1. When does the welcome screen appear in the Guided Application Creator (GAC)?

A. When you access GAC from Studio

B. Every time you log in to ServiceNow

!C. The first time you use GAC

D. When you remove user preferences

2. What is a characteristic of a system that is a good fit for the described criteria?  Criteria - A university is planning to build a **Student Support Portal** using ServiceNow. The portal will allow students to submit various requests, such as IT support, hostel complaints, and course enrollment issues. Each request will go through multiple approval stages and require structured data collection through dynamic forms. The system should also support workflow automation for routing requests to the appropriate department and provide reporting capabilities for administrators to track request resolution times.

!A. Utilizes extensive forms for data interaction

B. Relies on unstructured data

C. Requires proprietary libraries with no API

D. Has no need for reporting capabilities

3. Which ServiceNow component allows for the creation and management of access control rules?

A. UI Policy

B. Business Rule

!C. ACL (Access Control List)

D. UI Macro

4. What is the primary purpose of the ServiceNow Repository?

A. To store unpublished applications for development

B. To serve as a backup data center

C. To manage customer data and accounts

!D. To store published applications for installation on any instance

5. Why is ServiceNow considered a cloud application?

!A. Because there is nothing to install

B. Because it uses specialized hardware

C. Because it requires complex installations

D. Because it's installed on local servers

6. State TRUE or FALSE: Data is loaded into a staging table at first and not directly into the final destination

!A. True

B. False

7. What does an "Inherited" ACL rule mean in ServiceNow?

!A. It is applied automatically from the parent table.

B. It allows public access to the record.

C. It denies access to specific users.

D. It grants admin privileges to all users.

8. For each application, administrator can....(Select 4)

!A. Grant non-admin user the ability to develop scoped application

!B. Remove a user as a developer

!C. Grant the developer access to script fields.

!D. Grant the developer access to security records

E. Grant Access to scripts and records

9. Which module in ServiceNow is responsible for managing and automating the assignment group and workflow activities?

!A. Incidents

B. Access Control

C. Service Catalog

D. Change Management

10. What is a GlideDialog window in ServiceNow used for?

A. To create new tables

B. To edit form layouts

!C. To show additional information or forms

D. To display a list of records

11. Which ServiceNow component is used to link an application to source control?

A. Source Control Manager

B. Application Navigator

C. Service Catalog

!D. Studio

12. What is the purpose of "Allow configuration" for scripts on a table?

A. It prevents script writing.

!B. It allows application developers to configure scripts from other application scopes.

C. It restricts script configuration.

D. It limits access to web services.

13. Which of the following features are available to Global applications? (Choose any 3)

!A. Flow Designer

B. Delegated Development

!C. Automated Test Framework

!D. Source Control

14. What does the Global App File Management plugin in Studio allow you to do?

!A. Add, remove, and move global application files.

B. Create new applications.

C. Export application files.

D. Manage local application files.

15. What is the primary purpose of a UI Page in ServiceNow?

A. To define field attributes

!B. To generate custom pages with HTML and server-side scripts

C. To manage user roles and permissions

D. To create new tables

16. Which of the following elements can be controlled using UI policies in ServiceNow? (Select 2 answers).

A. Record assignments

!B. Field attributes

C. Related lists on forms

!D. Form layouts

17. What is a dictionary override in the context of application forms?

A. An action to delete records from the database

!B. A mechanism to customize field labels and descriptions

C. A method to override server-side scripting

D. A feature to replace form fields with custom HTML

18. What development strategy is recommended for the application development in this course?

A. Kanban

!B. Scrum/Agile/Sprint

C. Lean

D. Waterfall

19. In ServiceNow, what is the primary role of a "Business Rule" in access control?

!A. To execute server-side scripts based on conditions

B. To define user roles

C. To create reference fields

D. To manage UI policies

20. Identify the inappropriate value in application for requestor

A. Access from desktop

B. Real-time visibility to status through reports and dashboards

!C. Security

D. Social Interaction via mail

21. Which tool is recommended for those who want to learn more about App Engine Studio?

A. ServiceNow Studio

B. Guided Application Creator (GAC)

!C. Application Engine Studio training on Now Learning

D. Traditional development approaches

22. What does it mean to "Fork" a repository in version control?

A. Combining changes from different branches.

B. Sending local changes to Git.

!C. A copy of a repository under a new account (includes branches).

D. Creating a new repository.

23. Integration between Flow Designer and 3rd party systems is named as

A. Integration unit

!B. Integration hub

C. Design integration

D. Flow integration

24. In studio navigate to \_\_\_\_\_\_\_ to set permission for individual users and/or groups.

A. File>Set Permission

B. File>Remove Permission

!C. File>Manage Developers

D. File>Remove Developers

25. What is a reference icon next to a field used for in ServiceNow?

!A. To open a reference picker to select a related record

B. To open a pop-up window with additional information

C. To trigger a client script

D. To delete the field from the form

26. What enables exchange of information from service providers and service consumers?

A. Integration hub

B. File import and Export

C. Platform access

!D. Web Services

27. In ServiceNow, what is a UI Policy used for?

A. To manage user roles and permissions

!B. To control field visibility and mandatory status on forms

C. To create new tables and fields in the database

D. To define business rules for workflow automation

28. What are the different operations that can be performed using ACLs in ServiceNow? (Select 3 answer).

!A. Execute

B. Administer

!C. Delete

!D. Insert

29. How do application developers extend and add functionality in ServiceNow?

A. By using Python scripting

B. By configuring the server

C. By installing additional software

!D. By using industry-standard JavaScript

30.  In ServiceNow, what is the purpose of a "Scripted ACL"?

A. An ACL that uses UI Macros

B. An ACL that is written in a programming language

!C. An ACL that uses a script to determine access

D. An ACL applied to all tables

31. In an Email Notification, which one of the following is TRUE for the Weight field? (select 3)

A. A Weight value of zero means that no email should be sent

!B. A Weight value of zero means the Notification is always sent when the Notification's When to send criteria is met

!C. Only Notifications with the highest weight for the same record and recipients are sent

!D. The Weight value defaults to zero

32. Which field type in ServiceNow is used to store multiple values as a comma-separated list?

A. Choice

!B. List Collector

C. Reference

D. String

33. Which web browsers are NOT supported by the Guided Application Creator (GAC)?

!A. Internet Explorer 11 or older

B. Google Chrome and Mozilla Firefox

C. Microsoft Edge

D. Safari

34. Which applications can run on the Now platform?

A. Only those built by ServiceNow partners

B. Only those built by you and your team

C. Only those built by ServiceNow

!D. All of the above

35. Personas largely equate to \_\_\_\_\_\_ in ServiceNow

!A. Roles

B. Users

C. Stakeholders

D. Developers

36. Why would you analyze application requirements before development?

A. To delay the process

!B. To match user needs and business goals

C. To reduce app size

D. To avoid version control

37. What must be removed to see the GAC welcome screen again?

A. com.glide.sn-guided-app-creator plugin

B. Application permissions

!C. User preference sn\_g\_app\_creator.has\_viewed\_gac

D. Studio history

38. Which of the following tools allows non-technical users to automate tasks?

!A. Flow Designer

B. Script Includes

C. Update Sets

D. ACLs

39. Which table holds system logs in ServiceNow?

A. sys\_table\_log

!B. syslog

C. system\_log

D. sys\_record\_log

40. Can Flow Designer and Workflow Editor be used in the same instance?

A. No, they are mutually exclusive

B. Yes, but only one at a time

!C. Yes, both can be used simultaneously in an instance

D. Only in developer instances

41. What is the main purpose of Application Scope?

A. To define table structures

B. To restrict UI access

!C. To isolate and protect application resources

D. To trigger events

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

A. All records created using this strategy are inserted into the Requested Item [sc\_req\_item] table.

!B. Each field prompts the user with a question rather than a field label.

C. They must be scripted.

!D. You can script behaviors of fields in the user interface.

!E. Graphics can be included on the user interface.

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

!A. The user has one of the roles specified in the Required roles related list.

!B. Scripts configured in the Access Control must evaluate to true.

C. Other matching Access Controls for the records evaluate to true.

!D. Conditions configured in the Access Control must evaluate to true.

E. The user must be granted access through a business rule.

44. In what order are ServiceNow Access Controls evaluated?

A. field, table

!B. table, field

C. record, field

D. table, record

45. What does getProperty() do in ServiceNow scripting?

A. Gets a user role

!B. Returns the value of a Glide property

C. Checks if a table exists

D. Writes a message to the log

46. What type of applications are well suited to the ServiceNow platform?

A. Gaming applications

!B. Request-fulfill applications

C. Desktop database tools

D. Multimedia applications

47. What is the primary use of the Workflow Editor?

A. Creating new business rules

B. Designing new forms

!C. Managing existing workflows that are functioning properly

D. Editing tables and columns

48. Which of the following allows users to customize the columns shown in a List View?

A. Data Policy

B. Form Layout

!C. List Layout

D. UI Policy