

# ServiceNow CAD

# **Topic 1 - Single Topic**

Question #1 Topic 1

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

A. a, b, c, and d

B. b, c, and d

C. a, b, and d

D. a, b, and c

## **Correct Answer**: D

Community vote distribution

D (100%

Ovestion #2 Topic 1

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

## A. a, b and c

B. a, b, and d

C. b, c and d

D. a, c and d

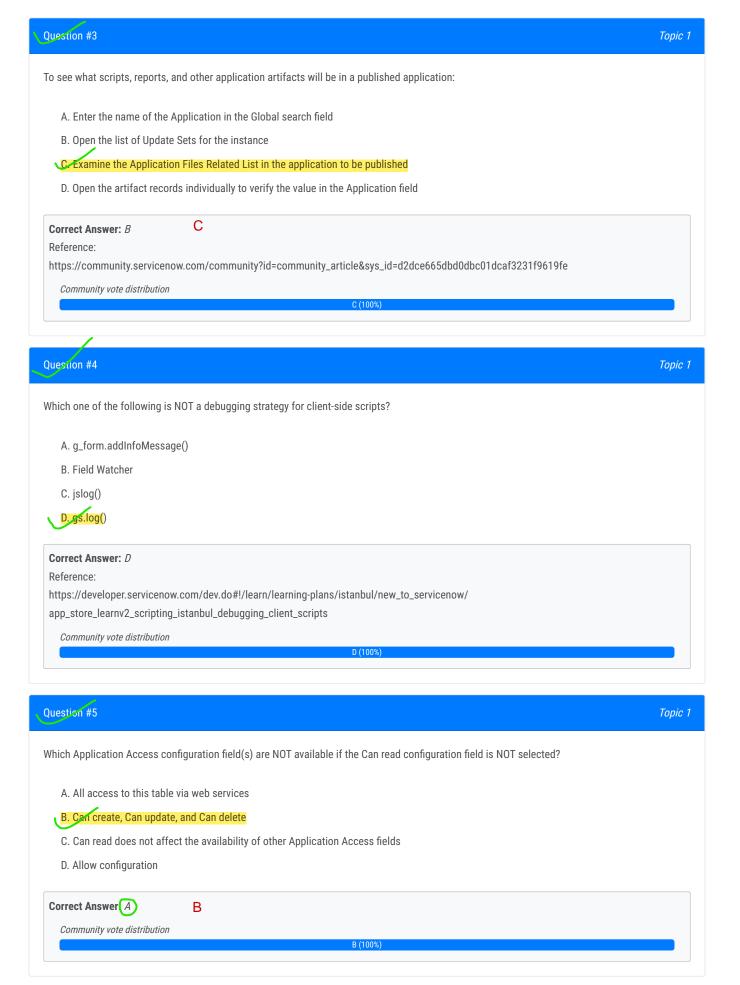
# **Correct Answer:** A

Reference

https://hi.service-now.com/kb\_view.do?sysparm\_article=KB0712569

Community vote distribution

A (100%



Question #6 Topic 1

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



- B. Application
- C. Record
- D. Schedule

# **Correct Answer:** A

Reference:

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

Community vote distribution

A (100%)

Question #7 Topic 1

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

A. REST messages



- C. Script Include
- D. Workflow

# **Correct Answer**: B

Reference:

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

Community vote distribution

B (100%)

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

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

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

C. The Weight value defaults to zero

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

Correct Answer: B

Reference:

https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/administer/notification/task/t\_CreateANotification.html

Community vote distribution

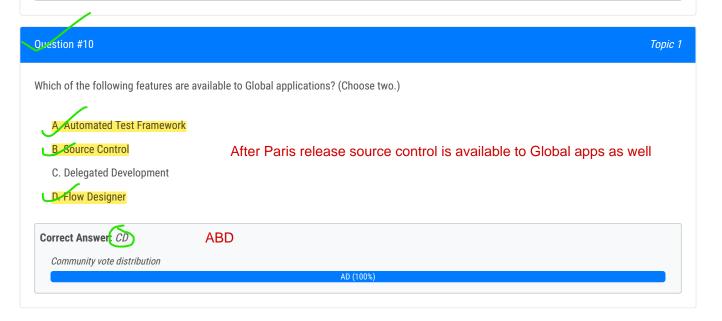
Which of the following objects does a Display Business Rule NOT have access to?

Aprevious

B. GlideSystem
C. g\_scratchpad
D. current

Correct Answer: A
Reference:
https://community.servicenow.com/community?id=community\_question&sys\_id=8af90f29db5cdbc01dcaf3231f96197c
Community vote distribution

A (100%)



Question #11 Topic 1

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

List banner button

A List choice Form button List bottom button

B. Form button Form context menu List context menu

C. List banner button Form link List choice

D. Form choice List link

## **Correct Answer**: D

Reference:

 $https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/list-administration/task/t\_EditingAUIAction.html \\$ 

Community vote distribution

D (100%)

Question #12 Topic 1

Which of the following is NOT supported by Flow Designer?

A. Call a subflow from a flow

B. Test a flow with rollback

C. Use Delegated Developer

D. Run a flow from a MetricBase Trigger

## **Correct Answer**: *B*

Reference:

 $https://community.service now.com/community? id=community\_question \&sys\_id=b4d26e44db13ab409540e15b8a9619c9$ 

Community vote distribution

B (100%)

Qu≤stion #13 Topic 1

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

A. Any user can see any report shared with them.

## B. Can be a graphical representation of data.

C. All users can generate reports on any table.

D can be run on demand by authorized users.

E. Can be scheduled to be run and distributed by email.

Correct Answer: ABD

**BDE** 

Reference:

https://docs.servicenow.com/bundle/orlando-performance-analytics-and-reporting/page/use/reporting/task/t\_ShareASetting.html

Community vote distribution

BDE (100%

Quastion #14 Topic 1

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

A. List of Records, Separator, Catalog Type, Roles

Assessment, List of Records, Separator, Timeline Page

- C. List of Records, Content Page, Order, URL (from arguments:)
- D. Assessment, List of Records, Content Page, Roles

Assessment
Content Page
Documentation Link
Homepage
HTML (from Arguments:)
List Filter
List of Records
Timeline Page
Map Page

**Navigation Links** 

New Record Run a Report Script (from Arguments:) Search Screen Separator Single Record Social Icons Survey URL (from Arguments:)

Correct Answer: B

Reference:

https://docs.servicenow.com/bundle/geneva-servicenow-platform/page/administer/navigation\_and\_ui/reference/r\_ModuleLinkTypes.html

Community vote distribution

B (100%

Question #15 Topic 1

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

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

## Correct Answer: C

Reference:

https://community.servicenow.com/community?id=community\_question&sys\_id=1a721819dbfa23409a64e15b8a9619d2

Ouestion #16 Topic 1

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

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

### Correct Answer: B

Reference:

https://community.servicenow.com/community?id=community\_question&sys\_id=7ddc4462dbe2b3840be6a345ca9619af

Question #17 Topic 1

Which one of the following is true?

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

# Correct Answer: C

Reference:

 $https://community.service now.com/community? id=community\_question \& sys\_id=5cf5d3f7db72f784f7fca851ca96199b$ 

Question #18 Topic 1 Here is the Business Rule script template: (function executeRule (current, previous \*/null when async\*/) { }) (current, previous); This type of JavaScript function is known as: Self-invoking A. Constructor Anonymous B. Scoped (function (parameters) { function() { // Function Body //body of the function C. Anonymous })(arguments); D Correct Answer: B

Question #19 Topic 1

Which method call returns true only if the currently logged in user has the catalog\_admin role and in no other case?

A. g\_user.hasRole('catalog\_admin')

B. g\_user.hasRoleExactly('catalog\_admin')

C. g\_user.hasRoleOnly('catalog\_admin')

D. g\_user.hasRoleFromList('catalog\_admin')

В

g\_user.hasRole('catalog\_admin') - return true if user has catalog\_admin role or admin role.

g\_user.hasRoleExactly('catalog\_admin') - return true only if user has catalog\_admin role.

g\_user.hasRoleFromList("itil, maint") - return true if user has at least one of the specified roles or has the admin role.

g\_user.hasRoles() - return true if user has at least one role.

Correct Answer



Reference:

 $https://community.service now.com/community? id=community\_question \& sys\_id=dff 705e6db 7757c0d58ea 345ca 96196b$ 

Question #20 Topic 1

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

A Identify the table

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

Correct Answer: A

Question #21 Topic 1

Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control?

(Choose two.)



B. source\_control\_admin source\_control - Has access to source control features in Studio



D. git\_admin

**Correct Answer:** AC

Reference:

 $https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\_LinkAnApplicationToSourceControl.html\\$ 

Ovestion #22 Topic 1

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



- B. \${current.<property name>}
- C. \${property name>.getDisplayValue()}
- D. \${gs.cproperty name>}





Reference:

https://community.servicenow.com/community?id=community\_question&sys\_id=e017cbe5db1cdbc01dcaf3231f9619a3

Question #23 Topic 1

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

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

Correct Answer B

D

Question #24 Topic 1

Which one of the following is true for GlideUser (g\_user) methods?

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

# Correct Answer: C

Reference:

https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c\_GlideUserAPI

Question #25 Topic 1

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

A. Users with the module role but without access to the application menu access the module

- B. Self-Service users can access the module even though they do not have roles
- C. Admin is given access to the module even if Access Controls would ordinarily prevent access
- D. Users with access to the application menu can see the module even if they don't have the module role



Α

Reference:

https://hi.service-now.com/kb\_view.do?sysparm\_article=KB0716421

Question #26 Topic 1

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

- A. Business Service Management Map
- B. Data Sources

# C. Transform Map

D. CI Relationship Builder

### Correct Answer: C

A transform map determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or

Users table.

Reference:

https://community.servicenow.com/community?id=community\_question&sys\_id=69fc8369db9cdbc01dcaf3231f961935

Qu<mark>e</mark>stion #27 Topic 1

When configuring a REST Message, the Endpoint is:

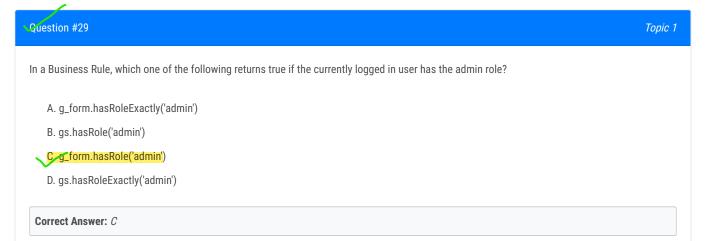
- A. The commands to the REST script to stop execution
- B. The I'RI of the data to be accessed, queried, or modified
- C. Information about the format of the returned data
- D. The response from the provider indicating there is no data to send back

## Correct Answer: B

Reference:

 $https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/outbound-rest/reference/r\_RESTMessageElements.html \\$ 

| Question #28  | Topic 1 |
|---|---------|
| When evaluating Access Controls, ServiceNow searches and evaluates: |         |
| A. Only for matches on the current table                            |         |
| B. Only for matches on the current field                            |         |
| C. From the most specific match to the most generic match           |         |
| D. From the most generic match to the most specific match           |         |
| Correct Answer C  |         |



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

The application:

A. Needs workflow to manage processes

■ Requires x € as-isx € use of low-level programming libraries

C. Requires reporting capabilities

D. Uses forms extensively to interact with data

**Correct Answer**: B

Question #31 Topic 1

Identify the incorrect statement about Delegated Development in ServiceNow.

A. Administrators can grant non-admin users the ability to develop global applications.

- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.



Α

Reference:

 $https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c\_DelegatedDevelopment.html \\$ 

Question #32 Topic 1

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

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

## **Correct Answer**: D

Reference:

https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app\_store\_learnv2\_rest\_newyork\_rest\_integrations/app\_store\_learnv2\_rest\_newyork\_inbound\_rest\_integrations/app\_store\_learnv2\_rest\_newyork\_introduction\_to\_the\_rest\_api\_explorer

Question #33 Topic 1

Which one of the following is true regarding Application Scope?

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

Correct Answer

В

Reference -

https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/applications/concept/servicenow.com/bundle/orlando-application-development/page/build/ap

c\_ApplicationScope.html#r\_ExampleNamespaceIdentifiers

Qu<mark>e</mark>stion #34 Topic 1

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

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

**Correct Answer**: D

Question #35

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

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



В

Ouestion #36 Topic 1

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

A. Business problem, data input/output, users/stakeholders, and process steps

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

Correct Answer: A

Question #37 Topic 1

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

A. The parent table's Access Controls are evaluated when determining access to the new table's records and fields

- B The new table inherits the functionality built into the parent table
- C. The new table inherits all of the fields from the parent table
- D. You must script and configure all required behaviors

## Correct Answer: B

Reference:

 $https://developer.servicenow.com/dev.do\#!/learn/learning-plans/orlando/new\_to\_servicenow/app\_store\_learnv2\_buildneedit\_orlando\_tables$ 

Question #38 Topic 1

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

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

## **Correct Answer**: B

Reference:

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

Question #39 Topic 1

Which objects can be used in Inbound Action scripts?

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



В



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

- A. workflow.scratchpad
- B GlideUser object (g\_user)
- C. current and previous objects
- D. GlideSystem object (gs)



Ozestion #41 Topic 1

Application developers configure ServiceNow using industry standard JavaScript to`{

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

Correct Answer: B

Question #42 Topic 1

How many applications menus can an application have?

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

## Correct Answer: B

Reference:

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

Question #43 Topic 1

- A. Branch
- B. Tag
- C. Stash
- D. Update set

## **Correct Answer:** C

Reference:

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

Ouestion #44 Topic 1

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

- A. producer.field\_name
- B producer.variablename
- C. current.variable\_name
- D. current.field\_name

## Correct Answer: B

Reference:

 $https://community.service now.com/community? id=community\_question \& sys\_id=cc3803 add b1cd bc01 dcaf3231 f9619b6$ 

Question #45 Topic 1

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

- A. g\_form.addInfoMsg()
- B\_d\_form.addInfoMessage()
- C. g\_form.showFieldMessage()
- D. g\_form.showFieldMsg()

Correct Answer: В



 $https://docs.servicenow.com/bundle/orlando-application-development/page/script/useful-scripts/reference/r\_DisplayFieldMessages.html \\$ 

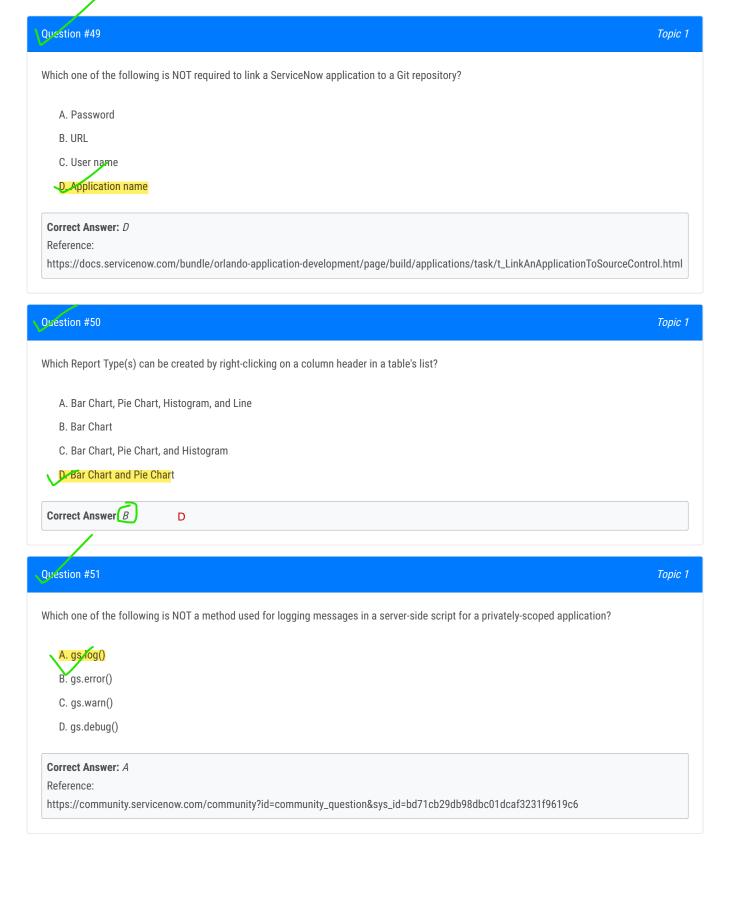
Question #46 Topic 1 A scoped application containing Flow Designer content dedicated to a particular application is called a(n): A. Spoke B. Bundle C. Action D. Flow Correct Answer: A A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke. https://community.servicenow.com/community?id=community\_blog&sys\_id=7b3af354db93ab80afc902d5ca9619bc Question #47 Topic 1 What is a Module? A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window B. A grown of menus, or pages, providing related information and functionality to end-users way of helping users quickly access information and services by filtering the items in the Application Navigator D. A web-based way of providing software to end-users Correct Answer: CReference: Question #48 Topic 1 Which source control operation is available from BOTH Studio and the Git Repository? A. Create Branch Create Branch B. Apply Remote Changes Create Tag

C. Stash Local Changes

Correct Answer. D

D. Edit Repository Configurations

Α



Question #52 Topic 1

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

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

**Correct Answer**: D



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

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

Correct Answer:

D

Reference:

https://docs.servicenow.com/bundle/orlando-application-

development/page/build/applications/concept/c\_ExampleGrantingAccessToConfigRecs.html

Question #54 Topic 1

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

- A. a, b, c, and d
- B. a and b
- C. b and c







Question #55

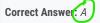
When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

A. table.\*will grant access to every field in a record

B. table. None will grant access to every record on the table

C. table. field will grant access to a specific field in a record

D\_table.id will grant access to a specific record on the table



D

Question #56 Topic 1

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

A. g\_user.hasRole() and current.isNewRecord()

B. gs.hasRole() and current.isNewRecord()

C. g\_user.hasRole() and current.isNew()

D. gs.hasRole() and current.isNew()

## **Correct Answer**: B

Reference:

http://servicenowmypath.blogspot.com/2017/

Question #57 Topic 1

Which one of the following client-side scripts apply to Record Producers?

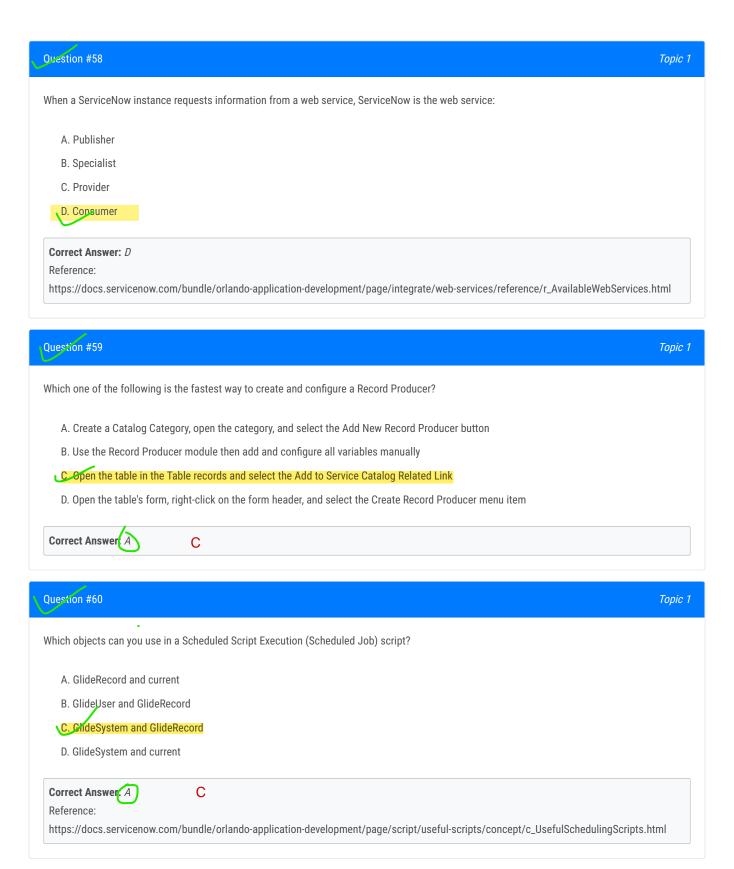
# A. Catalog Client Scripts and Catalog UI Policies

- B. UI Scripts and UI Actions
- C. UI Scripts and Record Producer Scripts
- D. Client Scripts and UI Policies

## **Correct Answer:** A

Reference:

 $https://docs.servicenow.com/bundle/orlando-application-development/page/script/client-scripts/concept/c\_CatalogClientScriptCreation.html \\$ 



Ouestion #61

Can inherited fields be deleted from a table?

A. Yes, select the red X in the left-most column in the table definition

- B. Yes, but only if they are text fields
- C. Yes, but only if there has never been any saved field data

D. No, inherited fields cannot be deleted from a child table



D

Reference:

 $https://community.service now.com/community? id=community\_question \& sys\_id=691888 a 9 db 12 ff 004819 fb 24399619 fb 12 ff 004819 fb 24399619 f8 a 9 db 12 ff 004819 fb 12 ff 00$ 

Question #62 Topic 1

What is the purpose of the Application Picker?

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





Reference:

 $https://docs.servicenow.com/bundle/paris-application-development/page/build/applications/reference/r\_ManagingApplications.html \\$ 

Ovestion #63

What are Application Files in a ServiceNow application?

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





Reference:

https://docs.servicenow.com/bundle/paris-application-development/page/build/applications/concept/c\_ApplicationFiles.html

Question #64 Topic 1

Which one of the following is NOT true for Modules?

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

### Correct Answer: D

Reference:

https://community.servicenow.com/community?id=community\_question&sys\_id=bf40c435db7abf80414eeeb5ca9619b3

Question #65 Topic 1

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



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

## Correct Answer: A

Reference:

 $https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/table-administration/concept/c\_TableAdministration.html \\$ 

Question #66 Topic 1

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

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

# **Correct Answer:** A

Reference:

 $https://docs.servicenow.com/bundle/paris-application-development/page/build/applications/task/t\_SelectAnAppFromTheAppPicker.html \\$ 

Question #67 Topic 1

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

A. Portal



# Classic and Mobile

- C. Self-service
- D. Workspace

## **Correct Answer**: B

Reference:

https://docs.servicenow.com/bundle/quebec-application-development/page/build/guided-app-creator/concept/guided-app-creator.html

Ovestion #68 Topic 1

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

A. g\_form.showInfoMessage()

B\_g\_form.showFieldMsg()

C. g\_form.addInfoMessage()

D. g\_form.addFieldMsg()

## **Correct Answer**: B

Reference:

https://docs.servicenow.com/bundle/paris-application-development/page/script/client-scripts/concept/client-script-best-practices.html

Question #69 Topic 1

Which actions can a Business Rule take without scripting?

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

# Correct Answer: C

Reference:

 $https://developer.servicenow.com/dev.do\#!/learn/learning-plans/orlando/new\_to\_servicenow/app\_store\_learnv2\_scripting\_orlando\_business\_rule\_actions$ 

Question #70 Topic 1

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



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

### Correct Answer: A

Reference:

https://developer.servicenow.com/dev.do#!/reference/api/paris/server\_legacy/c\_GlideSystemAPI#r\_GS-nowNoTZ

Question #71 Topic 1

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

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

Write a script in the Record Producer's Script field: producer.redirect = "<URL>";

## **Correct Answer**: D

Reference:

 $https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/c\_PopulatingRecordData.html\\$ 

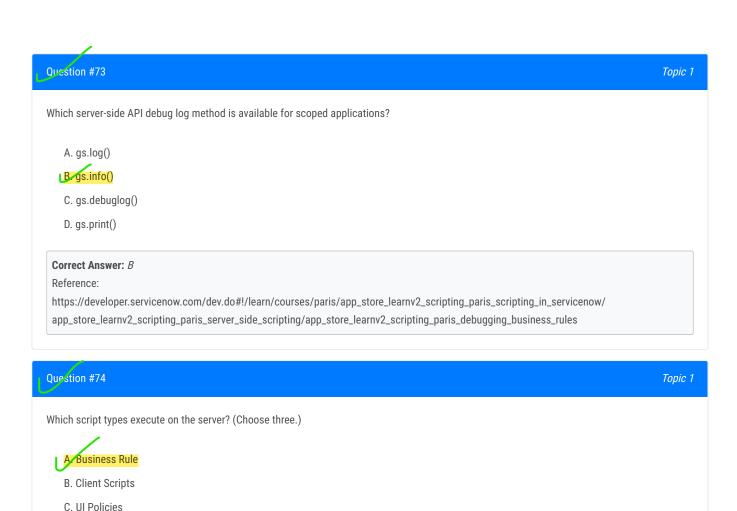
Question #72 Topic 1

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.
- Beach 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. Eraphics can be included on the user interface.



BDE



Correct Answer ACD ADE

D. Script Actions

E. Scheduled Jobs

Reference:

 $https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r\_17Scripts.html.\\$ 

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

A. Forms
B. Lists
C. Standard
D. Classic

Correct Answer: B

 $https://docs.servicenow.com/bundle/quebec-platform-user-interface/page/use/using-lists/concept/c\_UseLists.html$ 

Question #76 Topic 1

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

A. Insert, Delete, Query, Write

## B Create, Delete, Read, Write

- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update





Reference:

 $https://docs.servicenow.com/bundle/quebec-application-development/page/script/business-rules/concept/c\_BusinessRulesInScopedApps.html\\$ 

Question #77 Topic 1

Which one of the following is true for this script fragment? g\_user.hasRole('x\_my\_app\_user');

- A. There is no g\_user.hasRole() method
- B. The method returns false only if the currently logged in user has the x\_my\_app\_user role
- C. The method returns true only if the currently logged in user has the x\_my\_app\_user role

D. The method returns true if the currently logged in user has the x\_my\_app\_user role or the admin role

# **Correct Answer:** D

Reference:

 $https://developer.servicenow.com/dev.do\#!/learn/learning-plans/orlando/new\_to\_servicenow/app\_store\_learnv2\_scripting\_orlando\_the\_glideuser\_g\_user\_class$ 

Question #78 Topic 1

Which one of the following database operations cannot be controlled with Application Access?



- B. Update
- C. Create
- D. Delete

## **Correct Answer:** A

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/orlando/new\_to\_servicenow/app\_store\_learnv2\_securingapps\_orlando\_application\_access\_database\_settings

Ouestion #79 Topic 1

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

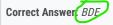
- A. This option restricts the ability to delete records via web services but records can always be read
- B. Even when not selected, users with the correct permissions can use web services to access the table's records
- C. This option restricts access only to SOAP web services but does not apply to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



Question #80 Topic 1

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.
- Deconditions configured in the Access Control must evaluate to true.
- E. The user must be granted access through a business rule.



**ABD** 

Ouestion #81 Topic 1

What is a workflow context?

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

# **Correct Answer:** B

Reference:

https://support.servicenow.com/kb?id=kb\_article\_view&sysparm\_article=KB0538528

Question #82 Topic 1

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. Application Properties allow a developer to override the application properties inherited from ServiceNow
- B. An Application Properties page is a good landing page for an application
- C. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts
- D. Application users know to go to the Application Properties page to change the appearance of an application

Correct Answer: C



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

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

Correct Answer: B

Question #84 Topic 1

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



- B. GlideRecord
- C. event
- D. current

## **Correct Answer:** A

Reference:

 $https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/platform-events/reference/r\_ScriptActions.html \\$ 

Question #85 Topic 1

How does ServiceNow match inbound email to existing records?



- B. Record link
- C. Subject line
- D. sys\_id

### Correct Answer: A

Reference:

https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app\_store\_learnv2\_flowdesigner\_quebec\_flow\_designer/app\_store\_learnv2\_flowdesigner\_quebec\_inbound\_email\_and\_flows

Question #86 Topic 1

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



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

Correct Answer ADE

ACE

Reference:

https://support.servicenow.com/kb?id=kb\_article\_view&sysparm\_article=KB0535129

Question #87 Topic 1

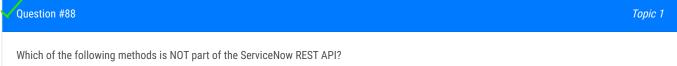
What are web services?

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

## Correct Answer: B

Reference:

https://docs.servicenow.com/bundle/quebec-application-development/page/integrate/web-services/reference/r\_AvailableWebServices.html





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

### **Correct Answer:** A

Reference:

https://developer.servicenow.com/dev.do#!/reference/api/orlando/rest/c\_TableAPI

Question #89 Topic 1

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

Table A's records will be installed when:

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



Question #90 Topic 1

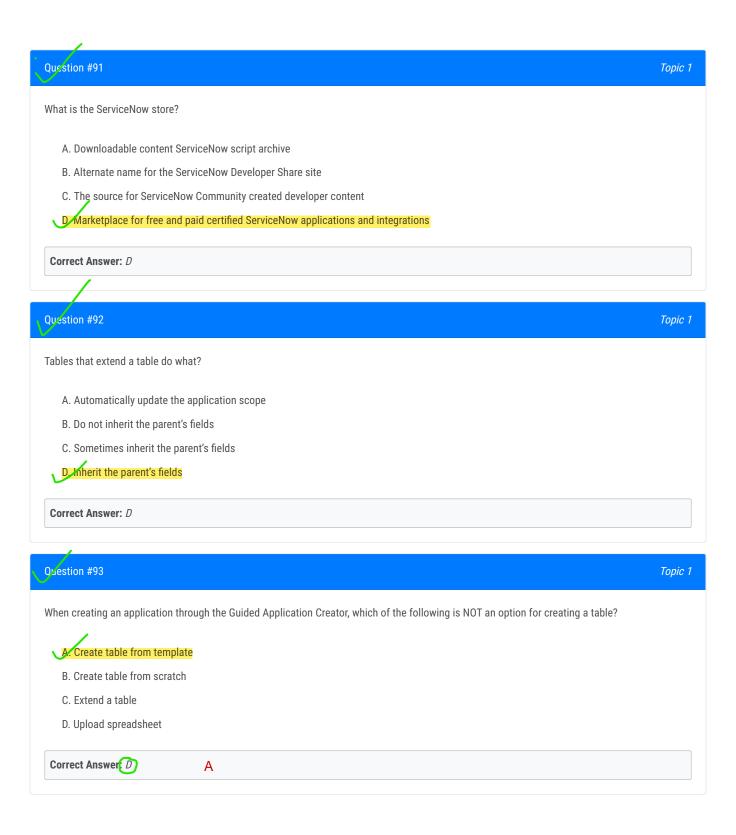
How can an application link to a repository behind a firewall?

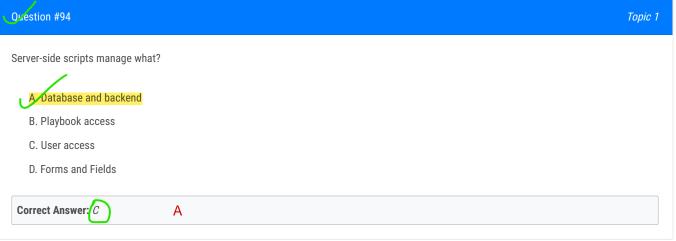
- A. This option is not supported.
- B. Link an application to source control through a MID Server.
- C. Link an application to source control through an access token.
- D. Link an application to source control with multi-factor authentication.

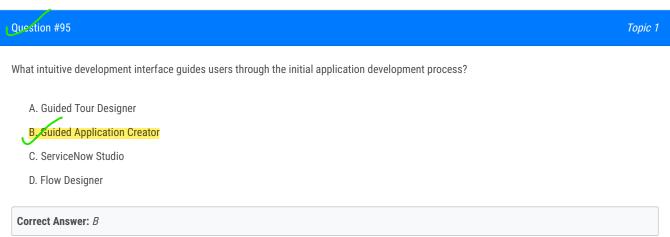
# Correct Answer: B

Reference:

https://docs.servicenow.com/bundle/quebec-application-development/page/build/applications/concept/c\_SourceControlIntegration.html







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

A. To avoid using a code repository like GitHub or GitLab

B. To reduce risk at code collisions

C. To enable installation and uninstallation of an application

D. To replicate ServiceNow functions a private scope

Correct Answer: BC

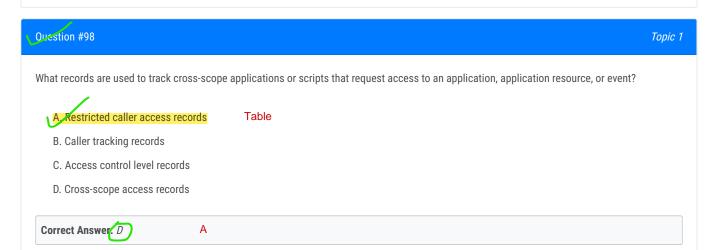
Question #97 Topic 1

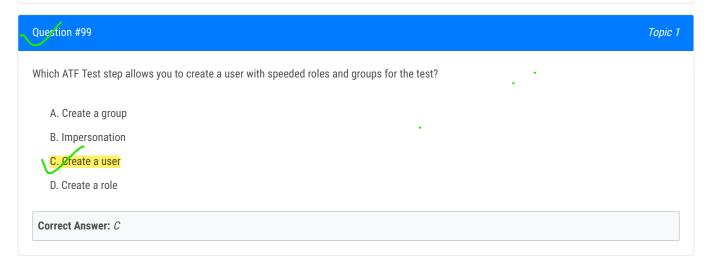
Which of the following statements is NOT true for the Form Designer?



- B. To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- C. To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- D. To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.

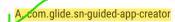






Question #100 Topic 1

What plugin enables the Guided Application Creator?



- B. com.glide.service\_creator
- $\hbox{C. com.glide.snc.apps\_creator}\\$
- D. com.snc.apps\_creator\_template

Correct Answer: A

Question #101 Topic 1

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

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



Correct Answer: D

Ovestion #102 Topic 1

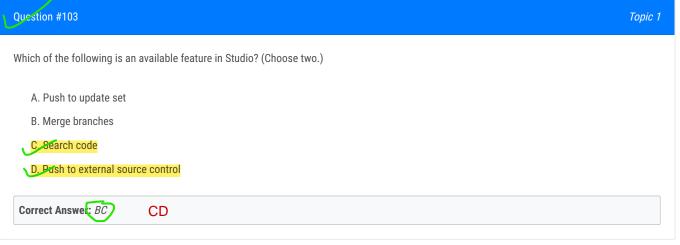
Which one of the following is true for the Application Picker and Application Scope?

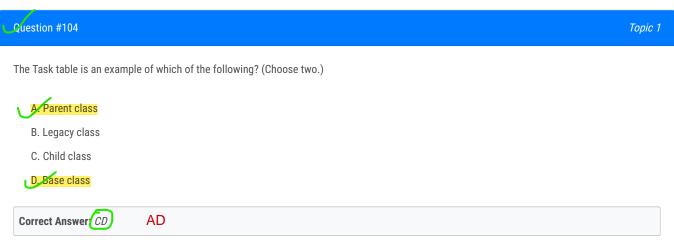
- A. Global is a reserved application which does not appear in the Application Picker
- B. Selecting an application from the Application Picker does not set the Application Scope

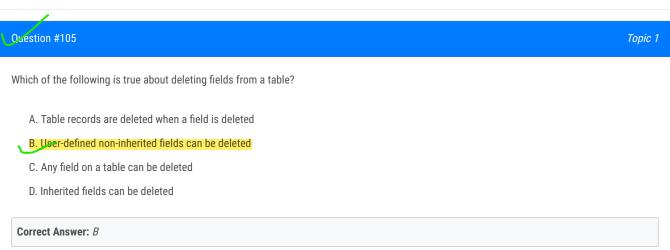
C Selecting an application from the Application Picker sets the Application Scope

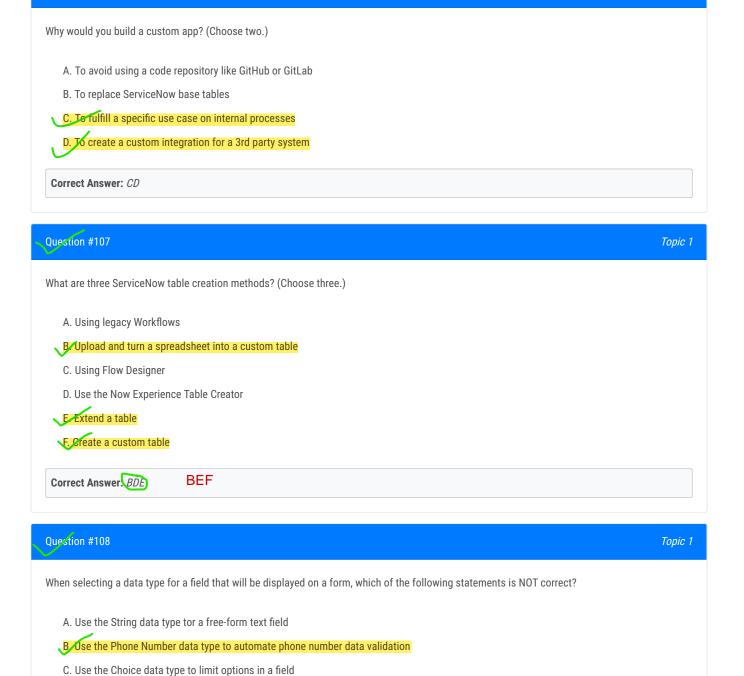
D. Selecting Global in the Application Picker sets the Application Scope to Incident

**Correct Answer**: C









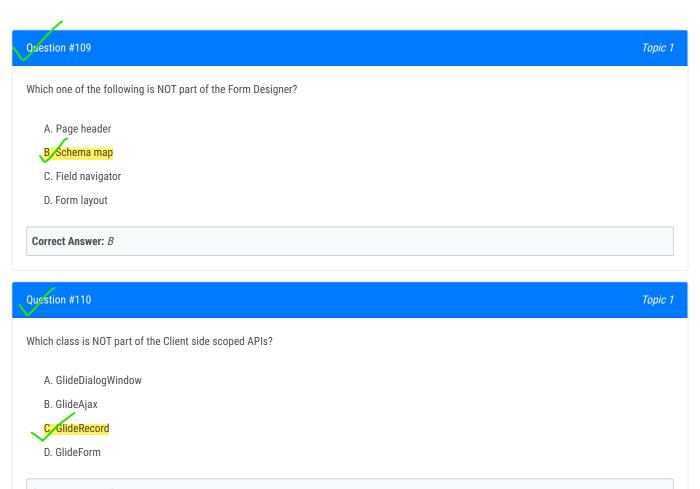
Topic 1

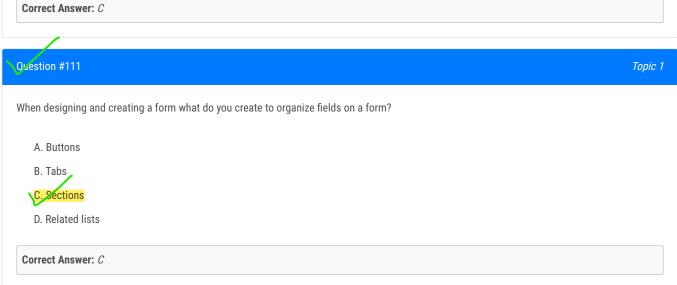
Question #106

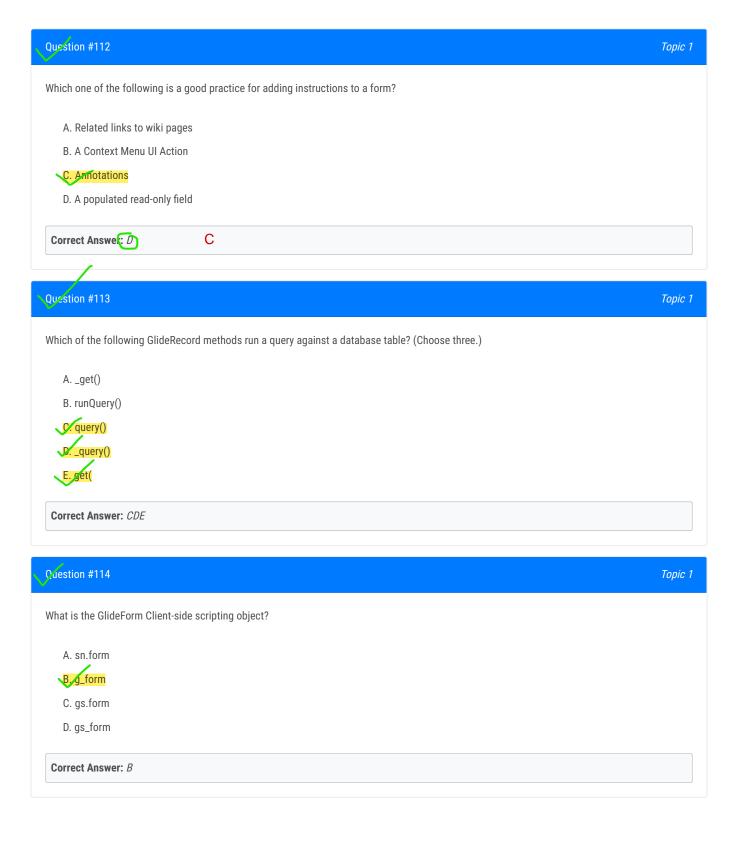
D. Use the Date data type to enter the date and time of day

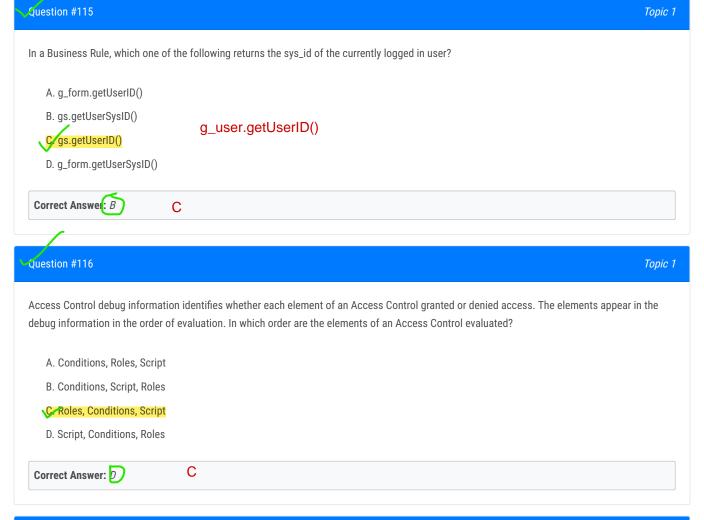
BD

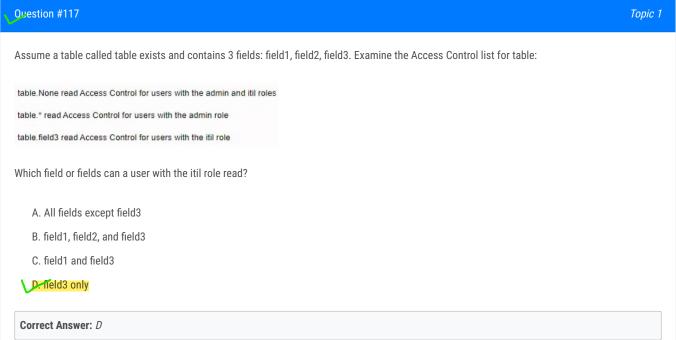
Correct Answer: D

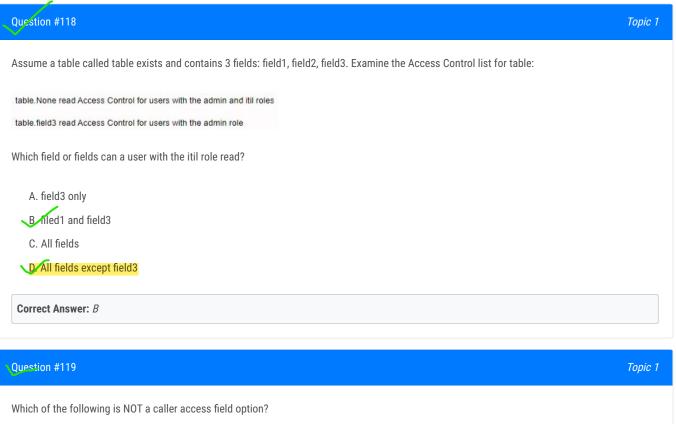


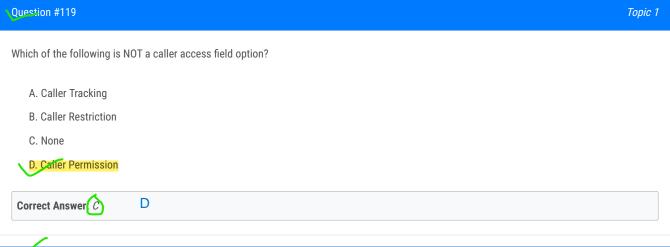


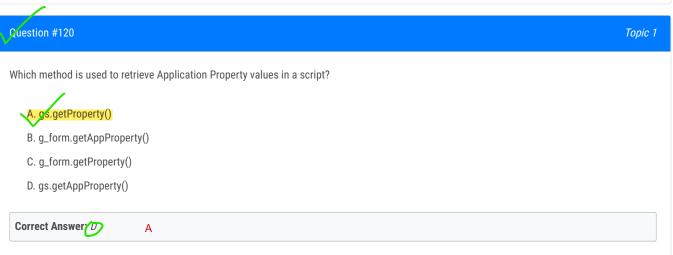


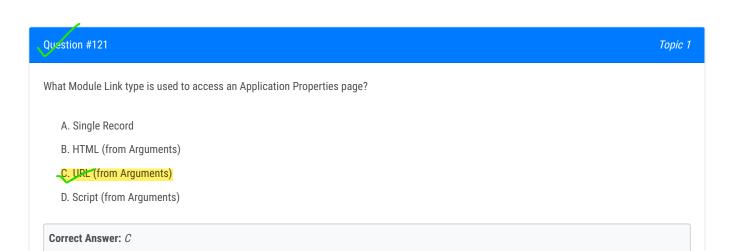












Ouestion #122 Topic 1 Identify the way(s) an application can respond to an Event generated by the gs.eventQueue() method. a. Script Action Run a script action b. Scheduled Script Execution (Scheduled Job) Schedule a job Send a notification c. UI Policy Trigger a workflow activity d. Email Notification Trigger an inactivity monitor https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new\_to\_servicenow/app\_store \_learnv2\_automatingapps\_tokyo\_what\_are\_events A. b and c В. с

Correct Answer: D

D. a and c

Question #123 Topic 1

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

A. System Logs > Events

B. System Logs > Emails

- C. System Logs > Push Notifications
- D. System Logs > ICE Logs

Correct Answer: B

Question #124 Topic 1

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

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



- B. a, b, c, and d
- C. b, c, and d
- D. a, b, and c

**Correct Answer:** A

Question #125 Topic 1

Which of the following is NOT a Flow Designer feature?

- A. Run a flow from a Catalog item
- B. Call a flow from another flow or subflow
- C. Add stages to a flow

Dest a flow using the "Run as" feature

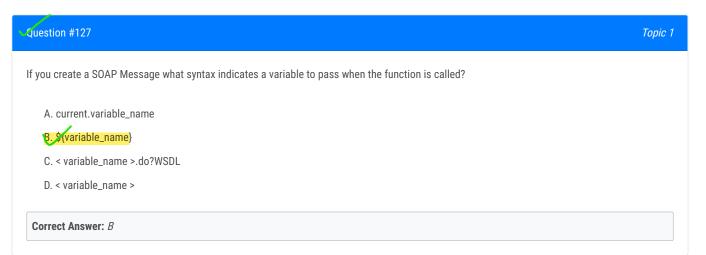
Correct Answer: D

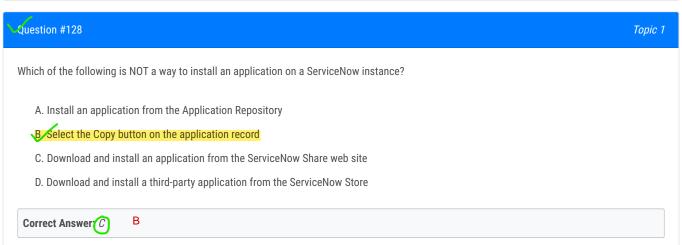
Question #126 Topic 1

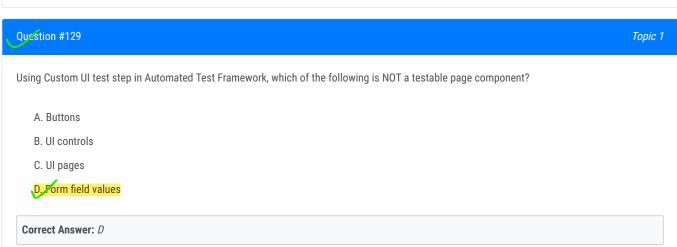
What is the purpose of the coalesce field when importing data?

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

**Correct Answer:** B







Question #130 Topic 1

Why create Applications in ServiceNow?

a) To replace outdated, inadequate, custom business applications and processes b) To extend service delivery and management to all enterprise departments c) To allow users full access to all ServiceNow tables, records, and fields d) To extend the value of ServiceNow

# A, a, b, and d

- B. a, b, c, and d
- C. a, b, and c
- D. b, c, and d

Correct Answer: A

Question #131 Topic 1

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

(Choose three.) Supported Data Types to Store Data in Flow Designer

M. Choice data type

B. Array.Reference data type

C. Integer data type

D. Freedom data type

E. Array.Boolean data type

F. Label data type

Approval rules Array.Boolean Array.Choice Array.Datetime Array.Integer Array.Object Array.String

Choice Conditions Datetime Integer List.[Table] Object Password (2 Way Encrypted) design considerations

Records.[Table]
Reference.[Table]
String

Table name True/false

Correct Answer: BCD ACE