1. What section on a task record would you use to see the most recent update made to a record?
i) Journal
ii) Timeline
iii) update log
iv) audit log
v) diary
vi) Activity
vii) Activity stream
viii) Related list

   Ans : Activity Or Activity stream

2. What are examples of UI actions, relating to lists? choose four answers?
   a) List buttons
   b) list context menu
   c) list choices
   d) list links
   e) list control
   f) lists overwrite

   Ans: A B C D

3. which feature allows you to automate business logic for a particular application or process such as approvals, task, notifications, and record Operations?
   a) Flows
   b) Action sequence
   c) Flow diagrams
   d) action sets
   e) task flows

   Ans : A

4. when a Flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. what is the name of that runtime value?
   a) data pill runtime value
   b) sequence runtime value
   c) starting runtime value
   d) trigger runtime value
   e) input runtime value

   Ans: A

5. 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 order guide
   b) create requested item

c) create record producer
d) create on boarding bot

Ans: A

6. which resource would you use to determine if a specific user could contribute to a particular knowledge base?
   a) User criteria diagnostics
   b) Sn_kb_author role
   c) User criteria job log
   d) knowledge author group
   e) KB author group

   Ans: A

7. If a knowledge base has no access details specified. what users are able to read articles in that knowledge base?
   a) no users
   b) itil users
   c) users with kb_user role
   d) any user with an articles for permalink
   e) any active user

   Ans: E

8. 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 answers?
   a) right click on priority and select configure dictionary
   b) right click on priority and select configure label
   c) right click on priority and select configure display settings
   d) right click on priority and select configure column

   Ans : A B

9. 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) sn_knowledge_write
   e) can write
   f) can import

   Ans: C

10. what controls the publishing and retiring process for knowledge articles?
    a) workflow designer
    b) workflows
    c) state life cycle

d) approval policies

e) approval definitions

Ans: B

11. what is an advantage of defining relationship types between ci classes?
    a) Improves data quality, as the CIs will automatically be related when CMDB is activated.
    b) it prevents users from relating CIs incorrectly.
    c) it automates the loading of the ci dependency view.
    d) makes relating CIs easier, because predefined relationship suggests which type of CIs should be

Ans : C

12. when using the CI dependency view, how would you view the relationship between one CI and another CI?
    a) right click, view relationship
    b) Click on the plus to expand cluster
    c) Click down arrow, view relationship down arrow, view relationship
    d) Hover on connection line

Ans : D

13. Of the Ci tables, which is a base table of the CMDB hierarchy?
    a) ECMDB
    b) Cmdb_rel_ci
    c) Cmdb_ci
    d) cmdb
    e) Ecmdb_rel_ci
    f) Ecmdb_ci

Ans: D

14. what table acts as a staging area for records imported from a data source?
    a) staging table
    b) temp table
    c) transform table
    d) import set row table

Ans: D

15. which field (or fields) is used as a unique key during imports?
    a) Sys IDs
    b) match fields
    c) coalesce fields
    d) key fields

Ans: C

16. what module enables an administrator to define destinations for imported data on any ServiceNow table?
    a) field transform
    b) schema map
    c) import map
    d) transform map

    Ans: D

17. the customer wants all users to have access to the records in the offerings table. what setting on access control definition would you use to grant access to all of the offering table records?
    a) Offering. None
    b) None. Offering
    c) Offering. Name
    d) Offering

    Ans: A

18. a manager wants to review a snapshot of month end sales performance data, as compared to sales target. in addition, the manager wants to able to see those monthly numbers trended overtime and forecasted into the future. what capability do you suggest for this manager?
    a) schedule reports, accustoms snapshot table and projection report
    b) scheduled reports, a custom snapshot table and a trend report.
    c) performance analytics.
    d) scheduled reports and excel
    e) key performance indicators.

    Ans: C

19. which component of a table contains a piece of data for one record?
    a) Field
    b) Factor
    c) data point
    d) item
    e) element

    Ans: A

20. what do you click when you have made modifications to your report, and you want to see the results without saving?
    a) Run
    b) Execute
    c) Test

d) Preview
e) try it

Ans: A

21. 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) Data
    b) Format
    c) Configure
    d) Style
    e) group by

    Ans: C

22. what section on the notes tab shows the history of the work documented on the record?
    a) Journal
    b) Activity
    c) Timeline
    d) audit log
    e) diary

Ans: B

23. Your customer wants to update a notification, so it is sent to the caller and also to the manager of the caller. how would you approach this requirement?
    a) Set who will receive to subscribable
    b) on the send to tab, add caller field, dot walk to caller's manager to add manager.
    c) Create workflow and include a notification in the workflow
    d) on who will receive tab, select copy manager checkbox.
    e) on who will receive tab, add caller field, dot walk to caller's Manager to add managers.

    Ans: E

24. An IT User calls the service desk Because they need to work on task records. all they can see his self-service on their homepage when they log into the service now instance. what issue could explain this? choose two answers?
    a) their user record was not approved by their managers
    b) that user account does not belong to any group which contains the ITIL role.
    c) their user account is not logged in property
    d) their user account does not have itil role
    e) That user account failed LDAP authentication

    Ans: B D

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

a) On call
b) Assignment
c) Routing
d) Calendar
e) Escalation

Ans: B

26. using the module. system properties> my company. what branding options are available?
a) banner image, banner text, colour scheme
b) company name, company logo
c) banner image, banner text
d) company name, company logo, colour scheme

Ans: C

27. From form designer, how would you define a section, so it displays as a tab?
a) Click the gear and check the tab option
b) Click context menu > configure tabs
c) add .tab to the end of the section name
d) add _tap to the end of the section name
e) name the section

Ans: E

28. 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 breadcrumbs, click > icon, type hardware and click enter
b) right click on the magnifier, type hardware and click enter
c) click funnel icon, type hardware and click enter.
d) on the list, locate and right click on the value Hardware, select show matching
e) on the category column header, right click and select show > hardware.

Ans: D

29. groups are defined at what?
a) An escalation pod
b) a collection of subject matter experts
c) a department
d) A team of users
e) A collection of users

Ans: E

30. what is the best way to learn about performance analytics?
a) use the ServiceNow wiki
b) schedule a demo with ServiceNow sales team

c) take a service now performance analytics course on now learning
d) activate the plugin on your production environment and start the default data collectors.

Ans: C

31. A subject matter expert routinely receives task which have been worked by first and level support before receiving the assignment. what could you suggest, to make it easier for the expert to read only the work notes in the activity log?
a) click contexts menu > work notes view
b) click funnel icon and select only work notes
c) click Context menu > history
d) click personalise icon and select activity stream
e) right click form header > form layout > add work note section

Ans: B

32. for a customer's inventory application, several inventory applications fields on a needed-on inventory ticket. this ticket will be assigned to inventory support team members. how would you start to implement this requirement?
a) create inventory table as a new base table. then add inventory specification fields as needed.
b) create inventory table with the inventory specification fields. in create view between the inventory and task table.
c) create the inventory table with the inventory specification fields. then create many to many relationships between the inventory and the task table.
d) create inventory table as an extended table from the task table. then add the inventory specification fields, as needed.

Ans: D

33. when using the report designer, it is best practice to make copy of an existing report then make modification to your copy of that report. when viewing the report inside the designer, how would you make a copy of the report?
a) click on the paper icon and select create new.
b) click on the down triangle and select insert and stay
c) click on the properties tab and select save as
d) click on context menu and select insert and stay
e) click on the funnel icon and create copy

Ans: B

34. your customer has a human resource knowledge base, which is only accessible to members of the human resource department. A new procedure regarding employee quarterly reviews needs to be published to the knowledge base but should be only visible to HR manager. how would you meet this requirement?
a) on the knowledge base, add user criteria with the manager can read script to the can read list, publish article to any category.

b) on the knowledge article, add an access control for HR manager group on the can read list, then publish article to any category

c) on the knowledge base, create an HR manager category, add user criteria for HR manager group on the categories can read list, then publish the article to that category.

d) on the knowledge article, add user criteria for HR manager group on the can read list, then publish article to any category

Ans: C

35. while testing a catalog item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob Smith, but not for any of the other requests. what could explain the issue?
    a) the manager does not have a delegate assigned
    b) there is a business rule, excluding bob Smith with from any approvals
    c) the Bob Smith user account, does not have a manager specified
    d) Bob Smith is a VIP
    e) Bob Smith does not have a delegate set up on his account

Ans: D

36. what module do you use to access the report that are available to you?
    a) self-service> my reports
    b) reports> overview
    c) report's> home page
    d) report's> view/run
    e) self-service> my dashboards

Ans: D

37. Why is it recommended that you Limit update sets to maximum of 100 records? Choose 2 answers?
    a) Comply with ISO audit requirements
    b) smaller update sets can be imported to production during business hours
    c) reduce potential conflicts
    d) improve ability to troubleshoot issues with the default update set
    e) make it easier to identify and review changes
    f) keeps update set logs shorter
    g) Make it easier for developers to organise their work

Ans: C E

38. which flow components allow you to specify when a flow should be run?
    a) Trigger and condition
    b) trigger and condition pill
    c) condition and table
    d) scope and trigger condition
    e) trigger criteria and clock

Ans: A

39. a customer has asked for the following updates to a form: make resolution code mandatory, when state is changed to resolved, hide major incident checkbox, unless logged in user as major incident manager role. what type of rules would you use to implement this requirement?
    a) field Lipper
    b) UI policy and actions
    c) UI design
    d) dictionary design
    e) form constraint

    Ans: B

40. 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?
    a) An incident record
    b) A request record
    c) A change record
    d) A record of sc_task
    e) A record of sc_req_item table

    Ans: B C and E

41. Which is the base table of the configuration management database hierarchy?
    a) cmdb
    b) cmdb_rel_ci
    c) Ucmdb
    d) cmdb_ci

    Ans: CMDB

42. which feature enables process owners to organise flow designer content into unified and organized cross-enterprise processes via a digitalised task board interface?
    a) Flow editor
    b) floor designer
    c) workflow manager
    d) process owner dashboard
    e) process workflow designer
    f) process automation designer
    g) process flow manager

    Ans: F

43. which type of script runs in the browser?
    a) flow designer actions
    b) script includes

c) business rules
d) ACL scripts
e) transform maps
f) UI policies and client scripts

Ans: F

44. The wait time for end user is based on the round trip between the client and the server. What activities are included in the round trips?
a) Submit+ query
b) request+ response
c) insert+ verify
d) save+ update
e) write+ read

Ans: B

45. What instance resource allows you to access guided tours, information about actions, and instruction on how to use inputs and outputs in your flow?
a) Getting started
b) Wiki
c) help panel (question mark Icon)
d) Docs
e) user guide
f) community
g) now support

Ans: D

46. here is as example of the criteria set for a knowledge base:
   ❖ Companies: ACME North America,
   ❖ department: HR,
   ❖ groups: ACME MANAGERS,
   ❖ Match all: yes.
In this example, what user would have access to this knowledge base?
a) members of the acme managers group, and HR department, regardless of geography.
b) Employees of the ACME North America, who are members of HR department or the ACME managers group
c) members of the ACME Manager group, who are also members of HR departments and part of ACME North America
d) users who are members of either ACME North America, or HR department or ACME Managers group

Ans: C

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

a) Mask
b) Divisor
c) Filter
d) Funnel
e) Query

Ans: C

48. what are the different ways you can create a favourite for a particular record? Choose two answers?
a) from the record related links, click add favourites
b) from the record form header, click the star icon
c) from the record form header, click additional action menus and select create favourite
d) from list, click the star icon
e) from list, drag record number to favourites on the navigator.
f) from the record form header, click paperclip icon.

Ans: C E

49. if you have the impersonate role, what type of user are you not able to impersonate?
a) Extended security admin
b) security desk users
c) special agents
d) government customers
e) security incident response users

Ans: A

50. on a list, what part of the table, does each column show?
a) an element
b) a relationship
c) a record
d) a attribute
e) a Field

Ans: E

51. Which type of field allows you to enter freely using letters, numbers, and special characters?
a) multi line text
b) single line text
c) open text
d) text
e) string

Ans: E

52. To quickly return to your instances home page, what item would you click?
    a) star icon
    b) shortcuts icon
    c) navigation header
    d) gear icon
    e) instance logo
    f) user menu

    Ans: E

53. Which admin role is required to make changes to high security setting?
    a) Ad_admin
    b) High_sec_admin
    c) Sn_ad_admin
    d) Admin
    e) Security_admin

    Ans: E

54. with the admin role, a user would have access to all platform features, functions, and data with what exceptions?
    a) High security and human resources
    b) human resources and security operations
    c) employee personality identification information and security operations
    d) human resource and enterprise CMDB
    e) security operations and vulnerability response

    Ans: B

55. from my approval module, you want to quickly authorize a request. how can you do this quickly from the list view?
    a) right click on the requested state, select approve
    b) right click on the approval number, select approve
    c) select approval record by checking box, click on green check
    d) right click on the approval number, select approved, click green check

    Ans: D

56. what attributes you can manage using system properties> basic configuration UI16? Choose five answers?
    a) default calendar
    b) default region
    c) base theme
    d) preferred browser
    e) font style
    f) banner image
    g) start-up sound

h) browser tab title
i) animation style
j) user photo icon on/off
k) module text colour
l) header background colour
m) default homepage

Ans: C F H K L

57. What module do you use to access the full screen view of connect?
    a) Connect> dashboard
    b) Connect> workspace
    c) Connect> connect chat
    d) Connect> tools> workspace
    e) Connect> agent workspace

    Ans: C

58. 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 3 answers?
    a) add user account to hardware group
    b) add user account to ACL
    c) add user account to itil group
    d) Create user account
    e) add user account to IT knowledge base
    f) add user account to network group

    Ans: A D F

59. when would you use the following steps?
    i) Homepage admin > pages
    ii) Right click on homepage record
    iii) select unload portal page

    a) to add a homepage to an update set
    b) to delete homepage
    c) to publish a homepage to the portal
    d) to retire homepage

    Ans: A

60. On a business rule, when setting determines at what points the rule executes. what are the options for specifying that timing?
    a) Prior to, synchronous, on update
    b) Insert, update, delete, query
    c) Before, synchronous, schedule job, views
    d) Before, after, Async, display

Ans: D

61. what is the language used for scripting in the ServiceNow?
    a) Perl
    b) Python
    c) JavaScript
    d) C++
    e) PHP
    f) Glide

    Ans: C

62. which script can run when a record is displayed, inserted, updated, deleted or when a table is queried?
    a) client script
    b) business rule
    c) UI script
    d) scheduled job
    e) record rule

    Ans: B

63. what process allows user to create, categorise, review, approve and browse important information in a centralised location that is shared by the entire organization?
    a) Self-service management
    b) Knowledge-cantered management
    c) knowledge management
    d) business information management
    e) information portal management

    Ans: C

64. Which storefront is a single location for accessing prebuilt spokes, to quickly integrate with 3rd party services to build and share content?
    a) integration portal
    b) integration store
    c) service now spoke store
    d) integration one stop
    e) ServiceNow store
    f) integration spoke hub
    g) spoke store

    Ans: E

65. which role can manage multiple knowledge bases?
    a) Sn_kb_admin
    b) Kb_Admin
    c) Knowledge_admin

d) Knowledge_base_admin

Ans: C

66. You are creating a catalog item for ordering a new desktop computer. The computer have these options: colour: black or silver, ram: 32 MB or 64 MB, keyboard: standard or economic, monitor: 24 inch or 32 inch. how would you add this option to the catalog item form?
a) add choices
b) add UI options
c) add variables
d) add fields

Ans: C

67. 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 an order guide which includes all variables; then copy and hide variables as needed.
b) create one variable set for the four variables; then add the variable set to each of the eighty catalog items
c) create a variable set template; they apply to all of the catalog items
d) create a record producer that contains the four fields; then add to the record producer related list on the catalog items
e) create a floor designer action, with variable set data pill; then apply flow to all of the eighty catalog items

Ans: B

68. what is the best practice regarding data imports?
a) plan time before your import to remove obsolete or inaccurate data.
b) use extremely large import sets, instead of multiple large import sets.
c) adjust your transform maps, after the data is loaded into the target table
d) create a new import set table for each new data load
e) monitor data quality and clean imported data using the data scrub workspace

Ans: A

69. which service now resource can be used as a blueprint to map your IT services to service now?
    a) Configuration management database (CMDB)
    b) now learning
    c) service now wiki
    d) service mapping guided setup
    e) common service data model (CSDM)
    f) IT service management (ITSM)

    Ans: E

70. What are the steps for importing data using an import set?
    a) Identify source: import transform map; run transformer; verify import
    b) Create import set; create transform map; transform data; clean up import table
    c) select source file; run auto map; transform data; clean up target table
    d) create transform map; load data transform data run transform map script

    Ans: B

71. 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 notification?
    a) Flows
    b) approval criteria
    c) approval chains
    d) approval delegates
    e) parent child approvers

    Ans: A

72. A customer want to use a client script to validate things on a form in the Recommend to meet this requirement?
    a) onSubmit()
    b) onLoad()
    c) onUpdate()
    d) onSubmission()

    Ans : A

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

    Ans: C

74. what tool allows you to drag and drop to specify links between source fields on an import set table and destination fields on any service now table?
    a) Mapping assist utility
    b) import workspace
    c) data source map
    d) import designer
    e) transform designer
    f) transform dashboard

    Ans: A

75. When importing data from a spreadsheet which step defines where the incoming data columns will be written in the receiving tables?
    a) schedule transform
    b) select data source
    c) field alignment
    d) load data
    e) create transform app

    Ans: C

76. To quickly return to a homepage you were using 5 minutes ago, which item would you click?
    a) gear icon
    b) instance logo
    c) right click history
    d) homepage icon
    e) history module
    f) start icon

    Ans: B

77. what is the most important thing to remember about activating a plugin?
    a) install dependent plugins first
    b) tick the box for adding demo data
    c) plugins once installed cannot be uninstalled
    d) submit HI ticket to get Authorization
    e) plugins are prohibited in personal developer instances

    Ans: C

78. Certain tables have a prefix like HR_. which kind of tables has a name that starts with a custom prefix?
    a) excluded table
    b) scoped application table
    c) system table
    d) explanation table
    e) Xray search table

Ans: B

79. within the report library, there are many baseline reports that can be used for learning about reports. what could you search for to locate ITIL best practice indicator reports?
    a) KPI
    b) ITSM
    c) ITIL
    d) PA
    e) Sn_itil

    Ans: A

80. 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) on the special handling field, check the box
    c) on the tag field, select special handling from the choice list
    d) click on the …. icon, click add tag, type special handling, press enter

    Ans: D

81. when using context menu on list, form, and column headings, what are the quick way to access the menus? choose two answers?
    a) right click on the list, form, or column heading
    b) click on context menu icon
    c) shift click on the list, form, or column heading
    d) double click on the list, form, or column heading.
    e) Ctrl M

    Ans: A B

82. which icon in the banner do you use to turn on the application picker and the update set picker?
    a) Magnifier
    b) check box
    c) question mark
    d) Gear
    e) chat bubbles

    Ans: D

83. A new service desk employee in Latin America Complaints that the create dates and time are incorrect on their incident list. what would you suggest to fix this issue?
    a) use the system properties to correct the instance time zone
    b) have them correct the time zone on their computer
    c) recommend they use Chrome instead of explorer
    d) Have them use the gear icon to set the employees time zone

e) have them clear their cache

Ans: D

84. A department uses SLA data extensively to run reports. they keep asking for help with building reports off the same set of tables. they seem to be conducted by dot walking. What could you do to make it easier for them to build their reports?
   a) System table flow house their reporting data
   b) write knowledge articles explaining how to do dot walking
   c) create a data source for them and show them how to use it
   d) send a team member to a reporting class knock out any untrained users
   e) show them how to export to excel format

   Ans: C

85. what are examples of core tables in the ServiceNow platform?
   a) Team, party, awards
   b) User, task, incident
   c) Work, caller, timecard
   d) base configuration item, configuration item, base task

   Ans: B

86. What are benefits of assigning work tasks to a group, rather than to an individual? choose five answers?
   a) group members can avoid task which are nearing SLA breach
   b) group members can pick task based on the SLA urgency
   c) Site support members can pick task based on location
   d) groups can assign task to users based on on-call schedules
   e) group can assign task to users based on skills
   f) groups can assign task to user based on availability
   g) group members can pick task, based on highest priority
   h) group members can choose their preferred task from my groups works

   Ans: D E F G H

87. what sections on the CI form, can you find information about the other CIs associated with your CI?
   a) related list
   b) related items
   c) affected CI tab
   d) related links
   e) child CI tab

   Ans: B

88. A manager wants to run a report showing how many service requests have been fulfilled for business cards since the beginning of the year. what table would they select for building this report?
    a) Request[sc_req]
    b) requested item[sc_req_item]
    c) task[task]
    d) catalog item[sc_cat_item]
    e) catalog task[sc_task]
    f) service catalog[sc_catalog]

    Ans: B

89. Your customer requires that they be able to monitor which users are performing impersonation in their instance. what would you do to meet that requirement?
    a) add the role log write[sn_Log_write] to the impersonator group
    b) activate the glide.sys.log_impersonation script
    c) create user update set for impersonation tracking
    d) on the impersonator role record, right click and select create log
    e) from the user icon, select elevate roles

    Ans: B

90. Sections on a form can appear as: one or two columns, tabs. From form designer, how do you define a section, so it displays as a tab?
    a) name the section
    b) add tab to the end of the section name
    c) add. tab to the end of the section name
    d) click context menu> configure tabs
    e) click the gear and check the tab option

    Ans: A

91. a manager is complaining that they cannot get the data then they need on a report, because the data resides in two different tables. this data is used for many different reports in their department. you have checked to see if dot walking will meet the requirement and it is not possible. what else might you try to help this manager?
    a) create a database view
    b) create a report source
    c) create a custom table
    d) export the tables to spreadsheet
    e) create a report template

    Ans: A

92. tables can be characterised in multiple ways. which of this combination is impossible? choose 2 answers?
    a) custom and core
    b) customer and child

c) base and parent
d) custom and parent
e) core and base
f) child and core
g) custom and base
h) parent and child

Ans: A H

93. What are advantages of using flow designer? choose three answers?
a) supports legacy workflows
b) less manual scripting
c) enables complicated scripting
d) reduces technical debt
e) supports advanced developers
f) compliments the integration store
g) smooth integration with 3rd party systems

Ans: B D G

94. what policies are applied to all data entered into the platform via form (UI), import sets or web services?
a) data submission policies
b) data quality policies
c) data integrity policies
d) data policies
e) write policies

Ans: D

95. You have been asked to configure form so an Employee could order a 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 answers?
a) on shopping cart configuration, select options to show the add accessories button
b) create one catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector
c) create catalog item for the tablet and add a variable set to the form for the accessory options
d) Create a record producer and on the form, add a checkbox variable for each accessory options.
e) create catalog item for the tablet, and on the form, add a checkbox variable for each accessory option

Ans: B C E

96. when moving a homepage or dashboard between instances, what must you remember?
a) they are automatically added to the updates set

b) create a separate update set for them
c) they can be moved using zip files
d) they cannot be moved via XML
e) manually add them to the update set
f) they cannot be moved via updates set

Ans: E

97. when be set up with many to many relationships. what is a classic example of a scenario where the tables could have many to many relationships?
a) A task can trigger many workflows and workflow can trigger many tasks
b) vendors can sell multiple products and products can be sold by multiple vendors
c) request can contain many items and items can be any item from the catalogs
d) a configuration item can belong to multiple classes and classes can contain multiple configuration items

Ans: B

98. Your customer wants to add the company's email banner to each customer Facing email notification. how would you approach this requirement?
a) create a company HTTP email wrapper
b) create a company email template
c) create a company CSS package for emails
d) create a company email header and footer

Ans: D

99. what catalog tool would you use to create a catalog item or record producer?
a) catalog formatter
b) catalog flow builder
c) catalog builder
d) catalog designer
e) variable designer
f) form designer
g) workflow designer

Ans: C

100. On a form header, what icon would you Click to access template features?
a) paper clip
b) stamp
c) context menu
d) more options (….)

Ans: D

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

a) can read
b) access list
c) accessible to
d) can access

Ans: A

102.   On the knowledge base record. Which tab would you use to determine which user are able to write article to the knowledge base?
a) Can Contribute
b) Cannot Author
c) Can Read
d) Can Author
e) Can write

Ans: C

103.   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 3 answers?
a) Outages > Task number
b) catalog task> parent
c) HR case> parent
d) Problem== parent
e) release phase== parent

Ans: A B C

104.   The ServiceNow platform supports a wide variety of plug-and play applications you can choose from the included workflows or build your own workflow. Which one these workflows are included in the platform?
a) Manufactureing workflows
b) Employee workflows
c) Federal workflows
d) IT workflows
e) Customer workflow
f) Infrastructure workflow

Ans : B D E

105.   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 trigger
c) data element
d) field icon
e) field value

Ans: A

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

   Ans: E

107.   what are the different types of data sources, which may be imported into service now? Choose 4 answers?
   a) implementation spoke
   b) JDBC connection
   c) Datahub
   d) network server
   e) LDAP connection
   f) local sources (i.e., XML, CSV, excel)

   Ans: B C E F

108.   What are the examples of UI actions relating to forms? Choose three answers?
   a) form context menu
   b) form columns
   c) form links
   d) form buttons
   e) form View

   Ans: A C D

109.   Which icon would you double Click to expand and collapse the list of all applications and modules?
   a) Funnel
   b) Clock
   c) Application
   d) Star

   Ans: C

110.   on what part of the service now instance, would you find the option to impersonate user?
   a) content frame
   b) module
   c) application navigator
   d) banner
   e) user menu

Ans: E

111.   what are the main components of the form design interface? Choose 3 answers?
   a) field picker
   b) field layout
   c) form layout
   d) page header
   e) field navigator

      Ans: C D E

112.   what features are available in knowledge management to support continuous
   improvement on the knowledge articles? Choose 4 answers?
   a) flag article
   b) tag as helpful
   c) submit KB Errata
   d) click frowning icon
   e) Add comments
   f) rate with stars

      Ans: A B E F

113.   when a custom table is created, which access control rules are automatically
   created? Choose 4 answers?
   a) Update
   b) Execute
   c) Create
   d) Read
   e) Delete
   f) Write

      Ans: C D E F

114.   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 require the Default?
   a) Network
   b) Server
   c) Client
   d) Browser

      Ans: B

115.   Which tool is used to define relationship between fields in an imports Set table and
   a target table?
   a) schema map
   b) transform schema
   c) transform map

d) field transformer

Ans: C

116.   How would you navigate to the schema map for a table?
    a) system definitions> tables. select table. Go to related links and click show schema map
    b) system dictionary> show schema map. select table
    c) system definition> dictionary. select table. go to related links and click show schema map
    d) system definition> show schema map. select table

    Ans: A

117.   what feature allows you to limit users able to contribute or read knowledge within a knowledge base?
    a) Roles
    b) user criteria
    c) categories
    d) groups

    Ans: B

118.   What does natural language query allow you to do on a list?
    a) set list filter, using audible commands
    b) filter list by typing in a phrase
    c) predict the filter desired by the user
    d) Speak to the condition builder
    e) automatically select a filter based on keywords

    Ans: B

119.   your customer has a human resource knowledge base, which is only accessible to members of the human resource department. A new procedure regarding employee quarterly reviews needs to be published to the knowledge base but should be only visible to HR manager. how would you meet this requirement?
    a) Add user criteria for HR manager group on the can read list of the article
    b) add user criteria for HR manager group on the categories can read list
    c) on the knowledge article, add an access control for HR manager group on the can read list, then publish article to any category.
    d) On the knowledge base, add user criteria with a manager can read script to the can read list, publish articles to any category

    Ans: A

120.   What type of entitles can receive task assignments, in service now? choose two answers?
    a) Groups

b) Departments
c) Teams
d) Users

Ans: A D

121.   what capability allows user to create dashboards with big widgets to visualise data over time in order to identify areas of improvement?
a) Reporting
b) scheduled reports
c) analytics reports
d) performance analytics

Ans: D

122.   which would you follow when testing a catalogue item that has a manager approval flow? Choose three answers?
a) make sure the latest flows are activated.
b) use the instance Incognito settings to quickly toggle between requester and approval
c) use your admin account, so you can approve the items quickly
d) impersonate the requester to ensure the form works
e) make sure the requesters user record as manager specified

f) Create and select your testing update set before starting the test cases.

Ans: C D E

123.   when designing a flow, how do you reference data from a record, in that flow?
a) Use the condition builder to specify the desired values
b) drag the data pill onto the flow definition
c) add the table reference using the slush bucket
d) specify the source table on the data pill related list
e) drag the table icon onto the flow definition

Ans: B

124.   after finishing your work on high security setting, what is a possible way to return to normal admin security levels?
a) Select global update set
b) end impersonation
c) use system administration> normal security module
d) select normal role
e) logout and back in

Ans: E

125.   access controls are evaluated in this order: 1. Match Object against table ACL 2. Match The object against field ACL. Within step one above, what order are the table ACLs evaluated?
    a) general to specific: table ACL, table.field ACL, parent table. field ACL
    b) specific to general: table.field ACL, parent table.field ACL, * Field ACL
    c) top to bottom: wildcard table ACL, parent table ACL, table ACL
    d) bottom to top: table ACL, table. field ACL, parent table. field ACL
    e) specific to general: table ACL, parent table ACL, wildcard(*) ACL

    Ans: A

126.   When selecting the target table for an import, which table can you select? choose three answers?
    a) related tables, using dot walk
    b) tables outside of ServiceNow
    c) tables within the existing application scope
    d) tables within the global scope
    e) tables which allow write access to other applications

    Ans: C D E

127.   A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions: 1. incidents where the state is closed, 2. 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 OR button; define second condition; press enter
    c) define the first condition; click> icon on breadcrumb, 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 AND button; define second condition; press enter

    Ans: A

128.   What import utility does the system use when the field names on the import set match the name of the fields on the target table?
    a) scheme mapping
    b) mapping assist tool
    c) automatic mapping
    d) mapping dashboard

    Ans: C

129.   Report designer contains different sections for configuring your report which section is used to adjust the look of your report, including colours, titles and legend layout?
    a) Format
    b) Configure
    c) Layout

d) Style

Ans: D

130. Which statement correctly describes the difference between a client script and a business rule?
a) Client scripting 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 before a record is loaded and a business rule executes after a record is updated
d) a client script executes on the client and a business rule executes on the server

Ans: D

131. What are the advantages of using flow designer? choose three answers?
a) reduces technical debt
b) enables complicated scripting
c) less manual scripting
d) smooth integration with 3rd party system
e) supports advanced developers

Ans: A C D

132. What tool is used to import data from various data sources and map that data into service now tables?
a) Update set
b) data pack
c) import set
d) transform set

Ans: C

133. How would you distinguish between a base class table and a parent class table?
a) extended tables can be extended from parent tables or base tables; but they cannot be extended from both.
b) base class table is not extended from another table. parent class tables may be extended from another table
c) base class tables always have tables extended from them. parent tables do not have tables extended from them
d) extended tables are always extended from parent tables. extended tables are usually extended from base tables

Ans: B

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

a) system security> security
b) system properties> security
c) system security> high security settings
d) self-service> my access
e) > access control (ACL) system security

Ans: B C E

135. On a filter condition, which component is always a choice list?
a) Operator
b) filter criteria
c) match criteria
d) operation

Ans: A

136. Many actions are included with the flow designer, what are some frequently used core-actions? choose four answers?
a) look for update
b) wait for condition
c) create record
d) look up record
e) ask for approval
f) wait for match

Ans: B C D E

137. 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 tables are parent, child and base tables? choose five answers?

a) super incident table is a parent table
b) super incident table is a child table
c) task table is a child table
d) super incident table is a base table
e) task table is a parent table
f) incident table is a base table
g) task table is a base table
h) incident table is a parent table
i) incident table is a child table

Ans: B E G H I

138. When building an extend table from a base table, which fields do you need to create? Choose 2 answers.

a.The fields that are specific to the extended table

b. the fields that are not in the base table.

c. the reference fields for the base table

d. the mandatory fields for the base table

Ans: B C

139.   Which is the most efficient way to move large amount of data between instances?
   a) Update sets
   b) export to data package
   c) export to zip
   d) export to XML

   Ans: A

140.   Which service now 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 health dashboard
   b) event management homepage
   c) service dashboard
   d) CI dependency view

   Ans: A

141.   When importing spreadsheet data into service now, what is the first step in the
   process?
   a) set coalesce
   b) select import set
   c) define data source
   d) run data scrabber
   e) create import set

   Ans: E

142.   when managing tags, you can adjust who is able to see it. what are the visibility
   options? choose three answers?
   a) Everyone
   b) groups and users
   c) me
   d) Admins
   e) Roles and permissions

   Ans: A B C

143.   which modules can you use to create a new table? choose two answers?
   a) tables and columns
   b) dictionary
   c) schema map

d) tables

Ans: A D

144. Roles can inherit permissions from other roles which role inherits all of the permissions of the catalog role, and the user_criteria_   permissions to create items and services?
a) Sya Admin [sys_admin]
b) Item Admin [sn_item_admin]
c) Catalog Admin [catalog_admin]
d) Catalog Author [sn_catalog_write]

Ans : A

145. What service now feature allows you to include data from a secondary related table on a report?
a) outer join
b) joins
c) SQL
d) dot walking

Ans: D

146. which of the following are not included in an update set by default? Choose 3 Answers?
a) Business rules
b) Schedules
c) scheduled jobs
d) transcripts
e) home pages
f) data

Ans: B C E

147. what options can you see, when you right click on a CI, from the CI dependency view map? choose three answers?
a) view affected Cis
b) view cases
c) view related tasks
d) view recent outages
e) view knowledge

Ans: A C D

148. you have heard about a new application released by service now. you want to try it out, to see if it might be useful for your company's service now implementation. what would be the best way to get hands on experience with the new application?
a) active the application plugin, on your personal dev instance

b) check the latest release notes on docs.servicenow.com
c) search the wiki for sales demo request form
d) Activate the application plugin, on your company's production instance.

Ans: A

149. On a filter condition, there is an element, which is based on the table, the user access rights, and column on the table. what is this element called?
a) Column
b) Field
c) data element
d) attribute
e) label

Ans: B

150. which module would you use to customize your instance banner image, text and colours?
a) service portal> portals> branding
b) system properties> basic configuration UI16
c) system UI> UI pages> branding
d) home page admin> pages> branding
e) system properties> branding

Ans: B

151. Which service now capability provides assistance to help users obtain information, make decisions and perform common work task via messaging interface?
a) Knowledge chat
b) virtual agent
c) now support
d) chat box
e) agent workspace

Ans: B

152. service now contains over 25 different report types. what are some of the types? choose five answers?
a) Semi-donut
b) Speedometer
c) Donut
d) Thermometer
e) Pie
f) Horizontal Bar
g) Odometer

Ans: A B C E F

153. On the CI dependency view, what enables you to trace from an infrastructure item, like a server, to the server that dependent on that server?
   a) Transform app
   b) Relationships
   c) automapping utility
   d) service tracer

   Ans: B

154. which one statement correctly describes access control rule evaluation?
   a) roles are evaluated from the general to specific, so a table rule must be active to continue.
   b) if a row level rule and a field level rule exist, both rules must be true before an operation is allowed
   c) rules are evaluated using roles. the role with the most permissions evaluates the rules first
   d) if more than one rules applies to a row, the older rule is evaluated first

   Ans: B

155. Which one of the following describe the primary operations performed against tables in the service now platform?
   a) create, read, upload, delete
   b) capture, rate, write, develop
   c) create, rate, update, delete
   d) create, read, write, delete

   Ans: D

156. what are advantages of using spokes for integration? Choose 3 answers?
   a) free spokes are available in the ServiceNow store
   b) reduces the need for code
   c) features scale and control mechanism
   d) ensures discoverability and reuse
   e) automated event management

   Ans: A B E

157. 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) on search box, select text, type email, click enter
   b) click list magnifier to expand column search, on short description, 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

Ans: D

158.   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 activity stream icon to show a frame with live updates
    b) select service desk> my work dashboard
    c) open an agent workspace tab for each record he wants to monitor
    d) click on the eyeglass icon to expand the monitor frame

    Ans: A

159.   you have an existing customer, who is using work floors for their catalog item. Existing purchasing policies to require approval for any request that totals over $1000. However, management wants to change the approval threshold to $1500. which workflow would you update to make this change?
    a) service approval processing
    b) purchasing process flow
    c) service catalog request
    d) service catalog item request

    Ans: C

160.   after you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers?
    a) create application menu with the same name as the table label
    b) set the font style on both the application menu and the module
    c) specify which roles are able to see the module
    d) set the filter condition on the application module
    e) Create module with the plural of the table label
    f) specify which roles are able to see the application menu

    Ans: A E

161.   What Icon do you use to change the label on your favorite?
    a) Triangle
    b) Star
    c) Clock
    d) Pencil

    Ans: D

162.   What is the platform name for the group table?
    a) Group
    b) sys_user_group
    c) sys_group
    d) sys_groups

Ans: B

163. from a form, what would you Click to modify the order of the fields on the form?
Choose 2 answers?
   a) context menu> configure> form layout
   b) context menu> configure> form designer
   c) right click on header> configure> form design
   d) context menu> form> layout
   e) right click on header> configure>UX dashboard

Ans: A C

164. On access control definitions, what are ways you can set the permissions on a table?
Choose 3 answers?
   a) Groups
   b) Roles
   c) script that sets the answer variable to true or false
   d) CRUD
   e) conditional expressions

Ans: B C E

165. What is used to determine user access to knowledge bases or a knowledge article?
   a) read access flag
   b) privacy settings
   c) user criteria
   d) sn_kb_read, sn_article_read

Ans: C

166. What is the result of the order in which access controls are evaluated?
   a) Ensures user has access to the application, before evaluating access to a module within the application
   b) ensures user has access to the fields in a table, before considering their access to the table
   c) Ensures user has access to a table, before evaluating access to a field in the table
   d) ensures user can get to work as quickly as possible.

Ans: C

167. what is a no-code approach to control the mandatory or read only state of a form field?
   a) Client script
   b) UI action
   c) UI policy
   d) UI Rule
   e) UI Script

Ans: C

168. Which module is used as the first step for importing data?
   a) Transform data
   b) coalesce data
   c) Load data
   d) import data

   Ans: C

169. Which tool graphically displays an infrastructure view for a configuration item (CI) and Its relationship with the other CIs?
   a) Schema map
   b) dependency view
   c) dependency map
   d) database view

   Ans: B

170. Group records are stored in which table?
   a) Group[sys_user_group]
   b) Group[s_sys_group]
   c) Group[u_sys_group]
   d) Group[sn_sys_group]

   Ans: A

171. What is the most common role that has access to almost all platform features, Functions and data?
   a) security admin[security_admin]
   b) System Administrator[admin]
   c) Sys admin[sys_admin]
   d) Admin[sn_admin]
   e) Base admin[base_admin]

   Ans: B

172. What service now features can be triggered by events, and is used to inform users about activities or updates in service now?
   a) Emails
   b) Texts
   c) Alerts
   d) Events
   e) Notifications

   Ans: E

173. The ServiceNow platform includes which type of interfaces? Choose 3 answers?

a) black office dashboard
b) Now mobile apps
c) service portals
d) field service task board
e) now platform user interfaces
f) agent Control Centre

Ans: B C E

174. 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 manager is not a member of the network and hardware groups.
b) the assignment group manager field is empty.
c) the manager is not a member of the service desk group
d) the manager does not have the ITIL role.

Ans: A

175. You are showing your customer a new form that you have created for their new application. they would like to add a field to the form. where could you do that? Choose 2 answers?
a) select fields and columns module
b) select field class manager module
c) click on context menu, select configure > form design
d) right click on the form header, select configure > form layout

Ans: C D

176. A role is defined as what?
a) A persona in a workflow
b) a set of user access policies
c) a collection of permissions
d) a set of access control rules

Ans: C

177. Which application is used primarily to load data into service now?
a) data import configuration
b) system import sets
c) import management
d) import hub

Ans: B

178. what are the three key tables in an enterprise CMDB? Choose 3 answers?
    a) Sn_cmdb_bak
    b) Sn_cmdb_ci
    c) Cmdb_rel_ci
    d) Cmdb_bak
    e) Cmdb_ci
    f) Cmdb
    g) Sn_cmdb

    Ans: C E F

179. 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. *; operation: write; Permission: itil
    c) Name: incident.none; permission: create; role: itil
    d) Name: incident. *; Permission: write; role: itil
    e) Name: incident.Any; operation: write; Permission: itil

    Ans: A

180. What do you activate when you want to add applications or functionality within your development instance?
    a) Patch
    b) app updated set
    c) app package
    d) plugin
    e) updated pack

    Ans: D

181. From a form, what would you Click to add additional fields to the form? Choose 2 answers?
    a) right click on header > add > field
    b) context menu > form > layout
    c) context menu > configure > form design
    d) context menu > configure > Form layout
    e) context menu > form > designer
    f) right click on header > configure > UX dashboard

    Ans: C D

182. 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

Ans: C

183. What framework can be use to manage the tables and configuration items (CIs) associated with a particular use case?
   a) scenario dashboard
   b) common service data model (CSDM) Product View
   c) CMDB Use Case Modeler
   d) CI Use Case Modeler

   Ans: B

184. What role enable someone to authorise a request with no other permissions on the platform?
   a) Authorize[authorize_user]
   b) Reviewer[reviewer_user]
   c) Approver [approve_user]
   d) Verification [verify_user]
   e) Approve Group [approval_group]

   Ans : C

185. What functionality can you use to track the time a task has been open to ensure that tasks are completed within an allotted time?
   • Service Level Agreements
   • Assignment rules
   • Inactivity monitors
   • Approvals

   Ans: A

186. service now contains a resource which provides the following: 1) A standard and shared set of service related definition across service now products and platforms that will enable and support true service level reporting. 2) A CMDB framework across our products and platforms that will enable and support multiple configuration strategies. what resource do these statements describe?
   a) information technology infrastructure library (ITIL)
   b) configuration management database (CMDB)
   c) common service data model (CSDM)
   d) information technology service management (ITSM)

   Ans: C

187. 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 content item
c) create catalog item
d) create order guide

Ans: A

188.   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) auto suggest query
d) machine learning query
e) predictive intelligence query

Ans: A

189.   what is the best practice related to using the default update set for moving customization and instances?
a) you should not use the default update sets for moving between instances
b) keep default updates set to maximum of 20 records, for troubleshooting purposes.
c) submit default updates set to application repository
d) merge default update sets before moving between instances

Ans: A

190.   What is the name of the table relationship, where two or more tables are related in a bidirectional relationship, so that the related records are visible from both tables in a related list?
a) Database view
b) Extended
c) many to many
d) one to many

Ans: C

191.   What function do you use to add buttons, links, and context menu items on forms and list?
a) UI policies
b) UI actions
c) UI settings
d) UI config

Ans: B

192.   what feature do you use to specify which users are you able to access a service catalog item?
a) Can order tab.

b) catalog user role
c) can read role
d) User criteria

Ans: D

193.   Tables may have a one-to-many relationship. from the service catalog, what are examples of tables having a one-to-many relationship? Choose 3 answers?
a) one cart can have many requests
b) one request can have many requested items
c) one approval can have many requests
d) one requested item can have many approvals
e) one requested item can have many catalog tasks

Ans: B D E

194.   On a form header, what is the three-bar icon called?
a) hamburger icon
b) pancake icon
c) cake icon
d) additional actions or context menu

Ans: D

195.   a user is complaining that they are seeing a blank page, when they click create new, from your custom inventory application. you have confirmed that they can see the inventory application, and the create new module on the application navigator. what could be the cause of this issue?
a) create new module has a broken link
b) user should be using Chrome instead of explorer for their browser.
c) user has read role, but not the write role on the inventory table
d) known intermittent issues with UI15
e) user session has timed out

Ans: C

196.   which service now capability allows you to provide knowledge articles, via a conventional messaging interface?
a) Virtual agent
b) now messenger
c) agent assist
d) connect agent

Ans: A

197.   when moving multiple update sets at one time, what might you do to facilitate the move?
a) Preview

b) Test
c) Batch
d) Verify

Ans: C

198.   what are the components that make up a filter condition? Choose 3 answers?
a) Field
b) Column
c) Value
d) Operator
e) match criteria

Ans: A C D

199.   When impersonating a user for testing purpose, what is the best way to return the instance, logged in with in your user account?
a) logout and back in
b) turn your computer off and on again
c) clear browser cache
d) end impersonation

Ans: D

200.   What type of field has a drop down list, from which you can pick from predefined options?
a) drop down
b) option
c) choice
d) picker

Ans: C

201.   A customer requests the following data quality measures to be added:
• incident number should be read only on all list 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) dictionary design policy
b) data quality policy
c) field criteria policy
d) data policy

Ans: D

202.   User records are stored in which table?
a) User[sys_user]

b) User[sn_user]
c) User[u_sys_user]
d) User[s_user]

Ans: A

203. Your Customer would like to create a new templates to notify users who are affected by network outage at their site. which module would you use to create a new notification?
a) system properties > email > settings
b) administration > notification overview
c) user preferences > email > notifications
d) system notification > email > notifications
e) click gear > notifications > new

Ans: D

204. Two departments (HR onboarding and facilities) have come to you, asking for a way for employees to request event room setup services. The requirements are the same for the form and the task routing to the facilities assignment group. 1) For HR, the item will be used primarily for the onboarding condition, for employees orientation sessions. 2) for facilities, the item will be used for anyone in the company who needs room setup services. However, both departments have their own service catalogs. what do you do, to support these requirements?
a) create one catalog item for event room setup; then use ACLs to control access.
b) create one catalog item for HR event room setup and one for facilities even room setup; then publish each to the appropriate catalog.
c) create one catalog item for event room setup; then publish to the parent catalogue, which is accessible to both HR and facilities.
d) create one catalogue item for event room setup; then publish to both catalogs.

Ans: D

205. How would you describes the relationship between the incident table and task table?
a) Incident table has a one to many relationship with the task table
b) Incident table is related to the Task table via the INC number
c) Incident table has a many to many relationship with the task table
d) Incident table is a database view of the Task table
e) Incident table extends from task table

Ans : E

206. 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

Ans : C D E

207. When creating a new notification , what must you define ?Choose 3 answers
    a) What is the content of the notification
    b) The associated knowledge base
    c) who receives the notification
    d) under what condition is the notification sent
    e) settings for handling inactive user accounts

    Ans : A C D

208. 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

    Answer: A B D

209. What are the steps for applying an update set to an instance? Select 3 Answers from the below options.
    a) Delete
    b) Retrieve
    c) Copy
    d) Preview
    e) Commit

    Ans : B D E

210. What are examples of core tables in the ServiceNow platform?
    a) Team, party, awards
    b) User, task, incident
    c) Work, caller, timecard
    d) base configuration item, configuration item, base task

    Ans : B

211. What is created when an order is placed for a catalogue item? Select 3 Answers from the below options.
    a) A Requested Item (RITM) record
    b) One or more Service Catalog Task (SCTASK) records
    c) A Variable
    d) A Variable Set

e) A Request (REQ) record

Ans : A B E

212. Which feature ensures data consistency while importing data using import data using import sets and web services?
a) Data policy
b) Client script
c) UI policy
d) Business Rule
e) CSDM

Ans : A

213. Groups are stored in what table?
a) Group[sn_sys_user_group]
b) Group[sys_user_group]
c) User Group[user_groups]
d) Groups[sys_user_groups]
e) User Group[sn_user_groups]

Ans : B

214. What service catalog feature do you use to organize items into logical group ?
a) variable sets
b) catagories
c) sections
d) catalog items

Ans: A

215. When using Flow designer. What is the Flow Execution initiated by?
a) A flow logic
b) a trigger
c) An existing subflow
d) an execution data pill

Ans : B

216. Which feature helps to automatically allocate a critical, high-priority , service request to the appropriate assignment group or team member ?
a) Assignment Rule
b) U I policy
c) User Policy
d) Predictive Intelligence

Ans: A

217. 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) A task can trigger many workflows; and a workflow can trigger many tasks.
   b) requests can contain many items: and items can be any item from the catalog
   c) vendors can sell multiple product; and products can be sold by multiple vendors
   d) A configuration item can belong to multiple classes; and Classes can contain multiple configuration items.

   Ans: delima b/w c and d

218. Which system property is added and set to true in order to see impersonation events in the System Log?
   a) glide.impersonation_setting
   b) glide.sys.all_impersonation
   c) glide.syslog_impersonation
   d) glide.user_setting
   e) glide.sys.admin_login

   Ans : E

219. While using the CMDB, what do you call the component that needs to be managed in order to deliver services?
   a) Data flow
   b) Service Offerings
   c) Asset
   d) catalog items
   e) configuration item

    Ans: E

220. What component of a ServiceNow infrastructure defines every table and every field in the system?
   a) Dictionary
   b) table class manager
   c) schema
   d) field map
   e) data atlas

   Ans : confusion

221. 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

Ans : C

222. An order for new office requirement has been placed through the service catalog how would you view the list of request after the orders have been placed?
a) All > tables and columns > tasks
b) All > service catalog > open records > items
c) In the navigator filter type "requests list" and press Enter key
d) All > service catalog > requests

Ans : D

223. What is the definition of a group?
a) A development
b) A collection of tasks
c) A collection of users
d) A collection of subject matter experts
e) An escalation pod

Ans : C

224. What type of field allows you to look up values from one other table?
a) dot walk
b) lookup
c) options
d) reference

Ans : Delima between B And D

225. Which service now utility provided a modern interactive graphical interface to visualize configuration items and their relationships?
a) Dependency view
b) Flow designer
c) Business service map
d) ci class map

Ans : A

226. 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) Data
b) Properties
c) Configure
d) Type

e) Sources

Ans : C

227. What do you install when you want to add applications or functionality within your development instance?
a) App Package
b) Patch
c) Updated pack
d) App updated set
e) Plugin

Ans : E

228. Which framework can automatically populate values for the Priority and Catagory fields based on the Short description field value?
a) Action
b) UI policy
c) Predictive intelligence
d) Assignment rule
e) CSDM

Ans : C

229. The customer has been asked that you change the default layout of the task list. They would like these
- Numbers
- Task type
- Parents
- Short description
- Assignment group
- Assignee
- Updated

After navigating to the list ,where would you click, to meet this requirement?

a) Right click on any column header, Context Menu > Configure > List Layout
b) Click List Context Menu > Configure > Columns
c) Click List Context Menu > Personalize List
d) Right click List Gear icon > Configure > Columns

Ans : A

230. Which allows the creation of a task-based record from Service Catalog?
a) Flow designer

b) UI actions
c) UI Builder
d) Assignment Rule
e) Record Producere

Ans : E

231. Security rules are defined to restrict the permissions of users from viewing and interacting with data. What are
    a) Role assignment rules
    b) Access control rules
    c) Crud rules
    d) Scripted user rules
    e) User authentication rules

    Ans : B

232. What servicenow feature allows you to include data from a secondary related table on a report?
    a) SQL
    b) Joins
    c) Outer joins
    d) Dot walking

    Ans : D

233. 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

    Ans : E

234. 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) All > System properties > UI properties > Turn on the "glide.ui.advanced" property
    b) Context Menu > Form layout >add the "Save" button
    c) All > System properties > UI properties > Turn on the "Save" button
    d) Content Menu > Form Design > Add the "Save" button.

    Ans : A

235. A customer wants to be able to identify and track components of their infrastructure that support their e-commerce service What ServiceNow products could support their requirement   Choose 3 answer
    a) Discovery
    b) Configuration management
    c) Financial management
    d) performance analysis
    e) service mapping

    Ans : A B E

236. On the Form header, which element allows you to access form templetes
    a) Pages
    b) more options
    c) stamp
    d) paperclip

    Ans : B

237. What is the name of the string that displays filter criteria?
    a) Topic
    b) Choice
    c) Menu
    d) Breadcrumb

    Ans : D

238. As administrator what must you do to access features of high security settings?
    a) use system administrator > elevate roles module
    b) impersonate security admin
    c) select elevate roles
    d) add security_admin role to user account

    Ans: D

239. when building an extended table from base table .which fields do you need to create? Choose 2 correct answers
    a) the fields that are specified to the extended table
    b) the fields that are not in the base table
    c) the mandatory fields for the base table
    d) the reference field for the base table

    Ans : B D

240. On form which type of field has this icon which can be clicked to see a preview of the associated record?
   a) Reference
   b) Quickview
   c) preview
   d) snapshot
   e) ondown
   f) lookup

   Ans: A

241. what action will allow you to personalize layouts of colums in a list
   a) context menu > view >personalize
   b) click gear icon > personalize window options > select the appriate columns
   c) select the column to be personalized and right at the header > choose the options
   d) select the column to be personalized a > choose the options

242. In what order are Access controls evaluated ?
   a) Feild-level – most general to most specific, then Row-level -most specific to most general
   b) table-level – most specific to most general, 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) Feild-level – most specific to most general, then table-level -most specific to most general

   Ans: C

243. Which testing framework is used to test ServiceNow Application ?
   a) Automated test framework(ATF)
   b) Junit
   c) Test Driven Framework
   d) Selenium

   Ans : A