What are examples of UI actions, relating to lists? choose four answers

- List buttons
- list context menu
- list choices
- list links
- list control
- lists overwrite

1:23 / 11:23

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

- Flows
- Action sequence
- Flow diagrams
- action sets
- task flows

2:00 / 11:23

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

- data pill runtime value
- sequence runtime value
- starting runtime value
- trigger runtime value
- input runtime value

2:40 / 11:23

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

- no users
- itil users
- users with kb_user roleproduct
- any user with an articles for permalink
- any active user

3:46 / 11:23

What controls the publishing and retiring process for knowledge articles?

- workflow designer
- workflows
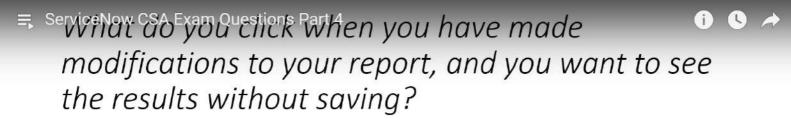- state life cycle
- approval policies
- approval definitions

4:13 / 11:23

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- field transform
- schema map
- import map
- transform map

5:17 / 11:23

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

- Run
- Execute
- Test
- Preview
- try it

6:17 / 11:23

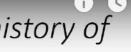*The report designer contains different sections for configuring your report. which section is used to specify grouping and calculations to be run against the data?*

- Data
- Format
- Configure
- Style
- group by

6:57 / 11:23

What section on the notes tab shows the history of the work documented on the record?
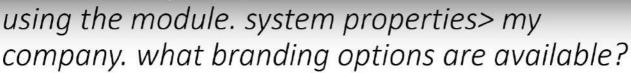
- Journal
- Activity
- Timeline
- audit log
- diary

7:37 / 11:23

What type of rules specify which user groups are responsible to work on different types of tasks?

- On call
- Assignment
- Routing
- Calendar
- Escalation

8:12 / 11:23

using the module. system properties> my company. what branding options are available?

- banner image, banner text, colour scheme
- company name, company logo
- banner image, banner text
- company name, company logo, colour scheme

8:46 / 11:23

A customer has asked for the following updates to a form: make resolution code mandatory, when state is changed to resolved, hide major incident checkbox, unless logged in user as major incident manager role. what type of rules would you use to implement this requirement?

- UI policy and actions
- UI design
- dictionary design
- form constraint

9:25 / 11:23

Which type of script runs in the browser?

- flow designer actions
- script includes
- business rules
- ACL scripts
- transform maps
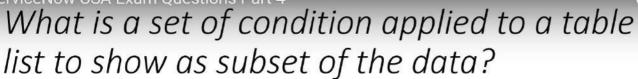- UI policies and client scripts

Which type of script runs in the browser?

- flow designer actions
- script includes
- business rules
- ACL scripts
- transform maps
- UI policies and client scripts

10:17 / 11:23

What is a set of condition applied to a table list to show as subset of the data?

- Mask
- Divisor
- Filter
- Funnel
- Query

10:46 / 11:23

Which type of field allows you to enter freely using letters, numbers, and special characters?

- multi line text
- single line text
- open text
- text
- string

11:02 / 11:23

To quickly return to your instances home page, what item would you click?

- star icon
- shortcuts icon
- navigation header
- gear icon
- instance logo
- user menu

Which admin role is required to make changes to high security setting?

- Ad_admin
- High_sec_admin
- Sn_ad_admin
- Admin
- Security_admin

On a business rule, when setting determines at what points the rule executes. what are the options for specifying that timing?

- Prior to, synchronous, on update
- Insert, update, delete, query
- Before, synchronous, schedule job, views
- Before, after, Async, display

What is the language used for scripting in the ServiceNow?

- Perl
- Python
- JavaScript
- C++
- PHP
- Glide

What process allows user to create, categorise, review, approve and browse important information in a centralized location that is shared by the entire organization?

- Self-service management
- Knowledge-centered management
- knowledge management
- business information management
- information portal management

Which role can manage multiple knowledge bases?

- Sn_kb_admin
- Kb_Admin
- Knowledge_admin
- Knowledge_base_admin

Which service now resource can be used as a blueprint to map your IT services to service now?

- Configuration management database (CMDB)
- now learning
- service now wiki
- service mapping guided setup
- common service data model (CSDM)
- IT service management (ITSM)

When importing data, what happens to imported rows, if no coalesce field is specified?
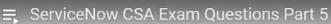
- all rows are treated as new records, but error will be flagged in the import log
- duplicate rows are rejected from the import
- all rows are treated as new records. no existing records were updated
- all rows or rejected from the import, as coalesce field is required

To quickly return to a homepage you were using 5 minutes ago, which item would you click?

- gear icon
- clock icon
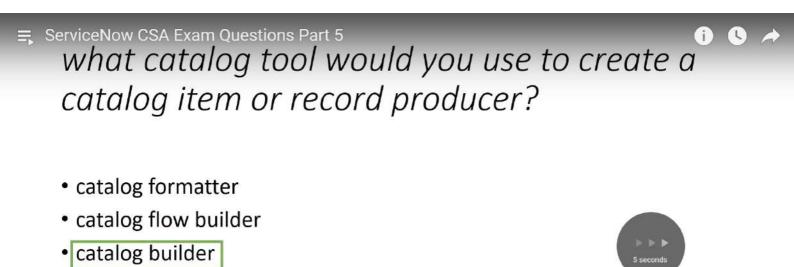- right click history
- homepage icon
- history module
- start icon

What are examples of core tables in the ServiceNow platform?

- Team, party, awards
- User, task, incident
- Work, caller, timecard
- base configuration item, configuration item, base task

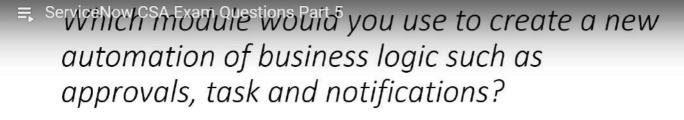*what catalog tool would you use to create a catalog item or record producer?*

- catalog formatter
- catalog flow builder
- catalog builder
- catalog designer
- variable designer
- form designer

5 seconds

Which tab on the knowledge base record, would you use to identify the set of users who are able to read articles in that knowledge base?

- can read
- access list
- accessible to
- can access

Which module would you use to create a new automation of business logic such as approvals, task and notifications?
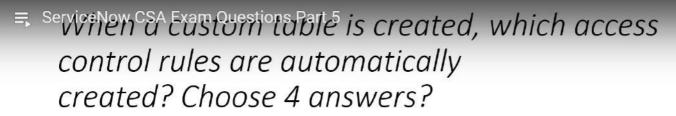
- Process Automation> active flows
- process automation> flow administration
- process automation> process flow
- process automation> workflow editor
- process automation> flow designer

Which icon would you double Click to expand and collapse the list of all applications and modules?

- Funnel
- Clock
- Application
- Star

When a custom table is created, which access control rules are automatically created? Choose 4 answers?

- Update
- Execute
- Create
- Read
- Delete
- Write

Access controls are evaluated in this order: 1. Match Object against table ACL 2.
Match The object against field ACL. Within step one above, what order are the table ACLs evaluated?

- general to specific: table ACL, table.field ACL, parent table. field AC
- specific to general: table.field ACL, parent table.field ACL, * Field ACL
- top to bottom: wildcard table ACL, parent table ACL, table ACL
- bottom to top: table ACL, table. field ACL, parent table. field ACL
- specific to general: table ACL, parent table ACL, wildcard(*) ACL

1:32 / 10:03 • Q1 Access Controls >

What import utility does the system use when the field names on the import set match the name of the fields on the target table?

- scheme mapping
- mapping assist tool
- automatic mapping
- mapping dashboard

Report designer contains different sections for configuring your report which section is used to adjust the look of your report, including colors, titles and legend layout?

- Format
- Configure
- Layout
- Style

2:53 / 10:03 • Q3 Report Designer ›

What tool is used to import data from various data sources and map that data into
service now tables?

- Update set
- data pack
- import set
- transform set

What are three security modules often used by the System Administrator? choose three answers?

- system security> security
- system properties> security
- system security> high security settings
- self-service> my access
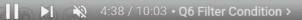- system security> access control (ACL)

4:00 / 10:03 • Q5 Security Modules >

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

- Operator
- filter criteria
- match criteria
- operation

4:38 / 10:03 • Q6 Filter Condition >

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

- select coalesce
- select import set
- define data source
- run data scrabber
- load data

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

- Reporting
- scheduled reports
- analytics reports
- performance analytics

5:46 / 10:03 • Q8 Performance Analytics

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

- Update sets
- export to data package
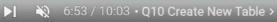- export to zip
- export to XML

6:08 / 10:03 • Q9 Data Migration

which modules can you use to create a new table? choose two answers

- tables and columns
- dictionary
- schema map
- tables

6:53 / 10:03 • Q10 Create New Table >

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

- outer join
- joins
- SQL
- dot walking

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

- service portal> portals> branding
- system properties> basic configuration UI16
- system UI> UI pages> branding
- home page admin> pages> branding

7:58 / 10:03 • Q11 Secondary Related Table >

Which service now capability provides assistance to help users obtain information, make decisions and perform common work task via messaging interface?

- Knowledge chat
- virtual agent
- now support
- chat box
- agent workspace

8:28 / 10:03 • Q13 What ›

What Icon do you use to change the label on your favorite?

- Triangle
- Star
- Clock
- Pencil

9:12 / 10:03 • Q14 What >

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

- Client script
- UI action
- UI policy
- UI Rule
- UI Script

9:35 / 10:03 • Q14 What >

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

- Schema map
- dependency view
- dependency map
- database view

0:55 / 9:07 • Question 1 and 2 >

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

- security admin[security_admin]
- System Administrator[admin]
- Sys admin[sys_admin]
- Admin[sn_admin]
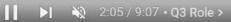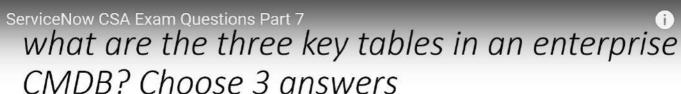- Base admin[base_admin]

1:39 / 9:07 • Question 1 and 2 ›

A role is defined as what?

- A persona in a workflow
- a set of user access policies
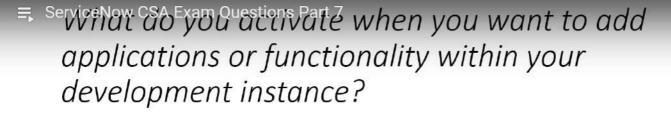- a collection of permissions
- a set of access control rules

2:05 / 9:07 • Q3 Role >

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

- Sn_cmdb_bak
- Sn_cmdb_ci
- Cmdb_rel_ci
- Cmdb_bak
- Cmdb_ci
- Cmdb

2:18 / 9:07 • Q4 3 Key Tables

What do you activate when you want to add applications or functionality within your development instance?

- Patch
- app updated set
- app package
- plugin
- updated pack

2:58 / 9:07 • Q5 Plugins >

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

- natural language query
- Alexa query
- auto suggest query
- machine learning query
- predictive intelligence query

3:25 / 9:07 • Q6 Query >

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

- Database view
- Extended
- many to many
- one to many

4:03 / 9:07 • Q7 Table Relationships >

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

- logout and back in
- turn your computer off and on again
- clear browser cache
- end impersonation

4:33 / 9:07 • Q7 Table Relationships >

Your Customer would like to create a new templates to notify users who are affected by network outage at their site. which module would you use to create a new notification?

- system properties > email > settings
- administration > notification overview
- user preferences > email > notifications
- system notification > email > notifications
- click gear > notifications > new

it time for end user is based on the round trip between the client and the server. What activities are included in the round trips?

- Submit+ query
- request+ response
- insert+ verify
- save+ update
- write+ read

5:37 / 9:07 • Q10 Round Trip >

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

- Getting started
- Wiki
- help panel (question mark Icon)
- Docs
- user guide

From the my approval module, you want to quickly authorize a request. how can you do this quickly from the list view?

- right click on the requested state, select approve
- right click on the approval number, select approve
- select approval record by checking box, click on green check
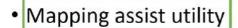- right click on the approval number, select approved, click green

6:53 / 9:07 • Q12 Approval >

What is the best practice regarding data imports?

- plan time before your import to remove obsolete or inaccurate data.
- use extremely large import sets, instead of multiple large import sets.
- adjust your transform maps, after the data is loaded into the target table
- create a new import set table for each new data load

7:24 / 9:07 • Q13 Data Imports >

What tool allows you to drag and drop to specify links between source fields on an import set table and destination fields on any service now table?

- Mapping assist utility
- import workspace
- data source map
- import designer
- transform designer
- transform dashboard

7:41 / 9:07 • Q14 Mapping Assist >

Which tab on the knowledge base record, would you use to identify the set of users who are able to read articles in that knowledge base?

- can read
- access list
- accessible to
- can access

8:25 / 9:07 • Q14 Mapping Assist >

How to filter out Closed INC from a list?

- **Select a Closed INC > right click on Closed State > Filter Out**
- **Select a Closed INC > right click on Closed State > Show Matching**
- **Select an Open INC > right click on New State > Filter Out**
- **Select a Resolved INC > right click on Resolved State > Filter Out**

3:22 / 17:16

How to get back to regular Admin from Elevated Role?
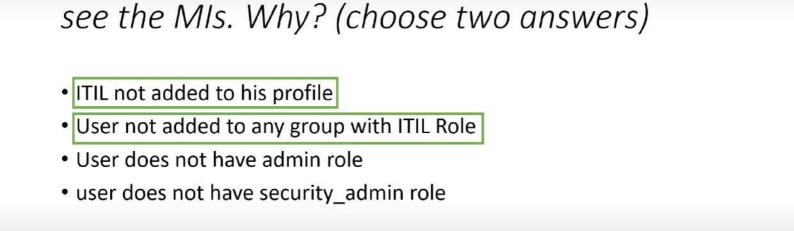
- Log out and Login
- End Impersonation
- Remove security_admin role from user
- Add security_admin role for the user

5:04 / 17:16

A manager of the MIM group is not able to see the MIs. Why? (choose two answers)

- ITIL not added to his profile
- User not added to any group with ITIL Role
- User does not have admin role
- user does not have security_admin role

6:25 / 17:16

Your customer wants to update a notification, so it is sent to the caller and to the manager of the caller. how would you approach this requirement?

- Set who will receive to subscribable
- on the send to tab, add caller field, dot walk to caller's manager to add manager.
- Create workflow and include a notification in the workflow
- on who will receive tab, select copy manager checkbox.
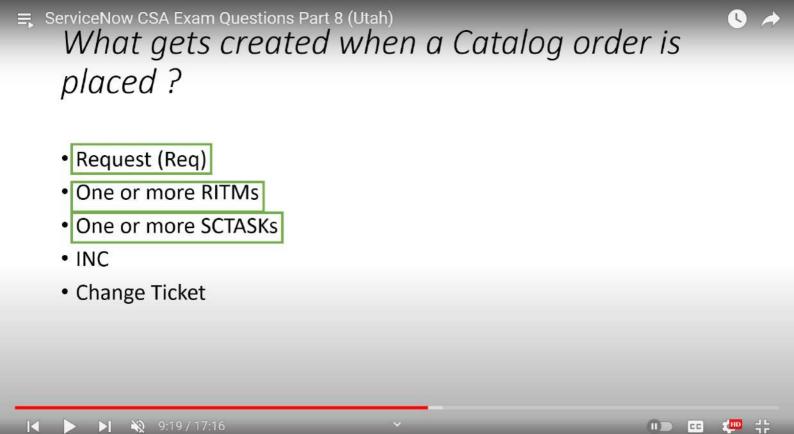- on who will receive tab, add caller field, dot walk to caller's Manager to add managers.

7:54 / 17:16

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

- flag article
- tag as helpful
- submit KB Errata
- Add comments
- click frowning icon
- rate with stars

8:32 / 17:16

What gets created when a Catalog order is placed ?

- Request (Req)
- One or more RITMs
- One or more SCTASKs
- INC
- Change Ticket

9:19 / 17:16

You have to create 80 catalog items.
Each item must have 4 specific Variables
Each item would also have sperate other details

- Create a variable set with those 4 points.
  Add that variable set to each catalog item.

- Create a flow with all those variables.
  Use that flow to create 80 catalog itmes.

- Add those variable items to all catalog Items

- Create a separate table for storing 80 different catalog items.

10:26 / 17:16

Which ones work in which end ?

- ACL works @ client end, Business Rules @ server end
- ACL works @ client end, Business Rules @ client end
- ACL works @ server end, Business Rules @ server end
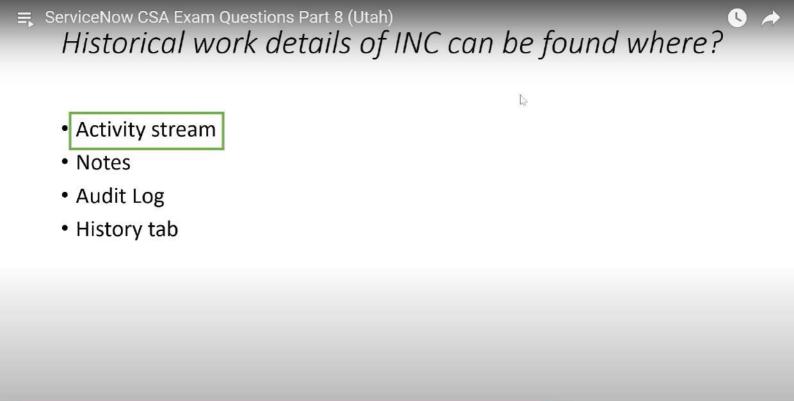- ACL works @ server end, Business Rules @ client end

11:10 / 17:16

Which field type can display records from other tables?

- Attachment
- Swing
- Reference
- Choice

11:43 / 17:16

Historical work details of INC can be found where?

- Activity stream
- Notes
- Audit Log
- History tab

12:06 / 17:16

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

- Name: incident.none; operation: create; role: itil
- Name: incident. *; operation: write; Permission: itil
- Name: incident.none; permission: create; role: itil
- Name: incident. *; Permission: write; role: itil
- Name: incident.Any; operation: write; Permission: itil

13:14 / 17:16

Which role is required to update or create a KB?

- Can contribute
- Can view
- Can edit
- Can See

When using the CI dependency view, how would you view the relationship between one CI and another CI?

- right click, view relationship
- Click on the plus to expand cluster
- click down arrow, view relationship
- Hover on connection line

14:47 / 17:16

The customer wants all users to have access to the records in the offerings table. what setting on access control definition would you use to grant access to all of the offering table records?

- Offering. None
- None. Offering
- Offering. Name
- Offering

15:30 / 17:16

When using the report designer, it is best practice to make copy of an existing report then make modification to your copy of that report. when viewing the report inside the designer, how would you make a copy of the report?

- click on the paper icon and select create new.
- click on the down triangle and select insert and stay
- click on the properties tab and select save as
- click on context menu and select insert and stay
- click on the funnel icon and create copy