

SERVICENOW CSD BITS

1. Which of the following statements is true for the Form Designer? a) To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form. b) To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field. c) To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button. d) To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.

- A. a, b, c, and d
- B. b, c, and d
- C. a, b, and d
- D. a, b, and c **Most Voted**

No Reference

2.Which of the following are configured in an Email Notification? a) Who will receive the notification. b) What content will be in the notification. c) When to send the notification. d) How to send the notification.

- A. a, b and c **Most Voted**
- B. a, b, and d
- C. b, c and d
- D. a, c and d

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569

3. To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- Open the list of Update Sets for the instance
- Examine the Application Files Related List in the application to be published **Most Voted**
- D. Open the artifact records individually to verify the value in the Application field

Reference: https://community.servicenow.com/community?id=community_article&sys_id=d2dce665dbd0dbc01dcaf3231f9619fe

4. Which one of the following is NOT a debugging strategy for client-side scripts?

- A. g_form.addInfoMessage()
- B. Field Watcher
- C. jslog()
- D. gs.log() **Most Voted**

Reference:https://developer.servicenow.com/dev.do#!/learn/learning-plans/istanbul/new_to_servicenow/app_store_learnv2_scripting_istanbul_debugging_client_scripts

5. Which Application Access configuration field(s) are NOT available if the Can read configuration field is NOT selected?

- All access to this table via web services
- B. Can create, Can update, and Can delete **Most Voted**
- C. Can read does not affect the availability of other Application Access fields
- D. Allow configuration

No Reference

6. Which of the following is NOT a trigger type in Flow Designer?

- A. Outbound Email **Most Voted**
- B. Application
- C. Record
- D. Schedule

Reference:<https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

7. When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table **Most Voted**
- C. Script Include
- D. Workflow

Reference:<https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/set-RCA-level.html>

8. In an Email Notification, which one of the following is NOT true for the Weight field?

- A. Only Notifications with the highest weight for the same record and recipients are sent
- B. A Weight value of zero means that no email should be sent **Most Voted**
- C. The Weight value defaults to zero
- D. A Weight value of zero means the Notification is always sent when the Notification's When to send criteria is met

Reference:https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

9. Which of the following objects does a Display Business Rule NOT have access to?

- A. previous **Most Voted**
- B. GlideSystem
- C. g_scratchpad
- D. current

Reference:https://community.servicenow.com/community?id=community_question&sys_id=8af90f29db5cdbe01dcaf3231f96197c

10. Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework **Most Voted**

- B. Source Control
- C. Delegated Development

- D. Flow Designer **Most Voted**

No Reference

11. Which one of the following is NOT a UI Action type?

- A. List choice
 - B. Form button
 - C. List banner button
 - D. Form choice **Most Voted**
12. Which of the following is NOT supported by Flow Designer?

- A. Call a subflow from a flow
- B. Test a flow with rollback **Most Voted**
- C. Use Delegated Developer
- D. Run a flow from a MetricBase Trigger

13. Which of the following are true for reports in ServiceNow? (Choose three.)

- A. Any user can see any report shared with them.
- B. Can be a graphical representation of data. **Most Voted**
- C. All users can generate reports on any table.
- D. Can be run on demand by authorized users. **Most Voted**
- E. Can be scheduled to be run and distributed by email. **Most Voted**

14. Modules must have a Link type. Which one of the following is a list of Link types?

- A. List of Records, Separator, Catalog Type, Roles
- B. Assessment, List of Records, Separator, Timeline Page **Most Voted**
- C. List of Records, Content Page, Order, URL (from arguments:)
- D. Assessment, List of Records, Content Page, Roles

15. Which one of the following is true for a table with the `Allow configuration` Application Access option selected?

- A. Only the in scope application's scripts can create Business Rules for the table
- B. Any user with the application's user role can modify the application's scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

CORRECT ANSWER : C

16. When working in the Form Designer, configuring the label of a field in a child table changes the label on which table(s)?

- A. base table
- B. child table
- C. parent table
- D. all tables

CORRECT ANSWER : B

17. Which one of the following is true?

- A. A UI Policy's Actions execute before the UI Policy's Scripts **Most Voted**

- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions **Most Voted**
- D. A UI Policy's Actions and Scripts execute at the same time

18. Here is the Business Rule script template:

```
(function executeRule (current, previous /*null when async*/) {  
    //  
}) (current, previous);
```

This type of JavaScript function is known as:

- A. Constructor
- B. Scoped
- C. Anonymous
- D. Self-invoking **Most Voted**

19. Which method call returns true only if the currently logged in user has the catalog_admin role and in no other case?

- A. g_user.hasRole('catalog_admin')
- B. g_user.hasRoleExactly('catalog_admin') **Most Voted**
- C. g_user.hasRoleOnly('catalog_admin')
- D. g_user.hasRoleFromList('catalog_admin')

20. There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

CORRECT ANSWER : A

**21.Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control?
(Choose two.)**

- A. source_control
- B. source_control_admin
- C. admin
- D. git_admin

Reference Links: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html

22. When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. \${event.<property name>} **Most Voted**
- B. \${current.<property name>}
- C. \${<property name>.getDisplayValue()}
- D. \${gs.<property name>}

Reference links:

https://community.servicenow.com/community?id=community_question&sys_id=e017cbe5db1cdcb01dcaf3231f9619a3

23. Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- A. Any user with the protected_edit role can see and edit the Script Include
- B. The Protection policy option can only be enabled by a user with the admin role
- C. The Protection Policy is applied only if the glide.app.apply_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store **Most Vo**

Reference links:No Links

24. Which one of the following is true for GlideUser (g_user) methods?

- A. Can be used in Client Scripts and UI Policies only
- B. Can be used in Business Rules only
- C. Can be used in Client Scripts, UI Policies, and UI Actions **Most Voted**
- D. Can be used in Business Rules, and Scripts Includes

Reference Links:

https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI

25. When configuring a module, what does the Override application menu roles configuration option do?

- A. Users with the module role but without access to the application menu access the module **Most Voted**
- B. Self-Service users can access the module even though they do not have roles
- C. Admin is given access to the module even if Access Controls would ordinarily prevent access
- D. Users with access to the application menu can see the module even if they don't have the module role

Reference links: https://hi.service-now.com/kb_view.do?sysparm_article=KB0716421

26. Which platform feature can be used to determine the relationships between field in an Import Set table to field in an existing ServiceNow table?

- A. Business Service Management Map
- B. Data Sources
- C. Transform Map
- D. CI Relationship Builder

Reference Links:

https://community.servicenow.com/community?id=community_question&sys_id=69fc8369db9cdbe01dcaf3231f961935

27. When configuring a REST Message, the Endpoint is:

- A. The commands to the REST script to stop execution
- B. The URI of the data to be accessed, queried, or modified
- C. Information about the format of the returned data
- D. The response from the provider indicating there is no data to send back

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/outbound-rest/reference/r_RESTMessageElements.html

28. When evaluating Access Controls, ServiceNow searches and evaluates:

- A. Only for matches on the current table
- B. Only for matches on the current field
- C. From the most specific match to the most generic match **Most Voted**
- D. From the most generic match to the most specific match

No reference Links

29. In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

- A. g_form.hasRoleExactly('admin')
- B. gs.hasRole('admin') **Most Voted**
- C. g_form.hasRole('admin')
- D. gs.hasRoleExactly('admin')
 - No reference Links

30. From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

- A. Needs workflow to manage processes
- B. Requires ~~as-is~~ use of low-level programming libraries **Most Voted**
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

Reference Links:No

30. From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

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- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

31. identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications. **Most Voted**
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

32. One of the uses of the ServiceNow REST API Explorer is:

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST

- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

33. Which one of the following is true regarding Application Scope?

- A. All applications are automatically part of the Global scope
- B. Applications downloaded from 3 party ServiceNow application developers cannot have naming conflicts **rd Most Voted**
- C. Any developer can edit any application
- D. Developers can choose the prefix for a scope's namespace

34. Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

35. Which one of the following is NOT a purpose of application scoping?

- A. Provide a relationship between application artifacts
- B. Provide a way of tracking the user who developed an application **Most Voted**
- C. Provide a namespace (prefix and scope name) to prevent cross application name collisions
- D. Provide controls for how scripts from another scope can alter tables in a scoped application

36. It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. What are some of the considerations to document as part of the business process?

- A. Business problem, data input/output, users/stakeholders, and process steps **Most Voted**
- B. Business problem, data input/output, project schedule, and process steps
- C. Business problem, data input/output, users/stakeholders, and database capacity
- D. Business problem, users/stakeholders, available licenses, and database capacity

37. Which of the following statements does NOT apply when extending an existing table?

- A. The parent table's Access Controls are evaluated when determining access to the new table's records and fields
- B. The new table inherits the functionality built into the parent table
- C. The new table inherits all of the fields from the parent table
- D. You must script and configure all required behaviors **Most Voted**

Suggested Answer: B 

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/orlando/new_to_servicenow/app_store_learnv2_buildneededit_orlando_tables

38. Which of the following CANNOT be debugged using the Field Watcher?

- A. Business Rules
- B. Script Includes **Most Voted**
- C. Client Scripts
- D. Access Controls

[Hide Answer](#)

Suggested Answer: B 

Reference:

https://docs.servicenow.com/bundle/orlando-application-development/page/script/debugging/concept/c_FieldWatcher.html

39. Which objects can be used in Inbound Action scripts?

- A. current and previous
- B. current and email **Most Voted**
- C. current and event
- D. current and producer

40. Which one of the following is part of the client-side scripting API?

- A. workflow.scratchpad
- B. GlideUser object (g_user) **Most Voted**
- C. current and previous objects
- D. GlideSystem object (gs)

41. Application developers configure ServiceNow using industry standard JavaScript to:

- A. Enable the right-click to edit the context menus on applications in the navigator
- B. Extend and add functionality
- C. Customize the organization's company logo and banner text
- D. Configure the outgoing email display name

42. How many applications menus can an application have?

- A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules
- B. As many as the application design requires **Most Voted**
- C. 2, one for an application's user modules and one for an application's administrator modules
- D. 1, which is used for all application modules

Suggested Answer: B 

Reference:

https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAnApplicationMenu.html

43. The source control operation used to store local changes on an instance for later application is called a(n) <blank>.

- A. Branch
- B. Tag
- C. Stash **Most Voted**
- D. Update set

Suggested Answer: C 

Reference:

https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StashLocalChanges.html

44. What syntax is used in a Record Producer script to access values from Record Producer form fields?

- A. producer.field_name **Most Voted**
- B. producer.variablename
- C. current.variable_name
- D. current.field_name

[Hide Answer](#)

Suggested Answer: B 

Reference:

https://community.servicenow.com/community?id=community_question&sys_id=cc3803addb1cdcb01dcaf3231f9619b6

45. Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. g_form.addInfoMsg()
- B. g_form.addInfoMessage() **Most Voted**
- C. g_form.showFieldMessage()
- D. g_form.showFieldMsg()

[Hide Answer](#)

Suggested Answer: D 

Reference:

https://docs.servicenow.com/bundle/orlando-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html

46. A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke **Most Voted**
- B. Bundle
- C. Action
- D. Flow

Suggested Answer: A 

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference:

https://community.servicenow.com/community?id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

47. What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window **Most Voted**
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

- **Suggested Answer:** C 

Reference:

https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAModule.html

48. Which source control operation is available from BOTH Studio and the Git Repository?

- A. Create Branch **Most Voted**
- B. Apply Remote Changes
- C. Stash Local Changes
- D. Edit Repository Configurations

49. Which one of the following is NOT required to link a ServiceNow application to a Git repository?

- A. Password
- B. URL
- C. User name
- D. Application name

Suggested Answer: D 

Reference:

https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html

50. Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram
- D. Bar Chart and Pie Chart **Most Voted**

Question #: 51

Which one of the following is NOT a method used for logging messages in a server-side script for a privately-scoped application?

- A. gs.log()
- B. gs.error()
- C. gs.warn()
- D. gs.debug()

Suggested Answer: A

Question #: 52

If the Create module field is selected when creating a table, what is the new module's default behavior?

- A. Open an empty form so new records can be created
- B. Open a link to a wiki article with instructions on how to customize the behavior of the new module
- C. Display an empty homepage for the application
- D. Display a list of all records from the table

Suggested Answer: D

Question #: 53

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only **Most Voted**

Suggested Answer: A

Question #: 54

What are some of the benefits of extending an existing table such as the Task table when creating a new application? a) You can repurpose existing fields by simply changing the label. b) Use existing fields with no modifications. c) Existing logic from the parent table will be automatically applied to the new table. d) All of the parent table records are copied to the new table.

- A. a, b, c, and d
- B. a and b
- C. b and c
- D. a, b, and c **Most Voted**

Suggested Answer: C

Question #: 55

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. table.* will grant access to every field in a record
- B. table.None will grant access to every record on the table
- C. table.field will grant access to a specific field in a record
- D. table.id will grant access to a specific record on the table **Most Voted**

Suggested Answer: A

Question #: 56

Which of the following methods are useful in Access Control scripts?

- A. g_user.hasRole() and current.isNewRecord()
- B. gs.hasRole() and current.isNewRecord()
- C. g_user.hasRole() and current.isNew()
- D. gs.hasRole() and current.isNew()

Suggested Answer: B

Question #: 56

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

Question #: 58

When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

- A. Publisher
- B. Specialist
- C. Provider
- D. Consumer **Most Voted**

Suggested Answer: D

Question #: 59

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button
- B. Use the Record Producer module then add and configure all variables manually
- C. Open the table in the Table records and select the Add to Service Catalog Related Link **Most Voted**
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Suggested Answer: A

Question #: 60

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideRecord and current
- B. GlideUser and GlideRecord
- C. GlideSystem and GlideRecord **Most Voted**
- D. GlideSystem and current

Suggested Answer: A

Question #: 61

Can inherited fields be deleted from a table?

- A. Yes, select the red X in the left-most column in the table definition
- B. Yes, but only if they are text fields
- C. Yes, but only if there has never been any saved field data
- D. No, inherited fields cannot be deleted from a child table **Most Voted**

Suggested Answer: A

Question #: 62

What is the purpose of the Application Picker?

- A. Select an application to run
- B. Select an application as a favorite in the Application Navigator
- C. Choose an application to edit and set the Application Scope **Most Voted**
- D. Choose an application to download and install

Suggested Answer: A

Question #: 63

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. CSV files containing data imported into an application
- C. ServiceNow artifacts comprising an application **Most Voted**
- D. XML exports of an application's Update Set

Suggested Answer: D

Question #: 64

Which one of the following is NOT true for Modules?

- A. Modules open content pages
- B. Access to Modules is controlled with roles
- C. Every Module must be part of an Application Menu
- D. Every Module must be associated with a table **Most Voted**

Suggested Answer: D

Question #: 65

A graphical view of relationships among tables is a <blank>.

- A. Schema map
- B. Dependency view
- C. Graphical User Interface
- D. Map source report

Suggested Answer: A

Question #: 66

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker **Most Voted**
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

Suggested Answer: A

Question #: 67

When creating an application through the Guided Application Creator, which of the following is a user experience option?

- A. Portal
- B. Mobile **Most Voted**

- C. Self-service
- D. Workspace

Suggested Answer: B

Question #: 68

When writing a Client Script to provide feedback targeted at a specific field, which method should be used?

- A. g_form.showInfoMessage()
- B. g_form.showFieldMsg()
- C. g_form.addInfoMessage()
- D. g_form.addFieldMsg()

Suggested Answer: B

Question #: 69

Which actions can a Business Rule take without scripting?

- A. Set field values and write to the system log
- B. Set field values and generate an event
- C. Set field values and add message **Most Voted**
- D. Set field values and query the database

Suggested Answer: C

Question #: 70

Which server-side object provides methods for working with dates when writing a script in a privately scoped application?

- A. GlideDateTime
- B. GlideRecord
- C. GlideSystem
- D. current

Suggested Answer: A

Question #: 71

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI. How is the page specified?

- A. Create an application property to store the URL
- B. Configure the page in the Module that opens the Record Producer UI
- C. Write an after Business Rule script for the Record Producer's table: window.redirect = "<URL>";
- D. Write a script in the Record Producer's Script field: producer.redirect = "<URL>"; **Most Voted**

Suggested Answer: D 

Question #: 72

Identify characteristic(s) of a Record Producer. (Choose three.)

- A. All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
- B. Each field prompts the user with a question rather than a field label. **Most Voted**
- C. They must be scripted.
- D. You can script behaviors of fields in the user interface. **Most Voted**
- E. Graphics can be included on the user interface. **Most Voted**

Suggested Answer: *BCD*

Question #: 73

Which server-side API debug log method is available for scoped applications?

- A. gs.log()
- B. gs.info()
- C. gs.debuglog()
- D. gs.print()

Suggested Answer: *B*

Question #: 74

Which script types execute on the server? (Choose three.)

- A. Business Rule **Most Voted**
- B. Client Scripts
- C. UI Policies
- D. Script Actions **Most Voted**
- E. Scheduled Jobs **Most Voted**

Suggested Answer: *ACD*

Question #: 75

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic **Most Voted**

Suggested Answer: *B*

Question #: 76

When creating a table in a privately-scoped application, which four Access Controls are created for the table?

- A. Insert, Delete, Query, Write
- B. Create, Delete, Read, Write **Most Voted**
- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update

Suggested Answer: D

Question #: 77

Which one of the following is true for this script fragment?

```
g_user.hasRole('x_my_app_user');
```

- A. There is no g_user.hasRole() method
- B. The method returns false only if the currently logged in user has the x_my_app_user role
- C. The method returns true only if the currently logged in user has the x_my_app_user role
- D. The method returns true if the currently logged in user has the x_my_app_user role or the admin role

Suggested Answer: D

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

Suggested Answer: D

Question #: 79

For Application Access there is a configuration option called Allow access to this table via web services. Which one of the following statements is true when this option is selected?

- A. This option restricts the ability to delete records via web services but records can always be read
- B. Even when not selected, users with the correct permissions can use web services to access the table's records
- C. This option restricts access only to SOAP web services but does not apply to REST
- D. The user performing the query via web services must have the correct permissions to access the table's records **Most Voted**

Suggested Answer: B

Question #: 80

Which of the following statements must evaluate to true for a user to pass an Access Control?
(Choose three.)

- A. The user has one of the roles specified in the Required roles related list. **Most Voted**
- B. Scripts configured in the Access Control must evaluate to true. **Most Voted**
- C. Other matching Access Controls for the records evaluate to true.
- D. Conditions configured in the Access Control must evaluate to true. **Most Voted**
- E. The user must be granted access through a business rule.

Suggested Answer: BDE

Question #: 81

What is a workflow context?

- A. The table for which a workflow is defined plus any conditions such as "Active is true"
- B. It is generated from a workflow version, executes activities, and follows transitions
- C. The business reason or process for which a workflow is designed
- D. It is a checked out workflow which is being edited

Suggested Answer: B

Question #: 82

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 **Most Voted**

Suggested Answer: C

Question #: 83

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records
- D. The application needs to run a client-side script at the same time every day **Most Voted**

Suggested Answer: B

Question #: 84

Which one of the following objects CANNOT be used in a Script Action script?

- A. previous **Most Voted**
- B. GlideRecord
- C. event
- D. current

Suggested Answer: A

Question #: 85

How does ServiceNow match inbound email to existing records?

- A. Watermark **Most Voted**
- B. Record link
- C. Subject line
- D. sys_id

Suggested Answer: A

Question #: 86

When debugging Email Notifications, what must you check on a user record? (Choose three.)

- A. Active must be true. **Most Voted**
- B. The First name and Last name fields must have values.
- C. The value in the Notification field must be set to enabled. **Most Voted**
- D. The user must not be locked out.
- E. The Email field must have a value. **Most Voted**

Suggested Answer: ADE

Question #: 87

What are web services?

- A. Methods used to create and maintain UI Pages
- B. Methods used to allow applications to connect to other software applications over a network
- C. Methods used to discover a wide variety of systems and applications
- D. They provide a customer-facing view of available service and product offerings provided by departments within the organization

Suggested Answer: B

Question #: 88

Which of the following methods is NOT part of the ServiceNow REST API?

- A. COPY
- B. GET
- C. DELETE
- D. POST

Suggested Answer: A

Question #: 89

You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on an instance, you want Table A's records to be installed as part of the application.

Table A's records will be installed when:

- A. Table A is active and extends the Task table
- B. Table A's records are added to the application record using the Create Application Files context menu item **Most Voted**
- C. Table A has an automatic number counter for new records
- D. Table A is not included in the System Clone > Exclude Tables list

Suggested Answer: A

Question #: 90

How can an application link to a repository behind a firewall?

- A. This option is not supported.
- B. Link an application to source control through a MID Server.
- C. Link an application to source control through an access token.
- D. Link an application to source control with multi-factor authentication.

Suggested Answer: B

Question #: 91

What is the ServiceNow store?

- A. Downloadable content ServiceNow script archive
- B. Alternate name for the ServiceNow Developer Share site
- C. The source for ServiceNow Community created developer content
- D. Marketplace for free and paid certified ServiceNow applications and integrations

Suggested Answer: D

Question #: 92

Tables that extend a table do what?

- A. Automatically update the application scope
- B. Do not inherit the parent's fields
- C. Sometimes inherit the parent's fields
- D. Inherit the parent's field

Suggested Answer: D

Question #: 93

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

- A. Create table from template **Most Voted**
- B. Create table from scratch
- C. Extend a table
- D. Upload spreadsheet

Question #: 94

Server-side scripts manage what?

- A. Database and backend **Most Voted**
- B. Playbook access
- C. User access
- D. Forms and Fields

Question #: 95

What intuitive development interface guides users through the initial application development process?

- A. Guided Tour Designer
- B. Guided Application Creator
- C. ServiceNow Studio
- D. Flow Designer

Suggested Answer: B

Question #: 96

What are some benefits of developing private, scoped applications? (Choose two.)

- A. To avoid using a code repository like GitHub or GitLab
- B. To reduce risk at code collisions
- C. To enable installation and uninstallation of an application
- D. To replicate ServiceNow functions a private scope

Suggested Answer: BC

Question #: 98

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records **Most Voted**
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

Question #: 99

Which ATF Test step allows you to create a user with speeded roles and groups for the test?

- A. Create a group
- B. Impersonation
- C. Create a user
- D. Create a role

Suggested Answer: C

Question #: 101

Which of the following can be an external data source for a ServiceNow application?

- A. Microsoft Excel File
- B. Data provided by a public web service using SOAP or REST
- C. CSV file
- D. All of the above

Suggested Answer: D

Question #: 102

Which one of the following is true for the Application Picker and Application Scope?

- A. Global is a reserved application which does not appear in the Application Picker
- B. Selecting an application from the Application Picker does not set the Application Scope
- C. Selecting an application from the Application Picker sets the Application Scope **Most Voted**
- D. Selecting Global in the Application Picker sets the Application Scope to Incident

Suggested Answer: C

Question #: 103

Which of the following is an available feature in Studio? (Choose two.)

- A. Push to update set
- B. Merge branches
- C. Search code **Most Voted**
- D. Push to external source control **Most Voted**

Question #: 104

The Task table is an example of which of the following? (Choose two.)

- A. Parent class **Most Voted**
- B. Legacy class
- C. Child class
- D. Base class **Most Voted**

Question #: 105

Which of the following is true about deleting fields from a table?

- A. Table records are deleted when a field is deleted
- B. User-defined non-inherited fields can be deleted
- C. Any field on a table can be deleted
- D. Inherited fields can be deleted

Suggested Answer: *B*

Question #: 106

Why would you build a custom app? (Choose two.)

- A. To avoid using a code repository like GitHub or GitLab
- B. To replace ServiceNow base tables
- C. To fulfill a specific use case on internal processes
- D. To create a custom integration for a 3rd party system

Suggested Answer: *CD*

Question #: 107

What are three ServiceNow table creation methods? (Choose three.)

- A. Using legacy Workflows
- B. Upload and turn a spreadsheet into a custom table **Most Voted**
- C. Using Flow Designer
- D. Use the Now Experience Table Creator
- E. Extend a table **Most Voted**
- F. Create a custom table **Most Voted**

Question #: 108

When selecting a data type for a field that will be displayed on a form, which of the following statements is NOT correct?

- A. Use the String data type for a free-form text field
- B. Use the Phone Number data type to automate phone number data validation
- C. Use the Choice data type to limit options in a field
- D. Use the Date data type to enter the date and time of day **Most Voted**

Suggested Answer: D

Question #: 109

Which one of the following is NOT part of the Form Designer?

- A. Page header
- B. Schema map
- C. Field navigator
- D. Form layout

Suggested Answer: B

Question #: 110

Which class is NOT part of the Client side scoped APIs?

- A. GlideDialogWindow
- B. GlideAjax
- C. GlideRecord
- D. GlideForm

Suggested Answer: C

Question #: 111

When designing and creating a form what do you create to organize fields on a form?

- A. Buttons
- B. Tabs
- C. Sections
- D. Related list

Suggested Answer: C

Question #: 112

Which one of the following is a good practice for adding instructions to a form?

- A. Related links to wiki pages
- B. A Context Menu UI Action
- C. Annotations **Most Voted**

- D. A populated read-only field

Question #: 113

Which of the following GlideRecord methods run a query against a database table? (Choose three.)

- A. `_get()`
- B. `runQuery()`
- C. `query()`
- D. `_query()`
- E. `get()`

Suggested Answer: CDE

Question #: 114

Topic #: 1

What is the GlideForm Client-side scripting object?

- A. `sn.form`
- B. `g_form`
- C. `gs.form`
- D. `gs_form`
- **Suggested Answer: B**

Question #: 115

In a Business Rule, which one of the following returns the sys_id of the currently logged in user?

- A. `g_form.getUserID()`
- B. `gs.getUserSysID()`
- C. `gs.getUserID()` **Most Voted**
- D. `g_form.getUserSysID()`

Question #: 116

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script **Most Voted**
- D. Script, Conditions, Roles

Question #: 117

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access Control list for table:

table.None read Access Control for users with the admin and itil roles

table.* read Access Control for users with the admin role

table.field3 read Access Control for users with the itil role

Which field or fields can a user with the itil role read?

- A. All fields except field3
- B. field1, field2, and field3
- C. field1 and field3
- D. field3 only

Suggested Answer: D

Question #: 118

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access Control list for table:

table.None read Access Control for users with the admin and itil roles

table.field3 read Access Control for users with the admin role

Which field or fields can a user with the itil role read?

- A. field3 only
- B. filed1 and field3
- C. All fields
- D. All fields except field3 **Most Voted**

Question #: 119

Which of the following is NOT a caller access field option?

- A. Caller Tracking
- B. Caller Restriction
- C. None
- D. Caller Permission **Most Voted**

Question #: 120

Which method is used to retrieve Application Property values in a script?

- A. gs.getProperty() **Most Voted**
- B. g_form.getAppProperty()
- C. g_form.getProperty()
- D. gs.getAppProperty()

Question #: 121

What Module Link type is used to access an Application Properties page?

- A. Single Record
- B. HTML (from Arguments)
- C. URL (from Arguments) **Most Voted**
- D. Script (from Arguments)

Suggested Answer: C

Question #: 122

Identify the way(s) an application can respond to an Event generated by the gs.eventQueue() method.

- a. Script Action
 - b. Scheduled Script Execution (Scheduled Job)
 - c. UI Policy
 - d. Email Notification
-
- A. b and c
 - B. c
 - C. a and d **Most Voted**
 - D. a and c

Question #: 123

When troubleshooting and debugging notifications, where do you navigate to see if an email was sent in response to an event?

- A. System Logs > Events
- B. System Logs > Emails **Most Voted**
- C. System Logs > Push Notifications
- D. System Logs > ICE Logs

Suggested Answer: B

Question #: 124

What are the benefits of storing the majority of an Application's server-side script logic in a Script Include?

- a. This makes execution faster.
- b. Only run when called from a script.
- c. The script logic can be hidden when the Application is installed from the ServiceNow Store.
- d. For some changes to application logic there is only one place to make edits.

- A. a, b, and d
- B. a, b, c, and d
- C. b, c, and d **Most Voted**
- D. a, b, and c

Question #: 125

Which of the following is NOT a Flow Designer feature?

- A. Run a flow from a Catalog item
- B. Call a flow from another flow or subflow **Most Voted**
- C. Add stages to a flow
- D. Test a flow using the “Run as” feature

Question #: 126

What is the purpose of the coalesce field when importing data?

- A. If a match is not found, the existing record is updated
- B. To determine if a record matches an existing record or is a new record
- C. To identify and merge duplicate records
- D. When a match is found, a new record is inserted

Suggested Answer: B

Question #: 128

Which of the following is NOT a way to install an application on a ServiceNow instance?

- A. Install an application from the Application Repository
- B. Select the Copy button on the application record **Most Voted**
- C. Download and install an application from the ServiceNow Share web site
- D. Download and install a third-party application from the ServiceNow Store

Question #: 129

Using Custom UI test step in Automated Test Framework, which of the following is NOT a testable page component?

- A. Buttons
- B. UI controls
- C. UI pages
- D. Form field values

Suggested Answer: D

Question #: 131

Flow Designer supports variable data types to store record data and complex data. Which of the following are supported variable data types? (Choose three.)

- A. Choice data type **Most Voted**
- B. Array.Reference data type
- C. Integer data type **Most Voted**
- D. Freedom data type
- E. Array.Boolean data type **Most Voted**
- F. Label data type

Question #: 132

Which of the following statements is true about Guided Application Creator?

- A. The global scope option is turned on by default
- B. Default access controls are automatically created
- C. The welcome screen appears every time a new application is created
- D. A scoped application user role is automatically created

Suggested Answer: *B*

Question #: 133

What are the ways to designate data tables when using Guided Application Creator (GAC)?
(Choose three.)

- A. Upload an existing PDF
- B. Create a new table on the platform
- C. Use a freeform database
- D. Upload an existing spreadsheet
- E. Use an existing table on the platform
- F. Upload an existing word processing document

Suggested Answer: *BDE*

Question #: 134

What is the Event Registry?

- A. A Workflow which is launched every time an Event is generated; used to debug Events
- B. The Event Log which lists all Events that have been generated
- C. The method used in server side scripts to generate Events and pass parameters
- D. A table containing a record for every Event known to the ServiceNow system which allows ServiceNow to react when Events are generated

Suggested Answer: *D*

Question #: 136

Is it possible to change an application's scope?

- A. No, it's not possible
- B. Yes, it's possible
- C. Yes, but only from global scope to private scope
- D. Yes, but only from private scope to global scope

Suggested Answer: *B*

Question #: 137

Which of the following is true about g_scratchpad? (Choose two.)

- A. Used to push information from the server to the client
- B. Does not exist on the mobile platform
- C. Has constructors and methods
- D. Has default properties passed by client-side scripts

Suggested Answer: AB

Question #: 139

When debugging Email Notifications, what must you check on a user record? (Choose two.)

- A. Active must be true.
- B. The Email field must have a valid value.
- C. The user must not be locked out.
- D. The First name and Last name fields must have values.
- E. Delegation must be enabled.

Suggested Answer: AB

Question #: 143

What is required to link a ServiceNow application to a Git repository? (Choose three.)

- A. URI
- B. ACL
- C. Application name
- D. Password
- E. User name
- F. URL

Suggested Answer: ADE

Question #: 150

What data types of Flow Designer variables are supported to store record data and complex data? (Choose three.)

- A. Label data type
- B. Integer
- C. Array.Reference
- D. Choice
- E. String

Suggested Answer: BCE