

What are the methods available for user authentication?

Select one or more:

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

Your answer is partially correct.

You have correctly selected 4.

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

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

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

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

Select one:

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

Your answer is correct.

The correct answer is: Order Guide provide the ability to order multiple, related items as one request

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

Select one:

- a. The Choice field in the Variable form
- b. The Default Value field in the Catalog Item form
- c. The Order field in the Variable form ✓
- d. The Sequence field in the Catalog Item form

Your answer is correct.

The correct answer is: The Order field in the Variable form

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

Select one:

- a. Reviewed
- b. Published ✓
- c. Retired
- d. Drafted

Your answer is correct.

The correct answer is: Published

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

Select one:

- a. [sys_master_db]
- b. [sys_master_object]
- c. [sys_object_db]
- d. [sys_db_object] ✓

Your answer is correct.

The correct answer is: [sys_db_object]

ServiceNow is a single-instance, multiple tenant architecture?

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

What is the purpose of a Related List?

Select one:

- a. To present related fields
- b. To present related records ✓
- c. To create a one-to-many relationship
- d. To dot-walk to a core table

Your answer is correct.

The correct answer is: To present related records

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

Select one:

- a. Service Catalog variables can only be used in Order Guides
- b. Service Catalog variables can only be used in Record Producers
- c. Service Catalog variables are global by default ✓
- d. Service Catalog variables cannot affect the order price

Your answer is correct.

The correct answer is: Service Catalog variables are global by default

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

Select one:

- a. Insert saves changes and remains on the form, Update saves changes and exits the form
- b. Insert creates a new record and Update saves changes, both remain on the form
- c. Insert creates a new record and Update saves changes, both exit the form ✓
- d. Insert saves changes and exits the form, Update saves changes and remains on the form

Your answer is correct.

The correct answer is: Insert creates a new record and Update saves changes, both exit the form

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

Select one or more:

- a. Form Header Size
- b. Record Number Format
- c. Banner Image ✓
- d. System Date Format ✓
- e. Browser Tab Title ✓

Your answer is correct.

The correct answers are: Banner Image, Browser Tab Title, System Date Format

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

Select one:

- a. List Editor ✓
- b. Edit Menu
- c. Data Editor
- d. Form Designer

Your answer is correct.

The correct answer is: List Editor

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

Select one:

- 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

Your answer is correct.

The correct answer is: 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

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

Select one:

- a. Virtual Agent ✓
- b. Answer Agent
- c. Connect Chat
- d. live Feed

Your answer is correct.

The correct answer is: Virtual Agent

In what order should filter elements be specified?

Select one:

- a. Operator, Condition, then Value
- b. Field, Operator, then Value ✓
- c. Value, Operator, then Field
- d. Field, Operator, then Condition

Your answer is correct.

The correct answer is: Field, Operator, then Value

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

Select one:

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

Your answer is correct.

The correct answer is: The CMDB contains data about tangible and intangible business assets

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

Select one:

- a. Lists
- b. UI Pages ✓
- c. Records
- d. Forms

Your answer is correct.

The correct answer is: UI Pages

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

Select one:

- a. Client
- b. Server ✓

Your answer is correct.

The correct answer is: Server

What is a Dictionary Override?

Select one:

- 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 workflow that requests an action before the workflow can continue
- d. A Dictionary Override sets field properties in extended tables ✓

Your answer is correct.

The correct answer is: A Dictionary Override sets field properties in extended tables

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

Select one:

- a. Allow a user to submit feedback about an article ✓
- b. Reporting an error
- c. To mark an article to read later.

Your answer is correct.

The correct answer is: Allow a user to submit feedback about an article

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

Select one or more:

- a. Most recent update ✓
- b. Relevancy ✓
- c. Number of views ✓
- d. Popularity
- e. Manager assignment

Your answer is correct.

The correct answers are: Most recent update, Relevancy, Number of views

A group is stored in which table?

Select one:

- a. Group[user_group]
- b. Group[sys_user]
- c. Group[sys_user_group] ✓
- d. Group[sys_user_group_profile]

Your answer is correct.

The correct answer is: Group[sys_user_group]

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

Select one:

- a. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- b. A metric is used to measure and evaluate the effectiveness of IT service management processes ✓
- c. A metric is a report gauge used on homepages to display real-time data
- d. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Your answer is correct.

The correct answer is: A metric is used to measure and evaluate the effectiveness of IT service management processes

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

Select one:

- a. Record Producers, Order Guides, and Item Variables
- b. Record Producers, Order Guides, and Catalog Items ✓
- c. Order Guides, Item Variables, and Workflows
- d. Order Guides, Catalog Items, and Workflows

Your answer is correct.

The correct answer is: Record Producers, Order Guides, and Catalog Items

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

Select one or more:

- a. XML feed
- b. SSO ✓
- c. Local database ✓
- d. LDAP ✓
- e. FTP authentication

Your answer is correct.

The correct answers are: Local database, LDAP , SSO

What are the three components of a filter condition?

Select one or more:

- a. Operator ✓
- b. Value ✓
- c. Field ✓
- d. Table

Your answer is correct.

The correct answers are: Value, Field, Operator

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

Select one:

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

Your answer is correct.

The correct answer is: A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups

What is a Record Producer?

Select one:

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

Your answer is correct.

The correct answer is: A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

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

Select one:

- a. Content Items
- b. Maintain Items ✓
- c. Items
- d. Maintain Categories

Your answer is correct.

The correct answer is: Maintain Items

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

Select one:

- a. UI Action ✓
- b. Business Rule
- c. Client Script
- d. UI Policy

Your answer is correct.

The correct answer is: UI Action

What are the four knowledge workflows available in the ServiceNow base instance?

Select one:

- a. Retire Knowledge: Moves a knowledge article to the retired state.
- b. Instant Publish: Immediately publishes a draft article without requiring an approval
- c. Instant Retire: Immediately retires a published article without requiring an approval
- d. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state ✓

Your answer is correct.

The correct answer is: Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state

There are _____ common types of Interfaces (Numeric Value) 6: There are six common types of interfaces

Select one:

- a. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
- b. Maps: Display ServiceNow data graphically on a Google map
- c. Form: Data is entered into ServiceNow through forms ✓
- d. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
- e. Timelines: Used to track tasks or projects
- f. Homepage: Consists of navigational elements, functional controls, and platform information.

Your answer is correct.

The correct answer is: Form: Data is entered into ServiceNow through forms

Which one of these applications is available to all users?

Select one:

- a. Incident
- b. Facilities
- c. Change
- d. Self-Service ✓

Your answer is correct.

The correct answer is: Self-Service

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

Select one:

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

Your answer is correct.

The correct answer is: Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

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

Select one:

- a. If a match is not 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 found using the coalesce fields, the existing record is updated with the information being imported ✓

Your answer is correct.

The correct answer is: If a match is found using the coalesce fields, the existing record is updated with the information being imported

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

Select one or more:

- a. A Database ✓
- b. Tables and Fields ✓
- c. Service Processes ✓
- d. User Permissions
- e. The Dependency View ✓

Your answer is correct.

The correct answers are: Service Processes, Tables and Fields, A Database, The Dependency View

Record numbers have to be manually incremented

Select one:

- a. False ✓
- b. True

Your answer is correct.

The correct answer is: False

database live at the Data Center.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

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

Select one:

- a. Breadcrumb
- b. Bookmark
- c. Favorite ✓
- d. Tag

Your answer is correct.

The correct answer is: Favorite

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

Select one:

- a. They are the building blocks. ✓
- b. They are optional.
- c. They provide options.
- d. They run behind the scenes.

Your answer is correct.

The correct answer is: They are the building blocks.

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

Select one or more:

- a. User Criteria
- b. Groups
- c. Roles ✓
- d. Assignment Rules
- e. Conditional Expressions ✓
- f. Scripts ✓

Your answer is correct.

The correct answers are: Roles, Conditional Expressions, Scripts

How is the Event Log different from the Event Registry?

Select one:

- a. Event Log is the same as the Event Registry
- 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 contains generated Events, the Event Registry is a table of Event definitions ✓

Your answer is correct.

The correct answer is: Event Log contains generated Events, the Event Registry is a table of Event definitions

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

Select one or more:

- a. Content Menu
- b. Content Frame ✓
- c. Banner Frame ✓
- d. Banner Navigator
- e. Application Frame
- f. Application Navigator ✓

Your answer is correct.

The correct answers are: Banner Frame, Application Navigator, Content Frame

Tables are made up of which of the following?

Select one or more:

- a. Records ✓
- b. Fields ✓
- c. Forms
- d. Lists

Your answer is correct.

The correct answers are: Records, Fields

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

Select one:

- a. Dashboard ✓
- b. Form
- c. Timeline
- d. List

Your answer is correct.

The correct answer is: Dashboard

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

Select one:

- a. It displays actions such as view form, view related task, and add relationship
- b. It displays actions related to filtering options, assigning tags, and search
- c. It displays actions such as creating quick reports, configuring the list, and exporting data ✓
- d. It displays actions related to viewing and filtering the entire list

Your answer is correct.

The correct answer is: It displays actions such as creating quick reports, configuring the list, and exporting data

What is a formatter? Select one of the following.

Select one:

- 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

Your answer is correct.

The correct answer is: A formatter is a form element used to display information that is not a field in the record

What are the two aspects to LDAP Integration?

Select one or more:

- a. Data formatting
- b. Authentication ✓
- c. Authorization
- d. Data Population ✓

Your answer is correct.

The correct answers are: Data Population, Authentication

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

Select one:

- a. Number List, Single Line Text, and Reference
- b. True/False, Checkbox, and Number List
- c. True/False, Multiple Choice, and Ordered
- d. Multiple Choice, Select Box, and Checkbox ✓

Your answer is correct.

The correct answer is: Multiple Choice, Select Box, and Checkbox

What is the Import Set Table?

Select one:

- a. A repository for Update Set information
- b. A table where data will be placed, post-transformation
- c. A staging area for imported records ✓
- d. A table that determines relationships

Your answer is correct.

The correct answer is: A staging area for imported records

A REQ number in the Service Catalog represents...

Select one:

- a. the individual item in the order
- b. the stage.
- c. the task to complete.
- d. the order number. ✓

Your answer is correct.

The correct answer is: the order number.

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

Select one:

- a. Event
- b. Report
- c. Workflow
- d. Task ✓

Your answer is correct.

The correct answer is: Task

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

Select one or more:

- a. Necessary
- b. write-only
- c. Mandatory ✓
- d. Empty
- e. read-only ✓
- f. Hidden ✓

Your answer is correct.

The correct answers are: read-only, Mandatory, Hidden

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

Select one or more:

- a. onLoad ✓
- b. onEdit
- c. onSave
- d. onCellEdit ✓
- e. onUpdate
- f. onSubmit ✓
- g. onChange ✓

Your answer is correct.

The correct answers are: onSubmit, onCellEdit, onLoad, onChange

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

Select one or more:

- a. Statistics module
- b. Metrics module
- c. List column heading ✓
- d. View / Run module ✓

Your answer is correct.

The correct answers are: List column heading, View / Run module

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

Select one:

- a. Mapping fields using the Import Log
- b. Mapping fields using a Field Map ✓
- c. Mapping fields using an SLA
- d. Mapping fields using Transform History

Your answer is correct.

The correct answer is: Mapping fields using a Field Map

Knowledge articles within a knowledge base are grouped by category.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

What information does the System Dictionary contain?

Select one:

- a. The information on how tables relate to each other
- b. The human-readable labels and language settings
- c. The language dictionary used for spell checking
- d. The definition for each table and column ✓

Your answer is correct.

The correct answer is: The definition for each table and column

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

Select one:

- a. Sys_ID Pulling
- b. Record-Hopping
- c. Table-Walking
- d. Dot-Walking ✓

Your answer is correct.

The correct answer is: Dot-Walking

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

Select one:

- a. Connect Chat ✓
- b. Now Messenger
- c. Comments
- d. User Presence

Your answer is correct.

The correct answer is: Connect Chat

List personalization changes the fields that are displayed on the list layout for ?

Select one:

- a. Only my group
- b. All Users
- c. Only my company
- d. Only me ✓

Your answer is correct.

The correct answer is: Only me

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

Select one:

- a. Roles ✓
- b. Access Control Rules
- c. Assignment Rules
- d. UI Policies

Your answer is correct.

The correct answer is: Roles

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

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

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

Select one:

- a. Review
- b. On Hold
- c. Bookmark
- d. Flag article ✓

Your answer is correct.

The correct answer is: Flag article

Which one of the following is not a type of visual task board?

Select one:

- a. Flexible
- b. Free Form
- c. Feature ✓
- d. Guided Boards

Your answer is correct.

The correct answer is: Feature

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

Select one:

- a. A change request
- b. An SLA
- c. A request ✓
- d. An Order Guide

Your answer is correct.

The correct answer is: A request

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

Select one:

- a. Form
- b. Lists
- c. Fields
- d. Record ✓

Your answer is correct.

The correct answer is: Record

What module in the service catalog application does an administrator access to begin creating a

Select one:

- a. Items
- b. Content Items
- c. Maintain Items ✓
- d. Maintain Categories

Your answer is correct.

The correct answer is: Maintain Items

What are the two pathways to view feedback left on a published article?

Select one or more:

- a. Knowledge > articles > My Flagged ✓
- b. Knowledge base > my knowledge > flagged articles
- c. Knowledge > My articles > Flagged
- d. Knowledge > articles > published ✓

Your answer is correct.

The correct answers are: Knowledge > articles > My Flagged, Knowledge > articles > published

Which statement is true about business rules?

Select one:

- a. A business rule must not run before a database action occurs
- b. A business rule can be a piece of Javascript ✓
- c. A business rule monitors fields on a form
- d. A business rule must run before a database action occurs

Your answer is correct.

The correct answer is: A business rule can be a piece of Javascript

When personalizing a form, which type of field cannot be hidden...

Select one:

- a. Reference
- b. Pre-Filled
- c. Mandatory ✓
- d. Read Only

Your answer is correct.

The correct answer is: Mandatory

What information does the System Dictionary contain?

Select one:

- a. The definition for each table and column. ✓
- b. The information on how tables relate to each other
- c. The human-readable labels and language settings
- d. The language dictionary used for spell checking

Your answer is correct.

The correct answer is: The definition for each table and column.

How are Workflows moved between instances?

Select one:

- a. Workflows are moved using Transform Maps
- b. Workflows are moved using Update Sets ✓
- c. Workflows are moved using Application Sets
- d. Workflows cannot be moved between instances

Your answer is correct.

The correct answer is: Workflows are moved using Update Sets

What is an event in ServiceNow?

Select one:

- a. Event is an indication to the ServiceNow processes that something has occurred ✓
- b. Event is a trigger that has a direct response in the platform
- c. Event is a recognized scheduled occurrence of a process
- d. Event is an indicator that a priority 1(P1) incident has been logged

Your answer is correct.

The correct answer is: Event is an indication to the ServiceNow processes that something has occurred

Which one of the following statement is correct when referring to UI actions?

Select one:

- a. UI actions are only executed on the server.
- b. UI action on the task table are not available to its extended tables.
- c. Conditions can be specified to determine when a UI action appears. ✓
- d. UI Actions cannot use scripts or be scripted

Your answer is correct.

The correct answer is: Conditions can be specified to determine when a UI action appears.

What is the difference between UI Policy and UI Action?

Select one:

- a. UI Action can make fields read-only, mandatory, or hidden. while UI Policy can make a save button visible for appropriate users.
- b. UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users. ✓

Your answer is correct.

The correct answer is: UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users.

What is the purpose of the field navigator in the application navigator?

Select one:

- a. Quickly navigate to applications and modules ✓
- b. List Applications

Your answer is correct.

The correct answer is: Quickly navigate to applications and modules

Which one statement correctly describes Access Control rule evaluation?

Select one:

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

Your answer is correct.

The correct answer is: If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

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

Select one:

- a. False ✓
- b. True

Your answer is correct.

The correct answer is: False

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

Select one:

- a. Access Control Rules
- b. Application Configuration
- c. Verbose log
- d. Application Scope ✓

Your answer is correct.

The correct answer is: Application Scope

What roles is required to create or update access controls

Select one:

- a. security_admin ✓
- b. agent_admin
- c. sys_admin
- d. content_admin

Your answer is correct.

The correct answer is: security_admin

What is a component of the service catalog that appears as a simplified form and allow users to provide information that is translated into task-based records?

Select one:

- a. Record Producer ✓
- b. User Criteria
- c. Order Guide
- d. Widget

Your answer is correct.

The correct answer is: Record Producer

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

Select one:

- a. They direct the user to a catalog property
- b. They direct the user to a record producer ✓
- c. They direct the user to a catalog client script
- d. They direct the user to a catalog UI policy

Your answer is correct.

The correct answer is: They direct the user to a record producer

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

Select one:

- a. They are the building blocks ✓
- b. They provide options
- c. They are optional
- d. They run behind the scenes.

Your answer is correct.

The correct answer is: They are the building blocks

What is the platform name for the User table?

Select one:

- a. sys_users
- b. sys_user ✓
- c. u_users
- d. x_users

Your answer is correct.

The correct answer is: sys_user

What is a characteristic of importing data into ServiceNow?

Select one:

- a. An existing Transform Map can be used multiple times on the same import set ✓
- b. An existing Transform Map can be used one time on the same import set
- c. Coalesce fields are used only after running Transform
- d. Any user can manage and set up import sets

Your answer is correct.

The correct answer is: An existing Transform Map can be used multiple times on the same import set

Which one of the following statements describes the purpose of a service catalog flow?

Select one:

- a. A service catalog flow generates the basic components : item variable types,tasks and notifications
- b. Although a service catalog flow cannot send notifications .the flow drives complex fulfillment processes
- c. A service catalog flow generates the basic components : item variable types,tasks and approvals
- d. A service catalog flow is used to drive complex fulfillment processes and sends notification to defined users or groups ✓

Your answer is correct.

The correct answer is: A service catalog flow is used to drive complex fulfillment processes and sends notification to defined users or groups

Configuration will not affect what others see on their forms.

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

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

Select one:

- a. Extended Tables
- b. Base Tables ✓
- c. Core Tables
- d. Custom Tables

Your answer is correct.

The correct answer is: Base Tables

Which one statement correctly describes the Access Control rule evaluation?

Select one:

- a. If more than one rule applies to a row, the older rule is evaluated first
- b. The role with the most permissions evaluates the rules first
- c. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed ✓
- d. Table access rules are evaluated from the general to the specific

Your answer is correct.

The correct answer is: If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

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

Select one or more:

- a. Order from Service Catalog
- b. Elevate Roles ✓
- c. Approve Records
- d. Impersonate Users ✓
- e. Send Notifications
- f. Log Out ServiceNow ✓

Your answer is correct.

The correct answers are: Log Out ServiceNow, Elevate Roles, Impersonate Users

What displays a set of records from a table?

Select one:

a. View

b. Dashboard

c. Panel

d. List ✓

Your answer is correct.

The correct answer is: List

What is a schema map?

Select one:

a. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items

b. 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 ✓

c. A schema map graphically organizes the visual task boards for the CMDB

d. A schema map graphically displays the Configuration Items that support a business service

Your answer is correct.

The correct answer is: 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

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

Select one:

a. Stats module ✓

b. Transactions log

c. Memory Stats module

d. System.upgraded table

Your answer is correct.

The correct answer is: Stats module

Which one of the following modules can be used to view field settings for a table?

Select one:

- a. Access Control
- b. Tables and Fields
- c. Columns and Fields
- d. Tables & Columns ✓

Your answer is correct.

The correct answer is: Tables & Columns

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

Select one:

- a. Record Maintenance
- b. Table Maintenance
- c. System Maintenance
- d. Number Maintenance ✓

Your answer is correct.

The correct answer is: Number Maintenance

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

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Where would you go in ServiceNow to order services and products offered by various departments?

Select one:

- a. Customer Service
- b. Self Service
- c. Service Catalog ✓
- d. Service Department

Your answer is correct.

The correct answer is: Service Catalog

A User is stored in which table?

Select one:

- a. User [user_profile]
- b. User [syst_user_profile]
- c. User [sys_user_group]
- d. User [sys_user] ✓

Your answer is correct.

The correct answer is: User [sys_user]

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

Select one:

- a. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself ✓
- 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, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table
- d. The new table archives the parent table and assumed its roles in the database

Your answer is correct.

The correct answer is: The new table inherits all of the fields of the parent table and can also contain new fields unique to itself

What is a role in ServiceNow?

Select one:

- a. A role is a set of modules for a particular application
- b. A role is one record in the role(sys_user_role) table ✓
- c. A role is a persona used in live feed chat
- d. A role is one record in the role(user_sys_role) table

Your answer is correct.

The correct answer is: A role is one record in the role(sys_user_role) table

What is the function of user impersonation?

Select one:

- a. Activate verbose logging
- b. View custom perspectives
- c. Unlock Application master list
- d. Testing and visibility ✓

Your answer is correct.

The correct answer is: Testing and visibility

Data Policy can enforce mandatory data on import.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

A Service Catalog may include which of the following components?

Select one:

- a. Catalog Items, Asset Contracts, Task Surveys
- b. Record Producers, Order Guides, and Catalog Items ✓
- c. Order Guides, Exchange Rates, Calendars
- d. Order Guides, Catalog Items, and Interceptors

Your answer is correct.

The correct answer is: Record Producers, Order Guides, and Catalog Items

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

Select one:

- a. Report
- b. Flow
- c. Event
- d. Task ✓

Your answer is correct.

The correct answer is: Task

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

Select one:

- a. Changes made to tables, forms, views, and fields ✓
- b. Changes made to tables, forms, schedules, and client scripts
- c. Changes made to tables, forms, groups, and configuration items(CI's)
- d. Changes made to tables, forms, Business Rules, and data records

Your answer is correct.

The correct answer is: Changes made to tables, forms, views, and fields

An application is not displaying in the application navigator find possible reason

Select one:

- a. You may not have access rights
- b. The application may be deactivated in your instance.
- c. You may not have the right role ✓
- d. A UI action is preventing the application from displaying.

Your answer is correct.

The correct answer is: You may not have the right role

Table Access Control rules are processed in the following order:

Select one:

- a. table name, parent table name, any table name (wildcard) ✓
- b. any table name (wildcard), parent table name, table name
- c. any table name (wildcard), table name, parent table name
- d. parent table name, table name, any table name (wildcard)

Your answer is correct.

The correct answer is: table name, parent table name, any table name (wildcard)

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

Select one or more:

- a. Names of Modules ✓
- b. Favorites ✓
- c. History Records
- d. Titles of Dashboard Gauges
- e. Names of Applications and Modules ✓
- f. Names of Applications ✓

Your answer is correct.

The correct answers are: Names of Applications and Modules, Names of Modules, Names of Applications, Favorites

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

Select one:

- a. User Conditions
- b. User Criteria ✓
- c. User Permissions
- d. User Info

Your answer is correct.

The correct answer is: User Criteria

What is enabled when you elevate privileges?

Select one:

- a. Ability to create and modify security policies
- b. Ability to create and modify access control from the ACL ✓
- c. Ability to create and modify SOAP security policies
- d. Ability to access and modify system properties > security policies

Your answer is correct.

The correct answer is: Ability to create and modify access control from the ACL

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

Select one:

- a. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- b. REQ (Number)>RITM (Number)>TASK (Number) ✓
- c. FULFILLMENT (Number)>RITM (Number)>TASK (Number)
- d. REQ (Number)>RITM (Number)>PROCUREMENT (Number)

Your answer is correct.

The correct answer is: REQ (Number)>RITM (Number)>TASK (Number)

Which of the following is used to initiate a flow?

Select one:

- a. Core Action
- b. A trigger ✓
- c. A Spoke
- d. An Event

Your answer is correct.

The correct answer is: A trigger

A change request has been approved and assigned to you as the system administrator to change the incident number prefix from the default of INC o the company standard "In" what are the steps to be taken?

Select one:

- a. Create a Business rule that modifies the prefix before the insert operation
- b. Submit a change request to ServiceNow technical support
- c. Go to the number maintenance application and change the prefix to IN for incident ✓
- d. The prefix of an incident cannot be changed because it is a built in feature

Your answer is correct.

The correct answer is: Go to the number maintenance application and change the prefix to IN for incident

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

Select one:

- a. FULFILLMENT(number) > RITM(number) > TASK(number)
- b. REQ(number) > RITM(number) > PROCUREMENT(NUMBER)
- c. REQ(number) > RITM(number) > TASK(number) ✓
- d. RITM(number) > REQ(number) > PROCUREMENT(NUMBER)

Your answer is correct.

The correct answer is: REQ(number) > RITM(number) > TASK(number)

Which of the following is considered best practice before importing any data in ServiceNow?

Select one:

- a. Remove obsolete data from your data source ✓
- b. Disable update set capabilities
- c. Use the same import set table for all imports
- d. T

Transfer all incoming data records to one data source

Your answer is correct.

The correct answer is: Remove obsolete data from your data source

What are the Roles provided by ServiceNow?

Select one or more:

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

Your answer is correct.

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

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

Select one:

- a. Load data, create transform map, run transform ✓
- b. Select data source, schedule transform
- c. Define data source, select transform map, run transform
- d. Select import set, select transform map, run transform

Your answer is correct.

The correct answer is: Load data, create transform map, run transform

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

Select one:

- a. Client ✓
- b. Script
- c. Server
- d. Policies

Your answer is correct.

The correct answer is: Client

A role is recorded in which table?

Select one:

- a. Role[sys_user_profile]
- b. Role[sys_user_record]
- c. Role[sys_user]
- d. Role[sys_user_role] ✓

Your answer is correct.

The correct answer is: Role[sys_user_role]

Where is data stored?

Select one:

- a. Tables ✓
- b. Forms
- c. Update Sets
- d. Lists

Your answer is correct.

The correct answer is: Tables

Which one of the following statements is true

Select one:

- a. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field ✓
- b. When an Incident form is saved the Work Notes field text is over written each time works logged against the incident.
- c. When an Incident form is saved, the Additional comments field text is deared and recorded to the work Notes section
- d. When an Incident form is saved, the Impact field is calculated by adding the priority and urgency values

Your answer is correct.

The correct answer is: When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field

Use "Validate" before moving the Update Sets to compare potential conflicts

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Which one of the following statements is true?

Select one:

- a. When an Incident form is saved, the Impact field is calculated by adding the priority and Urgency values
- b. When an Incident form is saved, the additional comments field text is cleared and recorded to the worknotes section
- c. When an Incident form is saved, all the Work Notes field text is recorded to the Activity Log field ✓
- d. When an Incident form is saved, the work notes field text is overwritten each time work is logged against the incident

Your answer is correct.

The correct answer is: When an Incident form is saved, all the Work Notes field text is recorded to the Activity Log field

Which one of the following modules can be used to view field settings for a table?

Select one:

- a. Tables and Fields
- b. Tables & Columns ✓
- c. Columns and Fields
- d. Access Control

Your answer is correct.

The correct answer is: Tables & Columns

Changes made from gear(cog) on a list header effect all users

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

Which is not a Service Catalog Workflow stage ?

Select one:

- a. Delivery
- b. Waiting for Approval
- c. Distribution ✓
- d. Fulfillment

Your answer is correct.

The correct answer is: Distribution

Favourites and shortcuts can be managed from mobile environment.

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

Access Control rule evaluation?

Select one:

- a. None
- b. Table access rules are evaluated from the **most specific to most generic** ✓

Your answer is correct.

The correct answer is: Table access rules are evaluated from the **most specific to most generic**

When is a workflow complete

Select one:

- a. When the workflow is checked out
- b. when the update set is complete
- c. When an event causes termination
- d. When the workflow reaches the end activity ✓

Your answer is correct.

The correct answer is: When the workflow reaches the end activity

An Update Set must be marked as "Complete" before it can be moved to other instance

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

When searching using the App Navigator search field, what can be returned? (Choose 4 answers)

Select one or more:

- a. Names of Applications and Modules ✓
- b. Favorites ✓
- c. Names of Applications ✓
- d. Titles of Dashboard Gauges
- e. Names of Modules ✓
- f. History Records

Your answer is correct.

The correct answers are: Favorites, Names of Applications and Modules, Names of Modules , Names of Applications

Tool used to populate commonly used fields in a form?

Select one:

- a. Reference Qualifier
- b. Template ✓
- c. Formatter
- d. Assignment Rule

Your answer is correct.

The correct answer is: Template

When merging multiple Update Sets, if several Update Sets have modified the same object, (for example, the Incident form), how does the ServiceNow platform handle these changes?

Select one:

- a. Only changes to the Configuration Item fields will be moved to the new, merged Update Set
- b. All the changes will be moved to the new, merged Update Set
- c. The first change made to the Incident form will be the one moved to the new, merged Update Set
- d. The most recent change will be the one moved to the new, merged Update Set ✓

Your answer is correct.

The correct answer is: The most recent change will be the one moved to the new, merged Update Set

How is the Servicenow platform setup so that Administrators can easily configure their instances to send an email at the end of an upgrade?

Select one:

- a. Administrators can write a Client Script to send out an email to the Administrator when an update is complete
- b. Administrators can write a Business Rule to send out an email to the Administrator when an update is complete. ✓
- c. Administrators can update the email notification named System Upgraded in the notifications module by adding the appropriate user to receive it.
- d. Administrators can update the email notification named System Upgraded in the system logs module by adding the appropriate user to receive it

Your answer is correct.

The correct answer is: Administrators can write a Business Rule to send out an email to the Administrator when an update is complete.

Which one of the following statements is true when an Administrator edits a workflow?

Select one:

- a. When the workflow is checked out, other users with roles can make changes and add comments
- b. Once an Administrator saves the changes to a workflow, the workflow is immediately accessible and the changes are available to all users with roles.
- c. To prevent multiple users with roles from making changes to a workflow at the same time was checked out before they can be edited: ✓
- d. when a workflow is published, the workflow is available to the person who created it but not to other users with roles

Your answer is correct.

The correct answer is: To prevent multiple users with roles from making changes to a workflow at the same time was checked out before they can be edited:

How do you make a filter available to everyone?

Select one:

- a. Assign a Name, Set Visibility, and Save ✓
- b. Assign a group, set visibility, and save
- c. Make active, set visibility, and save
- d. Make active, assign a name, and save

Your answer is correct.

The correct answer is: Assign a Name, Set Visibility, and Save

What is a record producer

Select one:

- a. A record producer is a type of catalog item that provides easy ordering by bundling requests
- b. A record producer is a type of catalog item that is used for requests, not services
- c. A record producer is a type of catalog item that allows users to create task based records from the service catalog ✓
- d. A record producer creates user records

Your answer is correct.

The correct answer is: A record producer is a type of catalog item that allows users to create task based records from the service catalog

In an Update Set for a ServiceNow instance, a customization refers to "a change made to..." which of the following?

Select one:

- a. Modified Configuration Items (CIS)
- b. Schedules
- c. New users and groups
- d. Tables ✓

Your answer is correct.

The correct answer is: Tables

When a Workflow is complete?

Select one:

- a. when the workflow reaches end activity ✓
- b.
- when the update set is complete
- c. when the event causes termination
- d. when the workflow is checked out

Your answer is correct.

The correct answer is:

when the workflow reaches end activity

What one condition pauses the clock in an SLA for an Incident?

Select one:

- a. Any condition specified as a Pause condition in an SLA definition ✓
- b. When the Incident State is set to Urgent
- c.

When the Incident State is set to Awaiting Evidence

- d. When the priority of the SLA is changed

Your answer is correct.

The correct answer is: Any condition specified as a Pause condition in an SLA definition

How can Workflows be started? Select all that apply

Select one or more:

- a. Execute on a table interaction(conditions are met) ✓
- b. Assign to a group ✓
- c. Schedule or SLA launch ✗
- d. Invoke from Transactions log ✗
- e. Call a workflow from a workflow
- f. Associate with a catalog item in the service catalog ✓

Your answer is partially correct.

You have selected too many options.

The correct answers are: Call a workflow from a workflow, Associate with a catalog item in the service catalog, Execute on a table interaction(conditions are met), Assign to a group

Which of the following interaction-is used to make fields mandatory, read-only, and/or hidden?

Select one:

- a. Client Scripts
- b. Business Rules
- c. UI Actions
- d. UI Policies ✓

Your answer is correct.

The correct answer is: UI Policies

What is the Difference between UI policy and data policy?

Select one:

- a. Data policies run after UI policies run successfully
- b. Data policies run regardless of how data is entered into ServiceNow, while UI Policies are used for user interaction ✓
- c. Data policies run when data is entered through the form, by an import set, or by web services
- d. Data policies can be converted into UI Policies, but UI policies cannot be converted into data policies

Your answer is correct.

The correct answer is: Data policies run regardless of how data is entered into ServiceNow, while UI Policies are used for user interaction

what is the primary application used to load data into servicenow

Select one:

- a. SLAs
- b. IMPORT SETS ✓
- c. CMDB
- d. update sets

Your answer is correct.

The correct answer is: IMPORT SETS

Which are valid Servicenow user Authentication methods?
choose 3 answers.

Select one or more:

- a. LDAP ✓
- b. XML Feed
- c. FTP Authentication
- d. SSO ✓
- e. Local database ✓

Your answer is correct.

The correct answers are: Local database, SSO, LDAP

Where is the text search available? Select that apply

Select one or more:

- a. Lists ✓
- b. Application Navigator type filter text ✓
- c. Live Feed ✓
- d. Knowledge Base ✓

Your answer is correct.

The correct answers are: Live Feed, Knowledge Base, Application Navigator type filter text, Lists

What term is not associated with workflows?

Select one:

- a. Activities
- b. Categories ✓
- c. Versions
- d. Transitions

Your answer is correct.

The correct answer is: Categories

What is a Single sign on (SSO) ?

Select one:

- a. A type of ServiceNow integration that updates existing ServiceNow instances
- b.

type of integration that enables a user to log once and gain access to the resources of multiple software systems without being prompted to login again ✓

- c. process that grants access to third-party software that allows ServiceNow to write to outside databases
- d. ServiceNow application that maintains, stores, and validates passwords for access to ServiceNow applications

Your answer is correct.

The correct answer is:

type of integration that enables a user to log once and gain access to the resources of multiple software systems without being prompted to login again

Chart report types can be exported in which of the following formats? Choose 3 answers.

Select one or more:

- a. PDF ✓
- b. PNG ✓
- c. JPG ✓
- d. PSD
- e. TIFF

Your answer is correct.

The correct answers are: PDF, PNG, JPG

What are the three methods of populating the CMDB?

Select one or more:

- a.
- b. Client Scripts
- c. Import Sets ✓
- d. Manually Input ✓
- e. Business Rules ✗

Your answer is correct.

The correct answers are: Manually Input, Import Sets,

Integrate with external CMDBs

An REQ number in Service Catalog is..

Select one:

- a. A task to complete.
- b. the overall order number ✓
- c. Individual item in order.
- d. a stage

Your answer is correct.

The correct answer is: the overall order number

What is a Notification?

Select one:

- a. An email file attachment
- b. A message through connect related to a change request
- c. A tool for alerting users that events that are them have occurred ✓
- d. A new Knowledge article created by a Business rule

Your answer is correct.

The correct answer is: A tool for alerting users that events that are them have occurred

What is a sys_id?

Select one:

- a. None
- b. Unique 32-character identifier that is assigned to every record ✓

Your answer is correct.

The correct answer is: Unique 32-character identifier that is assigned to every record

An application is NOT displaying in the Application Navigator .From the possible reasons , Select the true statement

Select one:

- a. The application may be deactivated in the instance
- b. An UI Action is preventing the application from displaying
- c. You may not have the access rights
- d. You may not have the right role ✓

Your answer is correct.

The correct answer is: You may not have the right role

Access control is a security rule defined and set only at the row-level(governing access to the record)

Select one:

- a. False ✓
- b. True

Your answer is correct.

The correct answer is: False

What is the purpose of filter navigator in the application navigator?

Select one:

- a. Quickly navigate to applications and modules ✓
- b. List applications in order of top requests
- c. Filter applications in order of use
- d. Collapse and expand applications

Your answer is correct.

The correct answer is: Quickly navigate to applications and modules

What is typically captured within the activity stream from section:Select all that apply

Select one or more:

- a. Updates made by you and others ✓
- b. workflow execution ✗
- c. Record history ✓
- d. Security permissions report ✗

Your answer is correct.

The correct answers are: Record history, Updates made by you and others

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

Select one:

- a. System.upgraded table
- b. Transactions log
- c. Stats module ✓
- d.

Memory status module

Your answer is correct.

The correct answer is: Stats module

What does the Client Transactions Log show?

Select one:

- a. Provides information on the duration of transactions between the client and server. ✓
- b. Provides statistics on which customers submit the most queries
- c. Provides information on network performance and data centers
- d. Provides statistics on combinations of browser and mobile platforms.

Your answer is correct.

The correct answer is: Provides information on the duration of transactions between the client and server.

How are Workflows moved between the instances?

Select one:

- a. Workflows are moved using Update sets ✓
- b. Workflows cannot be moved between instances
- c. Schedule or SLA launch
- d. Workflows are moved using Transform Maps
- e. Workflows are moved using Application sets

Your answer is correct.

The correct answer is:

Workflows are moved using Update sets

Typically, based on best practice, which of the following is used to make fields mandatory

Select one:

- a. UI Policies ✓
- b. Business Rules
- c. Client Scripts
- d. UI Actions

Your answer is correct.

The correct answer is: UI Policies

What would NOT appear in the application navigator if 'service' is typed in the filter navigator?

Select one:

- a. Service portal > widgets X
- b. Self-service > Knowledge
- c. Configuration > business services
- d. Incident > assigned to me

Your answer is incorrect.

The correct answer is: Incident > assigned to me

The Task [task] table and its extended tables contain records for every task, and a task may reference one or more configuration items.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Which of the following statements describes characteristic of role assignment?

Select one:

- a. Each user has a role in the servicenow platform
- b.

A role is granted to a user by the system administrator

- c.

Users can click on the personalize role feature to try different roles

- d.

Roles can contain other roles ;When you are assigned a role,you inherit all the roles within that role ✓

Your answer is correct.

The correct answer is:

Roles can contain other roles ;When you are assigned a role,you inherit all the roles within that role

You can coalesce on multiple fields

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

How can Administrators specify the display sequence of variables created for a Service Catalog item?

Select one:

- a. Enter a number into the Default Value field in the Catalog Item form
- b. Enter a number into the Order field in the Catalog Item form ✓
- c. Enter a number into the Sequence field in the Catalog Item form
- d. Enter a number into the Choice field in the Catalog Item form

Your answer is correct.

The correct answer is: Enter a number into the Order field in the Catalog Item form

Select the state Workflow cannot be in?

Select one:

- a. Unpublished
- b. Checked Out
- c. Checked In ✓
- d. Published

Your answer is correct.

The correct answer is: Checked In

What are the main areas of ServiceNow user interface?

Select one:

- a. Application navigator, Banner and Content Frame ✓
- b. Navigation bar, power bar and news content block
- c. Application Navigator, News content block and list pane.
- d. Application List, power bar and details pane

Your answer is correct.

The correct answer is: Application navigator, Banner and Content Frame

During the Import set and transform map process, What is the Mapping Assist used?

Select one:

- a. Automatically map fields using an SLA
- b. Automatically map fields using a Field Map ✓
- c. Automatically map fields using Import log
- d. Automatically map fields using Transform History

Your answer is correct.

The correct answer is:

Automatically map fields using a Field Map

Which one of the following statements is true when an Administrator edits a workflow?

Select one:

- a. When a workflow is published, the workflow is available to the person who created it but not to other users with roles.
- b. Once an Administrator saves the changes to a workflow, the workflow is immediately accessible and the changes are available to all users with roles.
- c. When the workflow is checked out, other users with roles can make changes and add comments
- d. To prevent multiple users with roles from making changes to a workflow at the same time, workflows need to be checked out before they can be edited. ✓

Your answer is correct.

The correct answer is: To prevent multiple users with roles from making changes to a workflow at the same time, workflows need to be checked out before they can be edited.

What is a workflow primarily used for?

Select one:

- a. To automate reporting
 - b. To automate catalog item ordering
 - c.
- To automate email notification
- d. To automate a sequence of activities ✓

Your answer is correct.

The correct answer is:

To automate a sequence of activities

Knowledge Base Search results can be sorted by which of the following? (Choose 3 answers)

Select one or more:

- a. Most recent update ✓
- b. Relevancy ✓
- c. Number of views ✓
- d. Manager assignment
- e. Popularity

Your answer is correct.

The correct answers are: Number of views , Most recent update , Relevancy

An article can exist to multiple knowledge bases

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

What are the three security modules typically used by the system administrator?

Select one or more:

- a. System Security > Access Control ✓
- b. User administrator > Roles
- c. System security > IP address access control
- d. System administrator > High Security settings ✓
- e. System properties > security ✓

Your answer is correct.

The correct answers are: System administrator > High Security settings, System Security > Access Control, System properties > security

Which module contains SLA, OLAs?

Select one:

- a. Contact Management
- b. Service level management ✓
- c. Service catalog
- d. Asset contracts

Your answer is correct.

The correct answer is: Service level management

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

Select one:

- a. Each user has a role in the ServiceNow Platform
- b. Roles can contain other roles; when you are assigned a role, you inherit all the roles within the role ✓
- c. Users can click on the Personalize Role feature to try different roles.
- d. A role is granted to a user by the System administrator

Your answer is correct.

The correct answer is: Roles can contain other roles; when you are assigned a role, you inherit all the roles within the role

A list is a type of report

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

It is possible to extend an existing CI table to create a new CI Class

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Knowledge Management Allow Users to

Select one:

- a. Create,edit,view and delete knowledge articles
- b. Create,edit and view knowledge articles ✓
- c. create and edit knowledge articles
- d. create and share reports

Your answer is correct.

The correct answer is: Create,edit and view knowledge articles

Data Policy can enforce mandatory data on import.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

How is a group defined in ServiceNow?

Select one:

- a. A group defines the set of users that share the same location.
- b. A group is one record stored in the Group Type[sys_user_group_type] table.
- c. A group defines a set of user that share the same job title.
- d. A group is the one record stored in the Group[sys_user_group] table. ✓

Your answer is correct.

The correct answer is: A group is the one record stored in the Group[sys_user_group] table.

Which of the following interactions impact the client(browser) side of the ServiceNow environment? Select all answers Choose 3 answers

Select one or more:

- a. UI Actions ✓
- b. Business Rules
- c. Client Scripts ✓
- d. UI Policies ✓

Your answer is correct.

The correct answers are: UI Policies, UI Actions, Client Scripts

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

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

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

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

What workflow state makes the workflow available to the platform?

Select one:

- a. Active
- b. Published ✓
- c. Issued
- d. Open

Your answer is correct.

The correct answer is: Published

Which one of the following statements is true?

Select one:

- a. When an Incident Form is saved, all the Work Notes text is recorded to the Activity Log field. ✓
- b. When an Incident Form is saved, the Work Notes field text is overwritten each time work is logged against the incident.
- c. When an Incident Form is saved, the Impact field is calculated by adding the Priority and Urgency values.
- d. When an Incident Form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Your answer is correct.

The correct answer is: When an Incident Form is saved, all the Work Notes text is recorded to the Activity Log field.

How is a group defined in ServiceNow?

Select one:

- a. A group defines a set of users that share the same location
- b. A group defines a set of users that share the same job title
- c. A group is one record stored in the Group table ✓
- d. A group is one record stored in the Group Type table

Your answer is correct.

The correct answer is: A group is one record stored in the Group table

What is the name of the Servicenow search engine?

Select one:

- a. Zing ✓
- b. Search
- c. GoogleNow
- d. AnswerNow

Your answer is correct.

The correct answer is: Zing

What are the three basic workflow activities?

Select one:

- a. Begin, Activity, End
- b. Begin, Event, Test
- c. Activity, Process, Task
- d. Approval, Notification , Task ✓

Your answer is correct.

The correct answer is: Approval, Notification , Task

How can Administrators specify the display sequence of variables created for a Service catalog item?

Select one:

- a. Enter a number into the Sequence field in the Catalog Item form
- b. Enter a number into the Order field in the Catalog Item form ✓
- c. Enter a number into the Default value in the Catalog Item form
- d. Enter a number into the Choice field in the Catalog Item form

Your answer is correct.

The correct answer is: Enter a number into the Order field in the Catalog Item form

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

Select one:

- a. Changes made to: tables,forms, views and fields ✓
- b. Changes made to: tables,forms, schedules and client scripts
- c. Changes made to: tables,forms, Business Rules, and data records
- d. Changes made to: tables,forms, groups and Configuration items(CIs)

Your answer is correct.

The correct answer is: Changes made to: tables,forms, views and fields

Identify two core tables in ServiceNow

Select one:

- a. Notification [imp_notification] and Request [sc_request]
- b. Task [task] and User [sys_user] ✓
- c. User [sys_user] and Location [cmn_location]
- d. Attachment [sys_attachment] and event Registration [sysevent_register]

Your answer is correct.

The correct answer is: Task [task] and User [sys_user]

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

Select one:

- 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

Your answer is correct.

The correct answer is: They direct the user to a record producer

What is a plugin?

Select one:

- a. A plugin is an upgrade to the ServiceNow base instance
- b. A plugin provides additional optional functionality to the ServiceNow base instance ✓
- c. A plugin is the package that disables JDBC integrations
- d. A plugin is a patch that is applied to the ServiceNow base instance

Your answer is correct.

The correct answer is: A plugin provides additional optional functionality to the ServiceNow base instance

What is enabled when you elevate privileges?

Select one:

- a. ability to create and modify access controls(ACLs) ✓
- b. ability to access and modify to system properties>security module
- c. ability to create and modify WS security profiles
- d. Ability to create and modify SOAP Security policies

Your answer is correct.

The correct answer is: ability to create and modify access controls(ACLs)

The Workflow editor user interface includes the following areas.
Select all that apply

Select one or more:

- a. canvas ✓
- b. Script Input Window
- c. Activity Tab
- d. Header Bar
- e. Palette ✓

Your answer is correct.

The correct answers are: Palette, canvas

Which module contains SLAs, OLAs and Underpinning Contracts?

Select one:

- a. Service Catalog
- b. Service Level Management ✓
- c. Content Management
- d. Asset Contracts

Your answer is correct.

The correct answer is: Service Level Management

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

Select one:

- a. Core Tables
- b. Extended Tables
- c. Base Tables ✓
- d. Custom Tables

Your answer is correct.

The correct answer is: Base Tables

Which one of the following statements is true when an Administrator edits a workflow?

Select one:

- a. When a workflow is published, the workflow is available to the person who created it but not to other user roles
- b. Once an Administrator saves the changes to a workflow, the workflow is immediately accessible and the available to all users with roles.
- c. To prevent multiple users with roles from making changes to a workflow at the same time, workflows needed to checked out before they can be edited. ✓
- d. When the workflow is checked out, other users with roles can make changes and add comments.

Your answer is correct.

The correct answer is: To prevent multiple users with roles from making changes to a workflow at the same time, workflows needed to checked out before they can be edited.

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

Select one:

- a. Access Control Rules
- b. UI Policies

- c. Roles ✓

- d. Assignment Rules

Your answer is correct.

The correct answer is: Roles

When merging multiple Update Sets , if several Update Sets have modified the same object, (for example, the Incident Form), how does the ServiceNow platform handle these changes?

Select one:

- a. Only changes to the Configuration Item fields will be moved to merged Update Sets
- b. The most recent change will be the one moved to new, merged Update Set ✓
- c. The first change made to the Incident Form will be the one moved to the new, merged Update Set
- d. All the changes will be moved to the new, merged Update Set

Your answer is correct.

The correct answer is: The most recent change will be the one moved to new, merged Update Set

Service Catalog Components include which of the following?

Select one:

- a. Order Guides, Catalog items and Interceptors
- b. Order Guides, Exchange Rates, Calendars
- c. Catalog Items, Asset Contracts, Task Surveys
- d. Record Producers, Order Guides and Catalog items ✓

Your answer is correct.

The correct answer is: Record Producers, Order Guides and Catalog items

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

Select one:

- a. Insert creates a new record and Update leaves the form ✓
- b. Insert leaves the form and Update stays on the form
- c. Insert updates the form and Update saves changes without leaving the form
- d. Insert updates a form and Update stays on the form

Your answer is correct.

The correct answer is: Insert creates a new record and Update leaves the form

An REQ number in Service Catalog is

Select one:

- a. the overall order number ✓
- b. a task to complete
- c. an individual item in an order
- d. a stage

Your answer is correct.

The correct answer is: the overall order number

How is a user defined in ServiceNow?

Select one:

- a. A user is a record stored in the User preference [sys_user_preference] table
- b. A user is a field in the LDAP integration
- c. A user is a record stored in the User [sys_user] table ✓
- d. A user is a profile in the ServiceNOW database

Your answer is correct.

The correct answer is: A user is a record stored in the User [sys_user] table

Select the true statement: A Business Rule...

Select one:

- a. Must not run before a database action occurs
- b. Is a piece of Javascript ✓
- c. Monitors fields on a form
- d. Must run before a database action occurs

Your answer is correct.

The correct answer is: Is a piece of Javascript

Favorites and shortcuts can be managed from the mobile environment.

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

What are the two key CMDB tables?

Select one:

- a. cmdb_rel_ci and task
- b. task and incident
- c. cmdb_ci and cmdb_rel_ci ✓
- d. sys_user and cmdb_ci

Your answer is correct.

The correct answer is: cmdb_ci and cmdb_rel_ci

A Knowledge Base can have a Workflow

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

New records, new groups, and modified configuration items(CI's) : what do they have in common?

Select one:

- a. They are included in an update set.
- b. They do not have anything in common.
- c. They are customizations.
- d. They are not captured in an Update Set. ✓

Your answer is correct.

The correct answer is: They are not captured in an Update Set.

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

Select one:

- a. The new table inherits all of the fields of the original table and can contain new fields for the new table ✓
- b. The new table inherits all of the fields of the original table. Table Access Controls, client scripts, and UI Policies inherited
- c. The new table archives the table it is extending and assumes its role in the system
- d. The new table inherits all the Business Rules, client scripts, and UI Policies of the original table; but none of the existing fields

Your answer is correct.

The correct answer is: The new table inherits all of the fields of the original table and can contain new fields for the new table

What field on the task SLA form defines whether it is a SLA , OLA or Underpinning Contract?

Select one:

- a. Schedule
- b. Table
- c. Type ✓
- d. Workflow

Your answer is correct.

The correct answer is: Type

List personalization changes the fields that are displayed on the List Layout for:

Select one:

- a. Only me ✓
- b. Only my group
- c. All users
- d. Only my Company

Your answer is correct.

The correct answer is: Only me

Reports can be created from different places in the platform - select two answers

Choose two answers

Select one or more:

- a. View / Run Module ✓
- b. Content Menu ✓

- c. Metrics Module

- d. Statistics Module

Your answer is correct.

The correct answers are: Content Menu, View / Run Module

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

Select one:

- a. XML,SOAP, and CSS
- b. CSS,SOAP, and Excel
- c. XML, CSV, and Excel ✓
- d. SOAP, REST, and XML

Your answer is correct.

The correct answer is: XML, CSV, and Excel

What is the name of the string that displays the filter criteria?

Select one:

- a. Choice
- b. Topic
- c. Menu
- d. Breadcrumb ✓

Your answer is correct.

The correct answer is: Breadcrumb

Which of the following statements is true when using the slushbuckets to select fields?

Select one:

- a. To exactly position fields on the form, use the left and right buttons
- b. If the field name appears in a bold font after being moved to the Selected column, the field is a reference field
- c. The Available column is a list of all the fields that are currently displayed on the existing form
- d. When a field is moved from Selected Column to Available Column , the field is removed from the form ✓

Your answer is correct.

The correct answer is: When a field is moved from Selected Column to Available Column , the field is removed from the form

What is a schema map?

Select one:

- 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 ✓

Your answer is correct.

The correct answer is: 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

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

Select one:

- a. A change request
- b. AN SLA
- c. an Order Guide
- d. a request ✓

Your answer is correct.

The correct answer is: a request

When creating a new table named "abc", what is the table name that is automatically assigned by the platform?

Select one:

- a. snc_abc
- b. u_abc ✓
- c. abc
- d. sys_abc

Your answer is correct.

The correct answer is: u_abc

cmdb_ci_appl is considered a _____ class to cmdb_ci?

Select one:

- a. Extended ✓
- b. Parent
- c. Base
- d. Child

Your answer is correct.

The correct answer is: Extended

which three variable types can be added to a service catalog item ?

Select one:

- a. true/false,multiple choice and ordered
- b. multiple choice, select box and check box ✓
- c. true/false,check box and number set
- d. number list,single line and reference

Your answer is correct.

The correct answer is: multiple choice, select box and check box

How can Administrators specify the display sequence of variables created for a Service Catalog item?

Select one:

- a. Enter a number into the Choice field in the Catalog item form
- b. Enter a number into the Sequence field in the Catalog item form
- c. Enter a number into the Order field in the Catalog item form ✓
- d. Enter a number into the Default Value field in the Catalog item form

Your answer is correct.

The correct answer is: Enter a number into the Order field in the Catalog item form

To display to users, a knowledge article must be..

Select one:

- a. Reviewed
- b. Drafted
- c. Published ✓
- d. Retired

Your answer is correct.

The correct answer is: Published

Configuration will not affect what others see on their forms.

Select one:

- a. True
- b. False ✓

Your answer is correct.

The correct answer is: False

What is the purpose of a data policy

Select one:

- a. Data policies standardize data in update sets
- b. Data policies apply to lists to standard data
- c. Data policies enforce security
- d. Data policies enforce data consistency ✓

Your answer is correct.

The correct answer is: Data policies enforce data consistency

connect provides real time visibility into edits being made

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

What is a form?

Select one:

- a. A form displays fields from one record ✓
- b. A form displays report data
- c. A form displays the List Mechanic
- d. A form displays filter conditions

Your answer is correct.

The correct answer is: A form displays fields from one record

Identify the required steps to publish then view a report. Select all that apply. Choose 4 answers

Select one or more:

- a. click the save dropdown,then click publish ✓
- b. Generate a PDF of the report
- c. Display desired report ✓
- d. Copy Published report URL ✓
- e. Use the Share option to specify target users
- f. Open report URL ✓

Your answer is correct.

The correct answers are: Display desired report, click the save dropdown,then click publish, Copy Published report URL, Open report URL

SLAs can only be run against a table that extened the task table

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Knowledge management allows user to...

Select one:

- a. create, edit, and view knowledge articles ✓
- b. create and share reports
- c. create and edit knowledge articles
- d. create, edit, view and delete knowledge articles

Your answer is correct.

The correct answer is: create, edit, and view knowledge articles

Where is the text search available ? Select all that apply.

Select one or more:

- a. All the answers are correct ✓
- b. Live Feed
- c. Lists
- d. Application Navigator type filter text
- e. Knowledge Base

Your answer is correct.

The correct answer is: All the answers are correct

Which of the following Client Transact to columns can be enabled for List Calculations?

Select one:

- a. Browser Response time, Client i work time, Address
- b. Business Rule time, SQL time. I al de load, Semaphore Sets
- c. View IP Address, URL, Table
- d. SQL time, Check response time in network time browser time ✓

Your answer is correct.

The correct answer is: SQL time, Check response time in network time browser time

Table ACL rules are processed in the following order:

Select one:

- a. match the parent table name, match the table name, match any table name(wildcard)
- b. match any table name(wildcard), match the parent table name, match the parent table name,
- c. match the table name, match the parent table name, match any table name(wildcard) ✓
- d. match the table name(wildcard), match the table name, match the parent table name,

Your answer is correct.

The correct answer is: match the table name, match the parent table name, match any table name(wildcard)

A View is only applied to lists to define their layout order and what fields appear?

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

What is not an example of UI action ?

Select one:

- a. Form Buttons
- b. Search ✓
- c. Related Links
- d. List Buttons

Your answer is correct.

The correct answer is: Search

A View is only applied to lists to define their layout order and what field appears.

Select one:

- a. False
- b. True ✓

Your answer is correct.

The correct answer is: True

which of the following is considered best practice before importing any data into servicenow?

Select one:

- a. Disable update set capabilities
- b. remove obsolete data before your data import ✓
- c. transfer all incomming data records to one data source
- d. use the same import set table for all imports

Your answer is correct.

The correct answer is: remove obsolete data before your data import

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

Select one:

- a. Content frame
- b. List Pane
- c. Banner ✓
- d. Application Navigator

Your answer is correct.

The correct answer is: Banner

What workflow state makes the workflow available to the platform?

Select one:

- a. Active
- b. Published ✓
- c. Open
- d. Issued

The correct answer is: Published

What field on the task SLA form defines whether it is an SLA, OLA, or underpinning contract?

Select one:

- a. Type ✓
- b. Schedule
- c. Table
- d. Workflow

The correct answer is: Type

A Change Request has been generated to change the incident number prefix from the default of "INC" to the company Standard "IN." As an Admin, what steps need to be taken?

Select one:

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

The correct answer is: Go to the Number Maintenance application and change the prefix to 'IN' for incident

Which is not a Service Catalog Workflow Stage?

Select one:

- a. Waiting for Approval
- b. Fulfillment
- c. Delivery
- d. Distribution ✓

The correct answer is: Distribution

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

Select one:

- a. UI Policy acts when a record is inserted or updated through UI while a Data Policy acts whenever a record is inserted or updated through database ✓
- b. UI policy is set for data through mobile devices and a Data policy is set through the browser
- c. UI policy is set through the browser by user and Data policy is set through an Import set
- d. UI policy acts when data passes from the Data Policy

The correct answer is: UI Policy acts when a record is inserted or updated through UI while a Data Policy acts whenever a record is inserted or updated through database

The Task [task] table and its extended tables contain records for every task, and a task may reference one or more configuration items.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

What is the name of the string that displays filter criteria?

Select one:

- a. Topic
- b. Breadcrumb ✓
- c. Menu
- d. Choice

The correct answer is: Breadcrumb

How do you make a filter available to everyone?

Select one:

- a. Assign a name, set visibility and save ✓
- b. Make active, set visibility and save
- c. Make active, assign a name and save
- d. Assign a group, set visibility and save

The correct answer is: Assign a name, set visibility and save

Which one of the following statements is true?

Select one:

- a. When an Incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- b. When an Incident form is saved, all the Work Notes field text is recorded to the Activity Log field ✓
- c. When an Incident form is saved, the impact field is calculated adding the Priority and Urgency values
- d. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

The correct answer is: When an Incident form is saved, all the Work Notes field text is recorded to the Activity Log field

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

Select one:

- a. RITM>REQ>PROCUREMENT
- b. FULFILLMENT>RITM>TASK
- c. REQ>RITM>PROCUREMENT
- d. REQ>RITM>TASK ✓

The correct answer is: REQ>RITM>TASK

What is enabled when you elevate privileges?

Select one:

- a. Ability to create and modify WS security profiles
- b. Ability to create and modify ACLs ✓
- c. Ability to access and modify system properties>security module
- d. Ability to create and modify soap security policies

The correct answer is: Ability to create and modify ACLs

What is the purpose of Filter Navigator in the Application Navigator?

Select one:

- a. Collapse and expand applications
- b. Quickly navigate to the application and modules ✓
- c. Filter applications in order of Use
- d. List application in order of Top Requests

The correct answer is: Quickly navigate to the application and modules

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

Select one:

- a. Roles can contain other roles:when you are assigned a role,you inherit all the roles within that role ✓
- b. Users can click on the personalize role feature to try different roles
- c. A role is granted to the user by system admin
- d. Each user has a role in servicenow platform

The correct answer is: Roles can contain other roles:when you are assigned a role,you inherit all the roles within that role

Which one of the following statements best describes the purpose of an update set?

Select one:

- 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. An Update Set is a group of customizations that is moved from production Development
- c. By default, the changes included in an Update set are visible only in the instance to which they are applied
- d. By default, an update Set includes customizations, Business Rules, and homepages

The correct answer is: 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

Which one of the following statements is true when using the slushbucket to select fields?

Select one:

- a. If the field name appears in a bold font after being moved to the selected column, the field is a reference field
- b. The Available column is a list of all of the fields that are currently displayed on the existing form
- c. To exactly position fields on the form, use the Left and Right buttons
- d. When a field is moved from the Selected column to the Available column, the field is removed from the form. ✓

The correct answer is: When a field is moved from the Selected column to the Available column, the field is removed from the form.

How is the ServiceNow platform set up so that Administrators can easily configure their instances to send an email at the end of an upgrade?

Select one:

- a. Administrators can update the email notification named "System upgraded" in the System Logs module by adding the appropriate User to receive it.
- b. Administrators can Write a Client Script to send out an email to the Administrator when an Update is complete
- c. Administrators can update the email notification named "System Upgraded" in the Notifications module by adding the appropriate user to receive it
- d. Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete ✓

The correct answer is: Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete

What is a notification?

Select one:

- a. A message through connect related to a change request
- b. A new knowledge article created by a business rule
- c. An email file attachment
- d. A tool for alerting users that events that concern them have occurred ✓

The correct answer is: A tool for alerting users that events that concern them have occurred

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

Select one:

- a. Update Sets
- b. Import Sets ✓
- c. CMDB
- d. SLA's

The correct answer is: Import Sets

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

Select one:

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

The correct answer is: A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups

What is an import set table?

Select one:

- a. A staging area of imported records ✓
- b. A repository for update set information
- c. A table where data will be placed post transformation
- d. A table that determines relationships

The correct answer is: A staging area of imported records

An application is NOT displaying in the Application Navigator. From the possible reasons below, select the false statement.

Select one:

- a. A UI Action is preventing the application from displaying
- b. The application may be deactivated in your instance
- c. You may not have access rights
- d. You may not have the right role

The correct answer is: A UI Action is preventing the application from displaying

What is the purpose of filter navigator in the application navigator?

Select one:

- a. Collapse and expand applications
- b. Filter applications in order of use
- c. List applications in order of top request
- d. Quickly navigate to applications and modules

The correct answer is: Quickly navigate to applications and modules

An update set must be marked as "complete" before it can be moved to another instance

Select one:

- a. True
- b. False

Your answer is correct.

The correct answer is: True

What is a Record Producer?

Select one:

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

The correct answer is: Record producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Which are valid ServiceNow User Authentication Methods?

Select all that apply. Choose 3 answers

Select one or more:

- a. Local Database ✓
- b. SSO ✓
- c. LDAP ✓
- d. XML Feed
- e. FTP Authentication

Your answer is correct.

The correct answers are: Local Database, SSO, LDAP

Table records are displayed in a list

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

What does the Client Transactions Log show?

Select one:

- a. Provides statistics on which customers submit the most queries
- b. Provides information on the duration of transactions between the client and the server ✓
- c. Provides statistics on combinations of browser and mobile platforms
- d. Provides information on network performance and data centers

The correct answer is: Provides information on the duration of transactions between the client and the server

What term is not associated with Workflows?

Select one:

- a. Versions
- b. Categories ✓
- c. Activities
- d. Transitions

The correct answer is: Categories

New records,new groups and modified configuration items:what do they have in common?

Select one:

- a. they are not captured in an update set ✓
- b. they are customizatons
- c. they are included in an update set
- d. they donot have anything in common

The correct answer is: they are not captured in an update set

What is the platform name for the User table?

Select one:

- a. x_users
- b. u_users
- c. sys_users
- d. sys_user ✓

The correct answer is: sys_user

What are the three Security Modules typically used by System Administrators? Choose 3 answers

Select one or more:

- a. System security > IP Address Access control
- b. System properties > Security ✓
- c. User Administration > Roles
- d. System Security > Access Control ✓
- e. System Security > High Security Settings ✓

Your answer is correct.

The correct answers are: System Security > High Security Settings, System Security > Access Control, System properties > Security

Articles can exist to multiple Knowledge bases.

Select one:

- a. True ✗
- b. False

Your answer is incorrect.

The correct answer is: False

In an Update Set for a ServiceNow instance, a customization refers to "a change made to..." which of the following?

Select one:

- a. Tables ✓
- b. New users and groups
- c. Schedules
- d. Modified configuration items(CI's)

The correct answer is: Tables

In servicenow catalog items are

Select one:

- a. provide options
- b. optional
- c. the building blocks of service catalog ✓
- d. run behind the scenes

The correct answer is: the building blocks of service catalog

What servicenow tables can administrators define as "destinations" for imported data,when using transform system import sets application?

Select one:

- a. Any servicenow table can be a destination for imported data in the transform map module ✓
- b. the task table is the only table that can be a destination for imported data in the transform map module
- c. Only the incident,problem and change tables can be a destination for imported data in the transform map module
- d. The incident,problem,change,task and service catalog tables are the only tables that can be destinations for imported data in the transform map module

The correct answer is: Any servicenow table can be a destination for imported data in the transform map module

What is the Import Set table?

Select one:

- a. A table that determines relationships
- b. A staging area for Imported records ✓
- c. A table where data will be placed, post-transformation
- d. A repository for Update Set information

The correct answer is: A staging area for Imported records

Which one statement correctly describes Access Control rule evaluation?

Select one:

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

The correct answer is: If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

How are workflows moved between instances?

Select one:

- a. using update sets ✓
- b. using application sets
- c. Can't be moved
- d. using transform maps

The correct answer is: using update sets

Which one of the statements exactly describes access control rule evaluation?

Select one:

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

The correct answer is: If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

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

Select one:

- a. Each user has a role in the ServiceNow platform
- b. Roles can contain other roles; when you are assigned a role, you inherit all the roles within that role ✓
- c. Users can click on the personalize Role feature to try different roles
- d. A role is granted to a user by the System Administrator

The correct answer is: Roles can contain other roles; when you are assigned a role, you inherit all the roles within that role

connect provides real-time visibility into edits being made

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

A REQ number in service catalog is

Select one:

- a. the overall order number ✓
- b. an individual item in an order
- c. a stage
- d. A task to complete

The correct answer is: the overall order number

What is a role in servicenow

Select one:

- a. A role is a set of modules for a particular application
- b. It is a persona used in live feed chat
- c. It is one record in the role(user_sys_role)table
- d. A role is one record in the(sys_user_role)table ✓

The correct answer is: A role is one record in the(sys_user_role)table

When merging multiple update sets, if several update sets have modified the same object (For example form), how does ServiceNow handle these changes?

Select one:

- a. Only changes to the configuration item fields will be moved to the new merged update set
- b. All the changes will be moved to the new merged update set
- c. The first change made to the incident form will be the one moved to the new merged update set
- d. The most recent change will be moved to the new merged update set ✓

The correct answer is: The most recent change will be moved to the new merged update set

Which one of the following statements is true when an Administrator edits a workflow?

Select one:

- a. To prevent multiple users with roles from making changes to a workflow at the same time, workflows need to be checked out before they can be edited. ✓
- b. When a workflow is published, the workflow is available to the person who created it but not to other users with roles
- c. Once an Administrator saves the changes to a workflow, it is immediately accessible and the changes are available to all users with roles
- d. When the workflow is checked out, other users with roles can make changes and add comments.

The correct answer is: To prevent multiple users with roles from making changes to a workflow at the same time, workflows need to be checked out before they can be edited.

The Workflow editor user interface includes the following areas. Select all that apply. Choose 2 answers

Select one or more:

- a. Palette ✓
- b. Activity Tab
- c. Script Input Window
- d. Canvas ✓
- e. Header Bar

Your answer is correct.

The correct answers are: Palette, Canvas

Which of the following is considered Best practice before importing any data into ServiceNow?

Select one:

- a. Remove obsolete data before your data import ✓
- b. Transfer all incoming data records to one data source
- c. Disable Update Set capabilities
- d. Use the same Import Set Table for all imports

The correct answer is: Remove obsolete data before your data import

When is a workflow complete?

Select one:

- a. When an event causes termination
- b. When the Update Set is Complete
- c. When the workflow is Checked out
- d. When the workflow reaches the End activity ✓

The correct answer is: When the workflow reaches the End activity

When does submit button appear on a form?

Select one:

- a. When changing the reference filed in an existing record
- b. When saving an old record
- c. When creating a new record ✓
- d. When updating an existing record

The correct answer is: When creating a new record

What is a plugin?

Select one:

- a. A plugin is an upgrade to servicenow base instance
- b. A plugin provides additional optional functionality to servicenow base instance ✓
- c. A plugin is a package that disables JDBC Integrations
- d. A plugin is a patch that is applied to servicenow base instance

The correct answer is: A plugin provides additional optional functionality to servicenow base instance

When is a workflow complete?

Select one:

- a. When the update set is complete
- b. When the workflow is checked out
- c. When the workflow reaches the end activity ✓
- d. When an event causes termination

The correct answer is: When the workflow reaches the end activity

Knowledge Management allows users to...

Select one:

- a. create and share Reports.
- b. create, edit, and view Knowledge articles. ✓
- c. create, edit, view and delete Knowledge articles.
- d. create and edit Knowledge articles.

The correct answer is: create, edit, and view Knowledge articles.

What is the name of servicenow search engine?

Select one:

- a. Search
- b. GoogleNow
- c. Zing ✓
- d. AnswerNow

The correct answer is: Zing

Use "Validate" before moving the Update Sets to compare potential conflicts.

Select one:

- a. True ✓
- b. False

Your answer is correct.

The correct answer is: True

Chart reports types can be exported in which of the following formats? Select all that apply. Choose 3 answers

Select one or more:

- a. PSD
- b. PDF ✓
- c. PNG ✓
- d. TIFF
- e. JPG ✓

Your answer is correct.

The correct answers are: PDF, PNG, JPG

What is a Notification?

Select one:

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

The correct answer is: A tool for alerting users that events that concern them have occurred

For Administrators creating new Service Catalog items, what is the characteristic they should know about Service catalog Variables?

Select one:

- a. Service Catalog Variables can only be used in Order Guides
- b. Service Catalog Variables cannot affect Order Price
- c. Service Catalog Variables are global by default ✓
- d. Service Catalog Variables can only be used in Record Producers

The correct answer is: Service Catalog Variables are global by default

What are the three basic workflow activities?

Select one:

- a. Approval,notification,task ✓
- b. Activity,process,task
- c. Begin,event,test
- d. Begin,Activity,End

The correct answer is: Approval,notification,task

What is the platform name for the group table?

Select one:

- a. sys_user_group ✓
- b. sys_group
- c. group
- d. sys_groups

The correct answer is: sys_user_group

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

Select one:

- a. It generates three basic components:item variable types,tasks and notifications
- b. It is used to drive complex fulfillment processes and sends notifications to defined users or groups ✓
- c. It generates three basic components:item variable types,tasks and approvals
- d. Although it cannot send notifications,the workflow drives complex fulfillment processes

The correct answer is: It is used to drive complex fulfillment processes and sends notifications to defined users or groups