Question 1

Which of the following components may be included in a Service Catalog?

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

Correct Answer: D

Question 2

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

Correct Answer: A

Question 3

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

Correct Answer: C

Question 4

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

Correct Answer: C

Question 5

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

Correct Answer: A, D

Question 6

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

Correct Answer: A, C, E

Question 7

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)

Correct Answer: C

Question 8

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

Correct Answer: B

Question 9

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

Correct Answer: C

Question 10

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

Correct Answer: B, C, D

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

Correct Answer: B

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.

Correct Answer: B

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

Correct Answer: B

What is the platform name for the User table?

A. u_users

B. sys_users

C. x_users

D. sys_user

Correct Answer: D

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.

Correct Answer: A

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

A. Records

B. UI Pages

C. Lists

D. Forms

Correct Answer: B

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

Correct Answer: A

Which of the following is used to initiate a flow?

A. A Trigger

B. Core Action

C. A spoke

D. An Event

Correct Answer: A

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

Correct Answer: D

Which one of the following statements is true about Column Context Menus?

A. It displays actions such as creating quick reports, configuring the list, and exporting data

B. It displays actions related to filtering options, assigning tags, and search

C. It displays actions related to viewing and filtering the entire list

D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A

Question #21 Topic 1

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

Correct Answer: A, B

Question #22 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

Correct Answer: D

Question #23 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

Correct Answer: A

Question #24 Topic 1

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

Correct Answer: A

Question #25 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

Correct Answer: B

Question #26 Topic 1

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

Correct Answer: A, C, D, F

Question #27 Topic 1

Which type of tables may be extended by other tables, but do not extend another table?

A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

Correct Answer: A

Question #28 Topic 1

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

Correct Answer: C

Question #29 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

Correct Answer: A

Question #30 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

Correct Answer: A, C, D, E

Question #31 Topic 1

What is a formatter?

A. A formatter allows you to configure applications on your instance

B. A formatter is a form element used to display information that is not a field in the record

C. A formatter allows you to populate fields automatically

D. A formatter is a set of conditions applied to a table to help find and work with data

Correct Answer: B

Question #32 Topic 1

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

Correct Answer: A, B, C, D

Question #33 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

Correct Answer: C

Question #34 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

Correct Answer: D

Question #35 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

Correct Answer: A

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

Correct Answer: A, C, D

What is the function of user impersonation?

A. Testing and visibility

B. Activate verbose logging

C. View custom perspectives

D. Unlock Application master list

Correct Answer: A

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

Correct Answer: B

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

Correct Answer: D

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

Correct Answer: A

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

Correct Answer: D

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

A. Access Control Rules

B. UI Policies

C. Roles

D. Assignment Rules

Correct Answer: C

✅ Question #43

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

✔️ **Suggested Answer:** D

🧠 **Explanation:**

A **Record Producer** is a type of catalog item that lets users submit information which then creates task-based records (e.g., Incident, Change). It's commonly used for forms like "Report Outage".

✅ Question #44

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

✔️ **Suggested Answer:** A

🧠 **Explanation:**

All these are **Record Producers** in the Service Catalog. They trigger the creation of records like Incidents or Requests.

✅ Question #45

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

✔️ **Suggested Answer:** C

🧠 **Explanation:**

The **Import Set Table** is a **temporary staging table** where raw data is first loaded before being transformed and mapped into target tables.

✅ Question #46

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

✔️ **Suggested Answer:** D

🧠 **Explanation:**

You can **reuse a Transform Map** on the same or different import sets as needed. This helps when testing different mappings or correcting data.

✅ Question #47

What module in the Service Catalog application does an Administrator access to begin creating a new item?

A. Maintain Categories

B. Maintain Items

C. Content Items

D. Items

✔️ **Suggested Answer:** B

🧠 **Explanation:**

To create or manage catalog items, go to **Service Catalog > Catalog Definitions > Maintain Items**.

✅ Question #48

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

✔️ **Suggested Answer:** C

🧠 **Explanation:**

The **List Editor** lets you **edit fields directly in the list view**, often called "inline editing". It's useful for quick changes without loading the full form.

✅ Question #49

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

✔️ **Suggested Answer:** D

🧠 **Explanation:**

Common **variable types** for catalog items include:

- **Multiple Choice** – one option
- **Select Box** – dropdown
- **Checkbox** – for true/false selection

✅ Question #50

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

✔️ **Suggested Answer:** A

🧠 **Explanation:**

Workflows, being configuration records, are **moved using Update Sets** from one instance (e.g., Dev) to another (e.g., Test or Prod).

✅ Question #51

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

✔️ **Suggested Answer:** A

🧠 **Explanation:**

The **baseline Service Catalog** homepage gives access to:

- **Record Producers** (e.g., Report Outage),

- **Order Guides** (bundle multiple items),

- **Catalog Items** (individual requestable items).

✅ Question #52

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

✔️ **Suggested Answer:** C

🧠 **Explanation:**

When you **extend a table** in ServiceNow, the new table **inherits all the fields** from the parent and allows you to **add custom fields** specific to the child table.

✅ Question #53

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

A. Memory Stats module

B. Stats module

C. System.upgraded table

D. Transactions log

✔️ **Suggested Answer:** B

🧠 **Explanation:**

To find the current **ServiceNow version**, navigate to `System Diagnostics > Stats` , or just enter **stats.do** in the browser. It shows system information including release version.

✅ Question #54

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

A. Published

B. Drafted

C. Retired

D. Reviewed

✔️ **Suggested Answer:** A

🧠 **Explanation:**

Only articles in the **Published** state are visible to end users in the Knowledge Base. Drafted or retired ones are hidden.

✅ Question #55

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

A. Answer Agent

B. Live Feed

C. Virtual Agent

D. Connect Chat

✔️ **Suggested Answer:** C

🧠 **Explanation:**

Virtual Agent is ServiceNow's **chatbot** that automates common tasks like resetting passwords, checking ticket status, etc.

✅ Question #56

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

✔️ **Suggested Answer:** D

🧠 **Explanation:**

Related Lists show **records** that are linked to the current record. For example, an Incident's related Problems, Tasks, or Attachments.

✅ Question #57

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

A. A Service Catalog flow generates three basic components: item variable types, tasks, and approvals

B. Although a Service Catalog flow cannot send notifications, the flow drives complex fulfillment processes

C. A Service Catalog flow is used to drive complex fulfillment processes and sends notifications to defined users or groups

D. A Service Catalog flow generates three basic components: item variable types, tasks, and notifications

✔️ **Suggested Answer:** C

🧠 **Explanation:**

Service Catalog flows in Flow Designer allow automation of fulfillment processes like generating tasks, sending **notifications**, and setting up approvals.

✅ Question #58

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

A. Report

B. Flow

C. Event

D. Task

✔️ **Suggested Answer:** D

🧠 **Explanation:**

In ServiceNow, a **Task** (like Incident, Change, Problem) represents a record that gets worked on and is eventually **closed**.

✅ Question #59

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

A. XML feed

B. Local database

C. LDAP

D. SSO

E. FTP authentication

✔️ **Suggested Answers: B, C, D**

🧠 **Explanation:**

Valid authentication methods in ServiceNow include:

- **Local database** (username/password stored in SN),

- **LDAP** (Lightweight Directory Access Protocol),

- **SSO** (Single Sign-On).

✅ Question #60

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

✔️ **Suggested Answers: A, B, D**

🧠 **Explanation:**

Access Control rules are based on:

- **Roles** (who has permission),

- **Conditions/Expressions** (field/value based),

- **Scripts** (custom logic using Glide scripting).

Question 61

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

✅ **Correct Answer:** B. Banner frame

Question 62

How do you make a list filter available to everyone?

A. Make active, assign a name, and save

B. Assign a group, set visibility, and save

C. Assign a name, set visibility, and save

D. Make active, set visibility, and save

✅ **Correct Answer:** C. Assign a name, set visibility, and save

Question 63

What would NOT appear in the Application Navigator if `service` is typed into the filter field?

A. Configuration > Business Services

B. Self-Service > Knowledge

C. Service Portal > Widgets

D. Incident > Assigned to me

✅ **Correct Answer:** D. Incident > Assigned to me

Question 64

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

A. Search

B. Favorites

C. Tags

D. Bookmarks

✅ **Correct Answer:** C. Tags

Question 65

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

A. Template

B. Reference Qualifier

C. Formatter

D. Assignment Rule

✅ **Correct Answer:** A. Template

Question 66

How is a group defined in ServiceNow?

A. A group is one record stored in the Group Type [sys_user_group_type] table

B. A group is one record stored in the Group [sys_user_group] table

C. A group defines a set of users that share the same location

D. A group defines a set of users that share the same job title

✅ **Correct Answer:** B. A group is one record stored in the Group [sys_user_group] table

Question 67

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

✅ **Correct Answer:** C. A role is one record in the Role [sys_user_role] table

Question 68

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

✅ **Correct Answer:** B. A tool for alerting users that events that concern them have occurred

Question 69

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

A. Flexible

B. Freeform

C. Feature

D. Guided boards

✅ **Correct Answer:** C. Feature

Question 70

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.

✅ **Correct Answers:** C. You should add users to groups, D. You should assign roles to groups

Question 71

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

A. Business Rule

B. Workflow

C. Log entry

D. Knowledge article publication

✅ **Correct Answers:** A. Business Rule, B. Workflow

Question 72

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

A. Task [task]

B. Assignment [assignment]

C. Service [service]

D. Workflow [workflow]

✅ **Correct Answer:** A. Task [task]

Question 73

Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user

B. A column is one field and a record is one row

C. A column is one field and a record is one column

D. A column contains data from one user and a record is one set of fields

✅ **Correct Answer:** B. A column is one field and a record is one row

Question 74

What is a sys_id?

A. Unique 32-character identifier that is assigned to every record

B. A client-side Business Rule

C. A server-side Business Rule

D. Unique 64-character identifier that is assigned to every record

✅ **Correct Answer:** A. Unique 32-character identifier that is assigned to every record

Question 75

When creating a global custom table named `abc` **, what is the table name that is automatically assigned by the platform?**

A. snc_abc

B. abc

C. u_abc

D. sys_abc

✅ **Correct Answer:** C. u_abc

Question 76

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

✅ **Correct Answer:** B. For a specific row, column, or table

Question 77

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

✅ **Correct Answer:** C. System Import Sets

Question 78

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

✅ **Correct Answer:** B. Load Data, Create Transform Map, Run Transform

Question 79

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

✅ **Correct Answer:** A. CI Relationship Editor

Question 80

What is the difference between a UI Policy and Data Policy?

A. Data Policies run when data is entered through the form, by an Import Set, or by web services, while UI Policies are set only by web services

B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies

C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions

D. Data Policies run only after UI Policies run successfully

✅ **Correct Answer:** C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions

Question #81 – Topic 1

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

✅ **Correct Answer: D**

Explanation:

Update Sets capture configuration changes like tables, forms, views, fields, client scripts, and business rules. They do not capture data like users or CIs.

Community vote distribution: D (100%)

Question #82 – Topic 1

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

✅ **Correct Answer: D**

Explanation:

To retrieve an Update Set:

1. Verify it is complete

2. Retrieve

3. Preview for any issues

4. Commit to apply

   Community vote distribution: D (79%), C (21%)

Question #83 – Topic 1

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

✅ **Correct Answer: B**

Explanation:

In IntegrationHub, "spokes" are pre-built integrations containing Flow Designer actions and triggers specific to third-party apps.

Community vote distribution: B (100%)

Question #84 – Topic 1

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

✅ Correct Answer: D

Explanation:

Application Scope in ServiceNow isolates and protects apps by controlling access to files, tables, and data within the scope.

Community vote distribution: D (100%)

Question #85 – Topic 1

Which one statement correctly describes Access Control rule evaluation?

A. Table access rules are evaluated from the general to the specific

B. If more than one rule applies to a record, the older rule is evaluated first

C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

D. The role with the most permissions evaluates the rules first

✅ Correct Answer: C

Explanation:

Access is only granted when both field-level and row-level rules evaluate to true. This enforces strict security on data access.

Community vote distribution: C (75%), A (17%)

Question #86 – Topic 1

ServiceNow contains a resource which provides:

- A standard set of service definitions
- A CMDB framework supporting multiple configuration strategies

   What resource is being described?

   A. Common Services Data Model (CSDM)

   B. Information Technology Service Management (ITSM)

   C. Configuration Management Database (CMDB)

   D. Information Technology Infrastructure Library (ITIL)

✅ **Correct Answer: A**

Explanation:

CSDM provides a standardized model and framework to structure service-related data in the CMDB for consistent reporting and strategy.

Community vote distribution: A (100%)

Question #87 – Topic 1

An IT manager can't 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

✅ **Correct Answer: B**

Explanation:

To view records in "My Groups Work", users must have the `itil` role. Without it, the manager won't have access to the task list even if they are part of the group.

Community vote distribution: D (56%), A (41%)

Question #88 – Topic 1

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

✅ **Correct Answer: C**

Explanation:

Application-based triggers are available only when the corresponding application spoke and any required plugins are activated.

Community vote distribution: C (100%)

Question #89 – Topic 1

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

✅ **Correct Answers: A, D, E**

Explanation:

ServiceNow supports various user interfaces including:

- **Now Mobile Apps** for mobile access
- **Service Portals** for end users
- **Now Platform UI** for backend users

  Other options like Agent Control Center or Back Office Dashboard are not standard UI categories in the platform.

  Community vote distribution: A, D, E (most voted)

✅ **Question #90**

Which of the following are not included in an Update Set, by default? *(Choose four)*

A. Homepages

B. Data

C. Published Workflows

D. Business Rules

E. Schedules

F. Database changes

G. Related Lists

H. Report Definitions

I. Scheduled Jobs

J. Client Scripts

K. Views

✔️ **Suggested Answer:** A, B, E, F

🧠 **Explanation:**

Update Sets **track configuration changes**, not runtime or user-specific data.

- ✅ Not included:
    - **A. Homepages** – Managed separately.
    - **B. Data** – Records are not tracked by update sets.
    - **E. Schedules** – Treated as data.
    - **F. Database changes** – Like table structure or direct SQL, not tracked.
- ✅ Included:
    - Business Rules, Client Scripts, Views, etc.

✅ Question #91

You are showing your customer a new form. They want to add a field. Where could you do that? *(Choose two)*

A. Select Fields and Columns module

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

C. Click context menu, select Configure > Form Designer

D. Select Field Class Manager module

✔️ **Suggested Answer:** B, C

🧠 **Explanation:**

- **B. Form Layout** – Simpler interface to add fields.
- **C. Form Designer** – Drag-and-drop UI to manage fields and sections.
- A & D are incorrect because such modules don't exist or are unrelated.

✅ Question #92

Which ServiceNow resource ensures data maps correctly to 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)

✔️ **Suggested Answer:** A

🧠 **Explanation:**

CSDM is the **framework** that guides correct use of CMDB data for services, relationships, and lifecycles.

✅ Question #93

What do you activate to add applications or functionality to your instance?

A. App Package

B. Updated Pack

C. Patch

D. Plugin

E. App Updated Set

✔️ **Suggested Answer:** D

🧠 **Explanation:**

Plugins activate extra functionality (like Service Catalog, Discovery, etc.). Other options are incorrect.

✅ Question #94

What field contains a record's 32-character unique identifier?

A. sn_rec_id

B. rec_id

C. u_id

D. sys_id

E. sn_gu_id

F. sn_sys_id

G. id

✔️ **Suggested Answer:** D

🧠 **Explanation:**

sys_id is the unique identifier used for every record in ServiceNow.

✅ Question #95

Your company wants first line workers (not managers) to order a T-shirt. How would you restrict access to the order item?

A. Create Record Producer and use Available For list to specify First Line role

B. Create Catalog Item and use Not Available list to specify Manager group

C. Create Catalog Item and use Available For list to specify ITIL role

D. Create Order Guide and use User Criteria for First Line role

✔️ **Suggested Answer:** B

🧠 **Explanation:**

Best way is to use **Catalog Item** and restrict using the **Not Available For** list to exclude managers.

Record Producer is more suitable for submitting records, not catalog items.

✅ Question #96

What is used frequently to move customizations from one instance to another?

A. Update Sets

B. Code Sets

C. Update Packs

D. Configuration Logs

E. Remote Sets

F. Local Sets

G. Code Packs

✔️ **Suggested Answer:** A

🧠 **Explanation:**

Update Sets are the standard method to move configuration between instances (e.g., from Dev to Test).

✅ Question #97

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

✔️ **Suggested Answer:** C

🧠 **Explanation:**

Pencil icon represents edit mode – used to rename or relabel Favorites in the UI.

✅ Question #98

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

✔️ **Suggested Answer:** B, E, H, I

🧠 **Explanation:**

- **B. Table** – Required to apply rule to a table

- **E. Script** – Logic executed

- **H. Timing** – Before, After, Async, etc.

- **I. Condition** – Defines when it runs

  Others like UI Action, Scope, Update Set aren't required for a Business Rule.

✅ Question #99

What feature tracks how long a task has been open to ensure it's completed on time?

A. Task Escalation Clock

B. Service Level Agreements

C. Inactivity Monitor

D. Response Time Clock

E. Business Time Remaining

✔️ **Suggested Answer:** B

🧠 **Explanation:**

SLAs (Service Level Agreements) monitor and enforce time-based goals like resolution or response times.

✅ Question #100

What is a quick way to create a report from a list view?

A. Click on filter breadcrumb, drag and drop on the Report > Create New module

B. Click Funnel, define filter conditions, click Create Report

C. Click Context Menu, select Create Report

D. Apply filter, right click on column header, select Bar Chart

E. Apply filter, right click on column header, select Create Report

✔️ **Suggested Answer:** B

🧠 **Explanation:**

From the list view:

- Click **Filter (funnel)**
- Define conditions
- Click **Create Report** button that appears at the top

Question 101

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

✅ **Correct Answer:** B. Automatic Mapping

Question 102

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

✅ **Correct Answer:** A. Knowledge

Question 103

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.

✅ **Correct Answer:** B. Have them use the gear icon to set the employee's time zone.

Question 104

What are three security modules often used by the System Administrator? (Choose three)

A. System Properties > Security

B. Utilities > Migrate Security

C. System Security > Security

D. Self-Service > My Access

E. System Security > Access Control (ACL)

F. Password Management > Security Questions

G. System Security > High Security Settings

✅ **Correct Answers:** A, E, G

Question 105

When testing a catalog item that has 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.

✅ **Correct Answers:** A, C, D

Question 106

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

✅ **Correct Answer:** E. UI Policy

Question 107

When moving multiple update sets at one time, what might you do to facilitate the move?

A. Batch

B. Verify

C. Test

D. Preview

✅ **Correct Answer:** A. Batch

Question 108

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

✅ **Correct Answer:** C. Object and Operation being secured; Permissions required to access the object

Question 109

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

✅ **Correct Answer:** C. Application

Question 110

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

✅ **Correct Answer:** C. Configuration Item

Question #111
Topic #1
[All CSA Questions]

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

A. Specify the Dept_Mgr role on the catalog content block

B. Add the Department Manager group to the catalog item's user criteria

C. Add the Department Manager group to the catalog item's ACL

D. Only publish the item in the HR service catalog

E. Use a Dept_Mgr ACL on the HR service catalog

Correct Answer: B

Community vote distribution: B (100%)

Question #112
Topic #1
[All CSA Questions]

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

Correct Answer: A

Community vote distribution: A (100%)

Question #113
Topic #1
[All CSA Questions]

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

A. Incident.Major_Incident

B. incident⇒major_incident

C. incident⇔major_incident

D. incident‖major_incident

E. incident.major_incident

Correct Answer: E

Community vote distribution: E (100%)

Question #114
Topic #1
[All CSA Questions]

Two departments (HR Onboarding and Facilities) want a catalog item for event room setup services. Both have separate catalogs, but the form and task routing are the same. What do you do?

A. Create one Catalog Item for HR and one for Facilities

B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs

C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog

D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access

Correct Answer: B

Community vote distribution: B (100%)

Question #115
Topic #1
[All CSA Questions]

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

Correct Answer: B

Community vote distribution: B (100%)

Question #116
Topic #1
[All CSA Questions]

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

A. Reference

B. Verity

C. Options

D. Selections

E. Dot walk

F. Lookup

Correct Answer: A

Community vote distribution: A (87%)

Question #117
Topic #1
[All CSA Questions]

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

Correct Answer: A

Community vote distribution: A (100%)

Question #118
Topic #1
[All CSA Questions]

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

Correct Answer: E

Community vote distribution: E (60%), B (40%)

Question #119
Topic #1
[All CSA Questions]

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

A. Retrieve, Preview, Commit

B. Specify, Transform, Apply

C. Retrieve, Assess, Apply

D. Get, Test, Push

E. Pull, Review, Push

Correct Answer: A

Community vote distribution: A (100%)

Question #120
Topic #1
[All CSA Questions]

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

A. Run Transform

B. Run Import

C. Import Dataset

D. Execute Transform

E. Schedule Transform

Correct Answer: A

Question #: 121

Topic #: 1

Question:

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

✅ **Correct Answer:** A, E

📦 **Most Voted:** AE

Question #: 122

Topic #: 1

Question:

Which collaboration tool is available from the banner, using the bubble icon?

A. Now Messenger

B. Agent Chat

C. Connect Chat

D. Collaborate Now

E. Live Feed

✅ **Correct Answer:** C

🗳️ **Most Voted:** C

Question #: 123

Topic #: 1

Question:

On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

A. Can Contribute

B. Cannot Author

C. Cannot Contribute

D. Cannot Write

E. Read Only

✅ **Correct Answer:** C

🗳️ **Most Voted:** C

Question #: 124

Topic #: 1

Question:

Which features allow you to update multiple records at one time? (Choose two.)

A. List Editor

B. Field Update Action

C. Bulk Record Update

D. Data Remediation Dashboard

E. Update Selected Action

✅ **Correct Answer:** A, E

📦 **Most Voted:** AE

Question #: 125

Topic #: 1

Question:

Categories in the knowledge base, by default, can be created and edited by which knowledge workers? (Choose two.)

A. Knowledge Authors

B. Knowledge Contributors

C. Knowledge Controller

D. Knowledge Managers

E. Knowledge Category Managers

F. Knowledge Submitters

G. Knowledge Owners

H. Knowledge Taxonomy Owner

✅ **Correct Answer:** B, D

📦 **Most Voted:** BD

Question #: 126

Topic #: 1

Question:

Which collaboration tool opens a sidebar and allows you to create new conversations with other ServiceNow users?

A. Skype Now

B. Collaborate Now

C. Agent Messenger

D. Agent Chat

E. Connect Chat

✅ **Correct Answer:** E

🗳️ **Most Voted:** E

Question #: 127

Topic #: 1

Question:

What module would you use if you wanted to view a list of all of the fields on the Incident table? (Choose two.)

A. Tables & Columns

B. Dictionary

C. Data Class Manager

D. Dictionary Dashboard

E. Database View

F. Schema

✅ **Correct Answer:** A, B

🗳️ **Most Voted:** AB

Question #: 128

Topic #: 1

Question:

What component causes a flow to run after a record has been created or updated?

A. Date-based trigger

B. On-change trigger

C. Record-based trigger

D. Application-based trigger

E. Updated-date trigger

✅ **Correct Answer:** C

📥 **Most Voted:** C

Question #: 129

Topic #: 1

Question:

What type of field is Boolean and appears as a check box?

A. Yes/No

B. True/False

C. On/Off

D. Binary

E. 0/1

✅ **Correct Answer:** B

📥 **Most Voted:** B

Question #: 130

Topic #: 1

Question:

Which module is used to access the knowledge bases which are available to you?

A. Knowledge > Home

B. Self Service > Knowledge

C. Knowledge > All

D. Knowledge > Knowledge Bases

E. Knowledge > Overview

✅ **Correct Answer:** D

📦 **Most Voted:** D

Question #: 131

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

A. Data Quality Policy

B. Dictionary Design Policy

C. UI Data Policy

D. UI Policy

E. Field Criteria Policy

F. Data Policy

Correct Answer: F

Question #: 132

What type of user (persona) has clearly defined paths and workflows in the platform and have one or more roles (ie itil and approver_user)?

A. Workflow User

B. Request Fulfiller

C. ITSM User

D. Approving Manager

E. Service Desk User

F. Process User

Correct Answer: F

Question #: 133

Which module would you use to customize your instance's banner image, text, and colors?

A. System UI > UI Pages > Branding

B. Service Portal > Portals > Branding

C. System Properties > Basic Configuration UI16

D. System Properties > Branding

E. Homepage Admin > Pages > Branding

Correct Answer: C

Question #: 135

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

A. Coalesce Data

B. Transform Data

C. Import Data

D. Load Data

Correct Answer: D

Question #: 136

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

Correct Answer: B

Question #: 137

When a user reports that they are not able to see modules on the application navigator, what can you do to see what modules are visible to them?

A. Look up their password, so you can log in with their account

B. Initiate a Connect Chat session

C. Install the Bomgar plug-in

D. Impersonate the user

E. Launch a NowChat window

Correct Answer: D

Question #: 138

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.

Correct Answer: A

Question #139

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

Correct Answer: E

Question #140

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

Correct Answer: A

Question #141

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

Correct Answer: D

Question #142

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

Correct Answers: A, C, F, I

Question #143

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

Correct Answer: D

Question #144

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

Correct Answer: C

Question #145

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

Correct Answer: A

Question #146

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

Correct Answers: B, C

Question #147

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

A. Database View

B. Many to Many

C. One to Many

D. Extended

Correct Answer: B

Question #148

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

Correct Answer: B

Question #149

Group records are stored in which table?

A. Group [sn_user_group]

B. Group [sys_user_group]

C. Group [s_sys_group]

D. Group [u_sys_group]

Correct Answer: B

Question #150

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

Correct Answer: C

ChatGPT said:

Question #: 151

Topic #: 1

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

A. Before, After, Async, Display

B. Prior to, Synchronous, on Update

C. Insert, Update, Delete, Query

D. Before, Synchronous, Scheduled Job, View

Suggested Answer: A

Question #: 152

Topic #: 1

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

A. Local Sources (i.e. XML, CSV, Excel)

B. Implementation Spoke

C. DataHub

D. JDBC Connection

E. Network Server

F. LDAP Connection

Suggested Answer: ADEF

Question #: 153

Topic #: 1

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

A. Operator

B. Match Criteria

C. Value

D. Column

E. Field

Suggested Answer: ACE

Question #: 154

Topic #: 1

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

A. Turn your computer off and on again

B. Clear browser cache

C. End Impersonation

D. Log out and back in

Suggested Answer: C

Question #: 155

Topic #: 1

What controls the publishing and retiring process for knowledge articles?

A. Approval Policies

B. Approval Definitions

C. Workflow Designer

D. Workflows

E. State Lifecycle

Suggested Answer: D

Question #: 156

Topic #: 1

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

Suggested Answer: A

Question #: 157

Topic #: 1

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

Suggested Answer: BCD

Question #: 158

Topic #: 1

On a filter condition, which component is always a choice list?

A. Operator

B. Filter Criteria

C. Operation

D. Match Criteria

Suggested Answer: A

Question #: 159

Topic #: 1

A Role is defined as what?

A. A collection of permissions

B. A set of user access policies

C. A Persona in a workflow

D. A set of access control rules

Suggested Answer: A

Question #: 160

Topic #: 1

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 UI15

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

Suggested Answer: D

Question #161

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

A. Scenario Dashboard

B. CI Use Case Modeler

C. CMDB Use Case Modeler

D. Common Service Data Model (CSDM) product view

Answer: D

Question #162

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: D

Question #163

What are advantages of using Flow Designer? (Choose three.)

A. Supports advanced developers

B. Enables complicated scripting

C. Reduces technical debt

D. Less manual scripting

E. Smooth integration with 3rd party systems

Answer: C, D, E

Question #164

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

Question #165

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

A. Trigger runtime value

B. Sequence runtime value

C. Starting runtime value

D. Data pill runtime value

E. Input runtime value

Answer: D

Question #166

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

Question #167

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

A. All rows are rejected from the import, as coalesce field is required.

B. All rows are treated as new records. No existing records are updated.

C. Duplicate rows are rejected from the import.

D. All rows are treated as new records, but errors will be flagged in the import log.

Answer: B

Question #168

What is the most common role that has access to almost all platform features, functions, and data?

A. Security Admin [security_admin]

B. Sys Admin [sys_admin]

C. Admin [sn_admin]

D. System Administrator [admin]

E. Base Admin [base_admin]

Answer: D

Question #169

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

Question #170

Which component of a table contains a piece of data for one record?

A. Factor

B. Field

C. Datapoint

D. Element

E. Item

Answer: B

Question #: 171

Topic #: 1

What type of field has a drop down list, from which you can pick from pre-defined options?

A. Choice

B. Picker

C. Drop down

D. Option

Suggested Answer: A

Question #: 172

Topic #: 1

User records are stored in which table?

A. User [sys_user]

B. User [sn_user]

C. User [u_sys_user]

D. User [s_user]

Suggested Answer: A

Question #: 173

Topic #: 1

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

Suggested Answer: A

Question #: 174

Topic #: 1

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

Suggested Answer: B

Question #: 175

Topic #: 1

Which role can manage multiple knowledge bases?

A. knowledge_base_admin

B. kb_admin

C. sn_kb_admin

D. knowledge_admin

Suggested Answer: D

Question #: 176

Topic #: 1

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

Suggested Answer: C

Question #: 177

Topic #: 1

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

Suggested Answer: ABDF

Question #: 178

Topic #: 1

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

Suggested Answer: B

Question #: 179

Topic #: 1

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

Suggested Answer: ABDGH

Question #: 180

Topic #: 1

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

A. Match Fields

B. Coalesce Fields

C. Key Fields

D. Sys IDs

Suggested Answer: B

Question #: 181

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

Correct Answer: A

Question #: 182

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

Correct Answer: D

Question #: 183

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

A. Schema Map

B. Dependency View

C. Dependency Map

D. Database View

Correct Answer: B

Question #: 184

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

Correct Answer: C

Question #: 185

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

Correct Answer: D

Question #: 186

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

Correct Answers: B, C, E

Question #: 187

What is used to determine user access to knowledge bases or a knowledge article?

A. sn_kb_read, sn_article_read

B. Privacy Settings

C. Read Access Flag

D. User Criteria

Correct Answer: D

Question #: 188

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

Correct Answers: A, C, F

Question #: 189

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

Correct Answer: C

Question #: 190

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

A. Module

B. Content Frame

C. Application Navigator

D. Banner

Correct Answer: D

Question #: 191

Which application is used primarily to load data into ServiceNow?

A. Import Hub

B. System Import Sets

C. Data Import Configuration

D. Import Management

Correct Answer: B

Question #: 192

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

Correct Answer: C

Question #: 193

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

A. Name: incident.None; Operation: create; Role: itil

B. Name: incident.Any; Operation: write; Permission: itil

C. Name: incident:*; Permission: write; Role: itil*
D. Name: incident.None; Permission: create; Role: itil
E. Name: incident:
;Operation: write; Permission: itil

Correct Answer: A

Question #: 194

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

A. Categories

B. Variable Sets

C. Sections

D. Catalog items

Correct Answer: A

Question #: 195

When creating a new notification, what must you define? (Choose three.)

A. The associated knowledge base

B. Settings for handing inactive user accounts

C. Under what conditions is the notification sent

D. Who receives the notification

E. What the content of the notification

Correct Answer: C, D, E

Question #: 196

Which of these workflows are included in the platform? (Choose three.)

A. Federal Workflows

B. Customer Workflows

C. Infrastructure Workflows

D. Manufacturing Workflows

E. Employee Workflows

F. IT Workflows

Correct Answer: B, E, F

Question #: 197

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 Assignment Group manager field is empty.

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.

Correct Answer: D

Question #: 198

You have been asked to configure a form so an employee could order tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take? (Choose three.)

A. Create Catalog Item for the Tablet, and add a variable set to the form, for the accessory options.

B. Create a Record producer, and on the form, add a check box variable for each accessory option.

C. On Shopping Cart configuration, select option lo show the Add Accessories button.

D. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.

E. Create Catalog Item for the tablet, and on the form, add a check box variable for each accessory option.

Correct Answer: A, D, E

Question #: 199

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

A. Dependency View

B. CI Class Map

C. Business Service Map

D. CSDM Schema

Correct Answer: A

Question #: 200

What is the definition of a group?

A. A collection of subject matter experts

B. A team of users

C. An escalation pod

D. A collection of users

E. A department

Correct Answer: D