

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

The screenshot shows the ServiceNow interface for creating an Archive Destroy Rule. The top navigation bar includes 'servicenow Service Management' and a user icon. The left sidebar has sections for 'System Archiving', 'Archive Destroy Rules', and 'Archive Destroy Log'. The main content area has a title 'Archive Destroy Rule - Email Archive - Over a year old'. A message says 'You are editing a record in the Global application [cancel]'. The form fields include:

- Name: Email Archive - Over a year old
- Table: Archive Email
- Active: checked
- Description: (empty)
- Destroy Related Records: checked
- Amount of time records will stay in the archive before they are destroyed:
 - Archive Duration: Days: 366, Hours: 00, Minutes: 00, Seconds: 00

At the bottom, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with 'Recalculate Estimate' and 'Run Archive Destroy Now'.

Below the form is a table titled 'Archive Destroy Run' showing completed tasks for the rule 'Email Archive - Over a year old'. The table columns are: ID, Duration, End, Message, Start, and State. The data is as follows:

ID	Duration	End	Message	Start	State
1	0 Seconds	2020-09-11 00:10:01		2020-09-11 00:10:01	Completed
2	0 Seconds	2020-08-08 11:10:00		2020-08-08 11:10:00	Completed
3	0 Seconds	2020-08-02 16:10:01		2020-08-02 16:10:01	Completed
4	0 Seconds	2020-08-16 02:10:01		2020-08-16 02:10:01	Completed
5	0 Seconds	2020-09-13 21:10:00		2020-09-13 21:10:00	Completed

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 2Correct

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

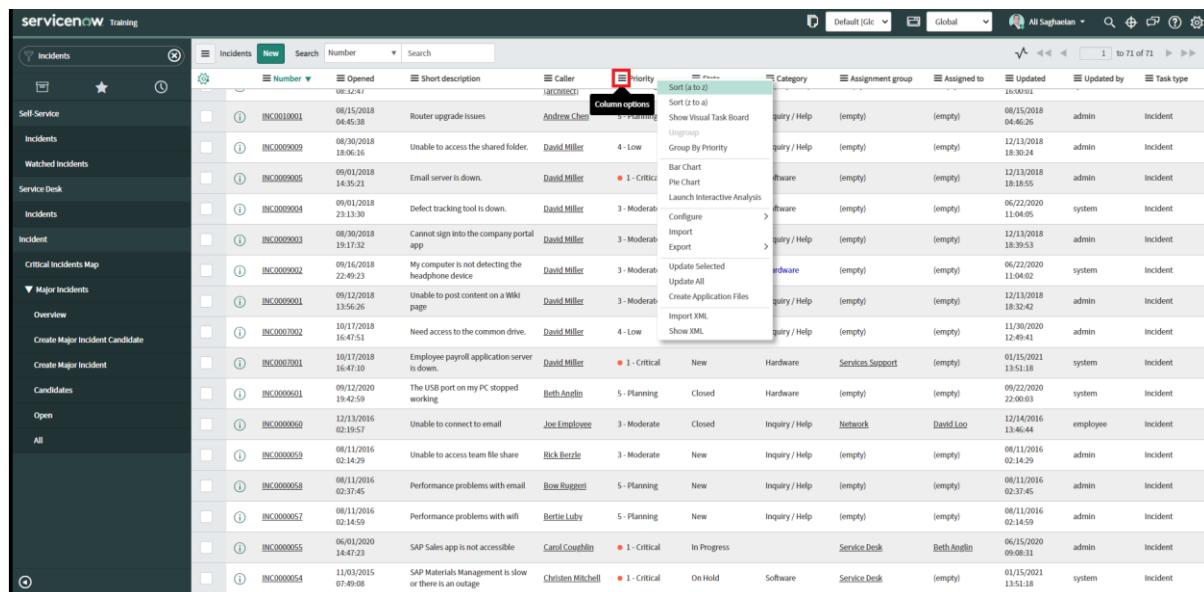
List Context Menu

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 3Incorrect

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

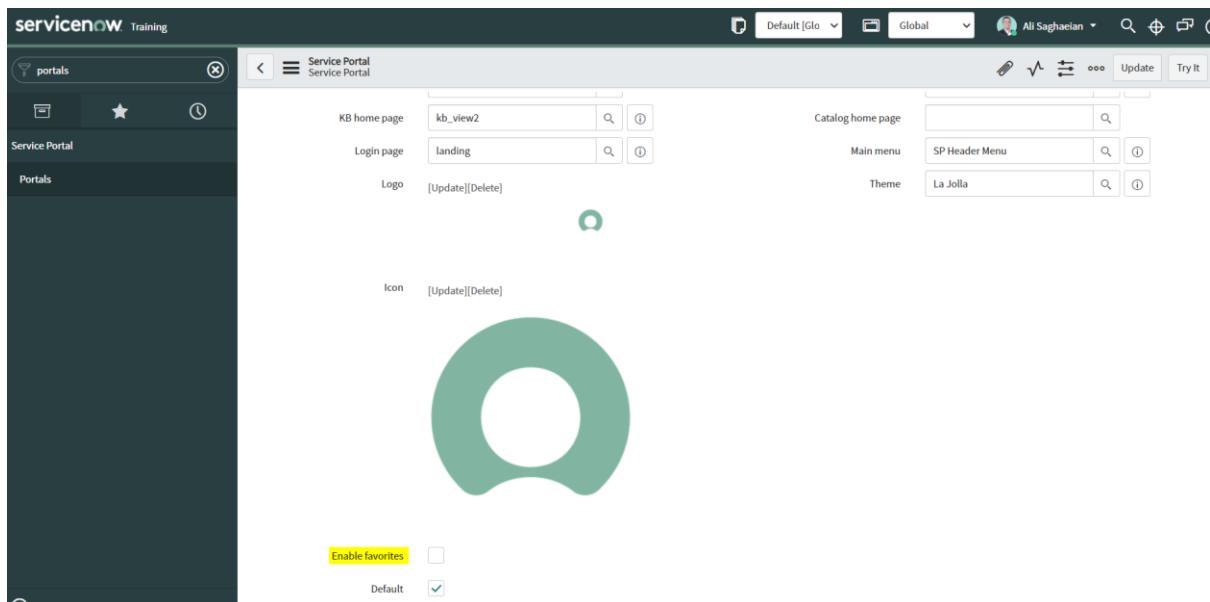
By marking them as favorites

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

The screenshot shows the ServiceNow Knowledge Management interface. At the top, there is a navigation bar with links for Knowledge, Catalog, Requests, System Status, My Favorites (which is highlighted in green), GRC, Cart, and Tours. A user profile for 'Ali Saghafian' is also visible. Below the navigation bar, a section titled 'My Favorites' displays four articles:

- Microsoft Outlook Issues**: Microsoft Outlook Issues This article explains how to use automatic replies in Outlook 2010 for Exchange accounts. Setting Up Automatic Replies Click the File tab. Click Automatic Replies. Select Send Article: KB99999999
- How to configure VPN for Apple Devices**: How to configure VPN for Apple Devices For an iPhone or iPad running iOS? Select Settings > General > VPN.= Click Add VPN Configuration and enter the following information: Select L2TP. Enter Servicen Article: KB0000008
- Getting Around in Windows**: Getting Around in Windows Windows 8.x Windows 8.x is designed for using touch, mouse, and keyboard together, on hardware ranging from touch-enabled tablets and laptops to PCs and all-in-one computers, Article: KB00000032
- Where can I obtain updates and new releases?**: Where can I obtain updates and new releases for Mac OS X? To find updates and new releases for Mac OS X, try any of the following options: Use Software Update to download and install updates, and even Article: KB00000012

Learn more [here!](#)

Learning Domain: Self-Service & Automation - Knowledge Management

First introduced: Rome release

Difficulty level: Easy

Domain

Self-Service & Automation

Question 4Correct

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 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.

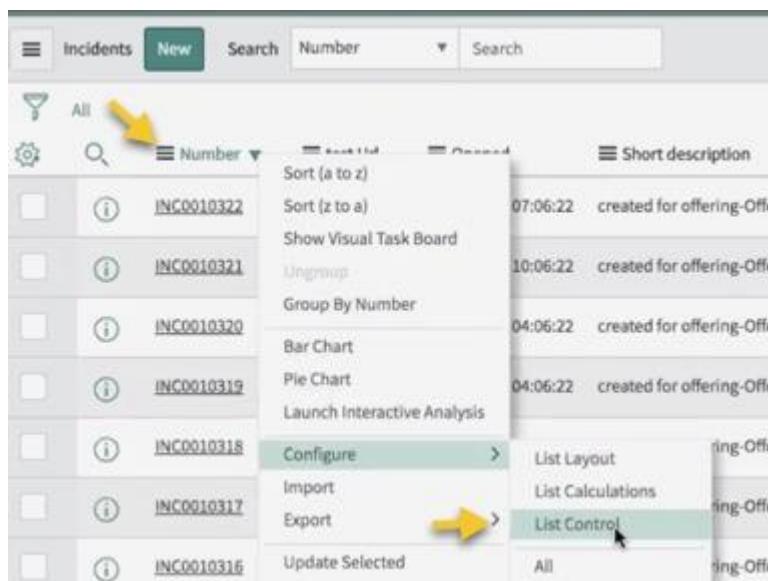
All users can interact with lists for the tables their role permits them to access. Some list and column header menu options are controlled by permissions granted to the user role.

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

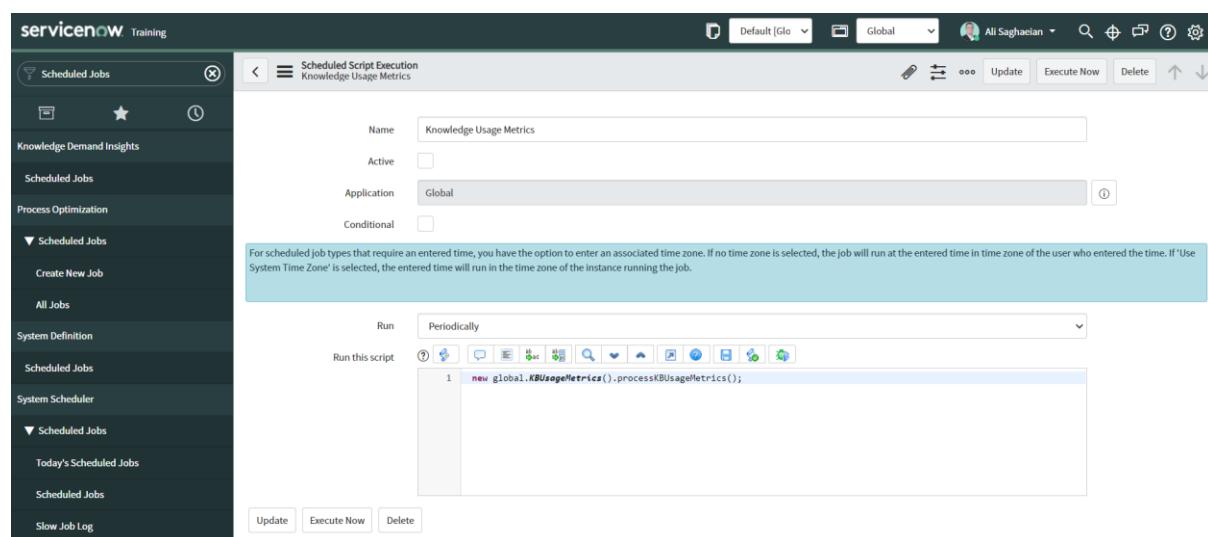
By collecting knowledge usage metrics

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 7**Correct**

(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

The screenshot shows the ServiceNow Platform Analytics Experience interface. At the top, there's a navigation bar with 'servicenow', 'All', 'Favorites', and a search bar labeled 'Search'. Below the navigation, a banner reads 'Learn about Platform Analytics Experience' with three links: 'Elevate your Analytics Experience', 'Discover new capabilities', and 'Frequently asked questions'. To the right, a large callout box titled 'Move all your content' (marked as 'Recommended') contains text about finding content under one menu and using tools to move it. It features a 'Start moving' button and a small icon of a chart with a cursor. Below this, another section titled 'Try with selected content' (marked as 'Selective transition') shows a smaller icon related to data analysis.

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

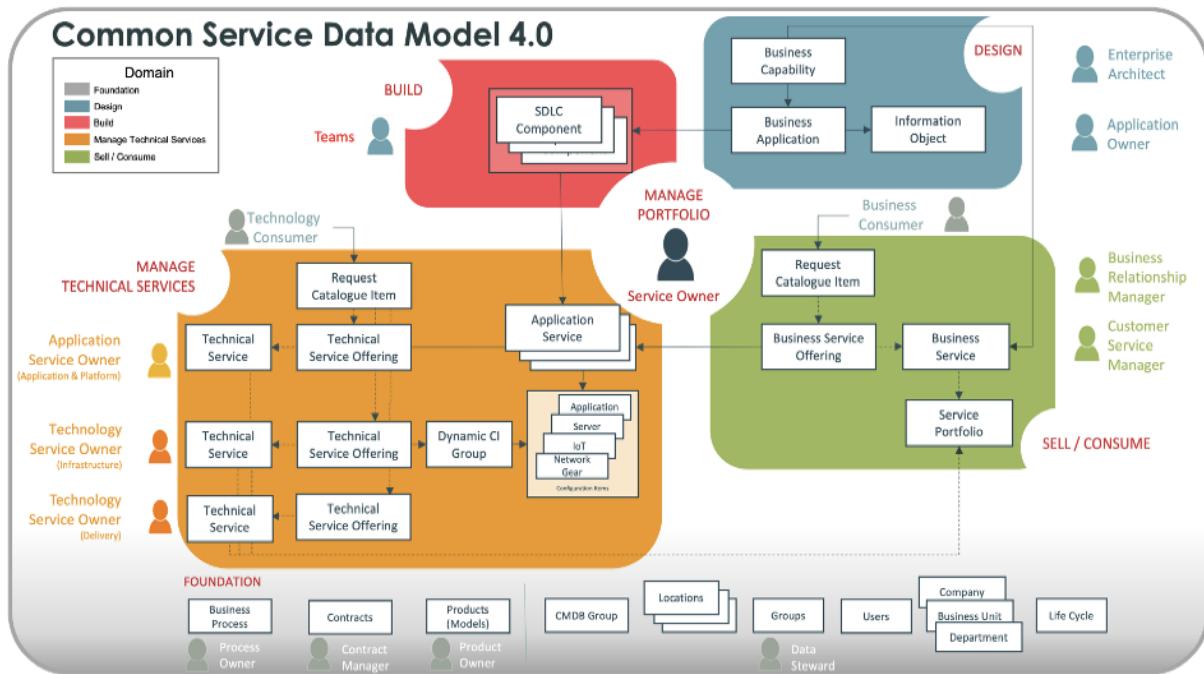
The **ServiceNow Common Service Data Model (CSDM)** is a ServiceNow CMDB-based framework that supports multiple configuration strategies.

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.

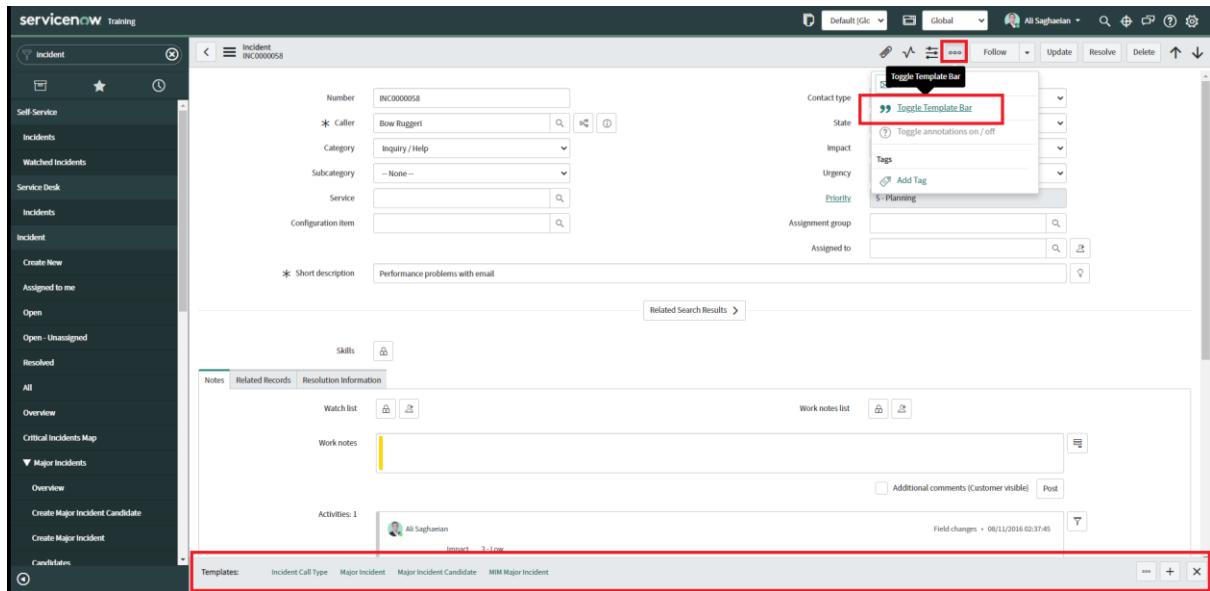
Use the template bar to apply, edit, and create templates.

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 10 Incorrect

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.

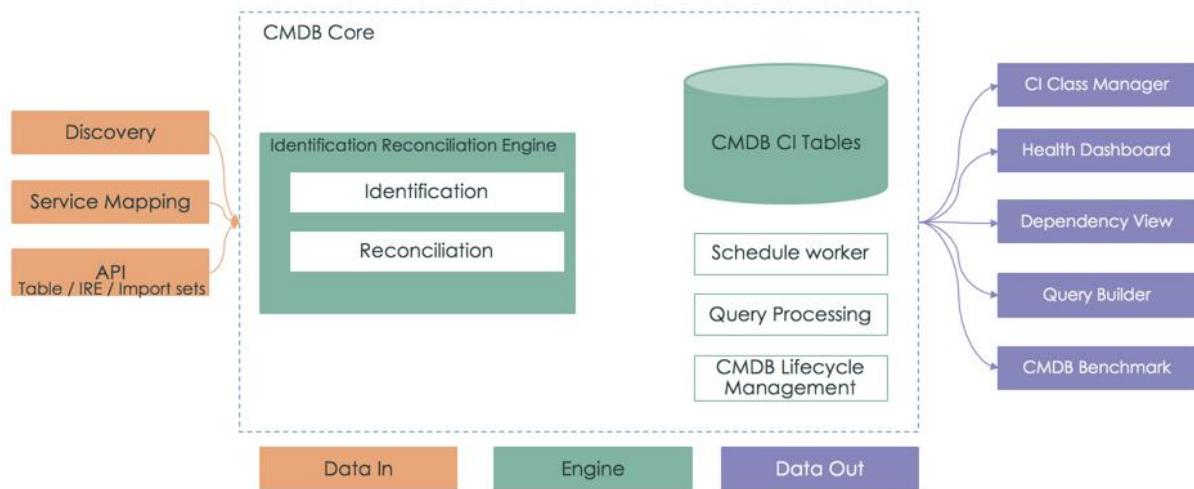
Create a go-forward strategy for configuration management responsibilities.

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

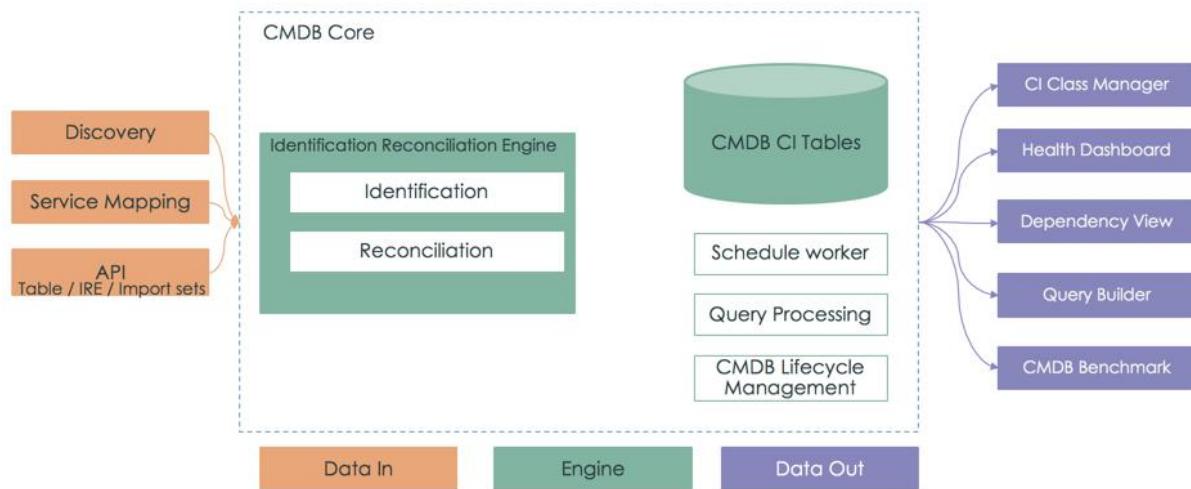
A database used to store configuration records throughout their lifecycle

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 12 Incorrect

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)

The screenshot shows the CMDB Data Management interface with the following details:

General tab:

- Name: Retiring Linux Server
- Description: (empty)
- Needs Review: checked
- Policy Type: Retire
- Task Assignment Group: Managed By Group

Condition Filter tab:

- All conditions must be met.
- Filter: Class is a Linux Ser
- Logical operators: OR, AND

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

The screenshot shows the CMDB Data Management Task interface. At the top, there's a header bar with buttons for Follow, Update, Cancel, and Delete. Below the header is a form for task CMDBTASK0001005. The form includes fields for Number (CMDBTASK0001005), Policy (Retire Windows Servers), Assigned to (Windows Server Managers), Due date (empty), State (Open), and Short description (Retire Windows Servers assigned to Windows Server Managers). An Activities section shows a single activity from Ritika Goyal with Impact 3-Low, Priority 4-Low, and State Open. Below the form is a table titled 'Approval for = CMDBTASK0001005' with columns for Approver, Comments, and Created. It lists two entries: Daniel Zill (Requested) and Barbara Hindley (Requested), both created at 2021-06-08 08:45:06.

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

The screenshot shows the CMDB Dependent CI Ledger table. The table has a header row with columns for Configuration Item, Action, and State. There is one data row for PS LinuxApp01, which is set to Retire and has a State of Ready. The System Id is listed as 3a290cc60a0a0bb400000bdb386af1cf. At the bottom of the table are 'Update' and 'Delete' buttons.

Learn more [here!](#)

Learning Domain: Database Management - CMDB and CSDM

First introduced: Tokyo release

Difficulty level: Hard

Domain

Database Management

Question 13 Incorrect

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

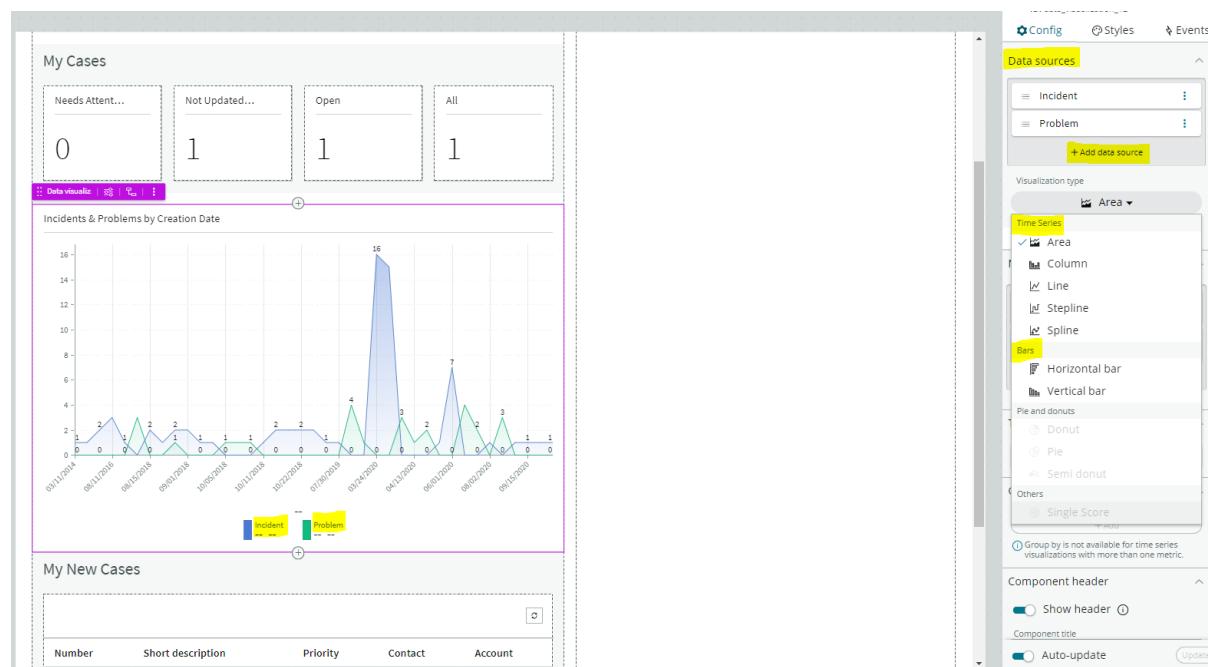
You can add multiple data sources of the same type for **Time Series** (including Area, Column, Line, Stepline, and Spline) and **Bar** (including Horizontal bar and Vertical bar) **visualisations**.

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 14 Incorrect

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.

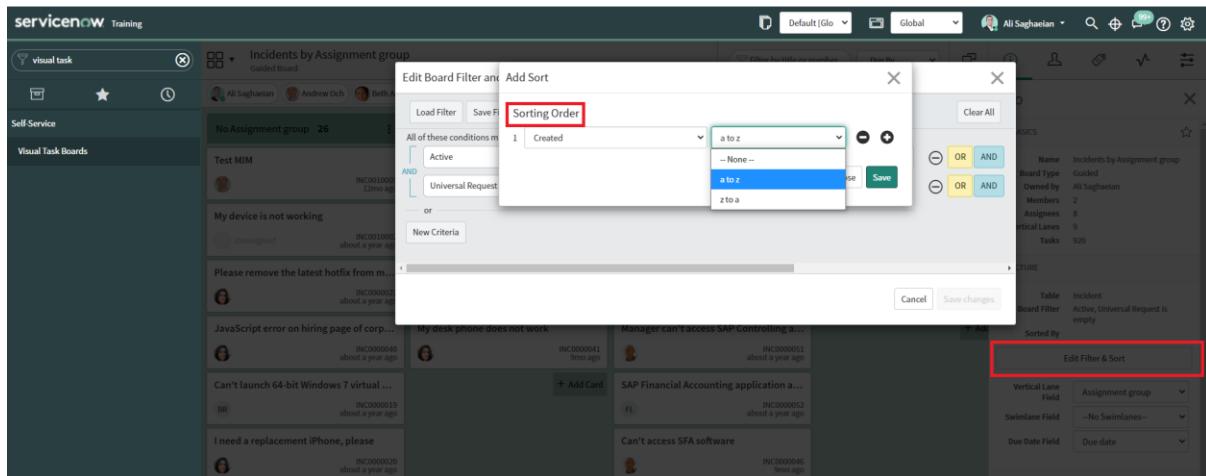
Only the board owner can create the sorting criteria and add, edit, or delete the criteria. The criteria appear as "read-only" for other users.

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

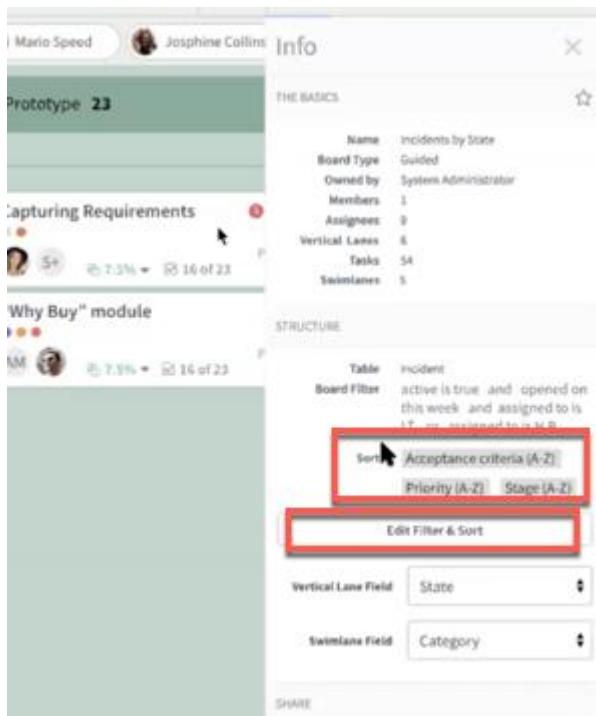
Screenshot 1: Adding sort conditions in a data-driven board

The screenshot shows the 'Incidents by State' Data Driven Board filter configuration. At the top, there are buttons for 'Load Filter', 'Save Filter', and 'Add Sort' (which is highlighted with a red box). Below these are buttons for 'Clear All' and 'Data Driven Board'. A note states 'This filter will result in 54 cards.' The main area is titled 'All of these conditions must be met' and contains a dropdown menu for 'choose field', two empty dropdown menus for operators, and buttons for 'OR' and 'AND'. There is also a 'New Criteria' button. At the bottom right are 'Cancel' and 'Create' buttons.

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 15 Incorrect

(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.

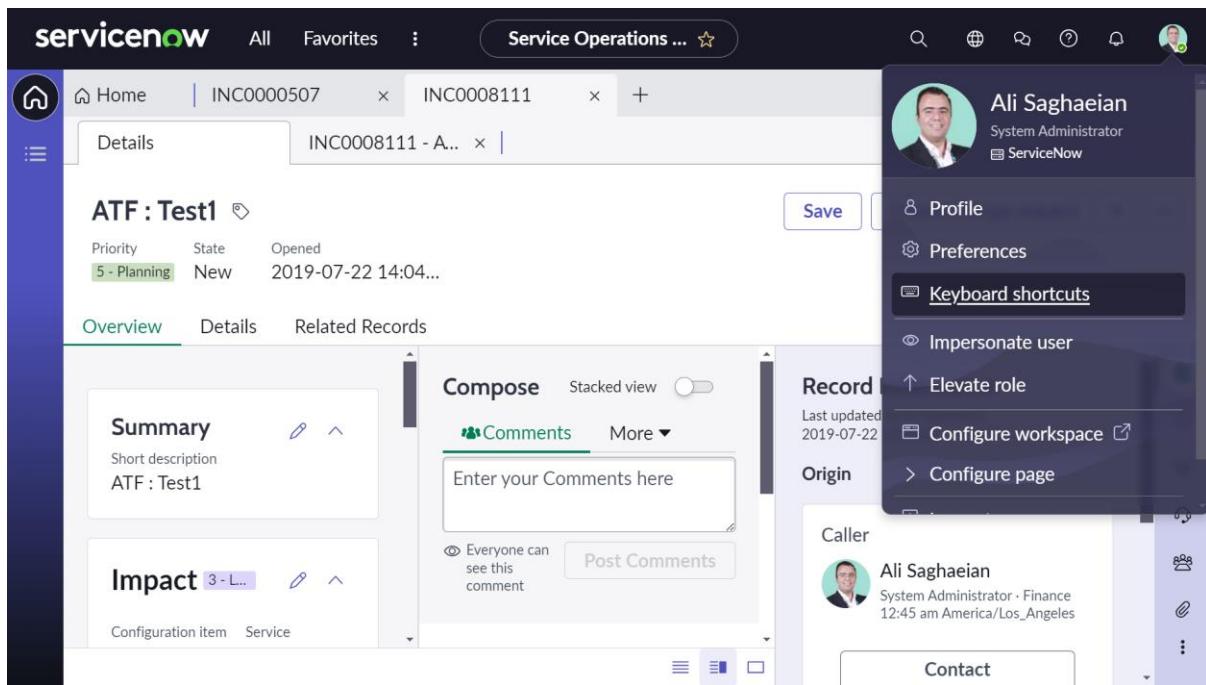
You can show the shortcuts for the page you are viewing in a modal by selecting **Control+/?** on a Windows keyboard or **Command+/?** on a Mac keyboard. Alternatively, you can select the 'Keyboard shortcuts' option from the User menu, once it is enabled in the Accessibility settings.

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.

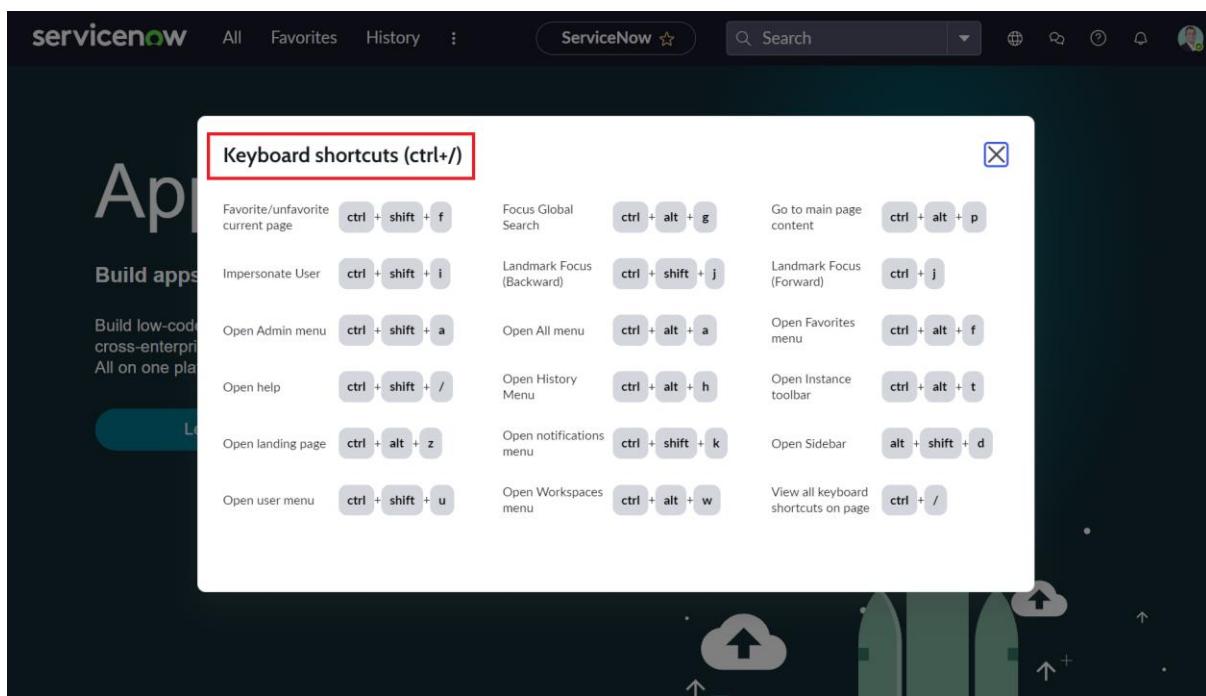
Screen recording: Enabling special keyboard shortcuts from the Accessibility preferences



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 16Correct

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
Action	Applies on specified view	NA	optional
	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 18Correct

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.

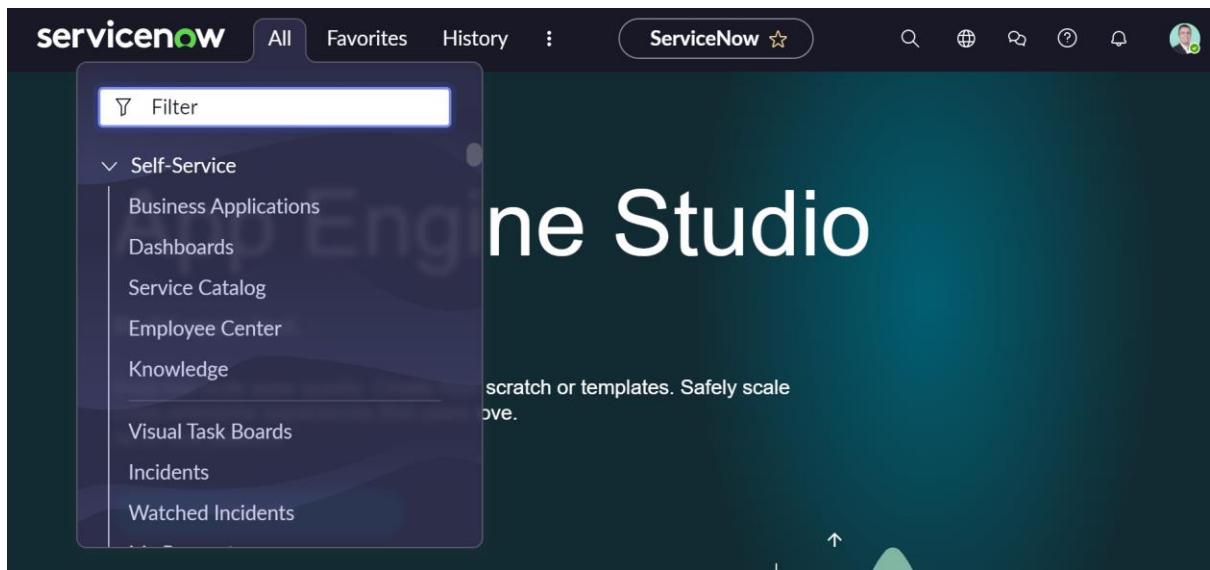
This field is called the 'Filter Navigator' in the Core UI. You may also refer to it as the application navigator or left navigation bar.

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

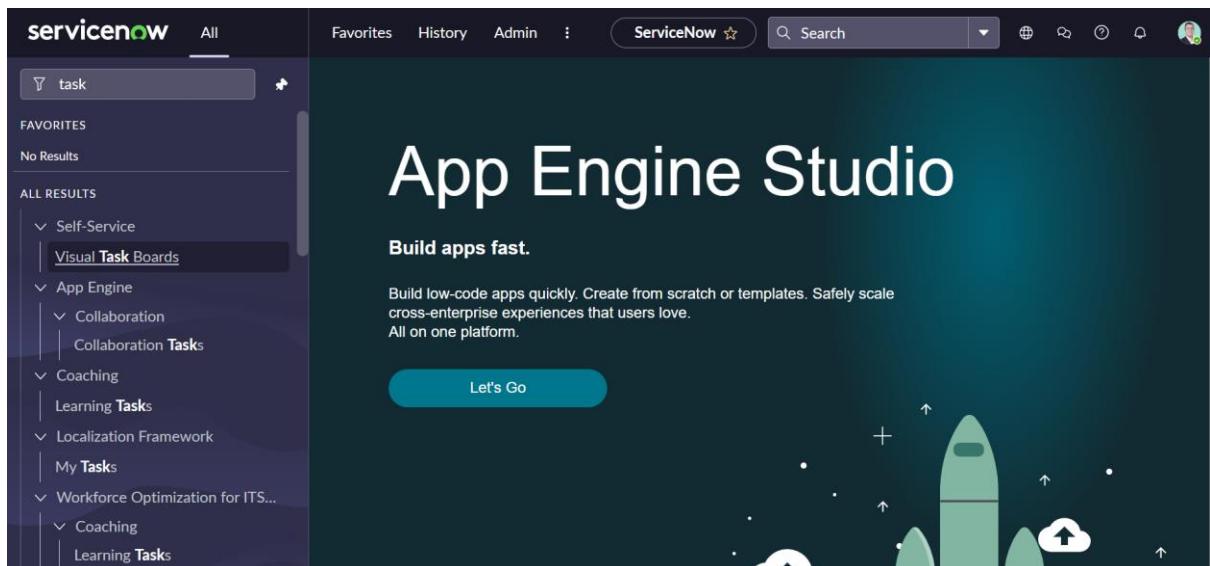
- For a list view, you can enter the table name in the format name.list, for example, `sys_properties.list`.
- For a form view, you can enter the table name in the format name.do, for example, `sys_user.do`.

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

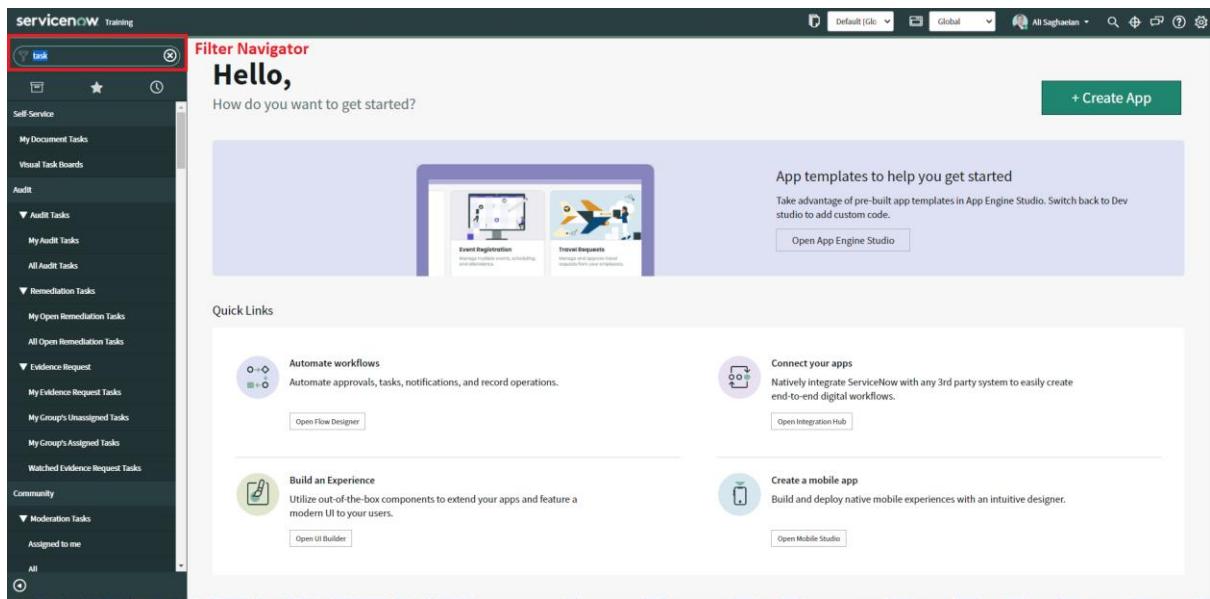
Screenshot 1: **The Filter field to quickly navigate to your desired module**



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 19 **Correct**

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

The screenshot shows the ServiceNow portal pages list. A context menu is open over a row labeled "PA App Open Incidents Process". The menu options include "Show Matching", "Filter Out", "Copy URL to Clipboard", "Copy sys_id", "Assign Tag", and "Unload Portal Page". The main list displays various portal pages with columns for Title, User, View, Order, and Updated.

Title	User	View	Order	Updated
PA App Open Incidents Process	(empty)	pa_app_open_incident_process	2020-07-31 00:21:20	
PA Open Incidents Pivot	(empty)	pa_open_incident_pivot	2020-07-31 00:21:20	
PA Dashboard	(empty)	pa_new_tab_2	2020-07-31 00:21:20	
PA Interactive	(empty)	pa_new_tab_10_1	2020-07-31 00:21:20	
PA Skill Taxon	(empty)	pa_taxonomy_reports	2020-07-31 00:21:20	
PA AppSec_O	Assign Tag >	PA-AppSec_overview_View	2018-03-13 14:18:28	
PA CMDB_Comp	View Homepage	pa_cmdb_compliance_health	2020-07-31 00:21:20	
PA Relationshi	Edit Homepage	pa_relationship_health	2020-07-31 00:21:20	
PA Relationshi	Revert to Store App	pa_new_tab_5	2020-07-31 00:21:20	
PA Data Collection overview	Show Latest Update	pa_new_tab_5	2020-07-31 00:21:20	
PA Open Incident Process	(empty)	pa_open_incident_process	2020-07-31 00:21:20	
Compliance Overview	(empty)	certification_overview	2013-05-13 16:10:47	
PA Active Major Incidents	(empty)	pa_new_tab_2	2017-09-01 00:13:16	
PA Incident Data Quality	(empty)	pa_inc_data_quality	2020-07-31 00:21:20	
PA Overview	(empty)	pa_new_tab_5_1	2017-09-08 11:26:56	
PA Backlog monitor	(empty)	pa_new_tab_3_1	2018-01-02 06:38:16	
Instance Scan Usability	(empty)	pa_new_tab_2_2	2020-07-31 00:21:20	

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

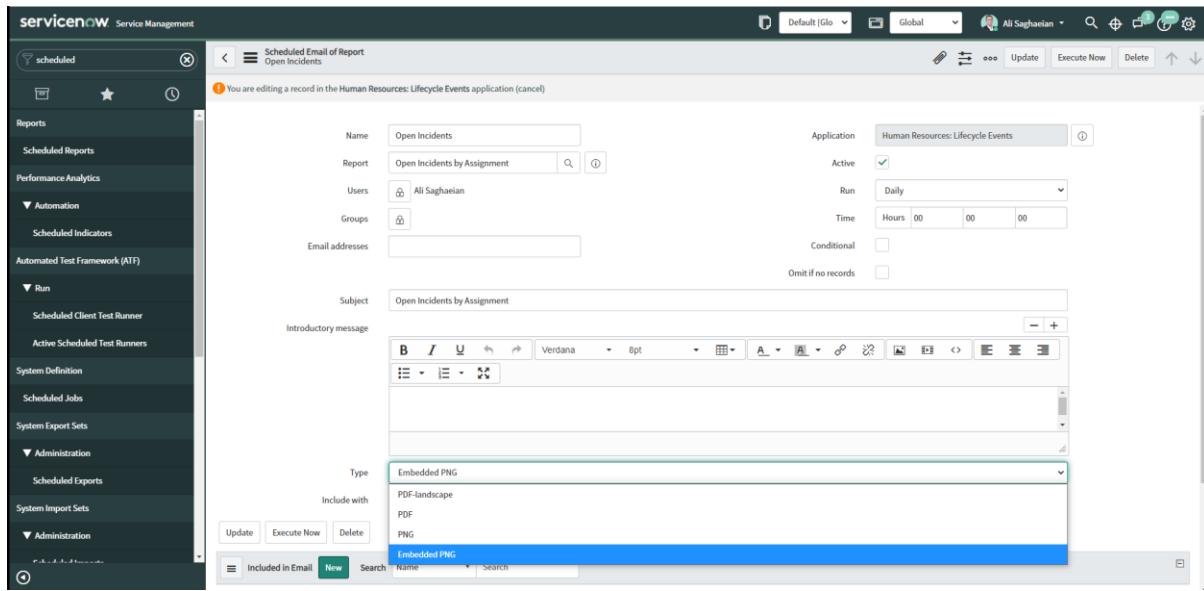
Insert the report links

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 21 Correct

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

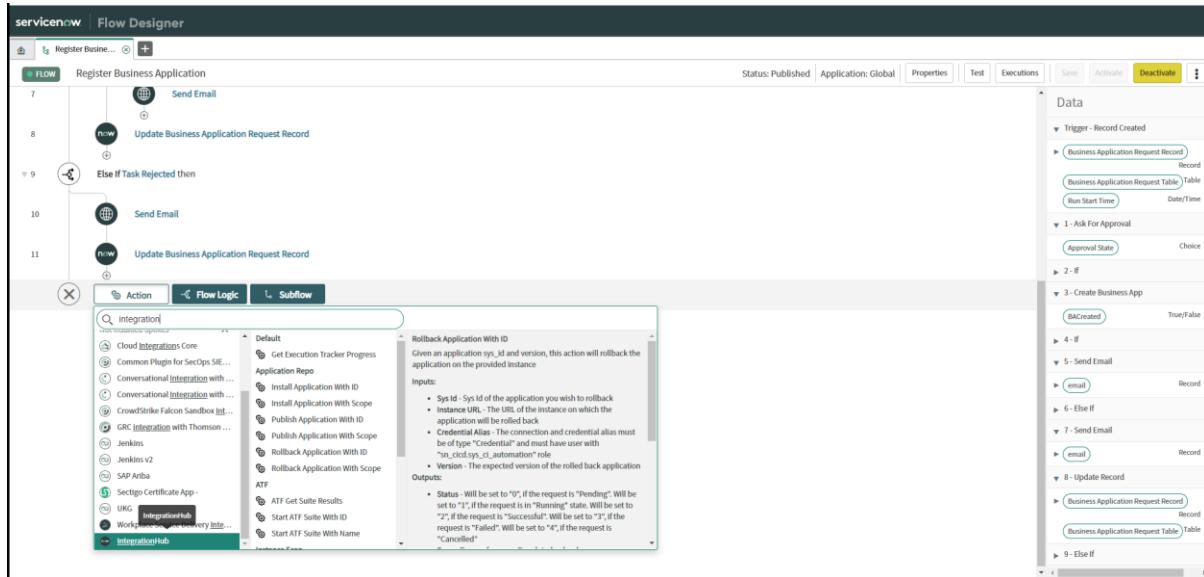
You can expand Flow Designer to communicate with external and third-party systems by requesting a separate subscription to IntegrationHub.

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

The screenshot shows the ServiceNow Data Policy configuration interface. A specific policy named "Data Policy - visible on summaries readonly" is selected. The main configuration pane shows settings like "Table: Variable [item_option_new]", "Application: Global", and various checkboxes for import sets, SOAP, and UI policy. Below this, a "Conditions" section is visible. At the bottom, a detailed view of a "Data Policy Rule" is shown, listing a single rule: "Field name: visible_summary" with "Mandatory: Leave alone" and "Read only: true".

Learn more [here!](#)

Learning Domain: Data Migration and Integration - Scripting in ServiceNow

Difficulty level: Medium

Domain

Data Migration and Integration

Question 23 Incorrect

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

The screenshot shows the 'Question Choice' creation screen in ServiceNow. The 'Question' field contains 'Which option is relevant?' and the 'Value' field contains 'Option 1'. A yellow box highlights the 'Inactive' checkbox, which is checked. Other fields include Price (\$0.00), Recurring price (\$0.00), Order (100), and a 'Text' field with 'Option 1'.

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

The screenshot shows the 'Variable' creation screen in ServiceNow. The 'Type' is set to 'Select Box' and the 'Catalog Item' is 'Access'. The 'Read only' and 'Hidden' checkboxes are highlighted with yellow boxes. The 'Question' field contains 'Which option is relevant?' and the 'Name' field contains 'which_option_is_relevant'. The 'Question Choices' table at the bottom shows two entries: 'Option 1' (Value 1, Order 100, Inactive false) and 'Option 2' (Value 2, Order 200, Inactive false).

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**

Active	User	Last transaction	Transaction duration	Last accessed	Last transaction time	Total transactions	Locked
<input type="checkbox"/>	<input checked="" type="checkbox"/> true admin /v_user_session_list.do 0:00:00.035 2020-12-20 18:32:08 2020-12-20 18:32:11 174 false						
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> true abel.tuter /interaction.do 0:00:00.029 2020-12-20 18:32:06 2020-12-20 18:32:09 112 false						
<input type="checkbox"/>	<input checked="" type="checkbox"/> false developer.program@unc.admin /xmisstats.do 0:00:00.082 2020-12-20 18:25:35 2020-12-20 18:25:35 2 false						

Learn more [here!](#)

Learning Domains:

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

Difficulty level: Medium

Domain

Database Management

Question 25 Incorrect

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.

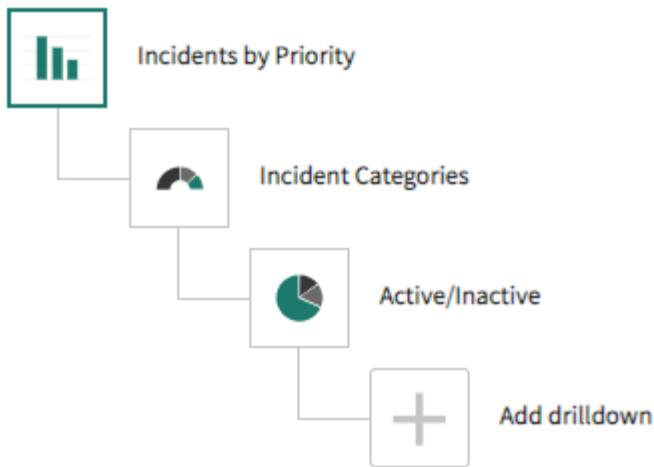
- **Note 1:** You can only drill down to data in the same table as the report. The following report types do not support the drilldown feature:
 - list
 - histogram
 - calendar
 - control
 - box
 - trendbox
- **Note 2:** Drilling down is not available on charts added to forms and charts embedded as iframes.
- **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

Report structure



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

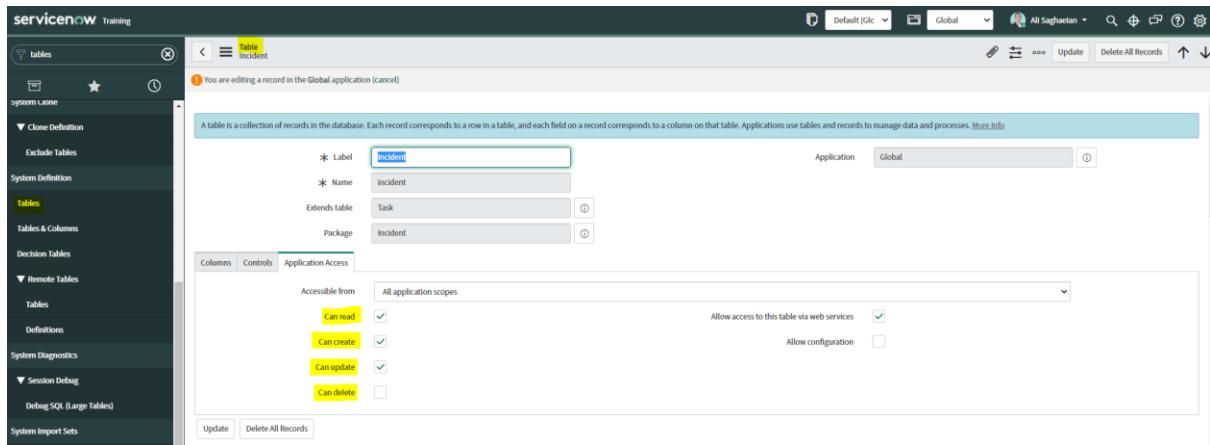
Overall explanation

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

Role Name	Description	All	Create	Read	Write	Delete
admin	Default admin role	<input checked="" type="checkbox"/>				
Collaborator	This role collaborates in development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
user	Default user role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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 28 Incorrect

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'

The screenshot shows the ServiceNow interface for an incident record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Incident - INC0008111'. Below the title, the display name 'Incident INC0008111' is highlighted with a red box. The main area contains a form with fields such as 'Caller' (Ali Saghaeian), 'Category' (Inquiry/Help), 'Priority' (5 - Planning), and 'Description'. Buttons for 'Search', 'Discuss', 'Follow', 'Update', 'Resolve', and 'Delete' are visible at the top right. At the bottom, there are tabs for 'Notes', 'Related Records', and 'Resolution Information'.

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

Incident - INC0008111

Number: INC0008111

* Caller: Ali Saghaean

Watch list:

Opened: 2019-07-22 14:04:57

Closed:

Urgency: 3 - Low

State: New

* Short description: ATF : Test1

Additional comments (Customer visible):

Related Search Results >

Post

Activities: 2

Additional comments • 2023-02-06 15:01:34

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

Incident - INC0009005

Cxs_popup

Default view

Major incidents

Metrics

Mobile

Password

Self Service

Service Operations Workspace

Service Operations Workspace New Record

Service Portal

SOW Modal

VTB

Workspace

Subcategory: Email

State: New

Impact: 1 - High

Urgency: 1 - High

Priority: 1 - Critical

Watch list:

Work notes list:

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 30Correct

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

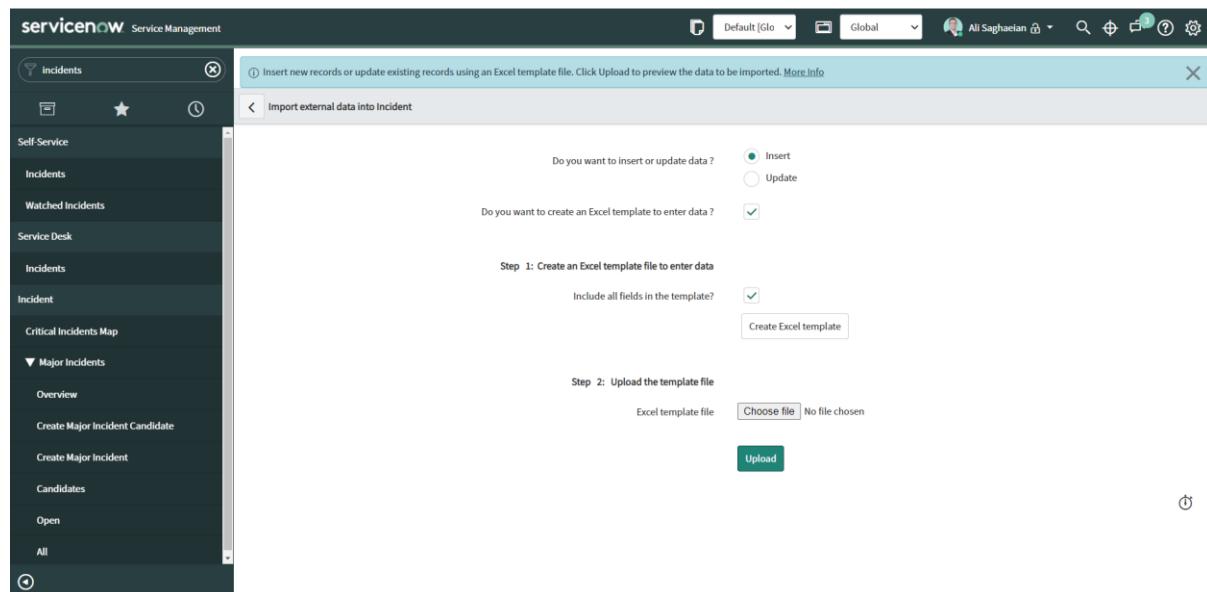
Preview Excel Template

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 31**Incorrect**

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.

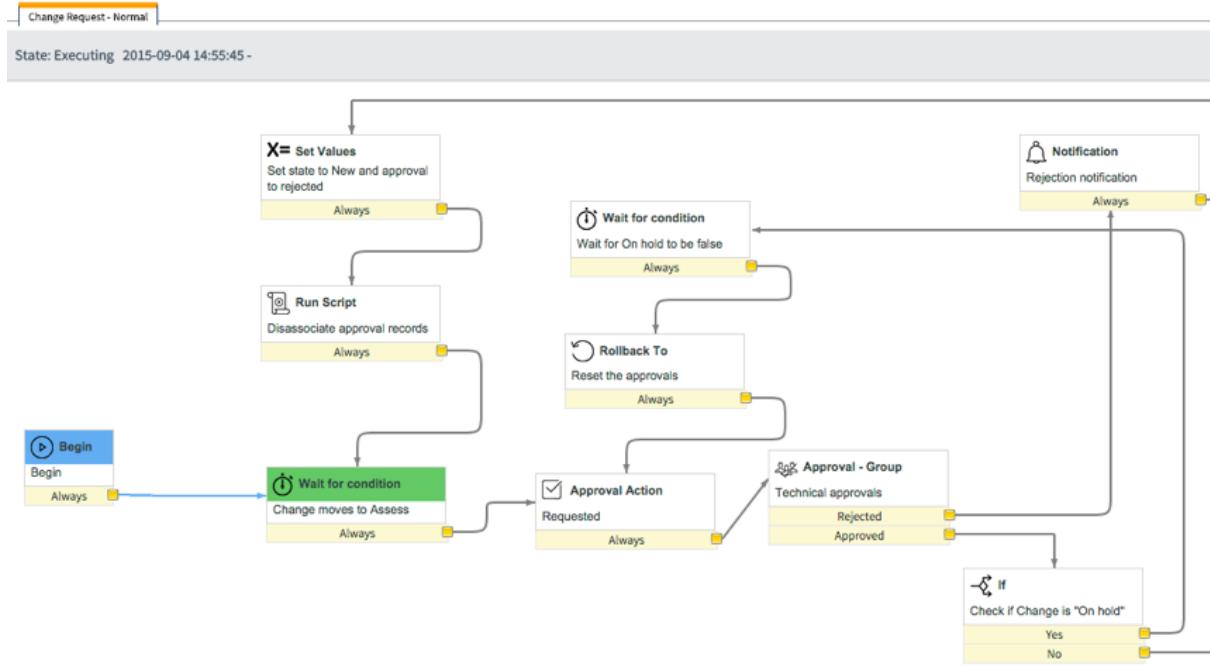
When the workflow runs out of activities, the workflow is complete.

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.

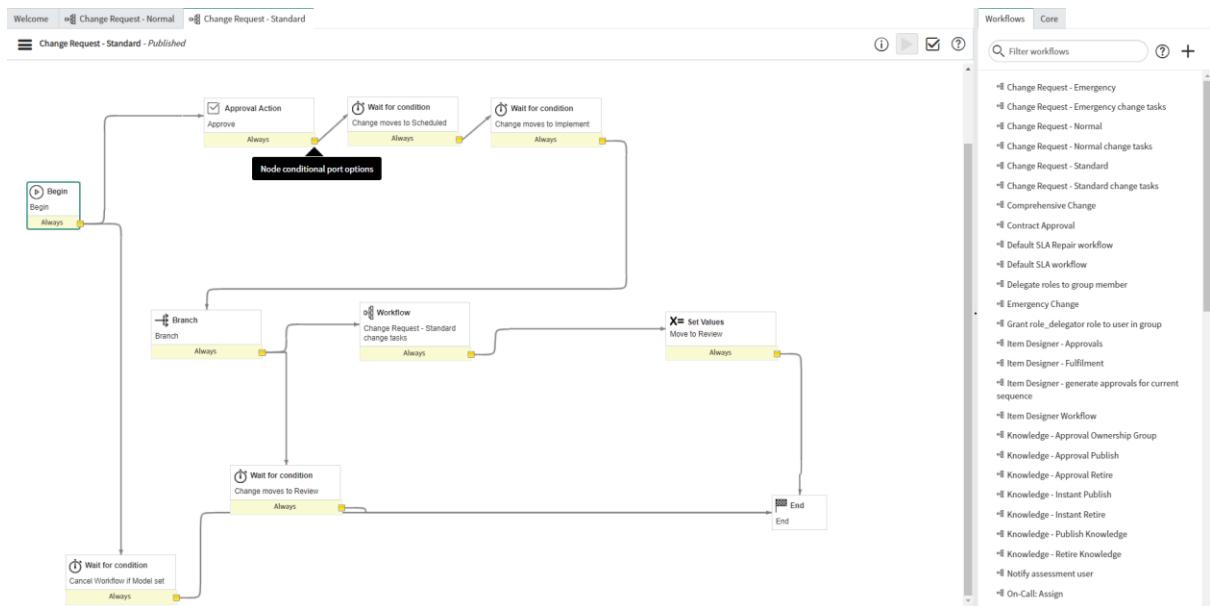
Activities can be added, removed, or rearranged. Transitions can be drawn between activities.

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

The screenshot shows the 'Table - Incident' configuration page. At the top, there's a navigation bar with 'Favorites', 'History', 'Workspaces', 'Admin', and a user icon. Below the title 'Table - Incident' is a search bar and various filter and action buttons like 'Update' and 'Delete All Records'. A descriptive message about tables and records is displayed. The main area contains fields for 'Label' (Incident), 'Name' (incident), and 'Extends table' (Task). Under the 'Controls' tab, there are checkboxes for 'Extensible' (unchecked) and 'Live feed' (checked). A section for auto-numbering allows setting a 'Prefix' (INC), 'Number' (10,000), and 'Number of digits' (7). A note about security rules is present, along with a 'Create access controls' link.

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

The screenshot shows the ServiceNow interface for managing a table named 'Task'. At the top, there are navigation links for Favorites, History, Workspaces, Admin, and a search bar labeled 'Table - Task'. Below the header, there's a toolbar with icons for refresh, search, and other actions, along with buttons for 'Update' and 'Delete All Records'. A tooltip explains what a table is. The main area displays the table structure with fields: 'Label' (Task) and 'Name' (task). Under the 'Application Access' tab, settings include 'Accessible from' (All application scopes), 'Can read' (checked), 'Can create' (checked), 'Can update' (checked), 'Can delete' (unchecked), 'Allow access to this table via web services' (checked), and 'Allow configuration' (unchecked). Buttons for 'Update' and 'Delete All Records' are at the bottom.

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

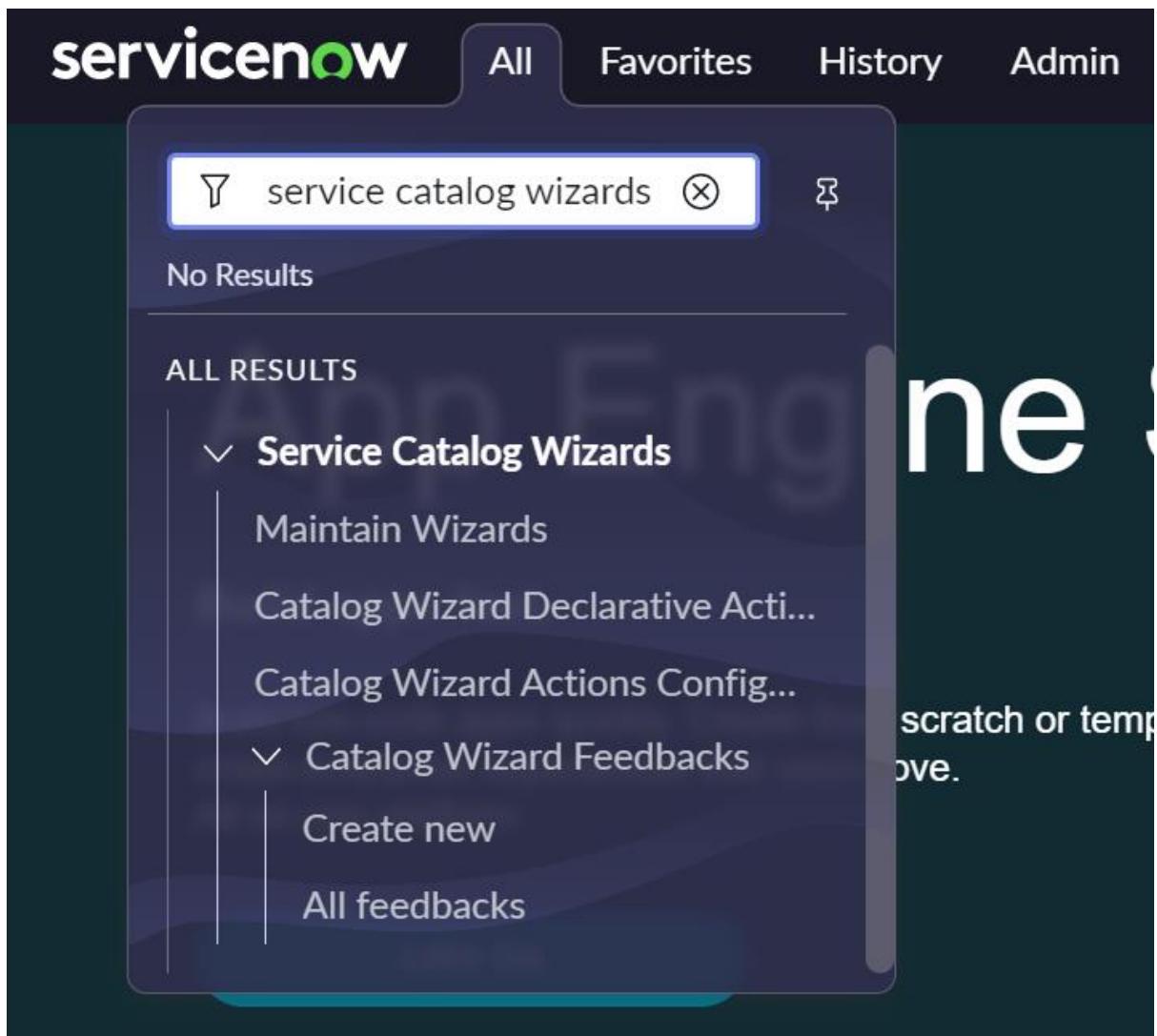
As an administrator, you can create multi-step guided experiences to create and edit records in a table using the **Service Catalog Wizard**. Creating **wizard-based experiences** simplifies the complex multi-form input-taking experience, similar to the item authoring experience in Catalog Builder.

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.

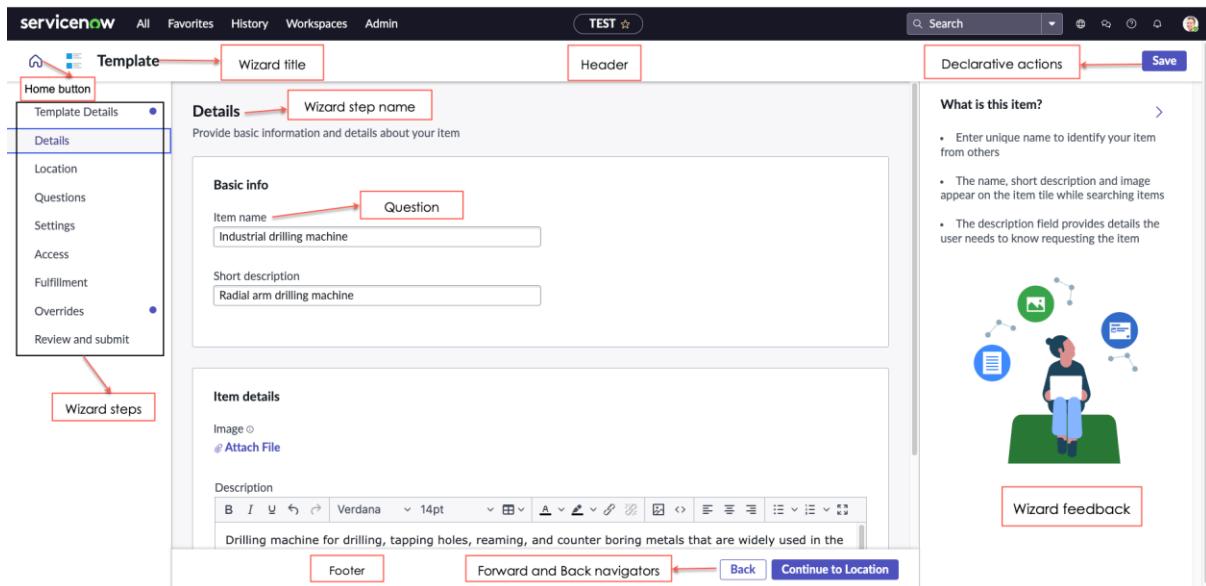
Service Catalog Wizards are used in these modes:

- **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 34 Incorrect

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.

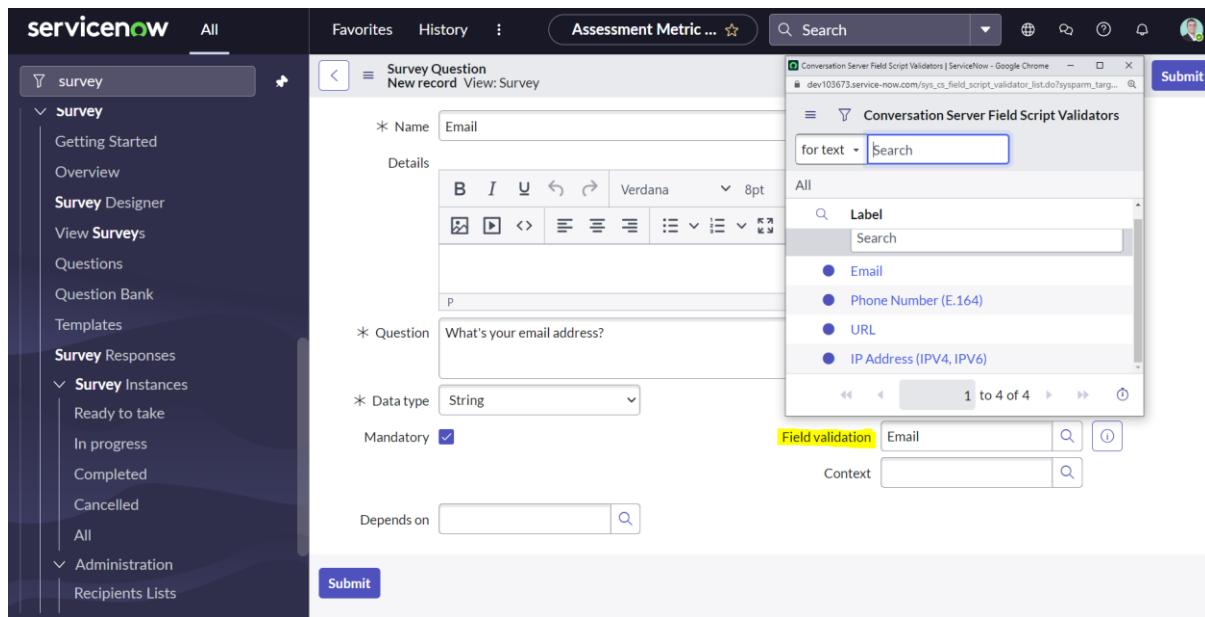
Validation reduces the time required for an agent to resolve customer issues.

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

The screenshot shows a list of task types in ServiceNow:

- Task type: Incident (71)
- Task type: Issue (6)
- Task type: Program (4)
- Task type: Problem (27)
- Task type: Problem Task (3)
- Task type: Request Change (3)
- Task type: Defect (2)
- Task type: Enhancement (2)
- Task type: Epic (18)
- Task type: Release (1)
- Task type: Release Phase (1)
- Task type: Scrum release (2)
- Task type: Scrum Task (20)
- Task type: Sprint (32)
- Task type: Story (147)
- Task type: Release Task (1)
- Task type: Request (42)
- Task type: Requested Item (12)
- Task type: Catalog Task (10)
- Task type: Case (100)
- Task type: Escalation (4)
- Task type: Task (14)
- Task type: HR Payroll Case (5)
- Task type: HR Talent Management Case (48)
- Task type: HR Workforce Administration Case (7)
- Task type: HR Task (163)

Learn more [here!](#)

Learning Domain: Configuring Applications for Collaboration - Task Management

Difficulty level: Easy

Domain

Configuring Applications for Collaboration

Question 36 **Incorrect**

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

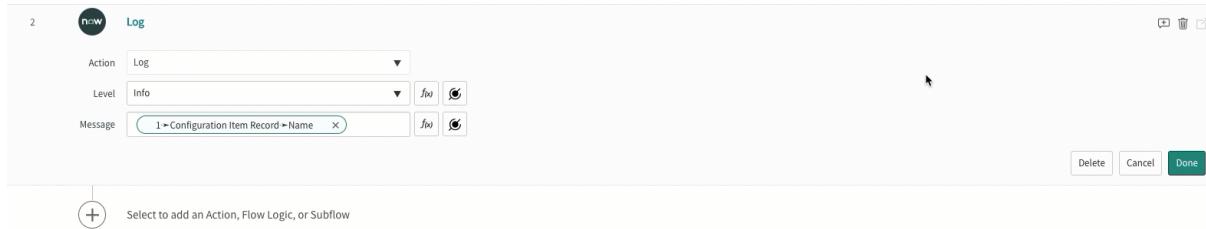
You can transform data pill values without the need to write a script. **Use transform functions** to reformat text, perform mathematical calculations, sanitise potentially unsafe SQL statements, and serialise complex objects to raw XML. There are new simple math and string transform functions.

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.

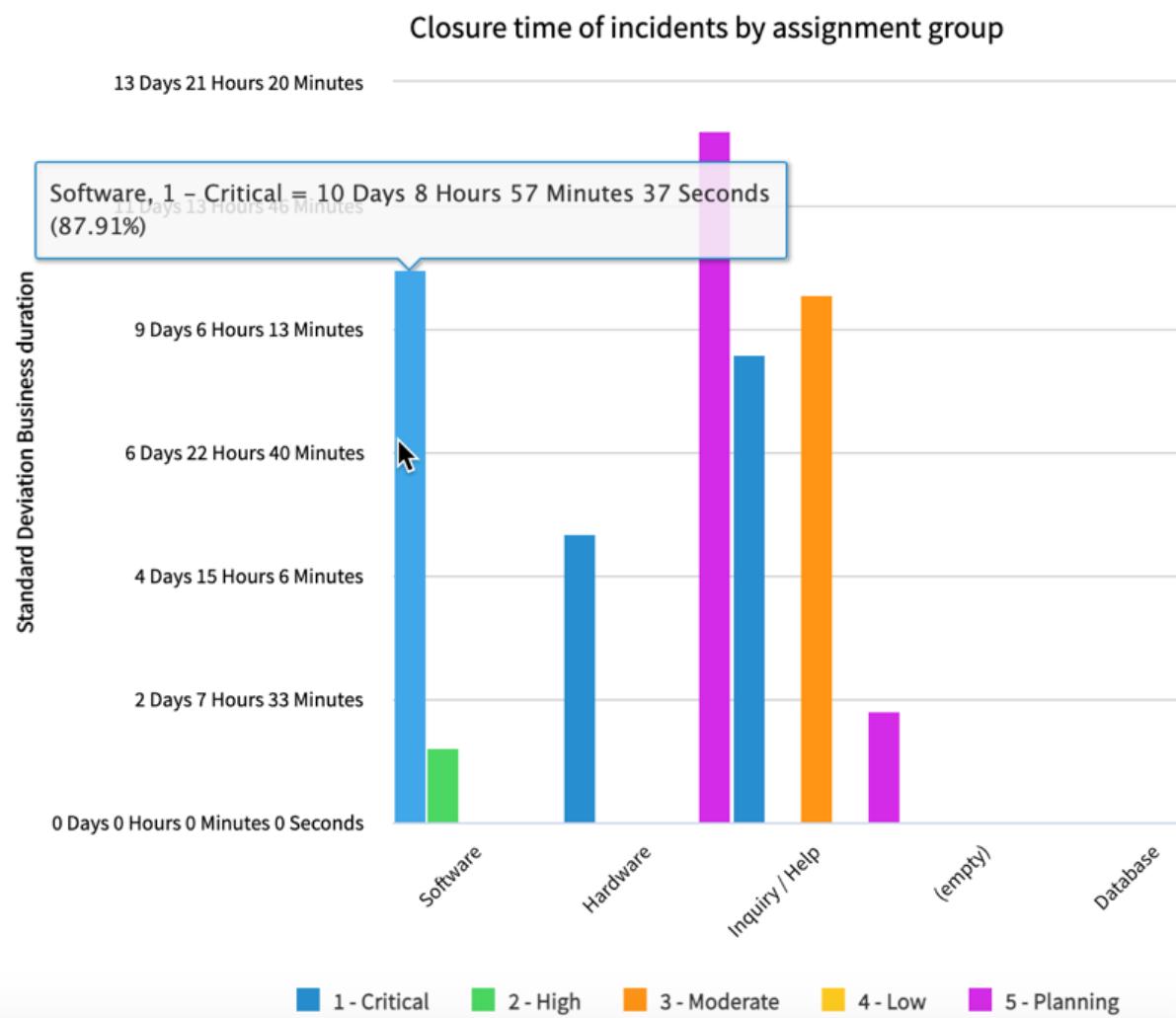
You can apply the standard deviation calculation on the duration or numeric fields in your reports. Aggregating by using a standard deviation on performance indicators helps you analyse dispersions from the mean that is based on your key business parameters so that you can understand the reasons behind 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 38Correct

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 40Correct

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

The screenshot shows the ServiceNow Catalog Builder interface for creating a new variable. The top navigation bar includes 'All', 'Favorites', 'History', 'Admin', and a search bar. The main form has the following fields:

Application	Global	Active	<input checked="" type="checkbox"/>
Type	Single Line Text	Mandatory	<input type="checkbox"/>
Catalog Item	Parking Sticker Request	Readonly	<input checked="" type="checkbox"/>
Order	15	Hidden	<input type="checkbox"/>

Below the main form, there is a tabbed section with 'Auto-populate' selected. The 'Auto-populate' tab contains the following configuration:

Dependent question	Who are you requesting this sticker for ?
Reference	User [sys_user]
Dot walk path	Title

A 'Submit' button is located at the bottom left of the form.

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

Title

Select a question type and fill in the details

The screenshot shows the ServiceNow Catalog Builder interface. On the left, there's a configuration panel for a question. The 'Auto-populate' tab is selected. It asks 'Select the question this depends on' and shows a dropdown menu with 'Who are you requesting this sticker for? | sy...'. Below that, it asks 'Select the field that contains the value you want to set' and shows a 'Title' input field with a blue pencil icon. At the bottom of this panel is a 'Continue to Annotation' button. To the right, a tooltip window titled 'What is auto-populate?' provides a detailed explanation of the feature, mentioning its use for managing values based on user selection. A 'Save' button is located at the bottom right of the main interface.

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

The screenshot shows a ServiceNow catalog item for a 'Parking Sticker Request'. The main content includes a large green circular icon with a car icon and the text 'PARKING PERMIT SN-456'. Below the icon are three input fields: 'Who are you requesting this sticker for?' containing 'Ali Saghaean', 'Title' containing 'System Administrator', and 'Vehicle Type' containing 'Personal'. To the right, there's a sidebar with a section for 'Order this Item' where 'Quantity' is set to 1 and 'Delivery time' is set to 25 Days. It also features a 'Order Now' button and a 'Shopping Cart' section indicating an 'Empty' cart.

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

The screenshot shows the ServiceNow interface with the following details:

- Header:** The top navigation bar includes links for All, Favorites, History, Admin, and Catalog Builder.
- Search Bar:** A search bar is located at the top right.
- Left Sidebar:** A sidebar titled "Catalog Builder" contains sections for "FAVORITES" (No Results), "ALL RESULTS" (Service Catalog, Catalog Builder), and two buttons: "Start creating your new catalog item" and "Create a new catalog item".
- Right Panel:** A "Recently updated items" list is displayed, showing the following items:

Name	State	L
New LDAP Server	Published	2
Create a new Export Set	Published	2
Service Category Request	Published	2
Item Designer Category Request	Published	2
Register a Business Application	Published	2
Add/Remove users from group	Published	2
IntelliJ IDEA	Published	2
Request Knowledge Base	Published	2
Retire a Standard Change Template	Published	2
Standard Laptop	Published	2

Screenshot 2: Opening a catalogue item in the Catalog Builder

The screenshot shows the ServiceNow Catalog Builder interface. On the left, there is a list of 'Catalog items' (187 total) with columns for Name, Catalogs, Category, State, and Updated. One item, 'How can I help you?', is selected and highlighted in blue. On the right, a detailed view of this item is shown in a modal window. The 'Details' tab is active, displaying sections for Basic info (Item name: How can I help you?, Short description: —), Item details (Image: No File Attached, Description: —), Destination (Table: Record submission table, Customer Interaction), and Location (Catalogs: Selected catalogs). The modal has a header with 'Edit' and 'New' buttons.

Learn more [here!](#)

Learning Domain: Self-Service & Automation - Service Catalogue

First introduced: Vancouver release

Difficulty level: Easy

Domain

Self-Service & Automation

Question 42 Incorrect

(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)

The screenshot shows the ServiceNow HR Agent Workspace interface. On the left, there's a sidebar with 'Inbox' and a list of active chats. One chat is highlighted, showing a message from 'now' stating 'live agent.' Below it, a note says '+ Chat summarized by Now Assist' and 'Private'. The message content is: 'The customer requested assistance with a pay discrepancy, but the virtual agent could not provide any information on the specific type of pay discrepancy. The customer then decided to submit a case to Payroll for further assistance.'

The main panel displays a ticket titled 'IMS0000206'. The ticket details are as follows:

- Number:** IMS0000206
- Opened for:** (Empty)
- Type:** Chat
- Assigned to:** Stephen Seiter
- State:** Wrap Up
- Short description:** pay discrepancy
- Work notes:** (empty)
- Chat Summary:** The customer is having trouble accessing their payslips. The agent confirms that the customer's access has been revoked and provides the customer with the contact details of the HR representative who will assist them further.
- Transcript:** (empty)

On the right side, there's a 'Compose' section with a yellow box for 'Type your Work notes (Private) here' and a button to 'Post Work notes (Private)'. Below that is an 'Activity' section showing a history of changes made by Stephen Seiter, such as modifying the 'Wrap Up' state and the chat summary.

Screenshot 2: Interaction record with chat summaries

The screenshot shows the 'Active Chat' interface for a session labeled 'IMS0000014'. The top navigation bar includes 'Create Case', 'Discuss', and a user icon. Below the navigation, there are tabs for 'Related Tasks', 'User's Tasks', 'User's Interactions (4)', and 'More'. A red box highlights the 'Virtual Agent handoff chat summary' section, which contains a list of items about Abel Tuter's interaction with a Virtual Agent. Another red box highlights the 'Chat wrap up summary' section, which contains a summary of the conversation. A third red box highlights the 'transcript' section, which shows the actual dialogue between Abel Tuter and the system.

Virtual Agent handoff chat summary

- Abel Tuter attempted to ask the Virtual Agent for help with downloading a payslip and laptop issues, but the Virtual Agent was unable to understand the request.
- The Virtual Agent asked Abel Tuter to try giving the request in a different way, but was still unable to understand.
- Abel Tuter then requested Live Agent Support, and the Virtual Agent connected him to a live agent.

Chat wrap up summary

Abel Tuter was trying to download his payslip but was having difficulty. He then asked for help with his laptop, but the Virtual Agent was unable to understand his request. Abel then requested Live Agent Support, and was connected to an agent who thanked him for contacting support and said they would look into his question.

transcript

[06:48] Virtual Agent: Please stand by while I connect you to a live agent.
[06:49] System: Agent has joined.
[06:49] Agent: Thank you for contacting support. I am looking into your question now and will be with you shortly.
[06:49] Abel Tuter: hi
[06:49] System: Agent has ended the conversation.

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

The screenshot shows a web-based form titled 'Request Lab Access'. At the top left, there's a breadcrumb navigation: 'Home > Request Lab Access'. To the right is a search bar with a magnifying glass icon. The main form area has a title 'Request Lab Access'. Below it, there's a field labeled '* Requested For' containing a dropdown menu with 'Abel Tuter' selected. To the right of this field is a teal-colored 'Request' button. Below the 'Requested For' field is a section labeled 'Also request for' which contains three names: 'Bart Hatchey', 'Caitlin Reiniger', and 'Damion Matkin', each preceded by a small 'x' icon. This 'Also request for' section is highlighted with a red rectangular border. Further down the form, there's a field labeled '* Date/Time' with the value '2020-07-30 09:00:00' and a calendar icon. Below that is a 'Duration' field with input boxes for 'Hours' (set to 4), 'Minutes' (set to 0), and 'Seconds' (set to 0).

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

Variable - Who are ...

Application: Global

Type: Requested For

Catalog Item: Parking Sticker Request

Order: 10

Active:

Question: Who are you requesting this sticker for?

Name: who_are_you_requesting_this_sticker_for

Tooltip:

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

Variable - New record

Application: Global

Type: Requested For

Catalog Item: Access

Order: 100

Active:

Question: Requested For

Name: requested_for

Tooltip:

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

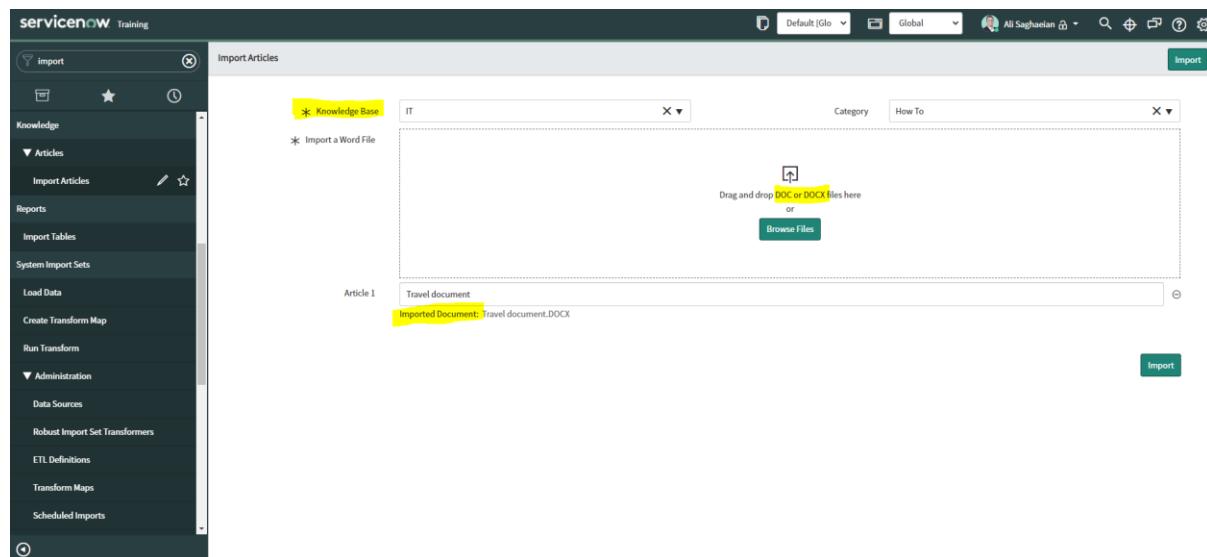
Knowledge Base

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

The screenshot shows a software interface for managing test suites. At the top, there's a navigation bar with tabs for 'Test Suites' and 'New', and search fields for 'Name' and 'Search'. Below the header, a filter bar shows the path 'All > Name contains cmdb > Parent suite = Quick Start Tests'. The main area is a table with columns: 'Name' (sorted by name), 'Active' (checkbox), 'Description' (text), 'Filter' (checkbox), and 'Parent suite' (checkbox). There are seven rows in the table, each representing a different test suite. The first row, 'CMDB BSM: Dependency Views', has its 'Name' column highlighted with a green border. The last row, 'CMDB Workspace: Agent Workspace', has its 'Name' column highlighted with a red border. The table includes a footer with pagination and other controls.

Name	Active	Description	Filter	Parent suite
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 Health...}	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 OB: 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

The screenshot shows the ServiceNow interface for creating a business rule. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Admin', and a search bar. The title bar says 'Business Rule - Set ...'. Below the title, it says 'Business Rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)'. The main form has fields for 'Name' (Set Actual Start Time), 'Table' (Catalog Task [sc_task]), 'Application' (Global), 'Active' (checked), and 'Advanced' (checked). The 'When to run' tab is selected, showing options for 'When' (before) and 'Order' (90). It also lists 'Insert' (checked), 'Update' (checked), 'Delete' (unchecked), and 'Query' (unchecked). Buttons at the bottom include 'Filter Conditions', 'Add Filter Condition', and 'Add "OR" Clause'.

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

The screenshot shows the ServiceNow interface for creating a business rule. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar. The title bar says 'Business Rule - Close Ticket'. Below the title, it says 'Business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)'. The main form has fields for 'Name' (Close Ticket), 'Table' (Catalog Task [sc_task]), 'Application' (Global), 'Active' (checked), and 'Advanced' (checked). The 'When to run' tab is selected, showing options for 'When' (before) and 'Order' (90). It also lists 'Insert' (checked), 'Update' (checked), 'Delete' (unchecked), and 'Query' (unchecked). A script editor window is open, showing the following code:

```
current.state.changed || current.state == 3 || current.state == 4 || current.state == 7
1 current.active = false;
2 current.work_end = nowDateTime();
3 current.business_duration = gs.calculateDiff(current.work_start.getDisplayValue(), current.work_end.getDisplayValue(), false);
```

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

1. `(function executeRule(current, previous /*null when async*/) {`
2. `if (current.operation() == 'insert' || (current.operation() == 'update'`
3. `&& previous.state == -5)) {`
4. `/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`
4. `current.work_start = nowDateTime();`

```
5.      }
6. })(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

```
1. current.active = false;
2. current.work_end = nowDateTime();
3. 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

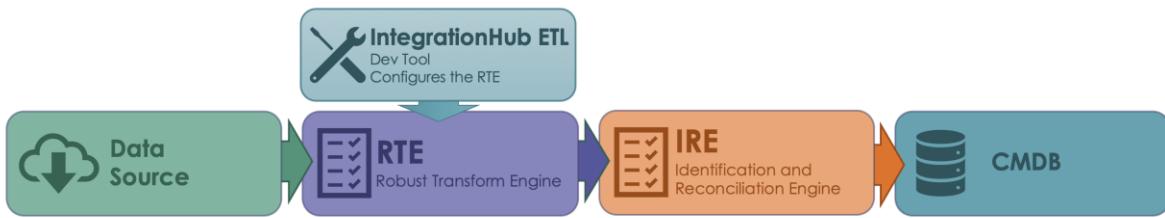
Overall explanation

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 48 **Correct**

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.

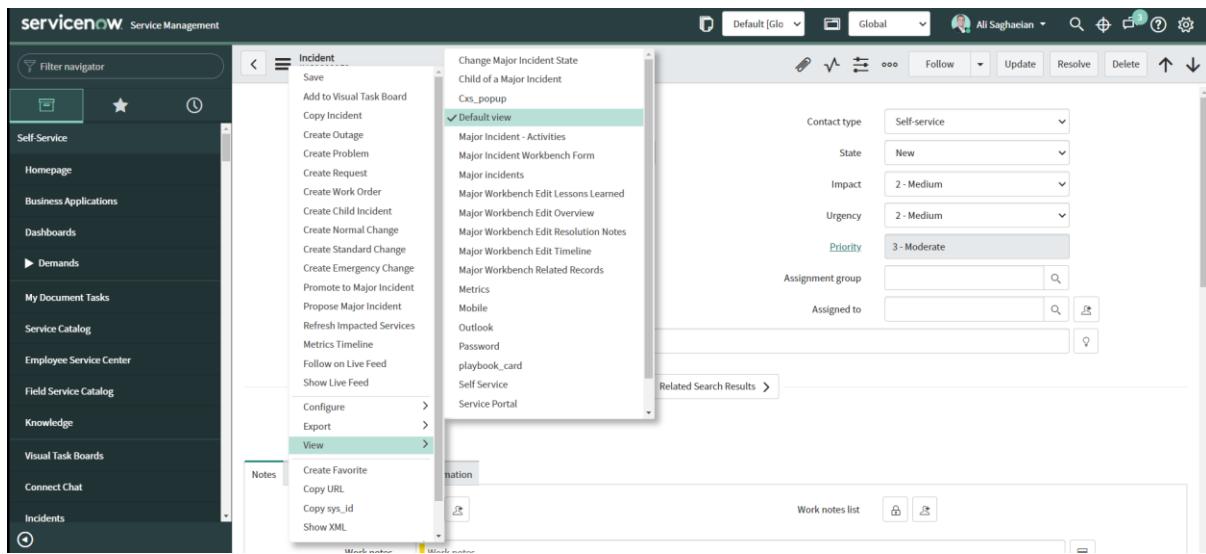
Switching views submits the form, which saves all changes and triggers any `onSubmit` client scripts that apply.

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



The screenshot shows the ServiceNow Service Portal homepage. At the top, there's a dark header bar with the "servicenow" logo on the left and navigation links like "Branding Editor", "Designer", "Portals", "Pages", "Widgets", "Portal Tables", "Tours", and a user profile for "Ali Saghaeian". Below the header, the main title "Service Portal" is displayed, followed by a subtitle "Create rich, engaging and modern experiences to help your business run better". A call-to-action "Select one of the options below to continue" is present. Six cards are shown: "Branding Editor" (green), "Designer" (light blue), "Page Editor" (light green), "Widget Editor" (light blue), "New Portal" (light blue), and "Get Help" (yellow). Each card has a small icon and a brief description.

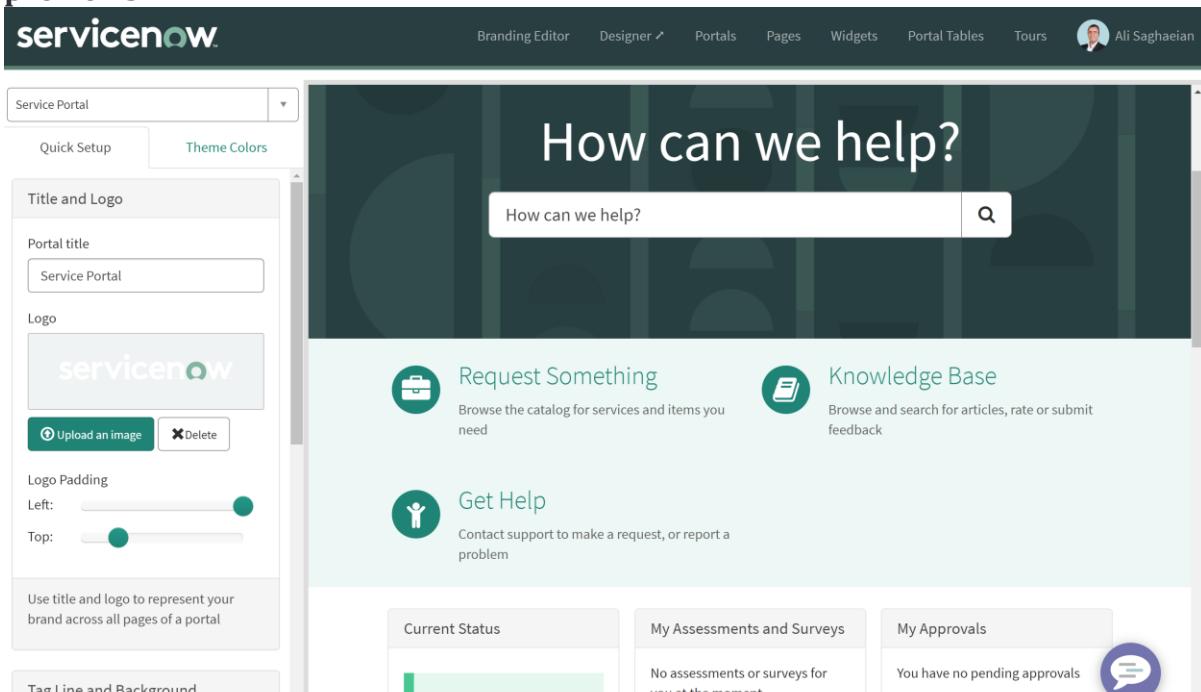
Service Portal

Create rich, engaging and modern experiences to help your business run better

Select one of the options below to continue



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



The screenshot shows the "Branding Editor" interface. On the left, a sidebar contains sections for "Quick Setup" (selected), "Theme Colors" (disabled), "Title and Logo", "Logo Padding", and "Tag Line and Background". The main area displays a preview of a service portal with a dark background and white text. The preview includes a search bar with "How can we help?", a "Request Something" section with a brief description, a "Knowledge Base" section, and a "Get Help" section. At the bottom, there are three cards: "Current Status" (No system is reporting an issue), "My Assessments and Surveys" (No assessments or surveys for you at the moment), and "My Approvals" (You have no pending approvals).

Learn more [here!](#)

Learning Domain: Instance Configuration - Personalising/customising the instance

Difficulty level: Hard

Domain

Instance Configuration

Question 50 **Correct**

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

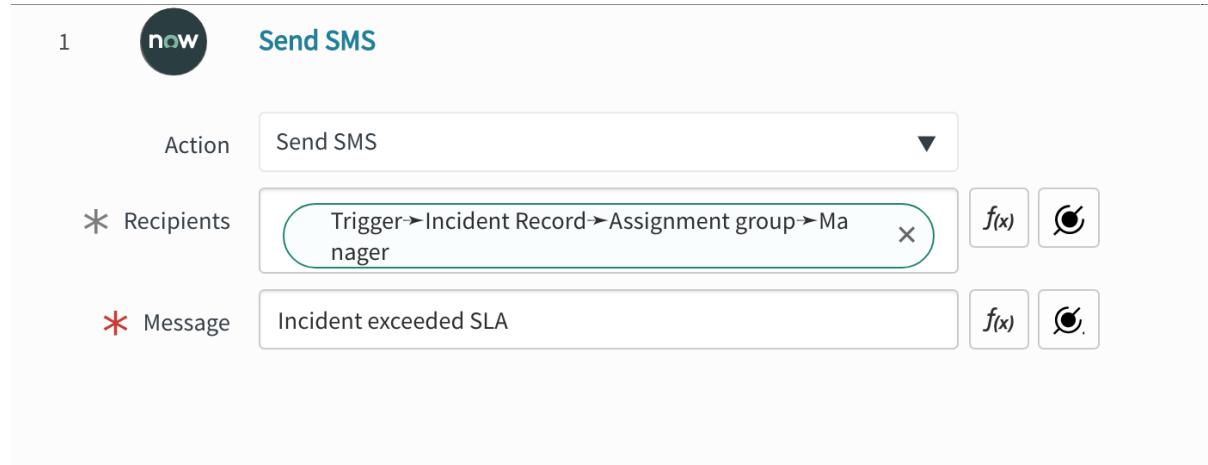
A Subflow

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 51 Incorrect

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:

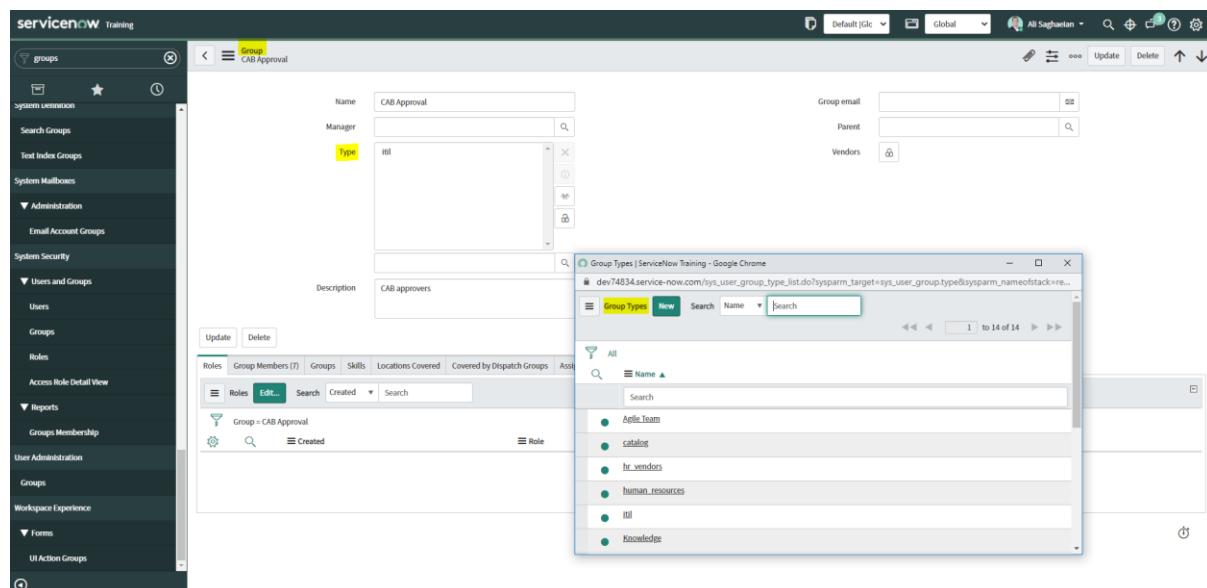
- **catalog**
- **itil**
- **survey**

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 52 **Correct**

(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:

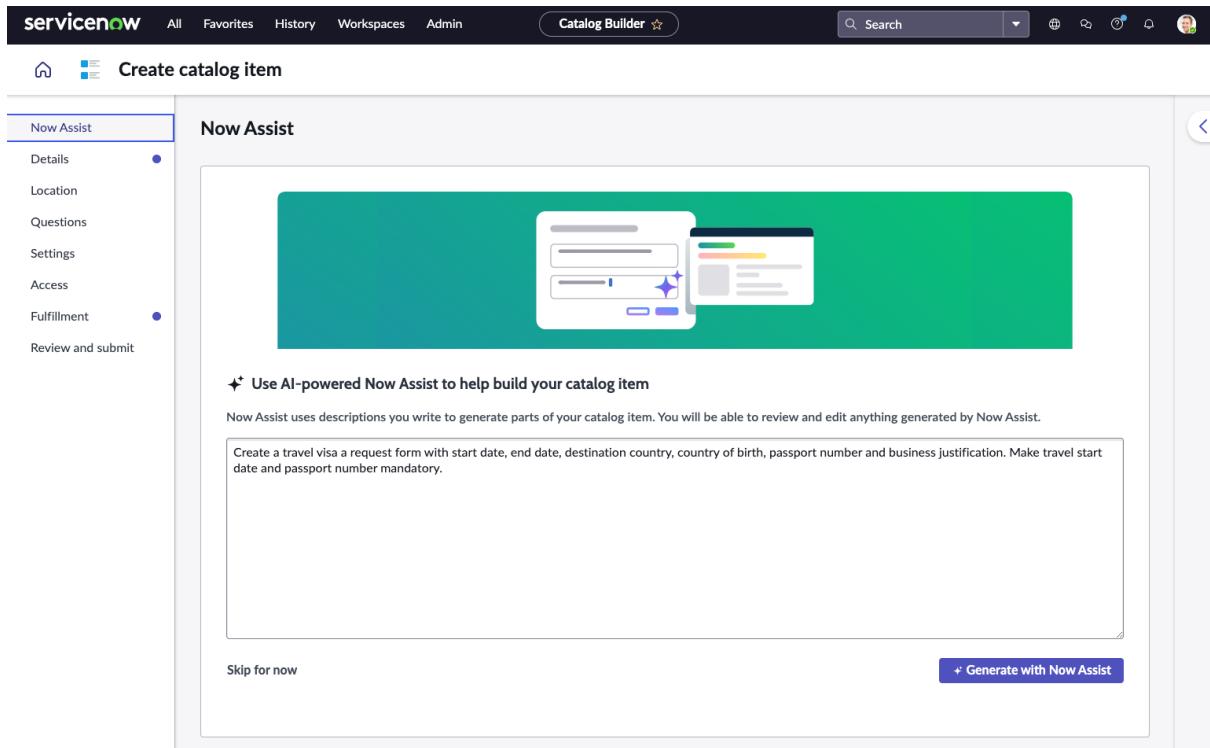
- 'Alert simplification' skill to provide simplified generative AI alert analyses for the ServiceNow Event Management application.
- '**Case or incident summarisation**' is used to quickly learn the details of a case or incident from a case or incident summarisation generated by Now Assist.
- '**Chat 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.

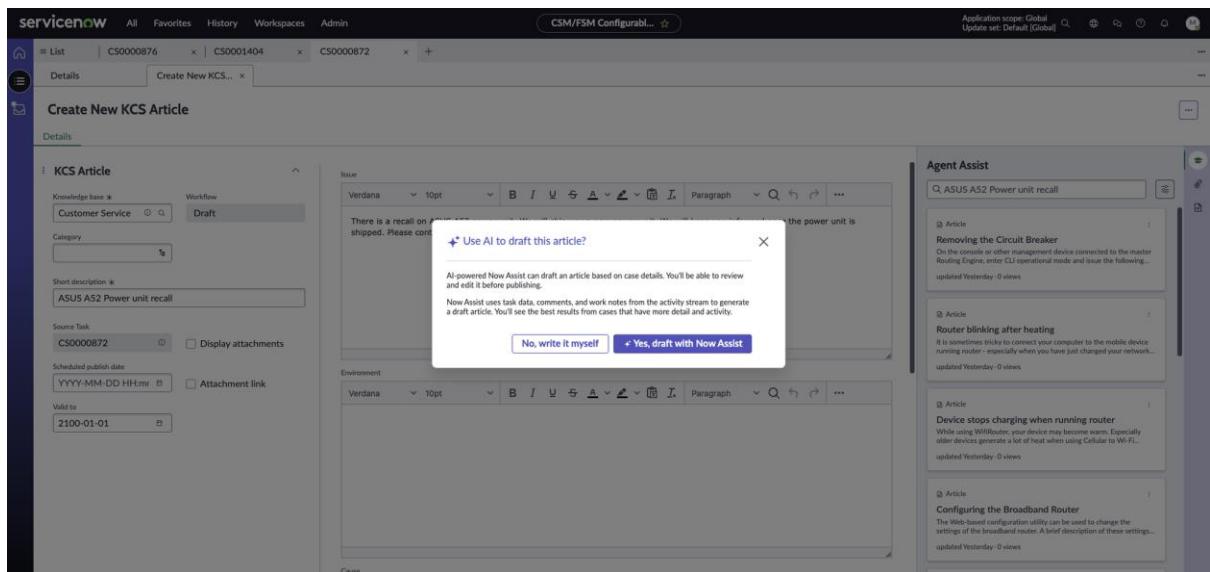
Now Assist for Creator includes a number of skills that can make developing on the Now Platform more efficient. Here are the Now Assist skills in the Creator workflow:

- '**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 53 Incorrect

Which Common Service Data Model (CSDM) domain does Business Capability reside in?

Sell/Consume

Physical

Correct answer

Design

Your answer is incorrect

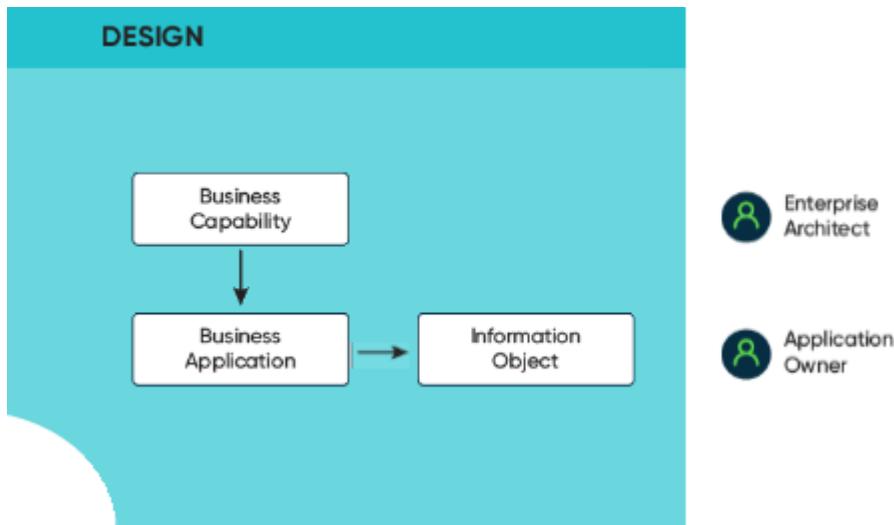
CMDB

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

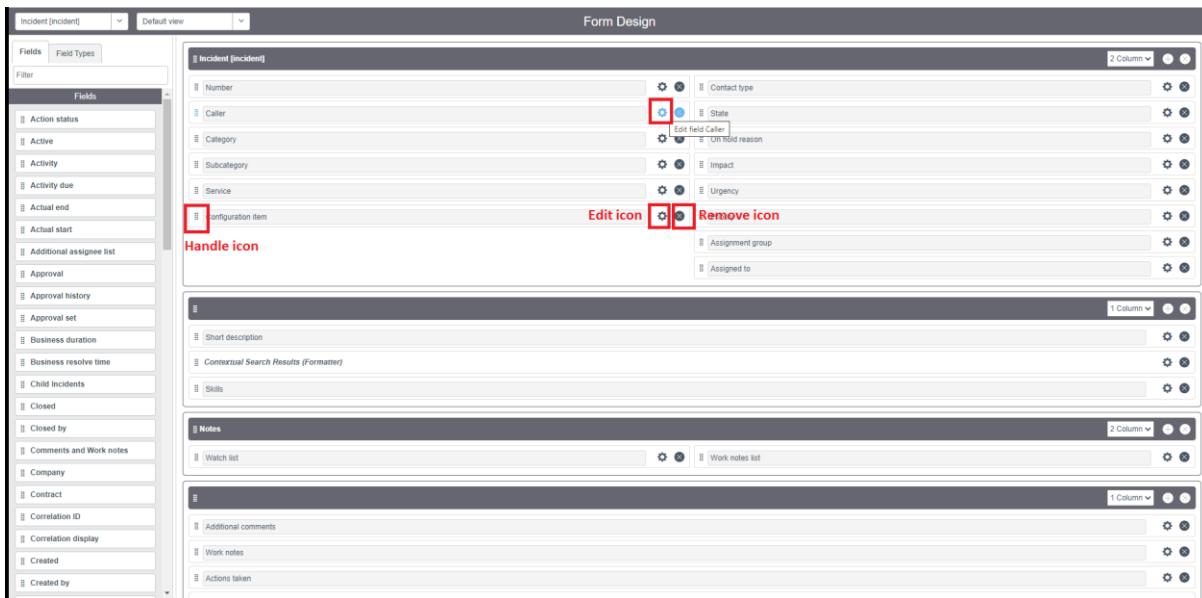
Your selection is correct

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 55 Incorrect

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

KB0000008

How to configure VPN for Apple Devices

Authored by Wayne Webb • 7 Views • 4 stars

How to configure VPN for Apple Devices

For an iPhone or iPad running iOS?

1. Select Settings > General > VPN. 2. Click Add VPN Configuration and enter the following information: 3. 1. Select L2TP. 2. Enter Servicenow VPN in the Description field. 3. Enter vpn-mvpn.servicenow.edu in the Server field. 4. Enter your NetID in the Account field. 5. Enter your NetID password in the Password field. 6. Enter servicenow (case sensitive) in the Secret field. 7. Select Save. 4. To connect to Servicenow VPN, VPN should be turned On. Once you are successfully connected to Servicenow VPN, your screen will look like the following.

For Mac OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7)

Most Useful

How to configure VPN for Apple Devices
Wayne Webb • 7 Views • 6y ago • ★★★★☆
What are phishing scams and how can I avoid them?
Sam Soskin • 0 Views • 6mo ago • ★★★★☆
Where can I obtain updates and new releases?
Sam Soskin • 3 Views • 6y ago • ★★★★☆
Warranty coverage details for SCI and DeSC computers
Wayne Webb • 3 Views • 6y ago • ★★★★☆
Microsoft Outlook Issues
Ali Sagheian • 1 Views • 3mo ago • ★★★★☆

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

Welcome to Knowledge

Search (minimum 3 characters)

8 Knowledge Bases 61 Articles 5 Q&A

Explore our Knowledge Bases | Ask a Question | ...

Consumer Service Customer Service Field Service Knowledge Human Resources General Knowledge

Featured

Email Interruption Tonight at 11:00 PM Eastern
Wayne Webb • 0 Views • 6mo ago • ★★★★☆
Sales Force Automation is DOWN
Wayne Webb • 0 Views • about a year ago • ★★★★☆

Most Useful

How to configure VPN for Apple Devices
Wayne Webb • 7 Views • 6y ago • ★★★★☆
Microsoft Outlook Issues
Ali Sagheian • 1 Views • 3mo ago • ★★★★☆
Controllers and Applications
Ali Sagheian • 0 Views • 4mo ago • ★★★★☆
Warranty coverage details for SCI and DeSC computers
Wayne Webb • 3 Views • 6y ago • ★★★★☆
Configuring the Broadband Router
Ali Sagheian • 0 Views • 3mo ago • ★★★★☆

Most Viewed

How to configure VPN for Apple Devices
Wayne Webb • 7 Views • 6y ago • ★★★★☆
Warranty coverage details for SCI and DeSC computers
Wayne Webb • 3 Views • 6y ago • ★★★★☆
Where can I obtain updates and new releases?
Sam Soskin • 3 Views • 6y ago • ★★★★☆
Microsoft Outlook Issues
Ali Sagheian • 1 Views • 3mo ago • ★★★★☆

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

String A:

```
var stringA = "Here's a \n so you Mrs. Robinson";  
var stringB = "God bless you please, Mrs. Robinson\\nHeaven holds a place for those who pray";  
alert(stringA);  
alert(stringB);
```

String B:

Also note that there are a number of "reserved" words that have special meaning in Javascript. You will see some of these in action later.
They are:

```
break case catch Continue default delete do  
else false finally for function if in  
instanceof new null return switch this throw  
true try typeof var void while with
```

Authored by All Srophians
Last modified 1 minute ago
Copy Permalink

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

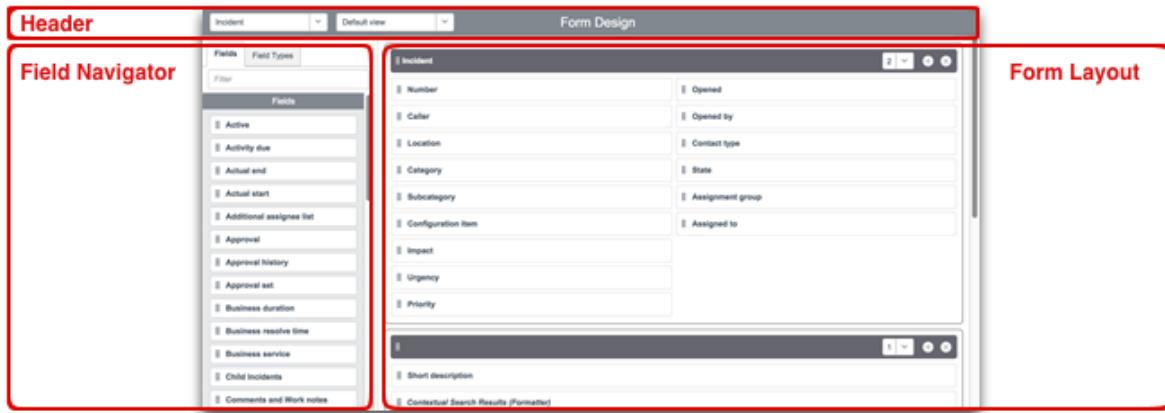
Using **Form Designer**, users can add a new field to a table and form by accessing the field navigator.

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

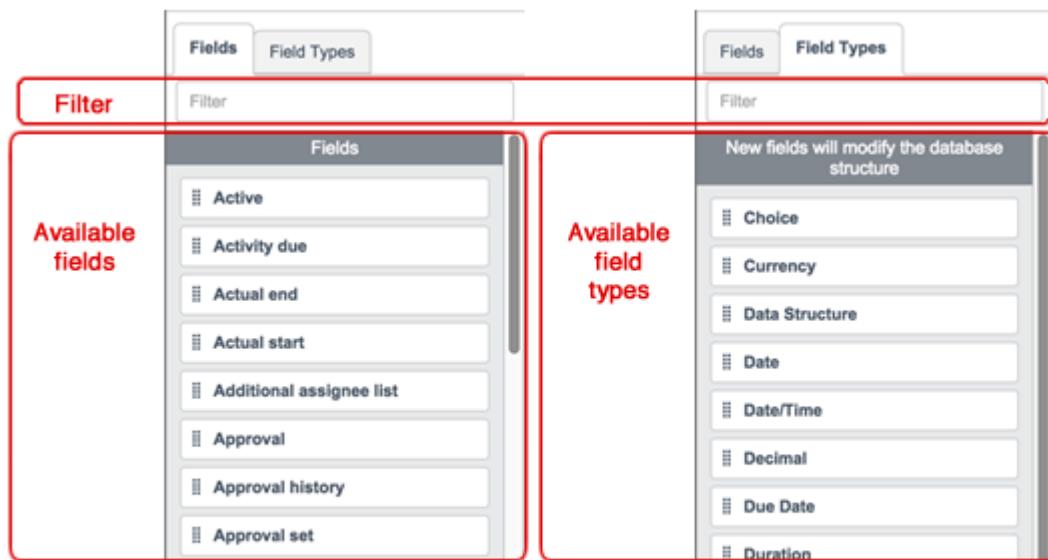
- **Filter:** Allows text search on the currently selected tab.
- **Fields:** Displays a list of existing fields you can add to the current form.

- **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



Field Navigator

Learn more [here!](#)

Learning Domain: Configuring Applications for Collaboration - Form Configuration

Difficulty level: Medium

Domain

Configuring Applications for Collaboration

Question 58Correct

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.

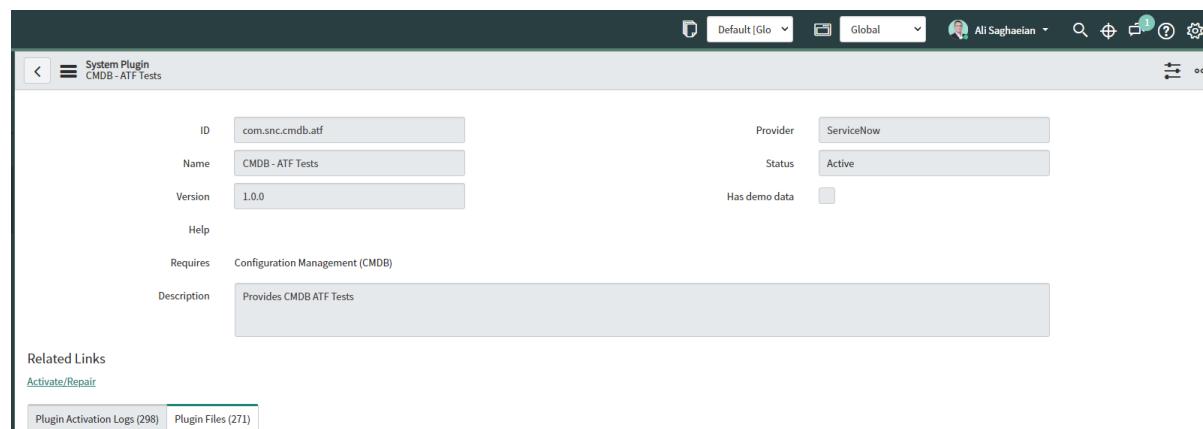
Out-of-the-box quick start tests can also verify the customisations.

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 59Correct

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

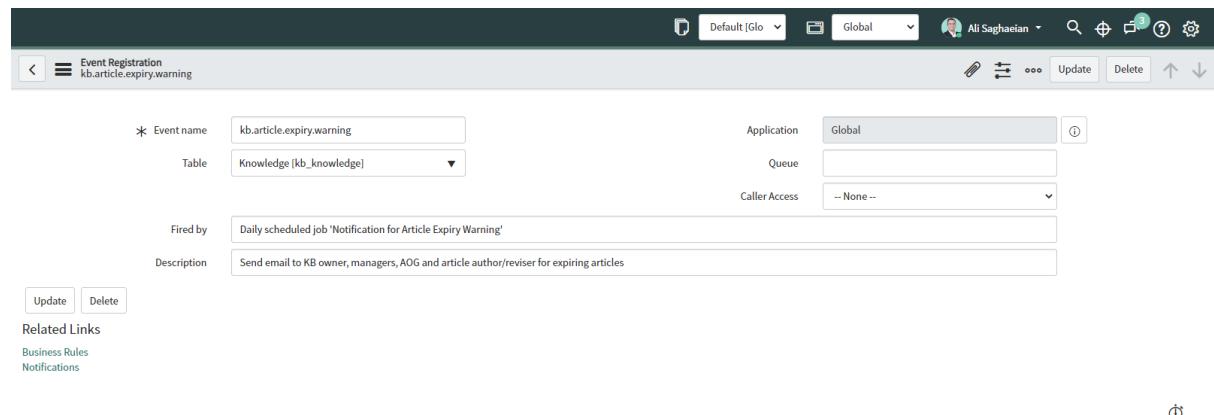
The **email notifications** for expiring knowledge articles are available when the administrator activates the Knowledge Management Core plugin (`com.glideapp.knowledge`) and sets the value of the `glide.knowman.enable_article_expiry_notification` property to true.

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

The screenshot shows the 'Notification - KM: Article Expiry Warning [Advanced view]' screen in ServiceNow. The top navigation bar includes 'Default [Glc]', 'Global', 'Ali Saghaean', and various icons for search, update, preview, and delete.

General Information:

- Name: KM-Article Expiry Warning
- Type: EMAIL
- Table: Knowledge (kb_knowledge)
- Category: Knowledge
- Active: checked
- Allow Digest: unchecked

When to send:

- Send when: Event is fired
- Event name: kb.article.expiry.warning
- Conditions: Add Filter Condition, Add "OR" Clause
- Weight: 0

Help Text:

Use Notifications to notify users about specific activities in ServiceNow, such as updates to Incidents or change requests. Notifications allow administrators to specify

- When to send the notification
- Who receives the notification
- What content is in the notification

Send when specifies what must occur to send this email notification.

When there are multiple notifications in the Outbox that are from the same notification Table and addressed to the same recipients, notifications with the *highestWeight* are sent - the default value 0 causes ServiceNow to always send the notification. (assuming the Conditions are met)

Use an Advanced condition to send a notification based on the current email record, changing field values, or system properties. To send the notification, your advanced condition script must set a global answer variable to true.

The Advanced condition script has access to the following global variables

- current - contains the current record from the table to which the notification is linked
- event - contains the event that triggered the 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 60 Correct

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.

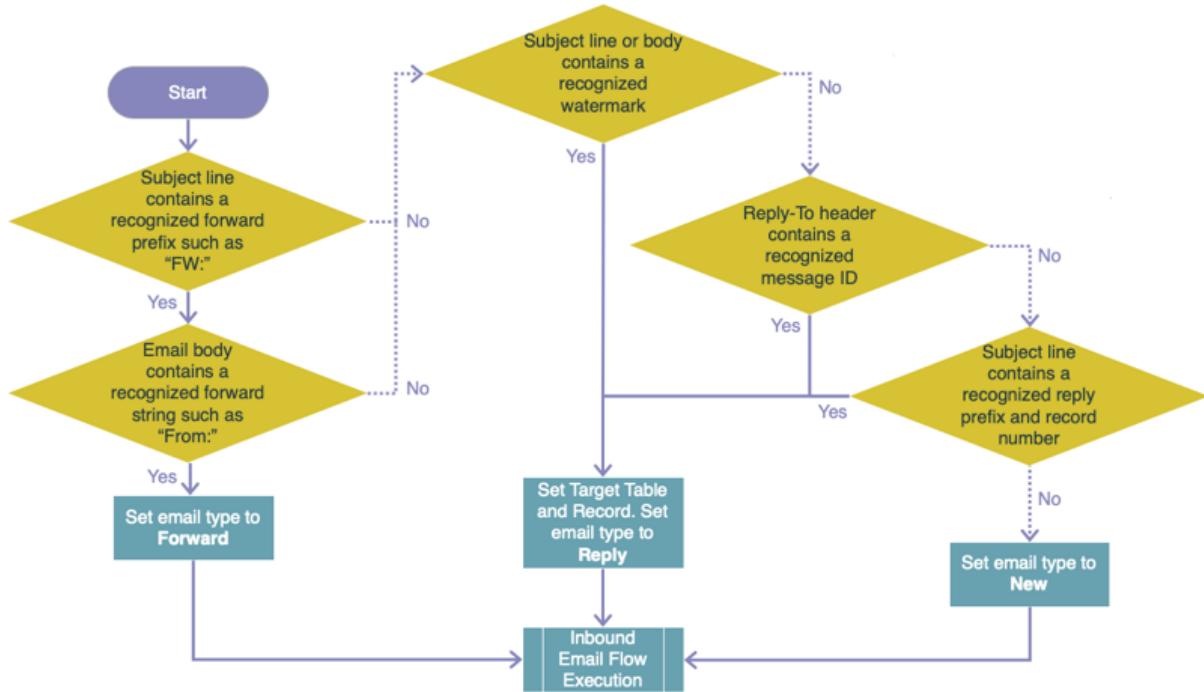
An inbound email action checks the email for a watermark that associates it with a task and checks for other conditions.

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