

Exam Questions CSA

ServiceNow Certified System Administrator

<https://www.2passeasy.com/dumps/CSA/>



NEW QUESTION 1

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

NEW QUESTION 2

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Answer: C

NEW QUESTION 3

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Answer: B

NEW QUESTION 4

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Answer: B

NEW QUESTION 5

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Answer: A

NEW QUESTION 6

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Answer: ABCD

NEW QUESTION 7

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

NEW QUESTION 8

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

NEW QUESTION 9

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 10

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Answer: B

NEW QUESTION 10

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

NEW QUESTION 13

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

Answer: D

NEW QUESTION 15

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Answer: ABD

NEW QUESTION 18

Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery
- B. IntegrationHub ETL
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

Answer: AB

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html

NEW QUESTION 22

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Answer: A

NEW QUESTION 25

What is a role in ServiceNow?

- A. A role is one record in the Role [user_sys_role] table
- B. A role is a set of modules for a particular application
- C. A role is one record in the Role [sys_user_role] table
- D. A role is a persona used in Live Feed Chat

Answer: C

NEW QUESTION 28

What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should add users to groups.
- D. You should assign roles to groups.

Answer: CD

NEW QUESTION 33

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 34

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 39

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

Answer: D

NEW QUESTION 41

What are the three components of a filter condition?

- A. Field
- B. Operator and Value
- C. Condition
- D. Operator, and Value
- E. Field, Condition, and Value
- F. Variable, Field, and Value

Answer: A

NEW QUESTION 45

What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 47

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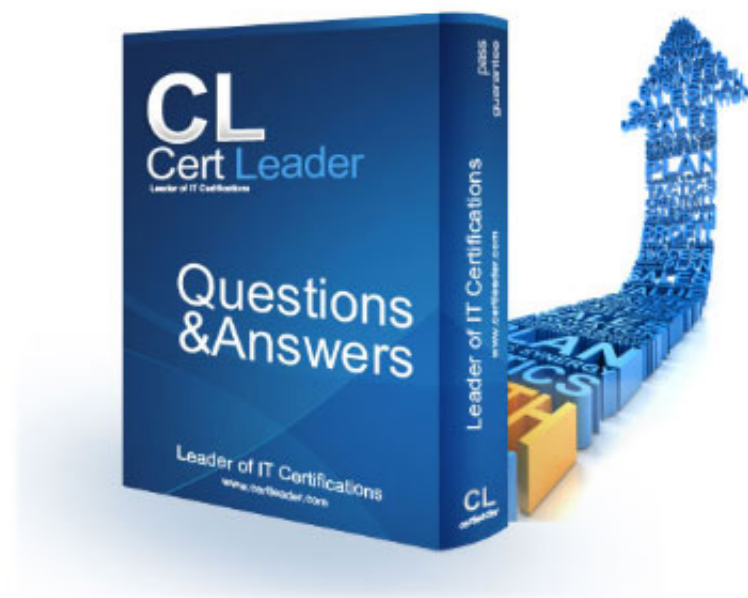
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NEW QUESTION 1

- (Exam Topic 2)

What is a role in ServiceNow?

- A. A role is one record in the Role [sys_user_role] table
- B. A role is one record in the Role luser_sys_role] table
- C. A role is a persona used In Live Feed Chat
- D. A role Is a set of modules for a particular application

Answer: A

NEW QUESTION 2

- (Exam Topic 3)

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/def>

NEW QUESTION 3

- (Exam Topic 3)

Which type of scripts run in the browser?

- A. Policies and Client Scripts
- B. Access Contral Scripts
- C. script Include Scripts
- D. Business Rule Scripts

Answer: A

NEW QUESTION 4

- (Exam Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContex

NEW QUESTION 5

- (Exam Topic 2)

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 6

- (Exam Topic 2)

What is the primary application used to load data into ServiceNow?

- A. Service Level Management
- B. Configuration
- C. System Import Sets
- D. System Update Sets

Answer: C

NEW QUESTION 7

- (Exam Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Answer: AEFG

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 8

- (Exam Topic 2)

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- B. Function fields
- C. Computational fields
- D. Calculation fields

Answer: B

NEW QUESTION 9

- (Exam Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_Tools

NEW QUESTION 10

- (Exam Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 10

- (Exam Topic 2)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

Answer: C

NEW QUESTION 11

- (Exam Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply? Choose 3 answers

- A. Conditions

- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

Answer: CDE

NEW QUESTION 13

- (Exam Topic 2)

What is specified in an Access Control rule?

- A. Groups, Conditional Expressions and Workflows
- B. Table Schema, CRUD, and User Authentication
- C. Object and Operation being secured; Permissions required to access the object
- D. security_admin

Answer: C

Explanation:

Reference:

[https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%](https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20)

NEW QUESTION 14

- (Exam Topic 2)

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: C

NEW QUESTION 19

- (Exam Topic 2)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Select Normal role
- B. Log out and back in
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec

NEW QUESTION 23

- (Exam Topic 2)

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets
- C. Data Policies enforce data consistency
- D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 25

- (Exam Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csd>

NEW QUESTION 30

- (Exam Topic 2)

What do you call any component that needs to be managed in order to deliver services?

- A. CSDM Items
- B. CMDB
- C. Configuration item
- D. Service Offerings
- E. Asset

Answer: C

Explanation:

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>

NEW QUESTION 33

- (Exam Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

Answer: C

NEW QUESTION 34

- (Exam Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

Answer: E

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 36

- (Exam Topic 1)

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Answer: B

NEW QUESTION 40

- (Exam Topic 1)

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Answer: C

NEW QUESTION 41

- (Exam Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 45

- (Exam Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
- C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Answer: C

NEW QUESTION 47

- (Exam Topic 1)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Answer: ACD

NEW QUESTION 50

- (Exam Topic 1)

Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- D. Multiple Choice, Select Box, and Checkbox

Answer: D

NEW QUESTION 55

- (Exam Topic 1)

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Answer: AD

NEW QUESTION 59

- (Exam Topic 1)

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

Answer: A

NEW QUESTION 64

- (Exam Topic 1)

UI Policy can make fields read-only, mandatory, or hidden.

- A. True
- B. False

Answer: A

NEW QUESTION 65

- (Exam Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

Answer: A

NEW QUESTION 70

- (Exam Topic 1)
Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

NEW QUESTION 75

- (Exam Topic 1)
Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: D

NEW QUESTION 77

- (Exam Topic 1)
Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Answer: A

NEW QUESTION 78

- (Exam Topic 1)
What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 82

- (Exam Topic 1)
When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Answer: D

NEW QUESTION 84

- (Exam Topic 1)
What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Answer: D

NEW QUESTION 86

- (Exam Topic 1)
From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Answer: BCD

NEW QUESTION 90

- (Exam Topic 1)
database live at the Data Center.

- A. True
- B. False

Answer: A

NEW QUESTION 95

- (Exam Topic 1)
A role is recorded in which table?

- A. Role[sys_user]
- B. Role[sys_user_profile]
- C. Role[sys_user_record]
- D. Role[sys_user_role]

Answer: A

NEW QUESTION 97

- (Exam Topic 1)
What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 101

- (Exam Topic 1)
What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 104

- (Exam Topic 1)
A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer: A

NEW QUESTION 107

- (Exam Topic 1)
Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. workflow
- C. event
- D. task

Answer: D

NEW QUESTION 109

- (Exam Topic 1)
What is the master table that contains a record for each table in the database?

- A. [sys_master_db]
- B. [sys_db_object]
- C. [sys_master_object]
- D. [sys_object_db]

Answer:

B

NEW QUESTION 114

- (Exam Topic 1)

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Answer: D

NEW QUESTION 118

- (Exam Topic 3)

'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: B

NEW QUESTION 121

- (Exam Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value
- E. Operator

Answer: C

NEW QUESTION 126

- (Exam Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb_rel_ci
- B. sn_emdb
- C. sn_emdb_ci
- D. Ey omdb
- E. sn_emdb_bak
- F. omdb_ci
- G. emdb_bak

Answer: ADF

NEW QUESTION 127

- (Exam Topic 3)

Which testing framework is used to test ServerNew Applications?

- A. Selenium
- B. Test Driven Framework (TDF)
- C. Junit
- D. Automated test Framework (ATF)

Answer: D

NEW QUESTION 128

- (Exam Topic 3)

When managing tags, you can adjust who is able to see it. What are the visibility options? Choose 3 answers

- A. Admins
- B. Everyone
- C. Groups and Users
- D. Roles and Permissions
- E. Me

Answer: BCE

NEW QUESTION 133

- (Exam Topic 3)

What icon do you use to change the icon and color on a Favorite'?

- A. Star
- B. Triangle
- C. Pencil
- D. Clock

Answer: C

NEW QUESTION 136

- (Exam Topic 3)

What table acts as a staging area for records imported from a data source?

- A. Transform Table
- B. Staging Table
- C. Import Set Row Table
- D. Temp Table

Answer: C

NEW QUESTION 140

- (Exam Topic 3)

When selecting the Target table for an import, which tables can you select? Choose 3 answers

- A. Tables within the global scope
- B. Tables within the existing application scope
- C. Tables outside of ServiceNow
- D. Tables which allow write access to other applications
- E. Related tables, using Dot Walk

Answer: ABD

NEW QUESTION 141

- (Exam Topic 3)

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

- A. Flow Designer
- B. Process Automation Designer
- C. Process Workflow Designer
- D. Workflow Editor

Answer: B

NEW QUESTION 142

- (Exam Topic 3)

What Service Catalog feature do you use to organize items into logical groups?

- A. Variable sets
- B. Catalog items
- C. Sections
- D. Categories

Answer: A

NEW QUESTION 144

- (Exam Topic 3)

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles? Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

Answer: BDEF

NEW QUESTION 146

- (Exam Topic 3)

What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

- A. Groups
- B. Users
- C. Departments

D. Teams.

Answer: AB

NEW QUESTION 151

- (Exam Topic 3)

On the Form header, which icon do you use to access form templates?

- A. Paperclip
- B. Pages
- C. Stamp
- D. More Options {...}

Answer: D

NEW QUESTION 156

- (Exam Topic 3)

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approver [approver-user]
- B. Authorize [authorize-user]
- C. Reviewer [reviewer_user]
- D. Approver Group [approval_group]
- E. Verification [verify_user]

Answer: A

NEW QUESTION 159

- (Exam Topic 3)

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager
- * Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 162

- (Exam Topic 3)

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. UI Policy
- B. Assignment Rule
- C. Action
- D. Predictive intelligence
- E. CSDM

Answer: A

NEW QUESTION 164

- (Exam Topic 3)

User records are stored in which table?

- A. User [sys_user]
- B. User [sn_user]
- C. User [u_sys_user]
- D. User [s_user]

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_

NEW QUESTION 165

- (Exam Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin

D. knowledge_admin

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference>

NEW QUESTION 167

- (Exam Topic 3)

What do you click when you have made modification to your report, and your want to see the results without saving?

- A. Execute
- B. Try ir
- C. Run
- D. Test
- E. Preview

Answer: D

NEW QUESTION 170

- (Exam Topic 3)

A customer has asked for the following updates to a form:

* Make Resolution code mandatory, admin state is changed to Resolved.

* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: D

NEW QUESTION 171

- (Exam Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new record
- C. No existing records are updated.
- D. Duplicate rows are rejected from the import.
- E. All rows are treated as new records, but errors will be flagged in the import log.

Answer: D

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_

NEW QUESTION 173

- (Exam Topic 3)

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment

What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

- A. Click Context menu > Work Notes View
- B. Click Personalize icon and select Activity Stream
- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Funnel icon and select only work notes
- E. Click Context menu > History

Answer: D

NEW QUESTION 178

- (Exam Topic 3)

The customer has asked that your change the default layout of the task list.

* Number

* Task Type

* Parent

* Short Description

* Assignment Group

* Assignment

* Updated

After navigation to the list, where would you click, to meet this requirement?

- A. Right click on any column header, Context menu > Configure > List Layout
- B. Right click List Gear icon > Configure > Columns
- C. Click List Context Menu >Personalize List

D. Click List Context Menu > Configure Columns

Answer: B

NEW QUESTION 179

- (Exam Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelated

NEW QUESTION 182

- (Exam Topic 3)

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

Answer: B

NEW QUESTION 186

- (Exam Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

Answer: BCDF

NEW QUESTION 189

- (Exam Topic 3)

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On the list of records, locate the right-click on the Resolved value, select Exclude.
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On state column title, right-click, select Filter Out > Resolved
- D. On Search, select State, type not Resolved, press enter
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION 194

- (Exam Topic 3)

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. Requests can contain many items; and Items can be any item from the catalog.
- B. Vendors can sell multiple products; and products can be sold by multiple vendors.
- C. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
- D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

Answer: B

NEW QUESTION 195

.....

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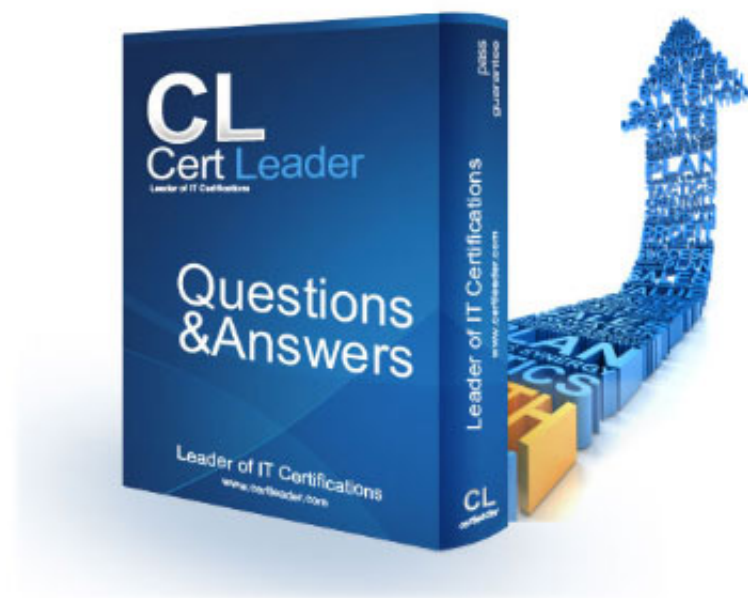
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NEW QUESTION 1

- (Exam Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

NEW QUESTION 2

- (Exam Topic 2)

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

NEW QUESTION 3

- (Exam Topic 2)

What is a role in ServiceNow?

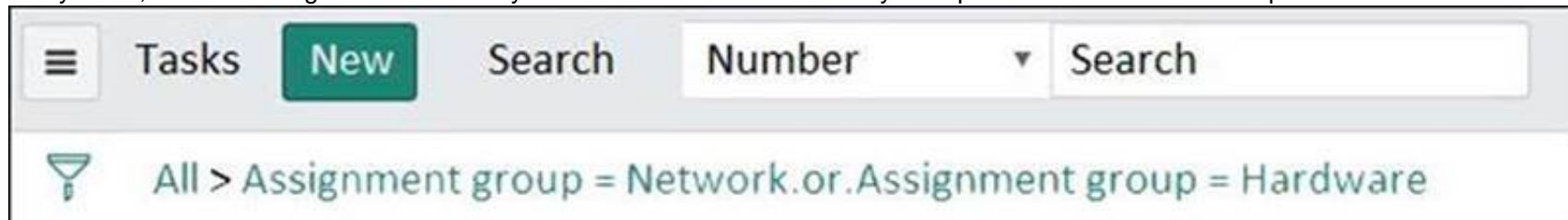
- A. A role is one record in the Role [sys_user_role] table
- B. A role is one record in the Role luser_sys_role] table
- C. A role is a persona used In Live Feed Chat
- D. A role is a set of modules for a particular application

Answer: A

NEW QUESTION 4

- (Exam Topic 2)

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Assignment Group manager field is empty.

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_Cre

NEW QUESTION 5

- (Exam Topic 2)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

Answer: BEF

NEW QUESTION 6

- (Exam Topic 3)

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users
- E. Users with kb_user role

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 7

- (Exam Topic 3)

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Server
- C. Browser
- D. Network

Answer: A

NEW QUESTION 8

- (Exam Topic 3)

Which is the most efficient way to move large amounts of data between instances?

- A. Export to Data Package
- B. Export to XML
- C. Update Sets
- D. Export to Zip

Answer: B

NEW QUESTION 9

- (Exam Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

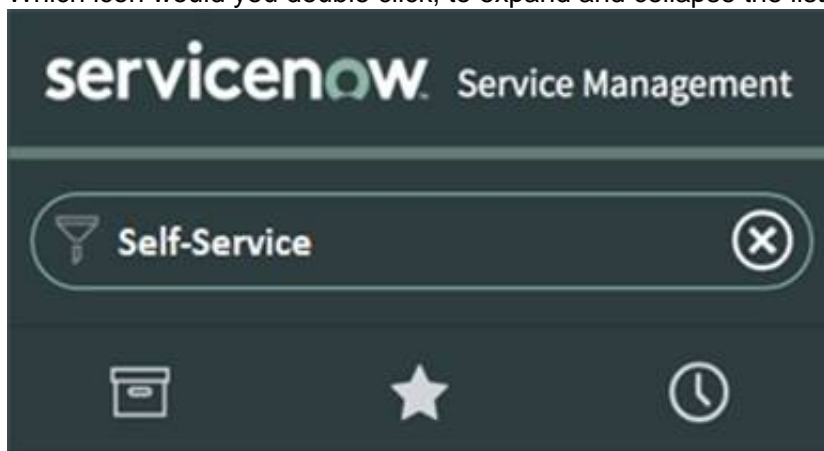
- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

Answer: A

NEW QUESTION 10

- (Exam Topic 2)

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n>

NEW QUESTION 10

- (Exam Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContex

NEW QUESTION 13

- (Exam Topic 2)

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, schedules, and client scripts
- B. Changes made to tables, forms, views, and fields
- C. Changes made to: tables, form
- D. Business Rules, and data records
- E. Changes made to: table
- F. forms groups, and configuration items (CIs)

Answer: A

NEW QUESTION 18

- (Exam Topic 2)

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

Answer: B

Explanation:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_Im

NEW QUESTION 22

- (Exam Topic 2)

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions: Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

Answer: A

NEW QUESTION 27

- (Exam Topic 2)

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/co>

NEW QUESTION 31

- (Exam Topic 2)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Answer: A

NEW QUESTION 35

- (Exam Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestra>

NEW QUESTION 38

- (Exam Topic 2)

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 40

- (Exam Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Answer: AEFG

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 41

- (Exam Topic 2)

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

Answer: D

NEW QUESTION 44

- (Exam Topic 2)

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

Answer: B

NEW QUESTION 47

- (Exam Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_Tools

NEW QUESTION 50

- (Exam Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_Import

NEW QUESTION 53

- (Exam Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 58

- (Exam Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply? Choose 3 answers

- A. Conditions
- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

Answer: CDE

NEW QUESTION 63

- (Exam Topic 2)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- E. Show Choice List
- F. Configure Options

Answer: F

NEW QUESTION 65

- (Exam Topic 2)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn_app_trigger_write] to SME

E. Activate application plugins only

Answer: B

NEW QUESTION 66

- (Exam Topic 2)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Select Normal role
- B. Log out and back in
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec

NEW QUESTION 68

- (Exam Topic 2)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_Mappi

NEW QUESTION 69

- (Exam Topic 2)

How do you make a list filter available to everyone?

- A. Make active, set visibility, and save
- B. Assign a name, set visibility, and save
- C. Assign a group, set visibility, and save
- D. Make active, assign a name, and save

Answer: B

NEW QUESTION 73

- (Exam Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

Answer: D

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flow

NEW QUESTION 75

- (Exam Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Answer: A

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION 76

- (Exam Topic 2)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

Answer: D

NEW QUESTION 78

- (Exam Topic 2)

Which section of the ServiceNow UI allows you to perform a global search?

- A. Application Navigator
- B. Banner frame
- C. List pane
- D. Content frame

Answer: B

NEW QUESTION 82

- (Exam Topic 2)

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Relationship Editor
- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

Answer: D

NEW QUESTION 84

- (Exam Topic 2)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

Answer: D

Explanation:

Reference:

[https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_Import](https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_Import.html)

NEW QUESTION 89

- (Exam Topic 2)

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets
- C. Data Policies enforce data consistency
- D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 91

- (Exam Topic 2)

What are the three components of a filter condition?

- A. Field
- B. Operator and Value
- C. Condition
- D. Operator, and Value
- E. Field, Condition, and Value
- F. Variable, Field, and Value

Answer: A

NEW QUESTION 94

- (Exam Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csd>

NEW QUESTION 96

- (Exam Topic 2)

Which one of the following is NOT a type of Visual Task Board?

- A. Feature
- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_Board

NEW QUESTION 98

- (Exam Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c>

NEW QUESTION 102

- (Exam Topic 2)

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

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION 106

- (Exam Topic 2)

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Prior:, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: D

NEW QUESTION 108

- (Exam Topic 2)

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer

F. Right click on header > Configure > UX Dashboard

Answer: BD

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_Crea

NEW QUESTION 111

- (Exam Topic 2)

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

Answer: C

NEW QUESTION 114

- (Exam Topic 2)

What type of field allows you to look up values from one other table?

- A. Reference
- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

Answer: A

Explanation:

Reference:

<https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f%20Orders%20table>

NEW QUESTION 115

- (Exam Topic 2)

What are the components that make up a filter condition? (Choose three.)

- A. Operator
- B. Match Criteria
- C. Value
- D. Column
- E. Field

Answer: ACE

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html

NEW QUESTION 116

- (Exam Topic 2)

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

Answer: B

NEW QUESTION 117

- (Exam Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

Answer: A

NEW QUESTION 118

- (Exam Topic 2)

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Action
- B. Client Script
- C. UI Script
- D. UI Rule
- E. UI Policy

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept>

NEW QUESTION 122

- (Exam Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

NEW QUESTION 127

- (Exam Topic 1)

What are the three components of a filter condition?

- A. Table
- B. Value
- C. Field
- D. Operator

Answer: BCD

NEW QUESTION 131

- (Exam Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

- A. The Task table is the only table that can be a destination for imported data in the Transform Map module
- B. The Incident
- C. Problem
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in the Transform Map module
- E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
- F. Any ServiceNow table can be a destination for imported data in the Transform Map module

Answer: B

NEW QUESTION 136

- (Exam Topic 2)

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 138

- (Exam Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

Answer: C

NEW QUESTION 141

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

Answer: B

NEW QUESTION 142

- (Exam Topic 1)

What are the main UI component(s) of the ServiceNow Platform?

- A. Banner Navigator
- B. Banner Frame
- C. Application Frame
- D. Application Navigator
- E. Content Menu
- F. Content Frame

Answer: BDF

NEW QUESTION 146

- (Exam Topic 1)

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark
- D. On Hold

Answer: A

NEW QUESTION 147

- (Exam Topic 1)

ServiceNow uses what term to describe all the data saved within a particular form?

- A. Fields
- B. Form
- C. Record
- D. Lists

Answer: C

NEW QUESTION 149

- (Exam Topic 1)

What are the 6 methods available for user authentication?

- A. Local Database: The user name and password in their user record in the instance database.
- B. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
- C. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- D. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
- E. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- F. Digest Token: An encrypted digest of the user name and password in the user record.

Answer: ABCDEF

NEW QUESTION 152

- (Exam Topic 1)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 157

- (Exam Topic 1)

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Answer: ACDE

NEW QUESTION 159

- (Exam Topic 1)

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

NEW QUESTION 161

- (Exam Topic 1)

What is the function of user impersonation?

- A. Testing and visibility
- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

Answer: A

NEW QUESTION 162

- (Exam Topic 1)

Data Policy can enforce mandatory data on import.

- A. True
- B. False

Answer: A

NEW QUESTION 167

- (Exam Topic 1)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Answer: D

NEW QUESTION 170

- (Exam Topic 1)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Answer: ACD

NEW QUESTION 175

- (Exam Topic 1)

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

NEW QUESTION 177

- (Exam Topic 1)

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Answer: B

NEW QUESTION 180

- (Exam Topic 1)

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Answer: AD

NEW QUESTION 183

- (Exam Topic 1)

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

NEW QUESTION 184

- (Exam Topic 1)

Which configuration allows you to use a script to coalesce data in Import Sets?

- A. Multiple-field coalesce
- B. No coalesce
- C. Conditional coalesce
- D. Single-field coalesce

Answer: C

NEW QUESTION 185

- (Exam Topic 1)

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Answer: D

NEW QUESTION 188

- (Exam Topic 1)

FILL IN THE BLANK

_____ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Server

NEW QUESTION 189

- (Exam Topic 1)

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user

Answer: D

NEW QUESTION 193

- (Exam Topic 1)

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 194

- (Exam Topic 1)

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

Answer: D

NEW QUESTION 198

- (Exam Topic 1)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Answer: BCD

NEW QUESTION 200

- (Exam Topic 1)

What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

Answer: B

NEW QUESTION 204

- (Exam Topic 1)

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Answer: BCD

NEW QUESTION 205

- (Exam Topic 1)

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

NEW QUESTION 208

- (Exam Topic 1)

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Answer: A

NEW QUESTION 211

- (Exam Topic 1)

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 215

- (Exam Topic 1)

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 217

- (Exam Topic 1)

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- B. Allow a user to submit feedback about an article
- C. Reporting an error

Answer: B

NEW QUESTION 222

- (Exam Topic 1)

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Answer: A

NEW QUESTION 223

- (Exam Topic 1)

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 227

- (Exam Topic 1)

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

Answer: A

NEW QUESTION 229

- (Exam Topic 1)

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 233

- (Exam Topic 1)

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Answer: D

NEW QUESTION 235

- (Exam Topic 1)

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Answer: D

NEW QUESTION 236

- (Exam Topic 1)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Answer: C

NEW QUESTION 239

- (Exam Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Answer: C

NEW QUESTION 242

- (Exam Topic 1)

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Answer: D

NEW QUESTION 247

- (Exam Topic 1)

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Answer: B

NEW QUESTION 249

- (Exam Topic 3)

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that?
Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Answer: AC

NEW QUESTION 251

- (Exam Topic 3)

‘Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category’s Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: B

NEW QUESTION 256

- (Exam Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

Answer: ABDGH

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 261

- (Exam Topic 3)

That access does a user need to be able to import articles to a knowledge base?

- A. sn_knowledge_import
- B. sn_knowledge contribute
- C. Can contribute
- D. Can import

Answer: C

NEW QUESTION 263

- (Exam Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Answer: BCE

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept>

NEW QUESTION 266

- (Exam Topic 3)

On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

- A. Insert, Update, Delet
- B. Query
- C. 4G} Before, After, Async, Display
- D. Prior to, Synchronous, on Update
- E. Before, Synchronous, Scheduled Job, View

Answer: B

NEW QUESTION 267

- (Exam Topic 3)

A customer has asked for the following updates to a form:

* Make Resolution code mandatory, admin state is changed to Resolved.

* Hide major incident check box, unless logged in user has Major incident Manager role. What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: CE

NEW QUESTION 268

- (Exam Topic 3)

Which testing framework is used to test ServerNew Applications?

- A. Selenium
- B. Test Driven Framework (TDF)
- C. Junit
- D. Automated test Framework (ATF)

Answer: D

NEW QUESTION 270

- (Exam Topic 3)

After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able to see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

Answer: CD

NEW QUESTION 273

- (Exam Topic 3)

When managing tags, you can adjust who is able to see it. What are the visibility options? Choose 3 answers

- A. Admins
- B. Everyone
- C. Groups and Users
- D. Roles and Permissions
- E. Me

Answer: BCE

NEW QUESTION 277

- (Exam Topic 3)

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Field Icon
- B. Field Value
- C. Data Pill
- D. Data Element
- E. Data Trigger

Answer: D

NEW QUESTION 278

- (Exam Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

Answer: B

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import>

NEW QUESTION 279

- (Exam Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

- A. On the list, locate and right click on the value Hardware, select Show Matching
- B. Click Funnel icon, type Hardware and click enter

- C. On the Category column header, right click and select Show > Hardware
- D. Right click on magnifier, type Hardware and click enter
- E. On Breadcrumb, click > icon, type Hardware and click enter

Answer: A

NEW QUESTION 280

- (Exam Topic 3)

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

- A. Format
- B. Layout
- C. Style
- D. Configure

Answer: D

NEW QUESTION 284

- (Exam Topic 3)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Can Read
- B. Can Write
- C. Can Contribute
- D. Can Author
- E. Cannot Author

Answer: C

NEW QUESTION 287

- (Exam Topic 3)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Attribute
- B. Label
- C. Field
- D. Column
- E. Data Element

Answer: C

NEW QUESTION 292

- (Exam Topic 3)

As administrator, what must you do to access feature of High Security Settings?

- A. Select Elevate Roles
- B. Add security_admin role to your user account
- C. Impersonate Security Admin
- D. Use System Administrator < Elevate Roles module

Answer: A

NEW QUESTION 294

- (Exam Topic 3)

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Analytics Reports
- B. Performance Analytics
- C. Scheduled Reports
- D. Reporting

Answer: B

NEW QUESTION 296

- (Exam Topic 3)

What icon do you use to change the icon and color on a Favorite?

- A. Pencil
- B. Star
- C. Clack
- D. Triangle

Answer: A

NEW QUESTION 297

- (Exam Topic 3)

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
- B. A Client Script executes on the server and a Business Rule executes on the client
- C. A Client Script executes on the client and a Business Rule executes on the server
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361db5cdb01dc01dcaf3231

NEW QUESTION 298

- (Exam Topic 3)

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Create New module has a broken link
- B. Known intermittent issue with U115
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

Answer: D

NEW QUESTION 299

- (Exam Topic 3)

What Service Catalog feature do you use to organize items into logical groups?

- A. Variable sets
- B. Catalog items
- C. Sections
- D. Categories

Answer: A

NEW QUESTION 304

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to impersonate User?

- A. Module
- B. Application Navigator
- C. Banner
- D. Content Frame

Answer: C

NEW QUESTION 306

- (Exam Topic 3)

Which modules can you use to create a new table? Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

Answer: AD

NEW QUESTION 310

- (Exam Topic 3)

What access does a user need to be able to import articles to a knowledge base?

- A. Can contribute
- B. sn_knowledge_contribute
- C. sn_knowledge_import
- D. Can import

Answer: A

NEW QUESTION 312

- (Exam Topic 3)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Record Producer
- B. Create Catalog Item

- C. Create Order Guide
- D. Create Content Item

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/c>

NEW QUESTION 315

- (Exam Topic 3)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_Forecasti

NEW QUESTION 320

- (Exam Topic 3)

Access controls are evaluated in this order:

- * 1. Match object against table ACL
- * 2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

- A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
- B. Bottom to top: Table AC
- C. Table.Field ACL, Parent Tabl
- D. Field ACL
- E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
- G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 322

- (Exam Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Linder what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 323

- (Exam Topic 3)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Answer: ACF

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb243

NEW QUESTION 326

- (Exam Topic 3)

A customer requests the following data quality measures be added:

- * 1. Incident numbers should be read-only on all lists and forms, for all users.
- * 2. Short Description field should be mandatory, on all records, across all applications, on insert.

Which type of policy would you use to meet this requirement?

- A. Data policy
- B. Dictionary Design Policy
- C. Data Quality Policy
- D. Field Criteria Policy

Answer: A

NEW QUESTION 329

- (Exam Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email. How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
- B. Click List Magnifier to expand column search, on Short Description, type *email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. On Search box, select text, type email, click enter

Answer: A

NEW QUESTION 333

- (Exam Topic 3)

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager
- * Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 337

- (Exam Topic 3)

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. UI Policy
- B. Assignment Rule
- C. Action
- D. Predictive intelligence
- E. CSDM

Answer: A

NEW QUESTION 340

- (Exam Topic 3)

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Approval can have many Requests
- B. One Request can have many Requested Items
- C. One Requested Item can have many Approvals
- D. One Requested Item can have many Catalog Tasks
- E. One Cart can have many Requests

Answer: BDE

NEW QUESTION 345

- (Exam Topic 3)

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-scripts.html>

NEW QUESTION 349

- (Exam Topic 3)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Service Tracer
- B. Automapping Utility
- C. Relationships
- D. Transform Map

Answer: C

NEW QUESTION 352

- (Exam Topic 3)

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Create, Rate, Update, Delete
- B. Create, Read, Upload, Delete
- C. Create, Read, Write, Delete
- D. Capture, Rate, Write, Develop

Answer: C

NEW QUESTION 353

- (Exam Topic 3)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

Answer: B

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtu>

NEW QUESTION 355

- (Exam Topic 3)

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder
- E. Set list filter, using audible commands

Answer: A

NEW QUESTION 360

- (Exam Topic 3)

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Alerts
- C. Texts
- D. Events
- E. Emails

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/eve>

NEW QUESTION 363

- (Exam Topic 3)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355

NEW QUESTION 366

- (Exam Topic 3)

You have heard about a new application released by SericeNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 368

- (Exam Topic 3)

Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

- A. Context Menu > Configure > Form Layout
- B. Context Menu > Form > Layout
- C. Right click on header > Configure > Form Design
- D. Context Menu > Configure > Form Designer
- E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 369

- (Exam Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on on-call schedules
- C. Site support members can pick tasks, based on Location
- D. Groups can assign tasks to users based on skills
- E. Group members can avoid tasks, which are nearing SLA breach
- F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 370

- (Exam Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

Answer: CD

NEW QUESTION 373

- (Exam Topic 3)

The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

- A. Properties
- B. Data
- C. Configure
- D. Type
- E. Sources

Answer: C

NEW QUESTION 374

- (Exam Topic 3)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager
- * Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

NEW QUESTION 377

- (Exam Topic 3)

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys_user_preference] table
- B. A User is a record stored in the Profile [sys_user_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys_user] table

Answer: A

NEW QUESTION 381

- (Exam Topic 3)

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Load Data
- B. Run Data Scrubber
- C. Set Coalesce
- D. Define Data Source
- E. Select Import Set

Answer: A

NEW QUESTION 382

- (Exam Topic 3)

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

- A. Their user account failed LDAP authentication
- B. Their user account is not logged in properly
- C. Their user account was not approved by their manager
- D. Their user account does not have itil role
- E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 386

- (Exam Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

Answer: D

NEW QUESTION 388

- (Exam Topic 3)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Set up LDAP; Test map; Create update set; Run import; Apply update set
- C. Identify source; Import transform map; Run transformer; Verity import
- D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 393

- (Exam Topic 3)

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

Answer: E

NEW QUESTION 398

- (Exam Topic 3)

Which best describes a field in a SeniceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

Answer: C

NEW QUESTION 402

- (Exam Topic 3)

For your implementation, the following tables. are extended fram each ofher:

* Incident table is extended from Task table.

* Super Incident table is extended from Incident table,

In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table i
- C. a Parent table
- D. Incident table is a Child table
- E. Super Incident table is a Child table
- F. Super Incident table is a Parent table
- G. Super Incident table is a Base table
- H. Task table is a Base table
- I. Task table is a Parent table
- J. Task table is a Child table

Answer: BCDGH

NEW QUESTION 406

- (Exam Topic 3)

When would you use the following steps?

* 1, Homepage Admin > Pages

* 2. Right click on Homepage record

* 3. Select Unioad Portal Page

- A. To publish a Homepage to the Portal
- B. To retire a Homepage
- C. To delete a Homepage
- D. o To add a Homepage to an update set

Answer: D

NEW QUESTION 409

- (Exam Topic 3)

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

Answer: AEF

NEW QUESTION 412

- (Exam Topic 3)

ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

- A. Pie
- B. Speedometer
- C. Odometer
- D. Thermometer
- E. Horizontal Bar
- F. Semi-Donut
- G. Donut

Answer: ABEFG

NEW QUESTION 415

- (Exam Topic 3)

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category

- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

Answer: AE

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.

NEW QUESTION 420

- (Exam Topic 3)

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Local script
- C. Database script
- D. Client script

Answer: D

NEW QUESTION 421

- (Exam Topic 3)

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On the list of records, locate the right-click on the Resolved value, select Exclude.
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On state column title, right-click, select Filter Out > Resolved
- D. On Search, select State, type not Resolved, press enter
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION 426

- (Exam Topic 3)

Which type of scripts run in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Control Scripts
- D. UI Policies and Client Scripts

Answer: D

NEW QUESTION 428

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NEW QUESTION 1

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Answer: C

NEW QUESTION 2

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Answer: C

NEW QUESTION 3

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Answer: ACE

NEW QUESTION 4

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

Answer: B

NEW QUESTION 5

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Answer: B

NEW QUESTION 6

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer: A

NEW QUESTION 7

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: C

NEW QUESTION 8

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 9

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Answer: ACDF

NEW QUESTION 10

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Answer: C

NEW QUESTION 10

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Answer: A

NEW QUESTION 12

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Answer: ABCD

NEW QUESTION 17

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

Answer: D

NEW QUESTION 18

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 19

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Answer: D

NEW QUESTION 24

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Answer: C

NEW QUESTION 27

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Answer: C

NEW QUESTION 32

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Answer: A

NEW QUESTION 33

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 38

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

NEW QUESTION 41

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Answer: D

NEW QUESTION 44

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP

- D. SSO
- E. FTP authentication

Answer: BCD

NEW QUESTION 46

Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery
- B. IntegrationHub ETL
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

Answer: AB

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html

NEW QUESTION 50

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

Answer: C

NEW QUESTION 55

What is a role in ServiceNow?

- A. A role is one record in the Role [user_sys_role] table
- B. A role is a set of modules for a particular application
- C. A role is one record in the Role [sys_user_role] table
- D. A role is a persona used in Live Feed Chat

Answer: C

NEW QUESTION 57

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

Answer: B

NEW QUESTION 58

Which one of the following is NOT a type of Visual Task Board?

- A. Flexible
- B. Freeform
- C. Feature
- D. Guided boards

Answer: C

NEW QUESTION 63

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 67

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform

- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 68

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to: tables, forms, schedules, and client scripts
- B. Changes made to: tables, forms, Business Rules, and data records
- C. Changes made to: tables, forms, groups, and configuration items (CIs)
- D. Changes made to: table, forms, views, and fields

Answer: D

NEW QUESTION 73

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 78

What are the three components of a filter condition?

- A. Fiel
- B. Operator and Value
- C. Conditio
- D. Operator, and Value
- E. Field, Condition, and Value
- F. Variable, Field, and Value

Answer: A

NEW QUESTION 81

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

Answer: B

NEW QUESTION 86

Where in Flow Designer can users access information about actions that are added to the flow?

- A. Virtual Agent Help
- B. Local Action Help
- C. Help Panel
- D. Flow Assistant

Answer: C

NEW QUESTION 88

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NEW QUESTION 1

- (Exam Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

NEW QUESTION 2

- (Exam Topic 2)

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

NEW QUESTION 3

- (Exam Topic 3)

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Server
- C. Browser
- D. Network

Answer: A

NEW QUESTION 4

- (Exam Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

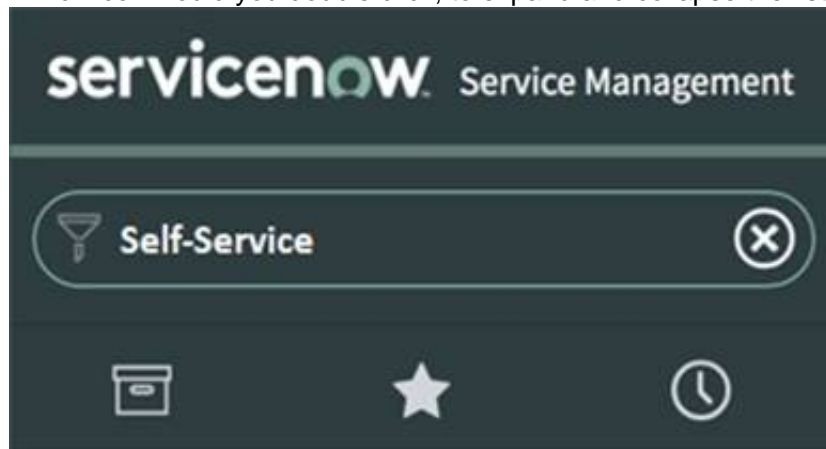
- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

Answer: A

NEW QUESTION 5

- (Exam Topic 2)

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n>

NEW QUESTION 6

- (Exam Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContex

NEW QUESTION 7

- (Exam Topic 2)

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

Answer: B

Explanation:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_Im

NEW QUESTION 8

- (Exam Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestra>

NEW QUESTION 9

- (Exam Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Answer: AEFG

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 10

- (Exam Topic 2)

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

Answer: B

NEW QUESTION 10

- (Exam Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

Answer: D

NEW QUESTION 11

- (Exam Topic 2)

What Is the purpose of the Fitter navigator In the Application Navigator?

- A. Filter applications in order of use
- B. Quickly navigate to applications and modules
- C. Collapse and expand applications
- D. List applications In order of Top Requests

Answer: C

NEW QUESTION 16

- (Exam Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_Impor

NEW QUESTION 20

- (Exam Topic 2)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANoti

NEW QUESTION 24

- (Exam Topic 2)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

Answer: C

NEW QUESTION 25

- (Exam Topic 2)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices

- E. Show Choice List
- F. Configure Options

Answer: F

NEW QUESTION 30

- (Exam Topic 2)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn_app_trigger_write] to SME
- E. Activate application plugins only

Answer: B

NEW QUESTION 35

- (Exam Topic 2)

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:

Reference:

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-bri>

NEW QUESTION 40

- (Exam Topic 2)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Select Normal role
- B. Log out and back in
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec

NEW QUESTION 41

- (Exam Topic 2)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_Mappi

NEW QUESTION 44

- (Exam Topic 2)

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing

I. Condition to evaluate

Answer: ABEF

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t_Ed

NEW QUESTION 45

- (Exam Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

Answer: D

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flow

NEW QUESTION 48

- (Exam Topic 2)

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 50

- (Exam Topic 2)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_Import

NEW QUESTION 55

- (Exam Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdlm-implementation/concept/csd>

NEW QUESTION 59

- (Exam Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

Answer: C

NEW QUESTION 63

- (Exam Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c>

NEW QUESTION 66

- (Exam Topic 2)

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

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION 70

- (Exam Topic 2)

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

Answer: C

NEW QUESTION 75

- (Exam Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

Answer: DEF

NEW QUESTION 77

- (Exam Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

Answer: E

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 79

- (Exam Topic 2)

What are the components that make up a filter condition? (Choose three.)

- A. Operator
- B. Match Criteria

- C. Value
- D. Column
- E. Field

Answer: ACE

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html

NEW QUESTION 82

- (Exam Topic 2)

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

Answer: B

NEW QUESTION 83

- (Exam Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

NEW QUESTION 86

- (Exam Topic 2)

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 91

- (Exam Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

Answer: C

NEW QUESTION 95

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

Answer: B

NEW QUESTION 96

- (Exam Topic 1)

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Answer: C

NEW QUESTION 97

- (Exam Topic 1)

UI Action can prompt that an Incident has been successfully submitted.

- A. True
- B. False

Answer: A

NEW QUESTION 98

- (Exam Topic 1)

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Answer: B

NEW QUESTION 102

- (Exam Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as “Complete”, change it back to “In Progress” until it is applied to another instance

Answer: A

NEW QUESTION 104

- (Exam Topic 1)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 107

- (Exam Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

NEW QUESTION 110

- (Exam Topic 1)

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 113

- (Exam Topic 1)

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria

F. Groups

Answer: ABD

NEW QUESTION 114

- (Exam Topic 1)

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

Answer: ADF

NEW QUESTION 116

- (Exam Topic 1)

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

NEW QUESTION 121

- (Exam Topic 1)

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

Answer: C

NEW QUESTION 124

- (Exam Topic 1)

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

Answer: C

NEW QUESTION 126

- (Exam Topic 1)

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

Answer: B

NEW QUESTION 127

- (Exam Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

Answer: A

NEW QUESTION 128

- (Exam Topic 1)

Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a record producer

- B. They direct the user to a catalog property
- C. They direct the user to a catalog UI policy
- D. They direct the user to a catalog client script

Answer: A

NEW QUESTION 131

- (Exam Topic 1)

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 135

- (Exam Topic 1)

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: D

NEW QUESTION 137

- (Exam Topic 1)

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Answer: ACE

NEW QUESTION 138

- (Exam Topic 1)

What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 143

- (Exam Topic 1)

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Answer: D

NEW QUESTION 146

- (Exam Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Answer: D

NEW QUESTION 150

- (Exam Topic 1)

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

Answer: D

NEW QUESTION 152

- (Exam Topic 1)

A role is recorded in which table?

- A. Role[sys_user]
- B. Role[sys_user_profile]
- C. Role[sys_user_record]
- D. Role[sys_user_role]

Answer: A

NEW QUESTION 153

- (Exam Topic 1)

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Answer: C

NEW QUESTION 156

- (Exam Topic 1)

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 157

- (Exam Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

NEW QUESTION 162

- (Exam Topic 1)

A group is stored in which table?

- A. Group[user group]
- B. Group[sys_user]
- C. Group[sys_user_group]
- D. Group[sys_user_group_profile]

Answer: C

NEW QUESTION 167

- (Exam Topic 1)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Answer: C

NEW QUESTION 168

- (Exam Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Answer: C

NEW QUESTION 171

- (Exam Topic 1)

What is the master table that contains a record for each table in the database?

- A. [sys_master_db]
- B. [sys_db_object]
- C. [sys_master_object]
- D. [sys_object_db]

Answer: B

NEW QUESTION 172

- (Exam Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

Answer: ABDGH

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 174

- (Exam Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value
- E. Operator

Answer: C

NEW QUESTION 179

- (Exam Topic 3)

That access does a user need to be able to import articles to a knowledge base?

- A. sn_knowledge_import
- B. sn_knowledge contribute
- C. Can contribute
- D. Can import

Answer: C

NEW QUESTION 183

- (Exam Topic 3)

What module do you use to access the reports that are available to you?

- A. Report > View /Run
- B. Reports > Homepage
- C. Self-Service>My Reports
- D. Report > Overview

Answer: B

NEW QUESTION 187

- (Exam Topic 3)

A customer has asked for the following updates to a form:

* Make Resolution code mandatory, admin state is changed to Resolved.

* Hide major incident check box, unless logged in user has Major incident Manager role. What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: CE

NEW QUESTION 192

- (Exam Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb_rel_ci
- B. sn_emdb
- C. sn_emdb_ci
- D. Ey omdb
- E. sn_emdb_bak
- F. omdb_ci
- G. emdb_bak

Answer: ADF

NEW QUESTION 196

- (Exam Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

Answer: B

NEW QUESTION 201

- (Exam Topic 3)

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. Services Approval Processing
- B. 6 Services Catalog Item Request
- C. Service Catalog Request
- D. Purchasing Process Flow

Answer: C

NEW QUESTION 202

- (Exam Topic 3)

What table acts as a staging area for records imported from a data source?

- A. Transform Table
- B. Staging Table
- C. Import Set Row Table
- D. Temp Table

Answer: C

NEW QUESTION 204

- (Exam Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

Answer: B

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import>

NEW QUESTION 209

- (Exam Topic 3)

What section on a task record would you use to see the most recent update made to a record?

- A. Timeline
- B. Journal
- C. Audit Log
- D. Activity

Answer: D

NEW QUESTION 214

- (Exam Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

- A. On the list, locate and right click on the value Hardware, select Show Matching
- B. Click Funnel icon, type Hardware and click enter
- C. On the Category column header, right click and select Show > Hardware
- D. Right click on magnifier, type Hardware and click enter
- E. On Breadcrumb, click > icon, type Hardware and click enter

Answer: A

NEW QUESTION 218

- (Exam Topic 3)

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

- A. Format
- B. Layout
- C. Style
- D. Configure

Answer: D

NEW QUESTION 223

- (Exam Topic 3)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Attribute
- B. Label
- C. Field
- D. Column
- E. Data Element

Answer: C

NEW QUESTION 225

- (Exam Topic 3)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Answer: C

Explanation:

Reference: <https://www.basicoservicenowlearning.in/2019/12/create-table-in-servicenow.html>

NEW QUESTION 229

- (Exam Topic 3)

What section on the notes tab, shows the history of the work documented on the record?

- A. Journal
- B. Activity
- C. Diary
- D. Audit Log
- E. Timeline

Answer: B

NEW QUESTION 232

- (Exam Topic 3)

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Create New module has a broken link
- B. Known intermittent issue with U115
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

Answer: D

NEW QUESTION 234

- (Exam Topic 3)

What Service Catalog feature do you use to organize items into logical groups?

- A. Variable sets
- B. Catalog items
- C. Sections
- D. Categories

Answer: A

NEW QUESTION 239

- (Exam Topic 3)

What framework can be used to manage the tables and CIs associated with a use case?

- A. Common Service Data Model (CSDM) product view
- B. Scename Dashboard
- C. CMDB Use Case Modeler
- D. CI Use Case Modeler

Answer: A

NEW QUESTION 242

- (Exam Topic 3)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields
- C. Key Fields
- D. Sys IDs

Answer: B

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_

NEW QUESTION 247

- (Exam Topic 3)

What is the platform name for the Group table?

- A. Sys_USer_group
- B. Sys_group
- C. group
- D. sys_groups

Answer: A

NEW QUESTION 249

- (Exam Topic 3)

What access does a user need to be able to import articles to a knowledge base?

- A. Can contribute
- B. sn_knowledge_contribute
- C. sn_knowledge_import
- D. Can import

Answer: A

NEW QUESTION 250

- (Exam Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

Answer:

B

NEW QUESTION 254

- (Exam Topic 3)

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Can Read Role
- B. Catalog User Role
- C. Can Order Tab
- D. User Criteria

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t>

NEW QUESTION 256

- (Exam Topic 3)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Record Producer
- B. Create Catalog Item
- C. Create Order Guide
- D. Create Content Item

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/c>

NEW QUESTION 258

- (Exam Topic 3)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_Forecasti

NEW QUESTION 259

- (Exam Topic 3)

Access controls are evaluated in this order:

- * 1. Match object against table ACL
- * 2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

- A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
- B. Bottom to top: Table AC
- C. Table.Field ACL, Parent Tabl
- D. Field ACL
- E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
- G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 260

- (Exam Topic 3)

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager
- * Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America

- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 265

- (Exam Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin
- D. knowledge_admin

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference>

NEW QUESTION 270

- (Exam Topic 3)

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-scri>

NEW QUESTION 271

- (Exam Topic 3)

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

- A. Name: incident"; Permission: write; Role: itil
- B. Name: incident Any, Operation: write, Permission: itil
- C. Name: incident.*; Operation: write; Permission: itil
- D. Name: incident None, Permission: create: Role: itil
- E. Name: inciden
- F. None; Operation: create; Role: itil

Answer: D

NEW QUESTION 276

- (Exam Topic 3)

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A. Report Dashboard > Create New
- B. Reports > Getting Started
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New

Answer: E

Explanation:

Reference: https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492

NEW QUESTION 278

- (Exam Topic 3)

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder
- E. Set list filter, using audible commands

Answer: A

NEW QUESTION 279

- (Exam Topic 3)

A customer has asked for the following updates to a form:

* Make Resolution code mandatory, admin state is changed to Resolved.

* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: D

NEW QUESTION 284

- (Exam Topic 3)

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn_log_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

Answer: C

Explanation:

Reference https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055

NEW QUESTION 289

- (Exam Topic 3)

You have heard about a new application released by SericeNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation.

What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 291

- (Exam Topic 3)

Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

- A. Context Menu > Configure > Form Layout
- B. Context Menu > Form > Layout
- C. Right click on header > Configure > Form Design
- D. Context Menu > Configure > Form Designer
- E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 293

- (Exam Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on on-call schedules
- C. Site support members can pick tasks, based on Location
- D. Groups can assign tasks to users based on skills
- E. Group members can avoid tasks, which are nearing SLA breach
- F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 294

- (Exam Topic 3)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_Se

NEW QUESTION 297

- (Exam Topic 3)

What options can you see, when you right click on a CI, from the CI dependency view map? Choose 3 answers

- A. View Affected CIs
- B. View Related Tasks
- C. View Recent Outages
- D. View Cases
- E. View Knowledge

Answer: ABC

NEW QUESTION 298

- (Exam Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new record
- C. No existing records are updated.
- D. Duplicate rows are rejected from the import.
- E. All rows are treated as new records, but errors will be flagged in the import log.

Answer: D

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_

NEW QUESTION 303

- (Exam Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

Answer: CD

NEW QUESTION 306

- (Exam Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

Answer: C

NEW QUESTION 310

- (Exam Topic 3)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager
- * Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

NEW QUESTION 313

- (Exam Topic 3)

What are examples of UI Actions, relating to Lists? Choose 4 answers

- A. List Links
- B. List Control
- C. List Buttons

- D. List Context Menu
- E. List Override
- F. List Choices

Answer: ACDF

NEW QUESTION 317

- (Exam Topic 3)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Parent-Child Approvers.
- B. Approval Chains
- C. Flows
- D. Approval Criteria
- E. Approver Delegates

Answer: D

NEW QUESTION 318

- (Exam Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

Answer: D

NEW QUESTION 319

- (Exam Topic 3)

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

Answer: B

NEW QUESTION 322

- (Exam Topic 3)

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

Answer: B

NEW QUESTION 326

- (Exam Topic 3)

Which module would you use to customize your instances banner image, text and colors? A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION 328

- (Exam Topic 3)

Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. UI policy
- C. Predictive Intelligence
- D. Assignment Rule

Answer: D

NEW QUESTION 333

- (Exam Topic 3)

When adding a related list to a form, you choose the related list from the list collector, What is an example of a related list you might see on the list collector?
Choose 3 answers:

- A. Release Phase==Parent
- B. Catalog Task->Parent
- C. HR Case==Parent
- D. Problem==Parent
- E. Outage->Task number

Answer: BCE

NEW QUESTION 334

- (Exam Topic 3)

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Local script
- C. Database script
- D. Client script

Answer: D

NEW QUESTION 336

- (Exam Topic 3)

Which type of scripts run in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Control Scripts
- D. UI Policies and Client Scripts

Answer: D

NEW QUESTION 340

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