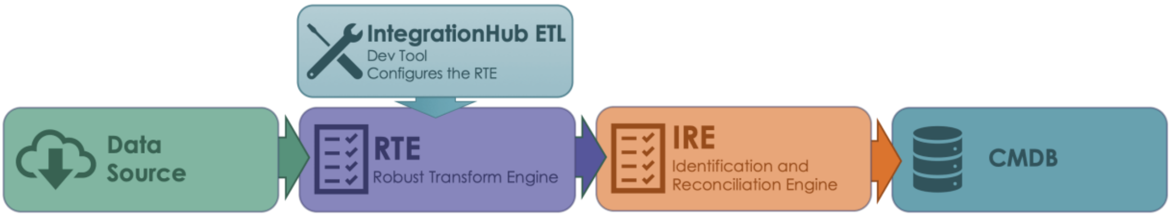
Overall explanation

When using a Service Graph connector in the IntegrationHub ETL to import data into the CMDB, you can set a CMDB attribute to be empty by setting the value of the attribute on the Preview and Prepare Data page to the special string '<EMPTY_STRING>'.

The **IntegrationHub ETL** provides a simplified user interface guiding you through the integration process end-to-end, including a test integration run of sample data.

As a store app, the **IntegrationHub ETL** creates and manages ETL transform maps, which integrate third-party data into the CMDB without compromising the integrity of the CMDB.

Image: **Importing Data into the CMDB with IntegrationHub ETL**



Learn more here!

Learning Domains:

- Data Migration and Integration
- Database Management - CMDB and CSDM

Difficulty level: Hard

Domain
Data Migration and Integration
Question 48Correct
Which role can switch their form view?
Your answer is correct
view_changer
personalize_form
task_editor
service_viewer
Overall explanation
Users with the '`view_changer`' role can switch their form view.

- '`task_editor`' can edit protected task fields.
- '`personalize_form`' can personalise forms, and
- '`service_viewer`' provides access to read all services and offerings.

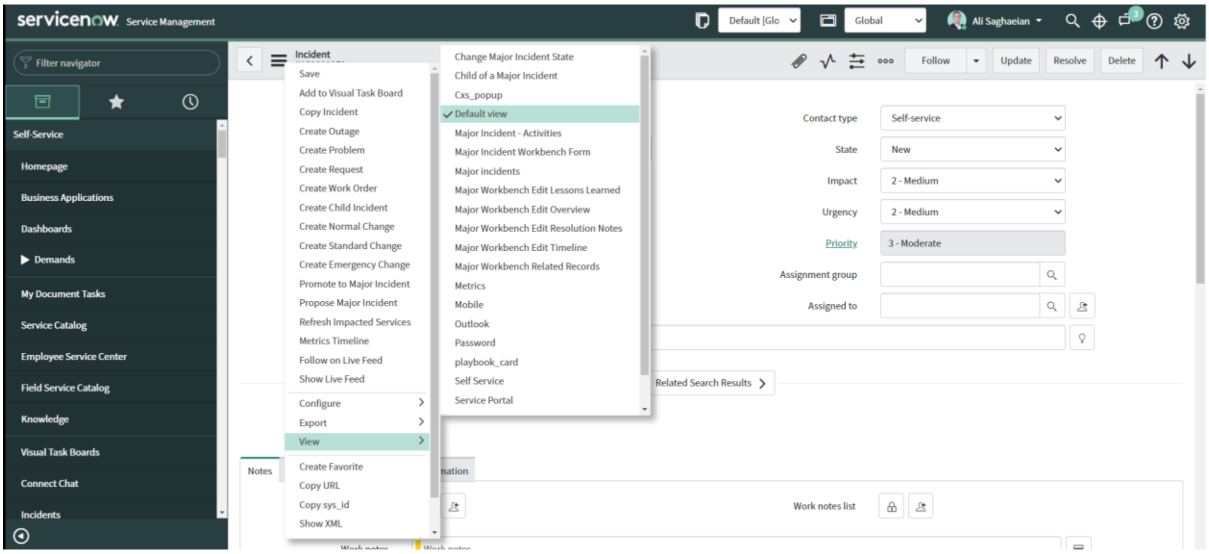
Switching views submits the form, which saves all changes and triggers any `onSubmit` client scripts that apply.

You cannot switch form views on a new form that has not been saved yet.

When a user switches views, the selected view is saved as a user preference, so the user sees the same view by default when the form opens.

To switch between form views, click the context menu at the left side of the form header and then select **Views** > **[Desired View]**:

Screenshot: **Form view list**



Learn more here!

Learning Domain: Configuring Applications for Collaboration - List and Form anatomy

Difficulty level: Easy

Domain
Configuring Applications for Collaboration

Question 49 Correct

^ Which of the following is true about the Branding Editor?

Select 2 Answers from the below options.

Lets all users apply their own theme to a portal

Your selection is correct

Previews changes as they are made

Sets all buttons to the same colour

Allows only the 216 web-safe colours

Your selection is correct

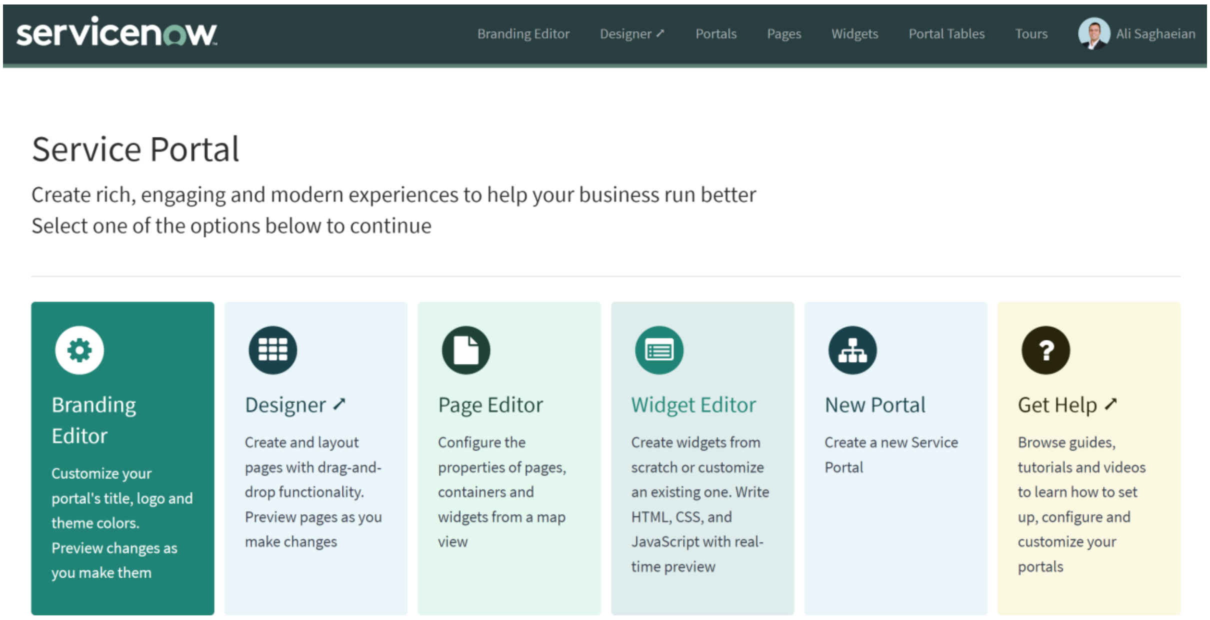
Applies a colour theme to a portal

Overall explanation

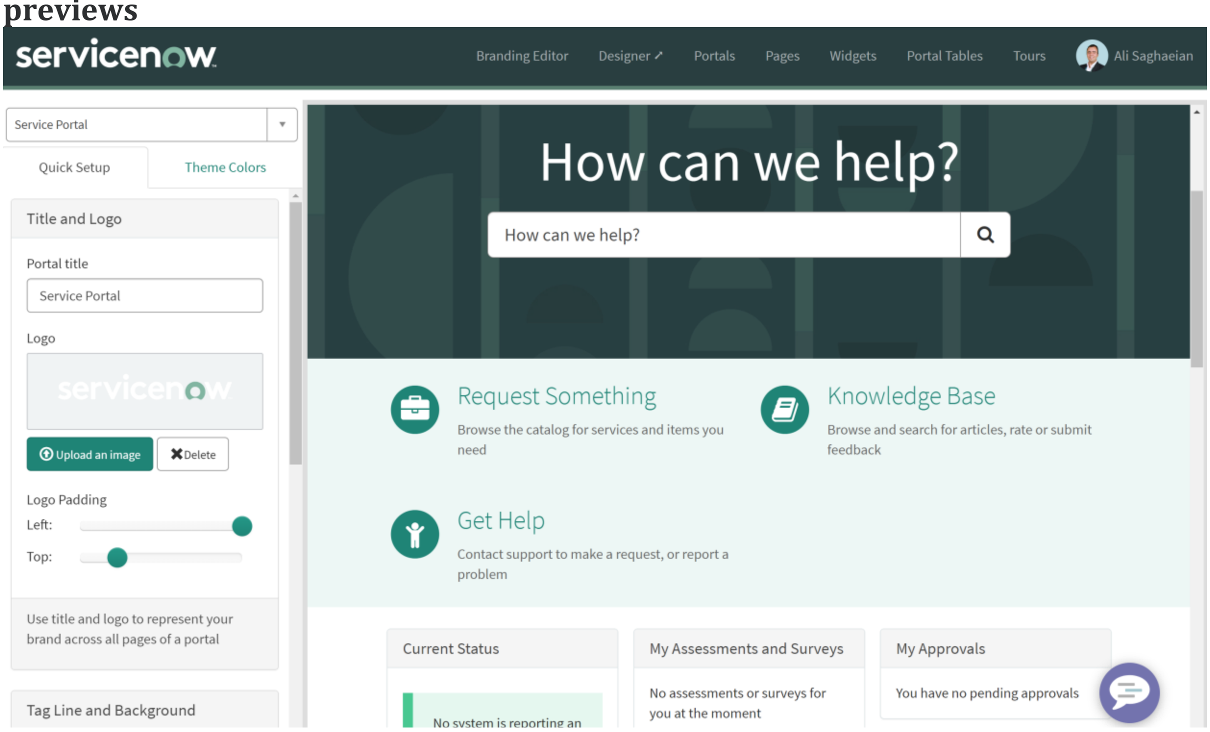
To apply branding and a colour theme to a Service Portal, you can click the **Branding Editor** tile on the Service Portal Configuration page.

- The Branding Editor **applies themes to a portal** to allow compliance with corporate branding.
- The Branding Editor also allows **change previews** as they are made.

Screenshot 1: **Accessing the Branding Editor from Service Portal Configuration menu item**



Screenshot 2: **Using Branding Editor to apply themes to the portal and change previews**



Learn more here!

Learning Domain: Instance Configuration - Personalising/customising the instance

Difficulty level: Hard

Domain
Instance Configuration

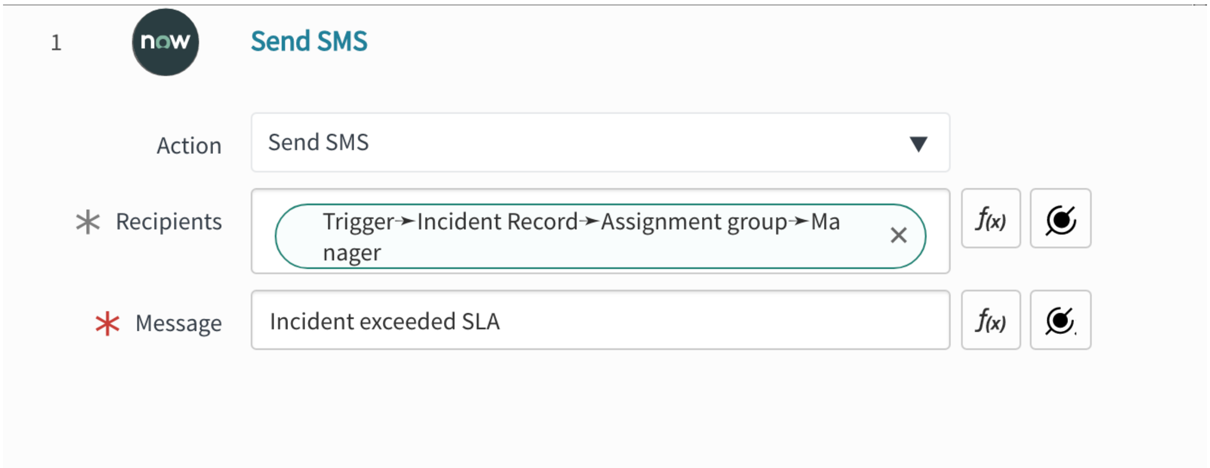
Question 50Correct

Which of the following is used to send an SMS message to specified users or groups in Flow Designer?

Your answer is correct

An Action
A Trigger
A Subflow
A Flow
Overall explanation
You can send an SMS text message to specified users or groups as an action in a flow.

Screenshot: **Creating an Action on the Flow Designer to send SMS**



Learn more here!

Learning Domains:

- Self-Service & Automation - Flow Designer
- Configuring Applications for Collaboration - Notifications

First introduced: Paris release

Difficulty level: Easy

Domain
Self-Service & Automation
Question 51Incorrect
Which group types are provided in the base system?

Select 3 Answers from the below options.

Your selection is correct
catalog
notification
Your selection is incorrect
approval
Correct selection
survey

Your selection is correct
itil
Overall explanation
The following group types are provided in the base system:

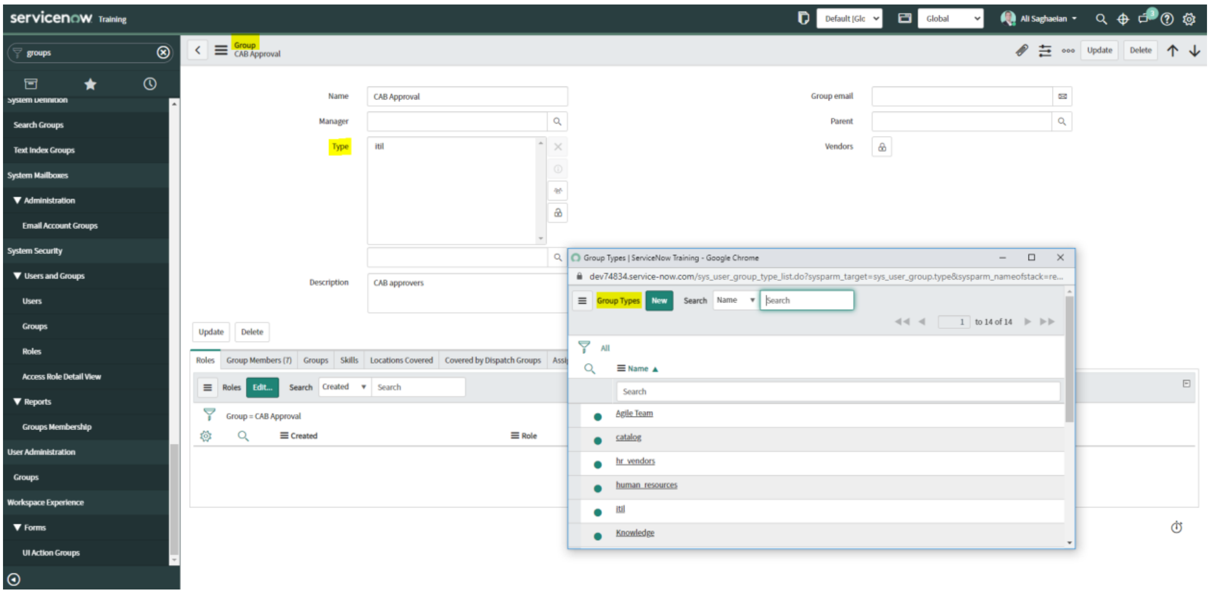
- **catalog**
- **itil**
- **survey**

Use the **Type** field to define categories of groups.

Once defined, you can use these categories to filter assignment groups based on the group type using a reference qualifier.

For example, when selecting an assignment group from the Incident form, **Type** can be used to filter groups based on whether they are typically involved in the Incident management process.

Screenshot: **Searching in the list of group types to add to a change approval group**



Learn more here!

Learning Domains:

- Platform Overview and Navigation - The ServiceNow Instance
- Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Easy

Domain
Platform Overview and Navigation
Question 52Correct

(Washington DC) What records can AI generate in ServiceNow via the Now Assist skills?

Select 2 Answers from the below options.

User records
Configuration items
Your selection is correct
Knowledge articles
Your selection is correct
Catalogue items

Overall explanation

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows.

- You can use the catalogue item generation skill to **create catalogue items of your choice** using Now Assist. This skill helps reduce the time needed to create catalogue items. While creating a catalogue item, you can describe the item you want, and Now Assist generates it for you.
- With the KB generation skill, you can **quickly write drafts of knowledge articles based on cases or incidents** with Now Assist. Generating article content with artificial intelligence (AI) enables agents to write efficiently as they address common user concerns. Now Assist can create drafts of knowledge articles on how to resolve a case or an incident for agents to review and edit before publishing. Articles can be created in CSM Configurable Workspace, Service Operations Workspace for ITSM, Agent Workspace for HR Case Management, classic environment, or in the Now Assist panel.

Here are the available Now Assist skills:

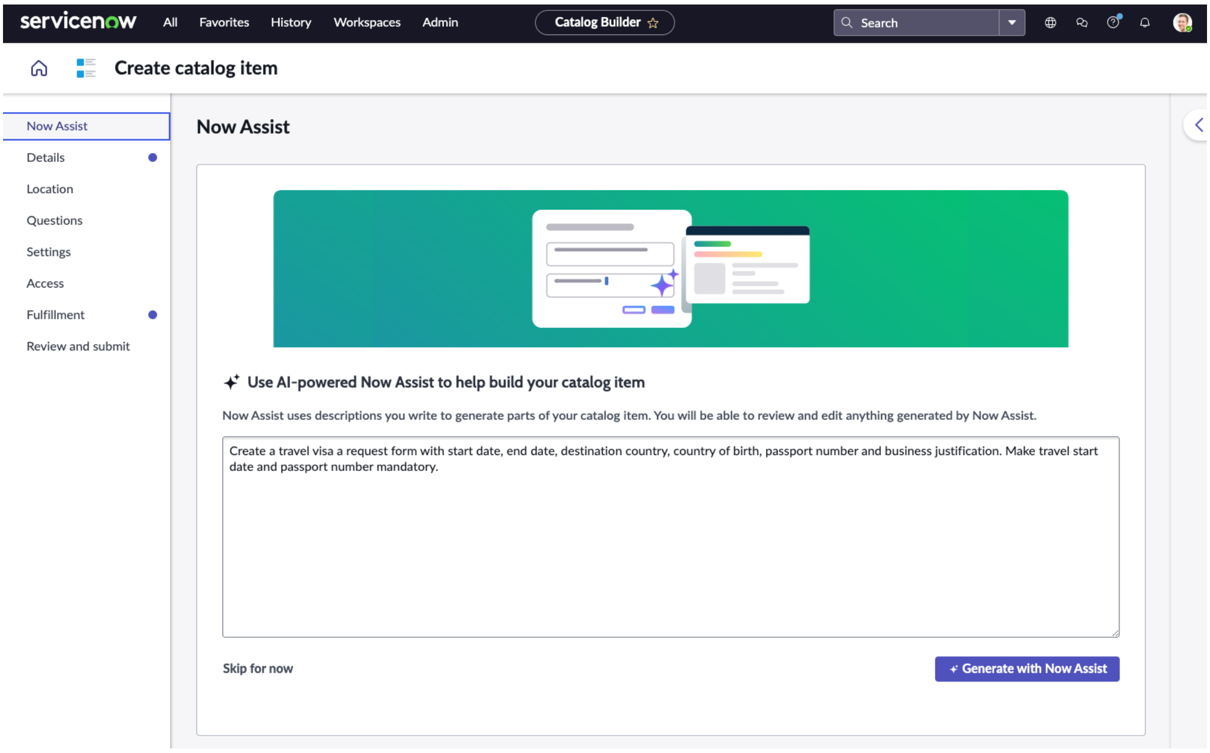
- 'Alert simplification' skill to provide simplified generative AI alert analyses for the ServiceNow Event Management application.
- **'Case or incident summarisation'** is used to quickly learn the details of a case or incident from a case or incident summarisation generated by Now Assist.
- **'Chat summarisation'** enables you to quickly learn the details of a chat from a chat summarisation generated by Now Assist.
- **'Feedback summarisation'** is used to summarise the details of your customers' feedback using the feedback summarisation generated by Now Assist.
- **'KB generation'** helps you quickly write drafts of knowledge articles based on cases or incidents with Now Assist.
- **'Resolution notes generation'** enables you to quickly learn the details of how an interaction was resolved by generating and reading the Now Assist resolution notes.

- **'Work order task closure summarisation'** enables field service agents to create detailed notes and close work order tasks faster with help from Now Assist.

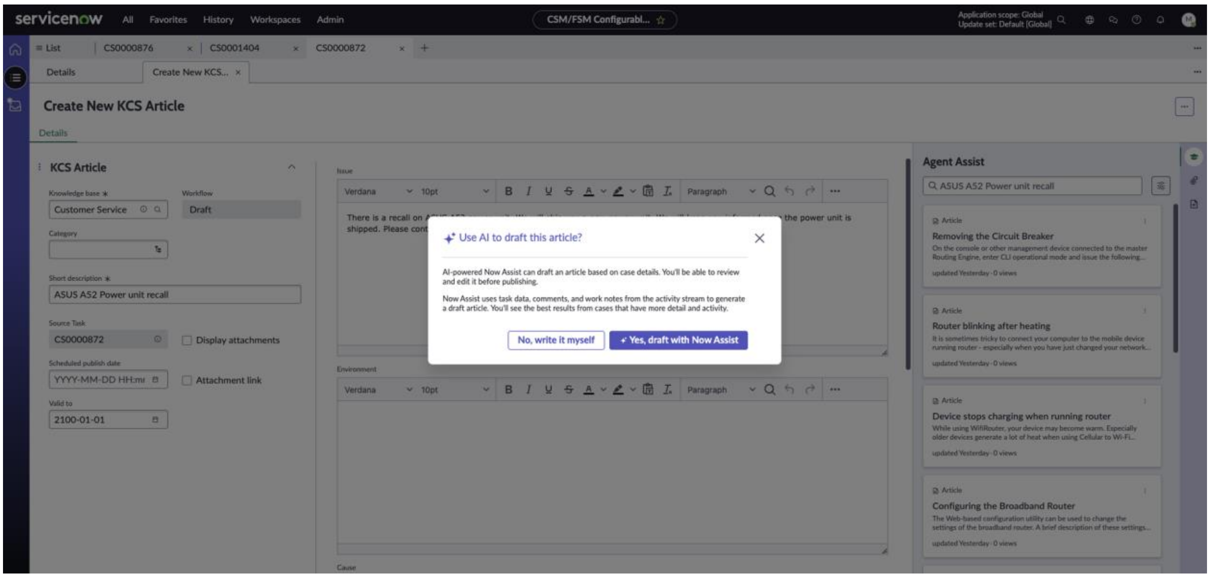
Now Assist for Creator includes a number of skills that can make developing on the Now Platform more efficient. Here are the Now Assist skills in the Creator workflow:

- **'App generation'** enables developers to kickstart application building through conversation.
- **'Catalogue item generation'** skill allows you to create catalogue items of your choice using Now Assist.
- **'Code generation'** is designed to empower developers to write scripts quickly with AI-generated code based on text or code prompts and can improve time to value for applications.
- **'Flow generation'** skill in Flow Designer is used to create new flows.
- **'Flow recommendations'** use generative AI recommendations to help you author flows by recommending possible components based on what you've entered.
- **'Playbook generation'** gives playbook authors generative AI capabilities. They can provide text directions to create a playbook outline with placeholder activities.
- **'Conversational experience'** generative AI skills can improve the user self-service experience. Platform Now Assist skills generate search summaries, order catalogue items from the chat window, and create Virtual Agent topics that use large language model (LLM) topic discovery.

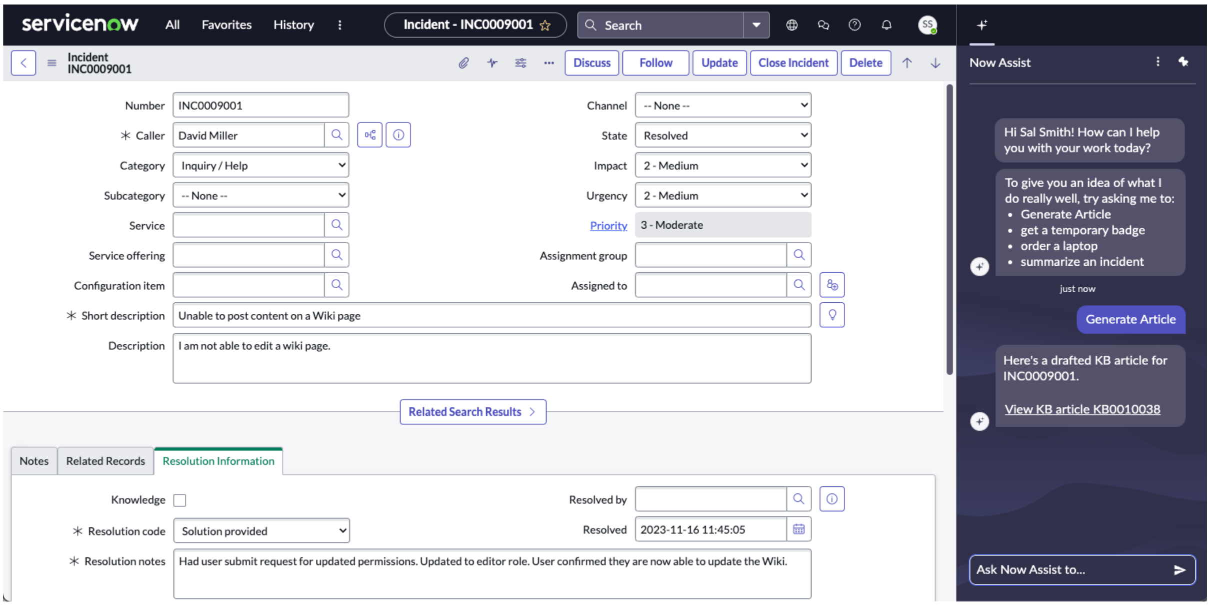
Screenshot 1: **Using Now Assist to create a catalogue item**



Screenshot 2: **Using Now Assist to draft an article in the CSM Configurable Workspace**



Screenshot 3: **Using the Now Assist panel to generate a draft article from an incident in the classic UI**



Additional resources:

- [Now Assist skills in the Creator workflow]()
- [Now Assist for Creator]()
- [Now Assist in Catalog Builder]()
- [Generating a Knowledge article from the classic environment with Now Assist]()
- [Generating a Knowledge article from the Now Assist panel]()

Subdomain: Platform capabilities and services

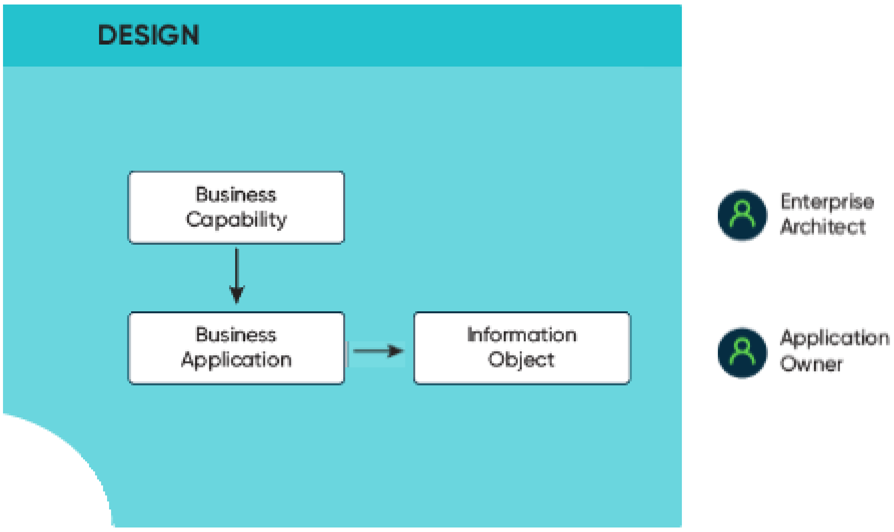
First introduced: Washington DC release

Difficulty level: Medium

Resources
[Catalogue item generation with Now Assist]()
[Knowledge article generation with Now Assist]()
[Now Assist skills]()
Domain
Platform Overview and Navigation
Question 53Incorrect
Which Common Service Data Model (CSDM) domain does Business Capability reside in?
Sell/Consume
Physical
Correct answer
Design
Your answer is incorrect
CMDB
Overall explanation
Business Capability resides in the **Design domain** of the Common Service Data Model (CSDM).

The Design domain supports the design and planning of digital products. CIs in the Design domain aren't operational, so you can't select them for Incident Management, Problem Management, or Change Management. Enterprise architects and application owners are the typical users of tables in this domain.

Diagram: **The Design domain of the CSDM framework**



Learn more here!

Learning Domain: Database Management - CMDB and CSDM

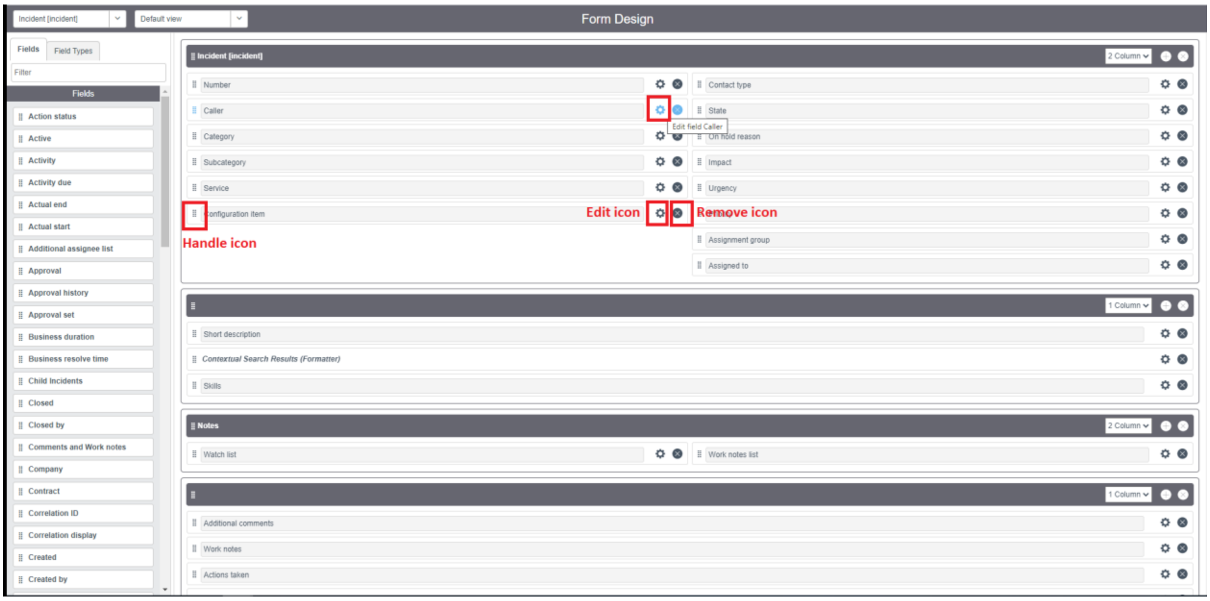
Difficulty level: Medium

Domain
Database Management
Question 54 Correct
When using Form Designer, icons presented on each field include which of the following?

Select 3 Answers from the below options.

Your selection is correct
Remove icon
Field icon
Your selection is correct
Edit icon
Reference icon
Your selection is correct
Handle icon
Overall explanation
When using Form Designer, the **Handle**, **Remove** and **Edit** icons are presented on each field.

Screenshot: **Field icons on the Form Design**



Learn more here!

Learning Domains:

- Configuring Applications for Collaboration - Form Configuration
- Instance Configuration - Common user interfaces in the Platform

Difficulty level: Medium

Domain

Configuring Applications for Collaboration

Question 55Incorrect

What item in the Knowledge Management Service Portal displays articles with the highest percentage of users, marking them helpful?

Most Helpful

Your answer is incorrect

Most Viewed

Featured

Correct answer

Most Useful

Overall explanation

You can configure the Knowledge Article Helpful widget instance options for the Knowledge Management article view page in the Knowledge Management Service Portal.

The article view page uses the Knowledge Article Helpful widget to allow users to provide feedback on the article's helpfulness, display a confirmation message after feedback is provided, and display the percentage of users who found the article useful.

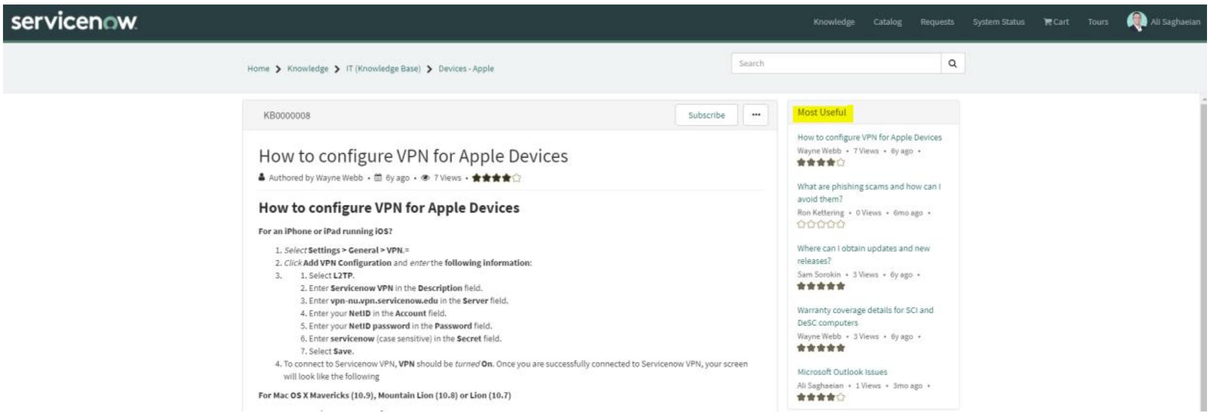
The **Most Useful** item in the Knowledge Management Service Portal displays articles with the highest percentage of users, marking them helpful.

The homepage displays links to the featured, most viewed, and most useful articles using several widgets.

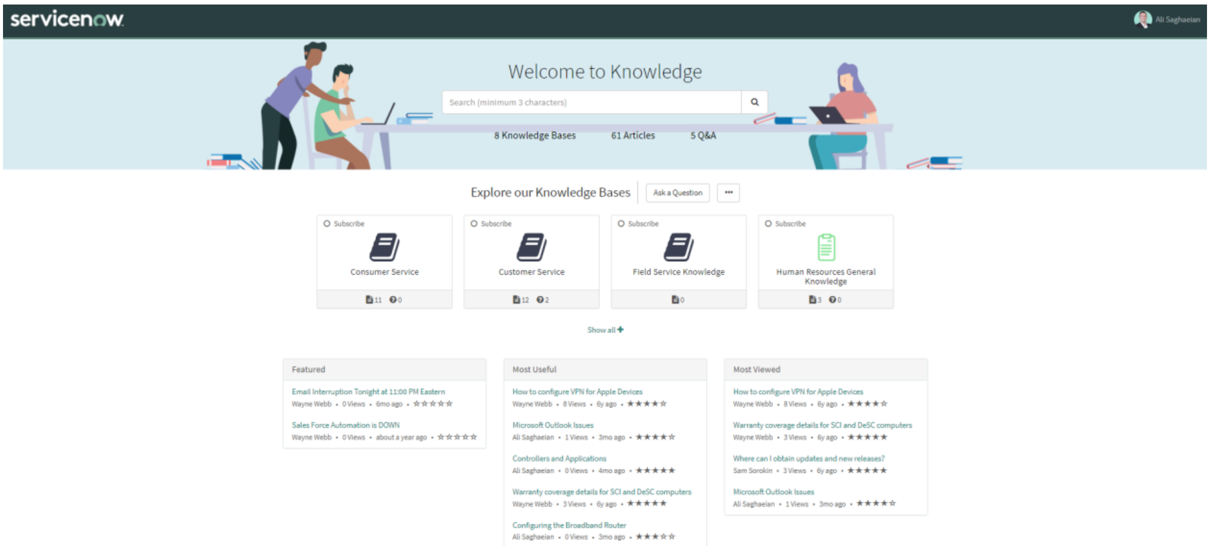
The featured articles are displayed based on the keywords associated with the articles.

The most viewed and most useful articles are displayed based on the articles' highest view and use count.

Screenshot 1: **The Most Useful module on the knowledge article page on Service Portal**



Screenshot 2: **The Most Useful module on the homepage of the Knowledge Management Service Portal**



Learn more [here]()!

Learning Domain: Self-Service & Automation - Knowledge Management

Difficulty level: Easy

Domain
Self-Service & Automation
Question 56Correct
What editor is used by knowledge authors to apply predefined formats, code snippets, table of contents, and find or replace text for a knowledge article?
CSS
Your answer is correct
HTML
Plain
JavaScript
Overall explanation
You can improve the readability and usefulness of knowledge articles by formatting the article text using the **HTML editor**.

The HTML editor available in knowledge articles uses the built-in TinyMCE editor.

The text formatting is preserved when the content is displayed on a portal.

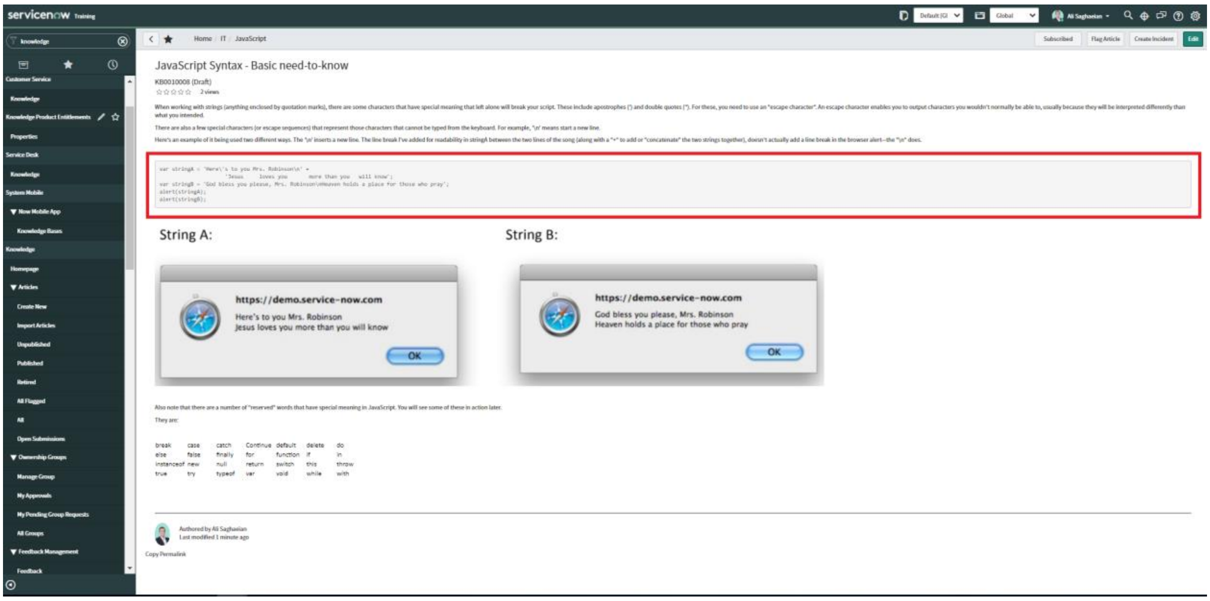
The HTML toolbar within the HTML editor contains an array of icons that enable you to edit and format your knowledge article's body text.

You can also use the HTML Editor to add images, links, audio, and video to the knowledge article.

You can perform the following functions using the HTML editor available in knowledge articles:

- Spell check as you type in the Article body section of a knowledge article.
- The HTML editor automatically checks spelling as you type and underlines spelling and grammar mistakes in red.
- View the style applied to the selected text and the word count from the HTML editor's bottom pane.
- Apply formatting.
- Paste without formatting.
- Insert tables and modify cells, rows and columns of a table.
- Include HTML content. 8) Insert or edit a code snippet.
- Insert a basic table of contents at the cursor's current position.
- Find and replace text.
- Revert changes that you have made during the current session of content editing.

Screenshot: **Using HTML editor to write a knowledge article with a JavaScript code**



Learn more [here](#)!

Learning Domains:

- Self-Service & Automation - Knowledge Management
- Instance Configuration - Common user interfaces in the Platform

First introduced: Paris release

Difficulty level: Easy

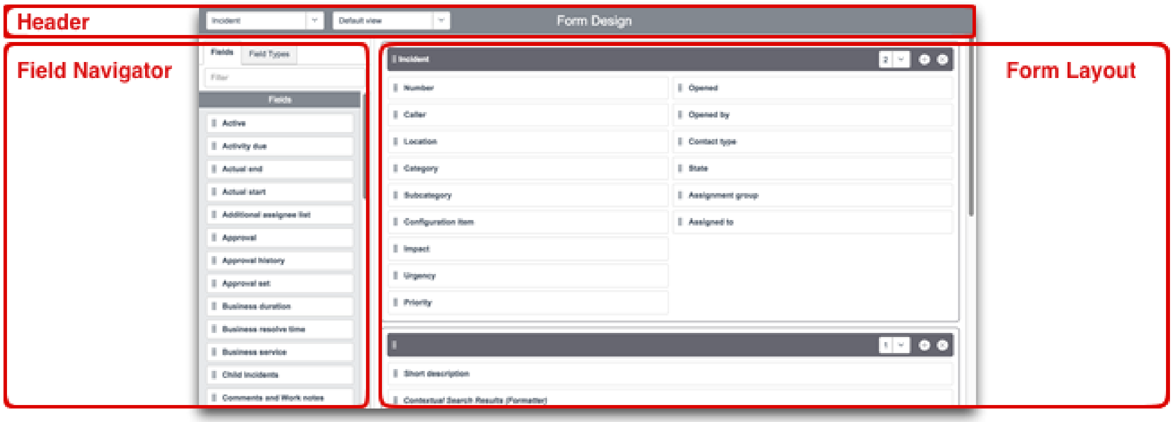
Domain
Self-Service & Automation
Question 57Correct
A field can be added to a table and form by accessing which part of the Form Designer interface?
Form Views
Form Settings
Your answer is correct
Field Navigator
Field Formatter
Overall explanation
Using **Form Designer**, users can add a new field to a table and form by accessing the field navigator.

The field navigator allows you to manage fields on the form. It contains the following elements:

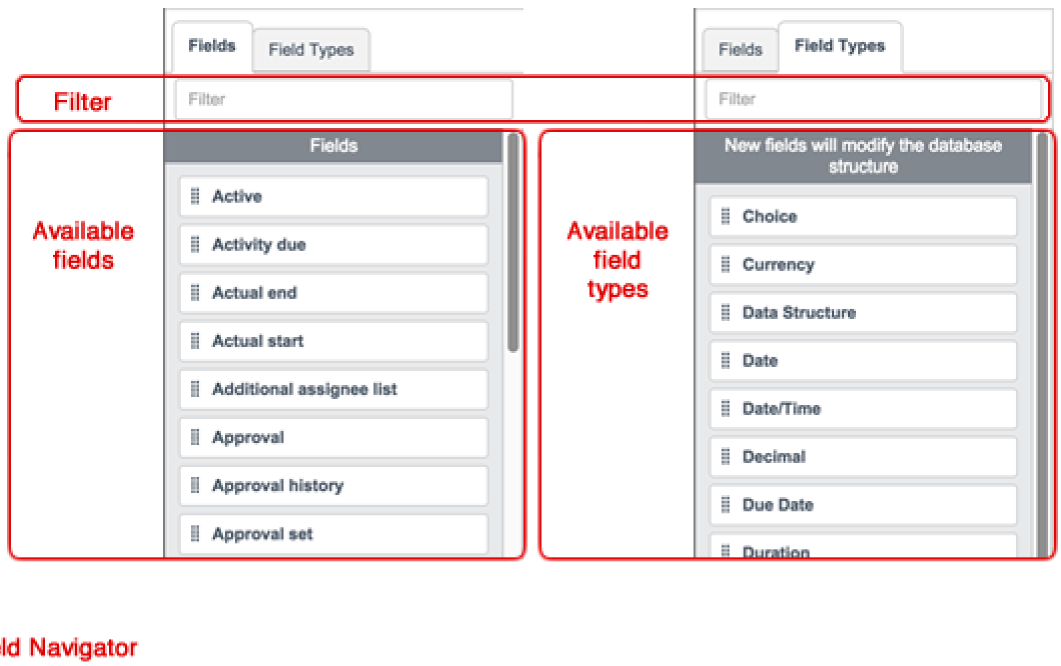
- **Filter**: Allows text search on the currently selected tab.
- **Fields**: Displays a list of existing fields you can add to the current form.

- **Field Types**: Displays a list of field types you can add to the current form. Adding a field type to the form layout creates fields in the selected table when the form layout is saved.

Screenshot 1: **Parts of the UI form design interface**



Screenshot 2: **The field navigator**



Learn more here!

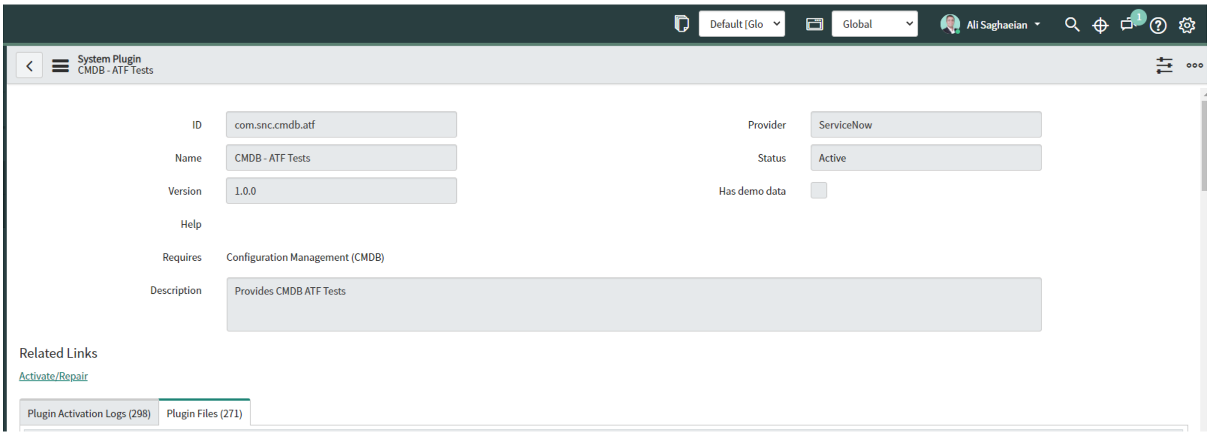
Learning Domain: Configuring Applications for Collaboration - Form Configuration

Difficulty level: Medium

Domain
Configuring Applications for Collaboration
Question 58 Correct
How do you verify that CMDB is still operational after upgrades and deployments of new applications or integrations if you have a customised CMDB?
Customise the out-of-the-box quick start tests.
Use the CMDB Health quick starter.
Override the quick start tests through scripting.
Your answer is correct
Copy and configure the quick start tests.
Out-of-the-box quick start tests can also verify the customisations.
Overall explanation
After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB still works. If you have customised CMDB, **copy the quick start tests and configure them for your customisations**.

Configuration Management Database (CMDB) quick start tests require activating the Configuration Management (CMDB) plugin (`com.snc.cmdb`) and the CMDB - ATF Tests plugin (`com.snc.cmdb.atf`).

Screenshot: **The CMDB - ATF Tests plugin that provides automated tests for the Configuration Management Database**



Learn more here!

Learning Domain: Database Management - CMDB and CSDM

Difficulty level: Medium

Domain
Database Management
Question 59 Correct
What type of notification allows users to know when knowledge articles will expire?
Self-service notifications

Virtual Agent notifications

SMS

Your answer is correct

Email notifications

Overall explanation

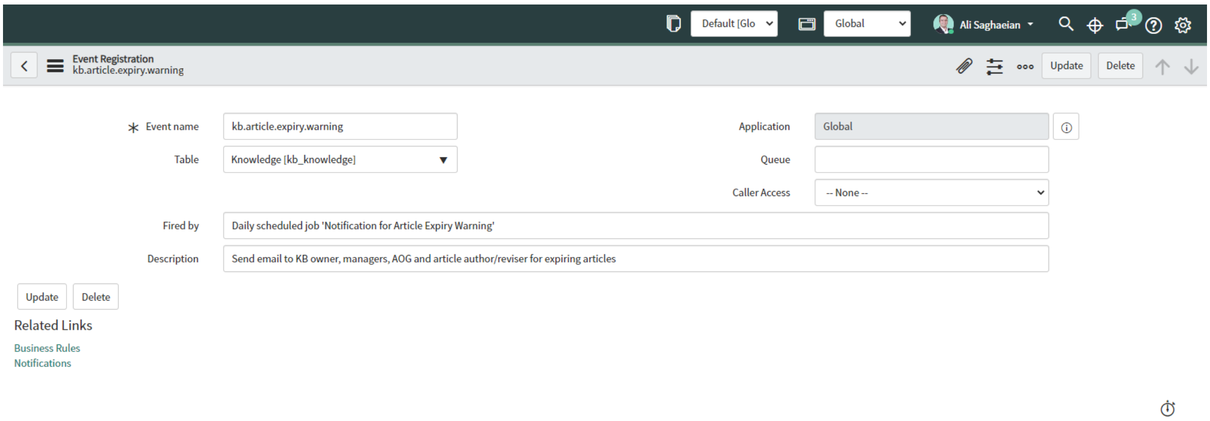
The **email notifications** for expiring knowledge articles are available when the administrator activates the Knowledge Management Core plugin (`com.glideapp.knowledge`) and sets the value of the `glide.knowman.enable_article_expiry_notification` property to true.

By default, the property value is set to false.

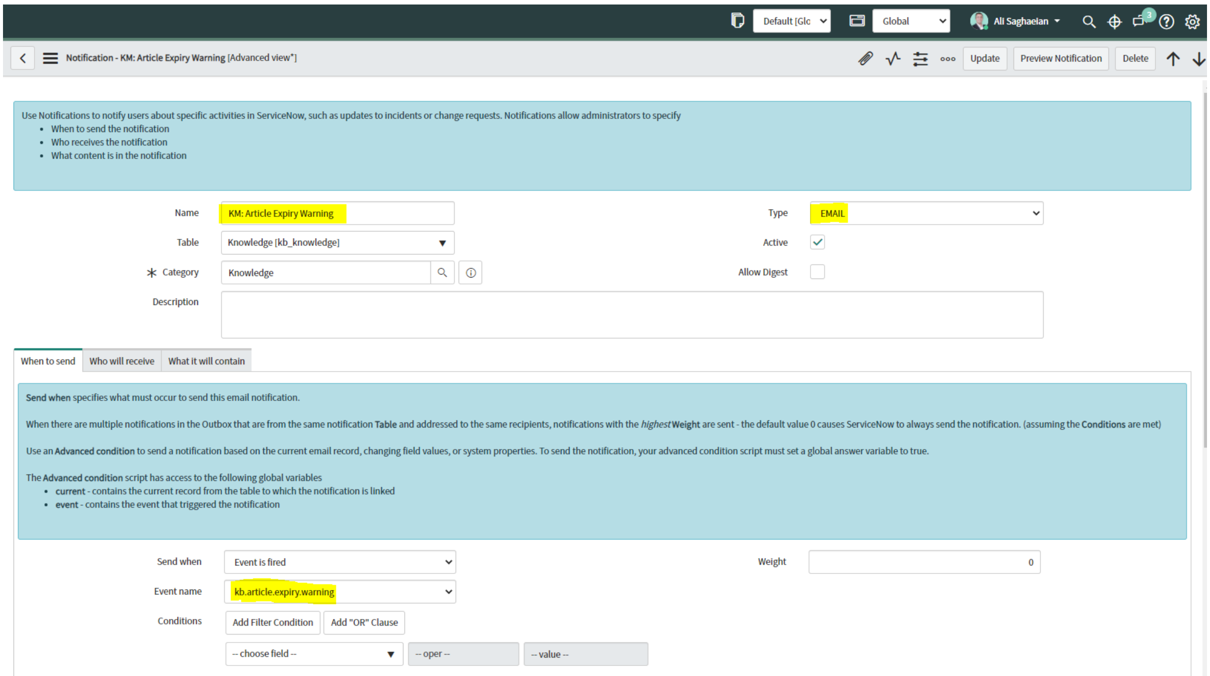
On the first day of each month, the application sends an email notification to a list of authorised recipients to remind them about articles scheduled to expire in the next month.

The user can then determine whether to extend the Valid to date to continue providing access to the article.

Screenshot 1: **KB Article Expiry Warning Event**



Screenshot 2: **KB Article Expiry Warning Notification**



Learn more [here!]()

Learning Domains:

- Configuring Applications for Collaboration - Notifications
- Self-Service & Automation - Knowledge Management

Difficulty level: Medium

Domain

Configuring Applications for Collaboration

Question 60Correct

What are the two types of inbound email actions?

Select 2 Answers from the below options.

Your selection is correct

Set a value for a field in the target table.

Your selection is correct

Send an email back to the source that triggered the action.

Template the inbound email response.

Forward the inbound email to the intended user.

Overall explanation

Inbound email actions are the actions the system takes in response to messages from users.

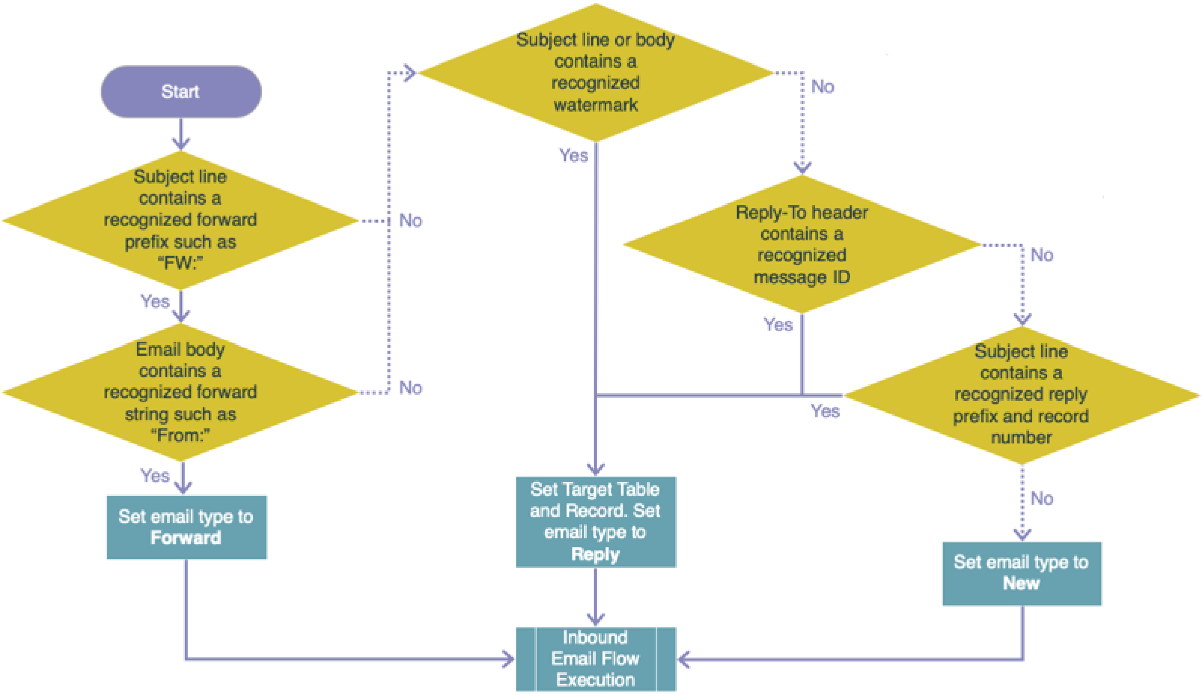
An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions.

If the conditions are met, the system takes the inbound email action that you configure.

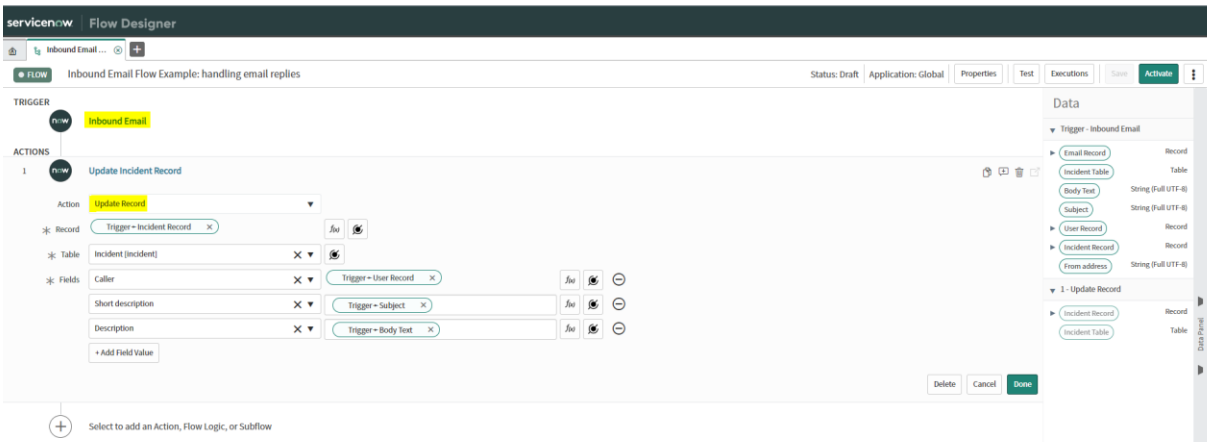
The system can take two types of actions:

- **Record action**: setting a value for a field in the target table.
- **Email reply**: sending an email back to the source that triggered the action.

Diagram: **Determining the type of incoming email**



Screenshot: **Example of handling email replies by creating an Inbound Email Flow in Flow Designer**



Learn more here!

Learning Domains:

- Configuring Applications for Collaboration - Notifications

- Self-Service & Automation - Flow Designer

Difficulty level: Hard

Domain
Configuring Applications for Collaboration