1. A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars

B. Order Guides, Catalog Items, and Interceptors

C. Catalog Items, Asset Contracts, Task Surveys

!D. Record Producers, Order Guides, and Catalog Items

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

!A. If a match is found using the coalesce fields, the existing record is updated with the information being imported

B. If a match is not found using the coalesce fields, the system does not create a Transform Map

C. If a match is found using the coalesce fields, the system creates a new record

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

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

A. A metric is a report gauge used on homepages to display real-time data

B. A metric is a time measurement used to report the effectiveness of workflows and SLAs

!C. A metric is used to measure and evaluate the effectiveness of IT service management processes

D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

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

A. The Default Value field in the Catalog Item form

B. The Sequence field in the Catalog Item form

!C. The Order field in the Variable form

D. The Choice field in the Variable form

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

!A. List column heading

B. Metrics module

C. Statistics module

!D. View / Run module

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

!A. Most recent update

B. Popularity

!C. Relevancy

D. Manager assignment

!E. Number of views

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

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)

B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)

!C. REQ (Number)>RITM (Number)>TASK (Number)

D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

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

A. Breadcrumb

!B. Favorite

C. Tag

D. Bookmark

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

A. A change request

B. An Order Guide

!C. A request

D. An SLA

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

A. Send Notifications

!B. Log Out ServiceNow

!C. Elevate Roles

!D. Impersonate Users

E. Order from Service Catalog

F. Approve Records

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

A. Business Rule

!B. UI Action

C. Client Script

D. UI Policy

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

A. They run behind the scenes.

!B. They are the building blocks.

C. They are optional.

D. They provide options.

13. Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name

!B. table name, parent table name, any table name (wildcard)

C. parent table name, table name, any table name (wildcard)

D. any table name (wildcard), table name, parent table name

14. What is the platform name for the User table?

A. u\_users

B. sys\_users

C. x\_users

!D. sys\_user

15. A REQ number in the Service Catalog represents

!A. the order number.

B. the stage.

C. the task to complete.

D. the individual item in the order.

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

A. Records

!B. UI Pages

C. Lists

D. Forms

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

!A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions

C. Use the Baseline Update Set to store the contents of items after they are changed the first time

D. Once an Update Set is closed as ג€Completeג€, change it back to ג€In Progressג€ until it is applied to another instance

18. Which of the following is used to initiate a flow?

!A. A Trigger

B. Core Action

C. A spoke

D. An Event

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

A. Service Catalog variables can only be used in Record Producers

B. Service Catalog variables can only be used in Order Guides

C. Service Catalog variables cannot affect the order price

!D. Service Catalog variables are global by default

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

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

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

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

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

21. Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

!A. Discovery

!B. IntegrationHub ETL

C. Finder

D. CMDB Plug-in

E. CMDB Integration Dashboard

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

A. Mapping fields using the Import Log

B. Mapping fields using Transform History

C. Mapping fields using an SLA

!D. Mapping fields using a Field Map

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

!A. The CMDB contains data about tangible and intangible business assets

B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company

C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics

D. The CMDB contains ITIL process data pertaining to configuration items

24. In what order should filter elements be specified?

!A. Field, Operator, then Value

B. Field, Operator, then Condition

C. Operator, Condition, then Value

D. Value, Operator, then Field

25. Which statement is true about business rules?

A. A business rule must run before a database action occurs

!B. A business rule can be a piece of Javascript

C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

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

!A. onSubmit

B. onUpdate

!C. onCellEdit

!D. onLoad

E. onEdit

!F. onChange

G. onSave

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

!A. Base Tables

B. Core Tables

C. Extended Tables

D. Custom Tables

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

A. Order Guides restrict the number of items in an order to only one item per request

B. Order Guide provide a list of guidelines for Administrators on how to set up item variables

!C. Order Guide provide the ability to order multiple, related items as one request

D. Order Guides take the user directly to the checkout without prompting for information

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

!A. Connect Chat

B. Now Messenger

C. User Presence

D. Comments

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

!A. Service Processes

B. User Permissions

!C. Tables and Fields

!D. A Database

!E. The Dependency View

31. What is a formatter? Select one of the following.

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

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

!A. Names of Applications and Modules

!B. Names of Modules

!C. Names of Applications

!D. Favorites

E. History Records

F. Titles of Dashboard Gauges

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

A. Table-Walking

B. Sys\_ID Pulling

!C. Dot-Walking

D. Record-Hopping

34. What is a schema map?

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

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

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

!D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

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

!A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems

B. By default, an Update Set includes customizations, Business Rules, and homepages

C. An Update Set is a group of customizations that is moved from Production to Development

D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

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

!A. Banner Image

B. Record Number Format

!C. Browser Tab Title

!D. System Date Format

E. Form Header Size

37. What is the function of user impersonation?

!A. Testing and visibility

B. Activate verbose logging

C. View custom perspectives

D. Unlock Application master list

38. What information does the System Dictionary contain?

A. The human-readable labels and language settings

!B. The definition for each table and column

C. The information on how tables relate to each other

D. The language dictionary used for spell checking

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

A. Insert creates a new record and Update saves changes, both remain on the form

!B. Insert creates a new record and Update saves changes, both exit the form

C. Insert saves changes and exits the form, Update saves changes and remains on the form

D. Insert saves changes and remains on the form, Update saves changes and exits the form

40. How is the Event Log different from the Event Registry?

!A. Event Log contains generated Events, the Event Registry is a table of Event definitions

B. Event Log is formatted in the Log style, the Event Registry displays different fields

C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)

D. Event Log is the same as the Event Registry

41. What is a Dictionary Override?

A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update

B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services

C. A Dictionary Override is a task within a flow that requests an action before the flow can continue

!D. A Dictionary Override sets field properties in extended tables

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

A. Access Control Rules

B. UI Policies

!C. Roles

D. Assignment Rules

43. What is a Record Producer?

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services

B. A Record Producer creates user records

C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests

!D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

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

!A. They direct the user to a record producer

B. They direct the user to a catalog property

C. They direct the user to a catalog UI policy

D. They direct the user to a catalog client script

45. What is the Import Set Table?

A. A table where data will be placed, post-transformation

B. A table that determines relationships

!C. A staging area for imported records

D. A repository for Update Set information

46. What is a characteristic of importing data into ServiceNow?

A. An existing Transform Map can be used one time on the same import set

B. Coalesce fields are used only after running Transform

C. Any user can manage and set up import sets

!D. An existing Transform Map can be used multiple times on the same import set

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

A. Maintain Categories

!B. Maintain Items

C. Content Items

D. Items

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

A. Data Editor

B. Edit Menu

!C. List Editor

D. Form Designer

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

A. True/False, Multiple Choice, and Ordered

B. True/False, Checkbox, and Number List

C. Number List, Single Line Text, and Reference

!D. Multiple Choice, Select Box, and Checkbox

50. How are Workflows moved between instances?

!A. Workflows are moved using Update Sets

B. Workflows are moved using Transform Maps

C. Workflows are moved using Application Sets

D. Workflows cannot be moved between instances

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

!A. Record Producers, Order Guides, and Catalog Items

B. Order Guides, Item Variables, and flows

C. Order Guides, Catalog Items, and flows

D. Record Producers, Order Guides, and Item Variables

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

A. The new table archives the parent table and assumed its roles in the database

B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields

!C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself

D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

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

A. Memory Stats module

!B. Stats module

C. System.upgraded table

D. Transactions log

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

!A. Published

B. Drafted

C. Retired

D. Reviewed

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

A. Answer Agent

B. live Feed

!C. Virtual Agent

D. Connect Chat

56. What is the purpose of a Related List?

A. To create a one-to-many relationship

B. To dot-walk to a core table

!C. To present related fields

D. To present related records

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

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

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

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

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

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

A. report

B. flow

C. event

!D. task

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

A. XML feed

!B. Local database

!C. LDAP

!D. SSO

E. FTP authentication

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

!A. Roles

!B. Conditional Expressions

C. Assignment Rules

!D. Scripts

E. User Criteria

F. Groups

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

A. Application Navigator

!B. Banner frame

C. List pane

D. Content frame

62. How do you make a list filter available to everyone?

A. Make active, assign a name, and save

B. Assign a group, set visibility, and save

!C. Assign a name, set visibility, and save

D. Make active, set visibility, and save

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

A. Configuration > Business Services

B. Self-Service > Knowledge

C. Service Portal > Widgets

!D. Incident > Assigned to me

64. hich of the following is used to categorize, flag, and locate records?

A. Search

!B. Favorites

C. Tags

D. Bookmarks

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

!A. Template

B. Reference Qualifier

C. Formatter

D. Assignment Rule

66. How is a group defined in ServiceNow?

A. A group is one record stored in the Group Type [sys\_user\_group\_type] table

!B. A group is one record stored in the Group [sys\_user\_group] table

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

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

67. What is a role in ServiceNow?

A. A role is one record in the Role [user\_sys\_role] table

B. A role is a set of modules for a particular application

!C. A role is one record in the Role [sys\_user\_role] table

D. A role is a persona used in Live Feed Chat

68. What is a Notification?

A. A new Knowledge article created by a Business Rule

!B. A tool for alerting users that events that concern them have occurred

C. A message through Connect related to a Change Request

D. An email file attachment

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

A. Flexible

B. Freeform

!C. Feature

D. Guided boards

70. What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

A. You should never assign roles to groups.

B. You should assign roles to users.

!C. You should add users to groups.

!D. You should assign roles to groups.

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

!A. Business Rule

!B. Workflow

C. Log entry

D. Knowledge article publication

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

!A. Task [task]

B. Assignment [assignment]

C. Service [service]

D. Workflow [workflow]

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

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

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

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

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

74. What is a sys\_id?

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

B. A client-side Business Rule

C. A server-side Business Rule

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

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

A. snc\_abc

B. abc

!C. u\_abc

D. sys\_abc

76. Access Control rules may provide access security for which of the following database objects?

A. For a specific role, group, or user

!B. For a specific row, column, or table

C. For specific groups

D. For a specific CMDB Configuration item

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

A. Service Level Management

B. Configuration

!C. System Import Sets

D. System Update Sets

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

A. Select Data Source, Schedule Transform

!B. Load Data, Create Transform Map, Run Transform

C. Define Data Source, Select Transform Map, Run Transform

D. Select Import Set, Select Transform Map, Run Transform

79. Which tool is used for creating dependencies between configuration items in the CMDB?

!A. CI Relationship Editor

B. CMDB Builder

C. CI Service Manager

D. Cl Class Manager

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

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

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

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

D. Data Policies run only after UI Policies run successfully

81. IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

A. an action

!B. a spoke

C. a connection

D. an integration step

82. An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.

B. The manager does not have the itil role.

C. The manager is not a member of the Service Desk group.

!D. The manager is not a member of the Network and Hardware groups.

E. The Assignment Group manager field is empty.

83. Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

!A. Common Service Data Model (CSDM)

B. Service Mapping Utility (SMU)

C. Service Schema Map (SSM)

D. CMDB Class Manager (CMDBCM)

E. CI Class Manager (CICM)

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

!A. Update Sets

B. Code Sets

C. Update Packs

D. Configuration Logs

E. Remote Sets

F. Local Sets

G. Code Packs

85. What icon do you use to change the label on a Favorite?

A. Clock

B. Hamburger

!C. Pencil

D. Three dots

E. Triangle.

F. Star

86. What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

A. Task Escalation Clock

!B. Service Level Agreements

C. Inactivity Monitor

D. Response Time Clock

E. Business Time Remaining

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

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

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

C. Click Context Menu, select Create Report

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

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

88. What import utility do you use when the field names on the import set match the name of the fields on the Target table?

A. Schema Mapping

!B. Automatic Mapping

C. Mapping Assist

D. Mapping Dashboard

89. As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

!A. Knowledge

B. ServiceNow Wiki

C. Knowledge Now

D. SharePoint

E. Stack Overflow

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

A. UI Action

B. Client Script

C. UI Script

D. UI Rule

!E. UI Policy

91. What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows

B. Table Schema, CRUD, and User Authentication

!C. Object and Operation being secured; Permissions required to access the object

D. security\_admin

92. A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions: ✑ Incidents where the state is Closed ✑ Incidents where Assignment Group is Network; After clicking the Funnel icon, what should the user do?

!A. Define the first condition; click AND button; define second condition; click Run

B. Define the first condition; click AND button; define second condition; press enter

C. Define the first condition; click OR button; define second condition; press enter

D. Define the first condition; click > icon on breadcrumb, define second condition; click Run

E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

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

A. Incident.Major\_Incident

B. incident=>major\_incident

C. incident<=>major\_incident

D. incident||major\_incident

!E. incident.major\_incident

94. After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

A. Select Normal role

!B. Log out and back in

C. Use System Administration > Normal Security module

D. Select Global Update Set

E. End Impersonation

95. What type of field allows you to look up values from one other table?

!A. Reference

B. Verity

C. Options

D. Selections

E. Dot walk

F. Lookup

96. Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

!A. Process Automation > Flow Designer

B. Process Automation > Flow Administration

C. Process Automation > Workflow Editor

D. Process Automation > Process Flow

E. Process Automation > Active Flows

97. A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

A. Report Dashboard > Create New

B. Reports > Getting Started

C. Performance Analytics > Reports

D. Self-Service > Reports

!E. Reports > Create New

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

A. Skype Now

B. Collaborate Now

C. Agent Messenger

!D. Agent Chat

E. Connect Chat

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

!A. Tables & Columns

!B. Dictionary

C. Data Class Manager

D. Dictionary Dashboard

E. Database View

F. Schema

100. Which module would you use to customize your instances banner image, text and colors?

A. System UI > UI Pages > Branding

B. Service Portal > Portals > Branding

!C. System Properties > Basic Configuration UI16

D. System Properties > Branding

E. Homepage Admin > Pages > Branding

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

A. Coalesce Data

B. Transform Data

C. Import Data

!D. Load Data

102. When designing a flow, how do you reference data from a record, in that flow?

A. Drag the table icon onto the flow definition

B. Use the condition builder to specify the desired values

C. Specify the source table on the data pill related list

!D. Drag the data pill onto the flow definition

E. Add the table reference using the slush bucket

103. Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

A. Agent Workspace

B. Chat bot

!C. Virtual Agent

D. Knowledge Chat

E. Now Support

104. Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

!A. Flows

B. Action Sequences

C. Action Sets

D. Task Flows

E. Flow Diagrams

105. On a Form header, what is the three bar icon called?

A. Pancake icon

!B. Additional Actions or Context Menu

C. Hamburger icon

D. Cake icon

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

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

B. Implementation Spoke

C. DataHub

!D. JDBC Connection

!E. Network Server

!F. LDAP Connection

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

!A. Operator

B. Match Criteria

!C. Value

D. Column

!E. Field

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

!A. Natural Language Query

B. Alexa Query

C. Machine Learning Query

D. Predictive Intelligence Query

E. Auto-suggest Query

109. Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

A. One Approval can have many Requests

!B. One Request can have many Requested Items

!C. One Requested Item can have many Approvals

!D. One Requested Item can have many Catalog Tasks

E. One Cart can have many Requests

110. A Role is defined as what?

!A. A collection of permissions

B. A set of user access policies

C. A Persona in a workflow

D. A set of access control rules

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

A. Scenario Dashboard

B. CI Use Case Modeler

C. CMDB Use Case Modeler

!D. Common Service Data Model (CSDM) product view

112. A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

A. Scheduled Reports, a custom snapshot table, and a Trend report

B. Scheduled Reports and Excel

C. Scheduled Reports, a custom snapshot table, and a Projection report

!D. Performance Analytics

E. Key Performance Indicators

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

A. Trigger runtime value

B. Sequence runtime value

C. Starting runtime value

!D. Data pill runtime value

E. Input runtime value

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

A. Security Admin [security\_admin]

B. Sys Admin [sys\_admin]

C. Admin [sn\_admin]

!D. System Administrator [admin]

E. Base Admin [base\_admin]

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

A. Factor

!B. Field

C. Datapoint

D. Element

E. Item

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

!A. Choice

B. Picker

C. Drop down

D. Option

117. User records are stored in which table?

!A. User [sys\_user]

B. User [sn\_user]

C. User [u\_sys\_user]

D. User [s\_user]

118. What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

!A. Notifications

B. Alerts

C. Texts

D. Events

E. Emails

119. Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

A. Agent Assist

!B. Virtual Agent

C. Now Messenger

D. Connect Agent

120. Which role can manage multiple knowledge bases?

A. knowledge\_base\_admin

B. kb\_admin

C. sn\_kb\_admin

!D. knowledge\_admin

121. Which statement correctly describes the differences between a Client Script and a Business Rule?

A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded

B. A Client Script executes on the server and a Business Rule executes on the client

!C. A Client Script executes on the client and a Business Rule executes on the server

D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

122. What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

!A. Group members can choose their tasks from My Groups Work

!B. Groups can assign tasks to users based on on-call schedules

C. Site support members can pick tasks, based on Location

!D. Groups can assign tasks to users based on skills

E. Group members can avoid tasks, which are nearing SLA breach

!F. Groups can assign tasks to users based on availability

123. What ServiceNow feature allows you to include data from a secondary related table on a report?

A. SQL

!B. Dot Walking

C. Outer Join

D. Joins

124. What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

!A. Browser tab title

!B. Module text color

C. Preferred browser

!D. Base theme

E. Font style

F. Animation style

!G. Header background color

!H. Banner Image

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

A. Match Fields

!B. Coalesce Fields

C. Key Fields

D. Sys IDs

126. You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

!A. Create Record Producer

B. Create Catalog Item

C. Create Order Guide

D. Create Content Item

127. What is the result of the order in which access controls are evaluated?

A. Ensures user has access to the fields in a table, before considering their access to the table

B. Ensures user can get to work as quickly as possible

C. Ensures user has access to the application, before evaluating access to a module within the application

!D. Ensures user has access to a table, before evaluating access to a field in the table

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

A. Schema Map

!B. Dependency View

C. Dependency Map

D. Database View

129. What are examples of Core tables in the ServiceNow platform?

A. Configuration, Connect, Chat

B. Team, Party, Awards

!C. User, Task, Incident

D. Work, Caller, Timecard

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

A. Access List

B. Can Access

C. Accessible to

!D. Can Read

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

A. sn\_kb\_read, sn\_article\_read

B. Privacy Settings

C. Read Access Flag

!D. User Criteria

132. What are the three key tables in an enterprise CMDB? (Choose three.)

!A. cmdb

B. sn\_cmdb\_bak

!C. cmdb\_rel\_ci

D. sn\_cmdb

E. cmdb\_bak

!F. cmdb\_ci

G. sn\_cmdb\_ci

133. What is the best practice related to using the Default Update Set for moving customizations between instances?

A. Merge Default update sets before moving between instances

B. Submit Default update set to application repository

!C. You should not use the Default Update sets for moving between instances

D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

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

A. Module

B. Content Frame

C. Application Navigator

!D. Banner

135. Which application is used primarily to load data into ServiceNow?

A. Import Hub

!B. System Import Sets

C. Data Import Configuration

D. Import Management

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

A. itil users

B. Any user with an article's permalink

!C. Any active user

D. No users

E. Users with kb\_user role

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

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

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

C. Name: incident:\*; Permission: write; Role: itil

D. Name: incident.None; Permission: create; Role: itil

E. Name: incident:\*;Operation: write; Permission: itil

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

!A. Categories

B. Variable Sets

C. Sections

D. Catalog items

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

A. The associated knowledge base

B. Settings for handing inactive user accounts

!C. Under what conditions is the notification sent

!D. Who receives the notification

!E. What the content of the notification

140. The ServiceNow platform supports a wide variety of plug-and-play applications. You can choose from the included workflows of build your own workflow: Which of these workflows are included in the platform? (Choose three.)

A. Federal Workflows

!B. Customer Workflows

C. Infrastructure Workflows

D. Manufacturing Workflows

!E. Employee Workflows

!F. IT Workflows

141. An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

A. The Assignment Group manager field is empty.

B. The manager does not have the itil role.

C. The manager is not a member of the Service Desk group.

!D. The manager is not a member of the Network and Hardware groups.

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

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

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

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

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

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

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

!A. Dependency View

B. CI Class Map

C. Business Service Map

D. CSDM Schema

144. What is the definition of a group?

A. A collection of subject matter experts

B. A team of users

C. An escalation pod

!D. A collection of users

E. A department

145. What controls the publishing and retiring process for knowledge articles?

A. Approval Definitions

B. Approval Policies

!C. Workflow Designer

D. State Lifecycle

E. Workflows

146. On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

!A. Group

B. Department

!C. My reports

D. Team

!E. Global

!F. All

147. On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

A. Label

B. Column

C. Data Element

!D. Field

E. Attribute

148. You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

A. Approval Chains

!B. Flows

C. Approver Delegates

D. Parent-Child Approvers

E. Approval Criteria

149. Groups are stored in what table?

A. User Group [user\_groups]

B. Groups [sys\_user\_groups]

C. Group [sn\_sys\_user\_group]

!D. Group [sys\_user\_group]

E. User Groups [sn\_user\_groups]

150. When managing tags, you can adjust who is able to see it. What are the visibility options? (Choose three.)

!A. Groups and Users

!B. Me

C. Roles and Permissions

!D. Everyone

E. Admins

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

A. Field Transform

B. Schema Map

!C. Transform Map

D. Import Map

152. On the Form header, which icon do you use to access form templates?

A. Stamp

B. Pages

!C. More Options (...)

D. Paperclip

153. When using the Data Pill Picker, use which keys to dot-walk to fields in other tables?

A. Plus, Minus

B. Ctrl <, Ctrl >

!C. Arrows

D. Ctrl C, Ctrl V

E. Shift F4, Shift F5

154. In what order are Access Controls evaluated?

A. Field-level - most specific to most general; then Table-level - most specific to most general

B. Field-level - most general to most specific; then Row-level - most specific to most general

!C. Table-level - most specific to most general; then Field-level - most specific to most general

D. Table-level - most specific to most general, then Row-level - most specific to most general

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

A. Docs

B. Community

!C. Help Panel (question mark icon)

D. Wiki

156. 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?

A. Style

B. Group by

!C. Configure

D. Format

E. Data

157. You have heard about a new application released by ServiceNow. You want to try it out, to see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

A. Search the wiki for the sales demo request form

B. Check the latest release notes at docs servicenow.com

!C. Activate the application plug in, on your personal dev instance

D. Activate the application plug in, on your company's production instance.

158. When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

A. On the Category column header, right click and select Show > Hardware

B. Right click on magnifier, type Hardware and click enter

!C. On the list, locate and right click on the value Hardware, select Show Matching

D. On Breadcrumb, click > icon, type Hardware and click enter

E. Click Funnel icon, type Hardware and click enter

159. When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email. How might you do that?

A. Click List Magnifier to expand column search, on Short Description, type email, click enter

B. On Search box, select text, type email, click enter

!C. Click List Magnifier to expand column search, on Short Description, type \*email, click enter

D. Click List Magnifier to expand column search, on Short Description, type %email, click enter

160. When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Run Data Scrubber

B. Set Coalesce

C. Select Import Set

!D. Load Data

E. Define Data Source

161. Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

!A. Vendors can sell multiple products; and products can be sold by multiple vendors.

B. A Task can trigger many Workflows; and a Workflow can trigger many Tasks.

C. Requests can contain many Items; and Items can be any item from the catalog.

D. A Configuration Item can belong to multiple Classes, and Classes can contain multiple Configuration Items.

162. What section on a task record would you use to see the most recent update made to a record?

A. Audit Log

B. Timeline

!C. Activity

D. Journal

163. The Employee On-boarding team has asked for a way for managers to order computers, monitors, business cards, and cell phones for new employees. How would you proceed to meet this requirement?

A. Create Requested Item

B. Create Record Producer

C. Create On-boarding Bot

!D. Create Order Guide

164. On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

A. Automapping Utility

!B. Relationships

C. Service Tracer

D. Transform Map

165. From a related list, what would a user click to personalize the layout of the columns?

!A. Gear

B. Context Menu

C. Pencil

D. Magnifier

166. What is the language used for scripting in ServiceNow?

A. C++

!B. JavaScript

C. PHP

D. Python

167. What are examples of UI Actions, relating to Lists? (Choose four.)

!A. List Links

!B. List Choices

!C. List Buttons

D. List Override

!E. List Context Menu

F. List Control

168. A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:• Requested for • Requested by • Approving manager • Delivery instructions |||| All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

A. Create a Variable Set Template, then apply to all of the catalog items.

!B. Create one Variable Set for the four variables, then add that variable set to each of the 80 catalog items. Most Voted

C. Create a Record Producer that contains the four fields; then add to the record producer related list on the Catalog Items.

D. Create a Flow Designer Action, with Variable Set Data Pill, then apply flow to all of the 80 catalog items.

E. Create an Order Guide, which includes all variables; then copy and hide variables as needed.

169. A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers. What do you suggest?

!A. On My Work list, select the Activity Stream icon to show a frame with live updates

B. Click on the eyeglass icon to expand the Monitor frame

C. Open an Agent workspace tab for each record he wants to monitor

D. Select Service Desk > My Work Dashboard

170. What access does a user need to be able to import articles to a knowledge base?

A. sn\_knowledge\_import

B. sn\_knowledge\_contribute

!C. Can contribute

D. Can import

171. When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

A. Schedule Transform

B. Field Matching

C. Select Data Source

!D. Create Transform Map

E. Load Data

172. To apply a UI Policy to all views, which field should be set to true in its definition record?

!A. Global

B. Reverse if false

C. On load

D. Inherit

173. What are the steps for importing data using an import set?

A. Select source file; Run automap; Transform data; Clean up target table

B. Identity source; Import transform map; Run transformer, Verify import

C. Setup LDAP; Test map; Create update set; Run import; Apply update set

!D. Load the data; Create transform map; Transform data; Clean up import table

174. Which type of scripts run in the browser?

A. Script Include Scripts

B. Access Control Scripts

C. Business Rule Scripts

!D. UI Policies and Client Scripts

175. Which modules can you use to create a new table? (Choose two.)

A. Dictionary

B. Schema Map

!C. Tables

!D. Tables & Columns

176. Which one of the following describes the primary operations performed against tables in the ServiceNow platform?

A. Create, Read, Upload, Delete

B. Capture, Rate, Write, Develop

C. Create, Rate, Update, Delete

!D. Create, Read, Write, Delete

177. How is a user defined in ServiceNow?

A. A user is a record stored in the Profile [sys\_user\_profile] table

!B. A user is a record stored in the User [sys\_user] table

C. A user is a record stored in the User Preference [sys\_user\_preference] table

D. A user is a field in the LDAP integration

178. Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

!A. CI Dependency View

B. Event Management Homepage

C. Service Dashboard

D. CI Health Dashboard

179. Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board interface?

A. Flow Designer

B. Workflow Editor

C. Process Workflow Designer

!D. Process Automation Designer

180. An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? (Choose two.)

!A. Their user account does not have itil role

B. Their user account was not approved by their manager

C. Their user account is not logged in properly

D. Their user account failed LDAP authentication

!E. Their user account does not belong to any groups, which contain the itil role

181. On a related list, which buttons are commonly used for managing the records on the list? (Choose three.)

!A. Add

!B. Edit

C. Publish

D. Manage

!E. New

182. A customer requests the following data quality measures be added: • Incident numbers should be read only, on all lists and forms, for all users. • Short Description field should be mandatory, on all records, across all applications, on Insert ||| Which type of policy would you use to meet this requirement?

A. Data Quality Policy

B. Dictionary Design Policy

!C. Data Policy

D. Field Criteria Policy

183. On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

!A. Application Navigator

B. Service Desk Homepage

C. Self Service Module

D. Favorites

184. What catalog tool would you use to create a catalog item or record producer?

!A. Catalog Builder

B. Workflow Designer

C. Catalog Designer

D. Catalog Formatter

185. On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

A. Lookup

B. Preview

!C. Reference

D. Snapshot

E. Quickview

F. Drilldown

186. While on an Incident record, how would you add a Tag for "Special Handling" to the record?

A. Click on the Context menu, select Add Tag, type Special Handling, press enter

!B. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter

C. On the Tag field, select Special Handling from the choice list

D. On the Special Handling field, check the box

187. What feature allows you to limit who is able to contribute or read knowledge within a knowledge base?

A. Roles

B. Groups

!C. User Criteria

D. Categories

188. When moving a homepage or dashboard between instances, what must you remember?

!A. Manually add them to the update set

B. They cannot be moved via update set

C. They are automatically added to the update set

D. Create a separate update set for them

189. What is the platform name for the Group table?

A. sys\_groups

B. group

!C. sys\_user\_group

D. sys\_group

190. Many actions are included with flow designer, what are some frequently used core actions? (Choose four.)

A. Look for Update

!B. Create Record

!C. Ask for Approval

!D. Look Up Record

!E. Wait for Condition

F. Wait for Match

191. What role enables someone to authorize a request, with no other permissions on the platform?

A. Approval Group [approval\_group]

B. Authorize [authorize\_user]

C. Reviewer [reviewer\_user]

D. Verification [verify\_user]

!E. Approver [approver\_user]

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

!A. Can Contribute

B. Cannot Author

C. Can Read

D. Can Write

E. Can Author

193. What types of entities can receive task assignments, in ServiceNow? (Choose two.)

!A. Users

B. Departments

!C. Groups

D. Teams

194. The 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?

A. Layout

B. Format

C. Configure

!D. Style

195. How would you distinguish between a Base Class table and a Parent Class table?

A. Extended tables are always extended from Parent tables. Extended tables are usually extended from Base tables.

B. Extended tables can be extended from Parent tables or Base tables; but they cannot be extended from both.

C. Base Class tables always have tables extended from them. Parent tables do not have tables extended from them.

!D. Base Class table is not extended from another table, Parent class tables may be extended from another table.

196. When a custom table is created, which access control rules are automatically created? (Choose four.)

!A. create

!B. delete

C. execute

D. update

!E. read

!F. write

197. Which banner icon do you use to change your personal system settings, like your instance color scheme?

A. Magnifier

B. Question mark

!C. Gear

D. Chat bubbles

198. When building an extended table from a base table, which fields do you need to create? (Choose two.)

!A. The fields that are not in the base table.

B. The mandatory fields for the base table.

!C. The fields that are specific to the extended table.

D. The reference fields for the base table.

199. While showing a customer their Incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? (Choose two.)

!A. Right click on Priority and select Configure Label

!B. Right click on Priority and select Configure Dictionary

C. Right click on Priority and select Configure Display Settings

D. Right click on Priority and select Configure Column

200. As administrator, what must you do to access features of High Security Settings?

A. Impersonate Security Admin

!B. Select Elevate Roles

C. Add security\_admin role to your user account

D. Use System Administration > Elevate Roles module

201. What section on the notes tab, shows the history of the work documented on the record?

A. Audit Log

B. Timeline

C. Journal

D. Diary

!E. Activity

202. How would you navigate to the Schema map for a table?

!A. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map

B. System Dictionary > Show Schema Map; Select Table

C. System Definition > Show Schema Map; Select Table

D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

203. Which is the base table of the configuration management database hierarchy?

A. cmdb\_ci

!B. cmdb

C. cmdb\_rel\_ci

D. ucmdb

204. Which best describes a field in a ServiceNow table?

A. A field is a table row.

B. A field is an item that appears in a menu list.

!C. A field is a table cell that stores data.

D. A field is a record in a table.

205. What are examples of UI Actions relating to forms? (Choose three.)

A. Form Columns

B. Form View

!C. Form Buttons

!D. Form Context Menu

!E. Form Links

206. Here is an example of the criteria set for a knowledge base: • Companies: ACME North America • Departments: HR • Groups: ACME Managers • Match All: Yes ||| In this example, what users would have access to this knowledge base?

!A. Members of the ACME Manager group, who are also members of HR Department and part of ACME North America

B. Employees of ACME North America, who are members of HR Department or the ACME Managers group

C. Users which are members of either ACME North America, or HR Department, or ACME Managers group

D. Members of the ACME Managers group, and HR department, regardless of geography

207. In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

!A. Data Pill

B. Data Element

C. Data Trigger

D. Field Value

E. Field Icon

208. A customer has asked for the following updates to a form: • Make Resolution code Mandatory, when state is changed to Resolved • Hide Major Incident check box, unless logged in user has Major Incident Manager role ||| What type of rule(s) would you use to implement this requirement?

A. Form Constraint

B. UI Design

C. Field Limiter

!D. UI Policy

E. Dictionary Design

209. What setting allows users to view a Knowledge Base article even if they are not logged in?

!A. The Public setting

B. The View All setting

C. The ESS role

D. The Allow All role

210. When adding a related list to a form, you choose the related list from the list collector. What is an example of a related list you might see on the list collector? (Choose three.)

A. Problem==Parent

!B. HR Case->Parent

!C. Catalog Task->Parent

!D. Outage->Task number

E. Release Phase==Parent

211. 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?

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 update the email notification named "System Upgraded" in the Notifications module by adding the appropriate User to receive it.

C. Administrators can write a Client Script to send out an email to the Administrator when an Update is complete.

D. Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete.

212. A customer wants to be able to identify and track components of their infrastructure that support their eCommerce service. What ServiceNow products could support this requirement? (Choose three.)

A. Asset Management

!B. Discovery

!C. Configuration Management (CMDB)

!D. Service Mapping

E. Performance Analytics

213. For your implementation, the following tables are extended from each other: • Incident table is extended from Task table. • Super Incident table is extended from Incident table ||| In this situation, which table(s) are Parent, Child and Base tables? (Choose five.)

A. Super Incident table is a Parent table

!B. Incident table is a Child table

C. Super Incident table is a Base table

D. Incident table is a Base table

E. Task table is a Child table

!F. Incident table is a Parent table

!G. Super Incident table is a Child table

!H. Task table is a Parent table

!I. Task table is a Base table

214. What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

A. Scheduled Reports

!B. Performance Analytics

C. Analytics Reports

D. Reporting

215. Which type of ServiceNow script runs on the web browser?

A. Server script

B. Database script

!C. Client script

D. Local script

216. When selecting the Target table for an import, which tables can you select? (Choose three.)

A. Tables outside of ServiceNow

!B. Tables within the global scope

C. Related tables, using Dot Walk

!D. Tables which allow write access to other applications

!E. Tables within the existing application scope

217. On Access Control Definitions, what are ways you can set the permissions on a Table? (Choose three.)

!A. Conditional Expressions

!B. Roles

C. CRUD

!D. Script that sets the answer variable to true or false

E. Groups

218. What tool is used to import data from various data sources, and map that data into ServiceNow tables?

A. Transform Set

B. Data Pack

C. Update Set

!D. Import Set

219. When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

A. Client

B. Network

C. Browser

!D. Server

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

!A. User Menu

B. Content Fame

C. Application Navigator

D. Module

221. How would you describe the relationship between the Incident and Task table?

A. Incident table has a one to many relationship with the Task table

!B. Incident table is extended from Task table

C. Incident table is related to the Task table via the INC number

D. Incident table has a many to many relationship with the Task table

E. Incident table is a database view of the Task table

222. Which flow components allow you to specify when a flow should be run?

A. Trigger and Condition Pill

B. Condition and Table

C. Trigger Criteria and Clock

!D. Trigger and Condition

E. Scope and Trigger Condition

223. Which feature helps to automatically allocate a critical, high-priority, service request to the appropriate assignment group or team member?

!A. Assignment Rule

B. User Policy

C. Predictive Intelligence

D. UI Policy

224. The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report?

A. Type

B. Properties

C. Configure

D. Sources

!E. Data

225. You are editing a new incident record and would like the "Save" button to be located on the Form header. Which action would need to be taken for that button to appear?

A. Context Menu > Form Design > add the “Save” button.

B. All > System Properties > UI Properties > Turn on the “glide.ui.advanced” property.

!C. All > System Properties > UI Properties > Turn on the “Save” button.

D. Context Meru > Form Layout > add the “Save” button.

226. Which features ensures data consistency while importing data using import sets and web services?

A. UI Policy

!B. Data Policy

C. Business Rule

D. Client Script

E. CSDM

227. When using Flow Designer, what is the Flow Execution initiated by?

A. A flow logic

B. An existing subflow

C. An execution data pill

!D. A trigger

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

!A. Breadcrumb

B. Choice

C. Menu

D. Topic

229. Which system property is added and set to true in order to see impersonation events in the System Log?

A. glide.sys.all\_impersonation

B. glide.user\_setting

C. glide.impersonation\_setting

!D. glide.sys.log\_impersonation

E. glide.sys.admin\_login

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

A. Self Service Management

!B. Knowledge Management

C. Business Information Management

D. Information Portal Management

E. Knowledge-Centered Management

231. A colleague wants to rearrange the columns on their My Work List. Once the user has navigated to the list, where should they navigate to select and arrange the columns?

A. Right click on any column header, Context Menu > Configure > List Layout

B. Click List Context Menu > Configure > List Layout

C. Click List Context Menu > Personalize List

!D. Click Personalize List

232. You are looking at a list of Active Incidents. You want to exclude Incidents with the state of Resolved. How might you do that?

A. On Search, select State, type not Resolved, press enter

B. On State column title, right-click, select Filter Out > Resolved

!C. On the list of records, locate and right-click on the Resolved value, select Filter Out

D. On the list of records, locate and right-click on the Resolved value, select Exclude

E. Click Funnel icon, click AND, Select Resolved, is Not, State, click Run

233. Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role, and the user\_criteria\_admin role, plus has permissions to create Items and Services?

A. Sys Admin [sys\_admin]

!B. Catalog Admin [catalog\_admin]

C. Catalog Author [sn\_catalog\_write]

D. Item Admin [sn\_item\_admin]

234. What component of the ServiceNow infrastructure defines every table and field in the system?

A. Schema

B. Field Map

C. Table Class Manager

!D. Dictionary

E. Data Atlas

235. Which data consistency settings can be achieved using UI Policy? (Choose three.)

A. Setting fields to accept the data in an expected format

B. Setting fields to accept the data with ‘n’ number of characters

!C. Setting fields hidden

!D. Settings fields read-only

!E. Setting fields mandatory

236. A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

!A. onSubmit()

B. onSubmission()

C. onUpdate()

D. onLoad()

237. An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item? (Choose two.)

!A. A record of sc\_req\_item table

!B. A record of sc\_task

C. An incident record

D. A change record

E. A problem record

238. What action will allow you to personalize layouts of columns in a list?

A. Context Menu > View > Personalize

!B. Click Gear Icon > Personalize window options > Select the appropriate columns

C. Select the column to be personalized and right at the header > Choose the options to personalize

D. Select the column to be personalized > Click Edit icon (Pencil) > Choose the options to personalize

239. An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the orders have been placed?

A. All > Tables and Columns > Tasks

B. In the Navigation Filter, type “requests.list" and press the Enter key

C. All > Service Catalog > Requests

!D. All > Service Catalog > Open Records > Items

240. Which path would you take to access the table configuration page from a form?

A. The Form Context menu > View > Show Table

B. The Form Context menu > View > Table

C. The Form Context menu > Configure > Dictionary

!D. The Form Context menu > Configure > Table

241. Which admin role is required to make changes to High Security Settings?

A. high\_sec\_admin

B. sn\_acl\_admin

C. admin

!D. security\_admin

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

A. Super User [sn\_super\_user]

B. Security Admin [securty\_admin]

!C. System Administrator [admin]

D. Base Admin [base\_admin]

E. System Manager [sys\_manager]

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

A. Preview

!B. Batch

C. List

D. Map

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

A. Preview

B. Test

!C. Run

D. Try It

E. Execute

245. Which framework can automatically populate values for the Priority and Category fields based on the Short description field value?

!A. Predictive Intelligence

B. Assignment Rule

C. CSDM

D. Action

E. UI Policy

246. Which testing framework is used to test ServiceNow Applications?

A. Test Driven Framework (TDF)

B. Junit

C. Selenium

!D. Automated Test Framework (ATF)

247. Which allows the creation of a task-based record from Service Catalog?

A. Assignment Rule

B. Flow Designer

C. UI Builder

!D. Record Producers

248. What module do you use to access the reports that are available to you?

A. Self-Service > My Reports

B. Self-Service > My Dashboards

!C. Reports > View / Run

D. Reports > Homepage

E. Reports > Overview

249. Security rules are defined to restrict the permissions of users from viewing and interacting with data. What are these security rules called?

A. CRUD Rules

!B. Access Control Rules

C. Role Assignment Rules

D. Scripted User Rules

E. User Authentication Rules

250. A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access? (Choose three.)

!A. Add User Account to Hardware group

B. Add User Account to IT Knowledgebase

!C. Create User Account

D. Add User Account to itil group

!E. Add User Account to Network group

F. Add User Account to ACL

251. The customer has asked that you change the default layout of the Task list. They would like these columns, in this order:• Number • Task Type • Parent • Short Description • Assignment Group • Assignee • Updated ||| After navigating to the list, where would you click, to meet this requirement?

A. Click List Context Menu > Personalize List

B. Click List Context Menu > Configure > Columns

C. Right click List Gear icon > Configure > Columns

!D. Right click on any column header, Context Menu > Configure > List Layout

252. Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

A. Agent Assist

B. Virtual Agent

C. Now Messenger

D. Instance Chat

253. On the Form header, which element you to access form templates?

A. Stamp

!B. More Options (...)

C. Pages

D. Paperclip

254. What is the definition of a group?

A. A collection of subject matter experts

B. A department

C. An escalation pod

!D. A collection of users

E. A collection of tasks

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

A. Flow Design

B. CI Class Map

!C. Dependency View

D. Business Service Map

256. Which tool is used to define relationships between fields in an import set table and a target table?

A. Schema Map

B. Field Transformer

!C. Transform Map

D. Transform Schema

257. When moving a homepage or dashboard between instances, what must you remember?

A. Download both as PDF and XML files

B. They cannot be moved via update set

C. The Platform will automatically add them to the update set

!D. Manually add them to the update set

258. Which allows the creation of a task-based record from Service Catalog?

!A. Record Producers

B. UI Builder

C. Assignment Rule

D. UI Actions

E. Flow Designer

259. On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

!A. Can Contribute

B. Cannot Author

C. Can Read

D. Can Write

E. Can Author

260. Which type of scripts run in the browser?

!A. UI Policies

B. Script Include Scripts

C. Access Control Scripts

D. Business Rule Scripts

261. What enables you to trace the connection from an infrastructure item, like a Server, to the Services that are dependent on that Server?

A. Automapping Utility

!B. Relationships

C. Service Tracer

D. Transform Map

262. What section on a task record is used to see the most recent updates made to a record?

A. Timeline

B. Related List

!C. Activity Stream

D. Audit Log

263. While using the CMDB, what do you call the component that needs to be managed in order to deliver services?

!A. Configuration Item

B. Asset

C. Catalog Items

D. Data Plow

E. Service Offerings

264. What is the first step in the process to import spreadsheet data into ServiceNow?

A. Select Import Set

B. Run Data Scrubber

!C. Define Data Source

D. Create import Set

E. Set Coalesce

265. What are the steps for importing data using an import set?

!A. Create Import Set; Create transform map; Transform data; Clean up import table

B. Create a Transform Map, Load Data, Transform Data, Run Transform Map Script

C. Identify source; Import transform map; Run transformer; Verify import

D. Select source file; Run AutoMap; Transform data; Clean up target table

266. If users would like to locate and assign a task to themselves in the Platform, what action could they perform from the list view to make the assignment? (Choose two.)

A. Select the record using the check box, then select the Person icon

B. Select the record using the check box then select the Assign To Me UI action on the List Header

!C. Double click on the Assigned to value, type the name of the user, and select the green check

!D. Right click on the Task number and select the Assign to me option in the menu

E. Select the Task number, and select the Assign to me UI action on the form

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

A. Load Data

B. Field Transform

C. Schema Map

!D. Transform Map

268. Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

A. Now Support

B. ServiceNow Messenger

C. Agent Workspace

!D. Virtual Agent

E. Knowledge Chat

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

A. Now Support

B. Community

C. Docs

!D. Help Panel (question mark icon)

270. When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

A. Select Data Source

B. Schedule Transform

C. Load Data

!D. Create Transform Map

E. Field Alignment

271. On a form header, what icon would you click to access Template features?

A. Context Menu

B. Paper clip

C. Stamp

!D. More options (...)

272. Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

A. incident.\*

B. incident.all

C. incident.!

!D. incident.None

273. On a list, what does each row show?

A. A filter

!B. A record

C. A table

D. A field

274. Which action enables personalization in a form for the admin role, only?

A. Navigate to sys\_form\_properties.list and set the property glide.ui.enable\_personalize\_form.admin to true.

B. Navigate to Context Menu > Configure > Form Layout and select ‘Enable Personalization’ and Enter the ‘admin’ role.

C. Navigate to Context Menu > Configure > Table and add the role ‘Admin’ in the ‘Available User’ list box.

!D. Navigate to sys\_properties.list find the property glide.ui.personalize\_form.role and set the Value to admin.

275. Which element is used to track items not saved with a field, in a record?

A. Sidebar

B. List Editor

!C. Activity formatter

D. Dictionary

276. What does ServiceNow recommend as a best practice regarding data imports?

A. Adjust your Transform maps, after the data is loaded into the target table.

B. Use extremely large Import Sets, instead of multiple large Import Sets.

C. Create a new Import set table for each new data load.

!D. Plan time before your import to remove obsolete or inaccurate data.

E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

277. If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

A. A server script

!B. A client script

C. A fix script

D. A business rule

278. What are the benefits of building flows using Flow Designer? (Choose three.)

A. Provides IDE for complicated scripting

B. Provides built-in libraries /API for complex coding

C. Automatically populates SLA records

!D. Provides natural-language descriptions of flow logic

!E. Supports No-Code application development

!F. Supports easy integration with 3rd party systems

279. Which tables are children of the Task table and come with the base system? (Choose three.)

A. Config

!B. Problem

C. Dictionary

D. cmdb

!E. Incident

!F. Change Request

280. Which role(s) are required to impersonate a user? (Choose two.)

A. security\_admin

B. sys\_admin

!C. impersonator

D. sys\_user

!E. admin

281. Which set of steps is used to import spreadsheet data into a ServiceNow table?

!A. Select Data Source, Schedule Transform

B. Load Data, Create Transform Map, Run Transform

C. Define Data Source, Select Transform Map, Run Transform

D. Select Import Set, Select Transform Map, Run Transform

282. An administrator creates “customer\_table\_admin” and “customer\_table\_user” roles for the newly created "Customer Table”. Which ACL rule would grant access to all rows and all fields to both the customer\_table\_admin and customer\_table\_user roles?

!A. customer.none

B. customer.all

C. customer.field

D. customer.\*

283. Which tables are available by default in a ServiceNow instance? (Choose three.)

!A. User

B. Issue

!C. Incident

D. Project

!E. Task

F. Item

284. What action helps to see which modules are visible to a user?

A. Install the Bomgar plug-in

B. Initiate a Connect Chat session

C. Launch a NowChat window

!D. Impersonate the user

285. What are the different Notification methods that can be used to alert users when events that concern them have occurred? (Choose three.)

!A. Meeting Invitation

!B. Email

C. Browser Pop ups

D. Messenger

!E. SMS

286. After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

A. Select Global Update Set

!B. Log out and back in

C. End Impersonation

D. Select Normal role

E. Use System Administration > Normal Security module

287. Which feature can be used to give users the choice to easily populate the most-used fields for a specific table?

A. Tags

B. Formatter

!C. Template

D. Reference type fields

288. What helps to define the structure of a catalog item form that is displayed to the customer?

!A. Variables

B. Catalog Description

C. Catalog Definition

D. Order Guides

289. What are the options that can be set to determine when a Business Rule executes? (Choose four.)

!A. Async

B. Load

C. Change

!D. Display

!E. After

!F. Before

G. Submit

H. Click

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

A. Option

!B. Choice

C. Picker

D. Drop down