Question 1 Correct

A filter is a set of conditions applied to a table to help you find and work with a subset of data.

In the Now Platform, filter conditions are also referred to as:

Title Bars

Column Headings

Your answer is correct

Breadcrumbs

Field Values

Overall explanation

List filter conditions are also referred to as **breadcrumbs**.

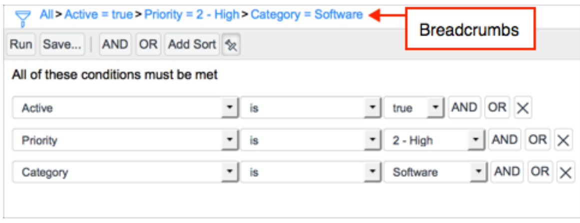
You can apply, modify, create, and save filters.

A hierarchical list of conditions at the top of the table — breadcrumbs — indicates the current filter.

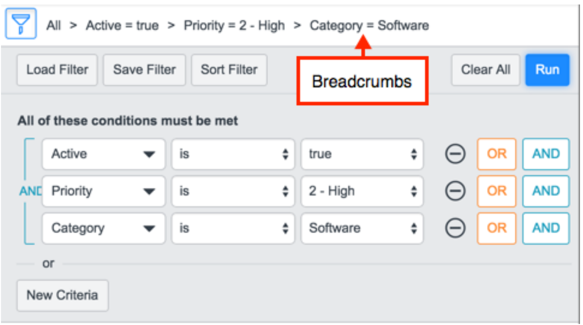
Note: In List v3 split mode, you cannot edit the filter from the breadcrumb.

Click the filter icon in the left pane to open the filter conditions in the right pane for editing.

Screenshot 1: **An example of Breadcrumbs in List v2**



Screenshot 2: **An example of Breadcrumbs in List v3**



Subdomain: Lists, Filters, and Tags

Difficulty level: Easy

Resources

Using filters and breadcrumbs

Domain

Configuring Applications for Collaboration

Question 2 Incorrect

A dark theme or mode is available for some of the Now Platform capabilities in the Next Experience UI to allow users to fine-tune their experience and help alleviate their eye strain.

Which of the following products can support the dark theme?

Select 3 Answers from the below options.

Your selection is correct

Knowledge Management

Natural Language Understanding

Correct selection

Assessments and Surveys

Your selection is correct

Dashboards and Reports

Your selection is incorrect

AI Search

Overall explanation

Next Experience delivers a next-generation, intuitive, personalised experience to drive productivity, improve engagement, and reveal insights across the Now Platform.

A dark theme or mode is available to allow users to fine-tune their experience and help alleviate their eye strain by reducing the light emitted by device screens.

Here are some of the Now Platform capabilities that support the dark theme:

- **Dashboards and Reports**
- **Knowledge Management**
- **Assessments and Surveys**

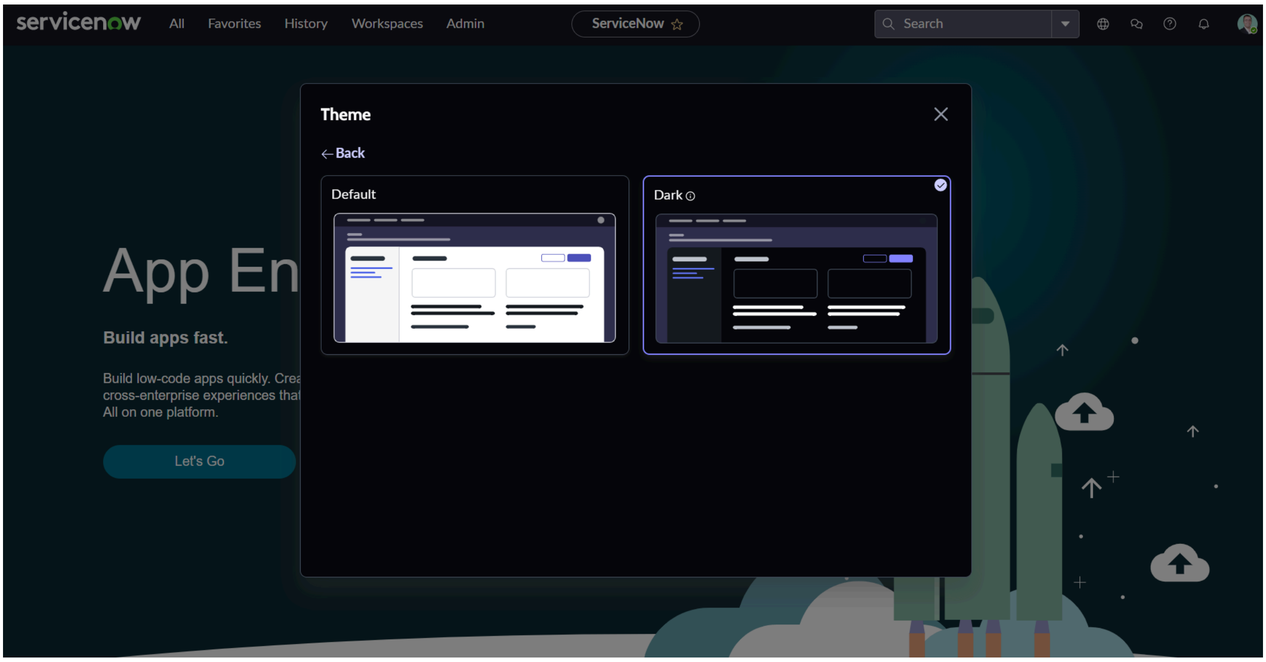
You can take advantage of the light and dark theme support for knowledge articles on the Now Platform. This option is commonly used to alleviate eye strain by reducing the light emitted by device screens.

Dashboards and Reports, along with Assessments and Surveys, have been updated with a dark theme for the Next Experience UI for better visual clarity.

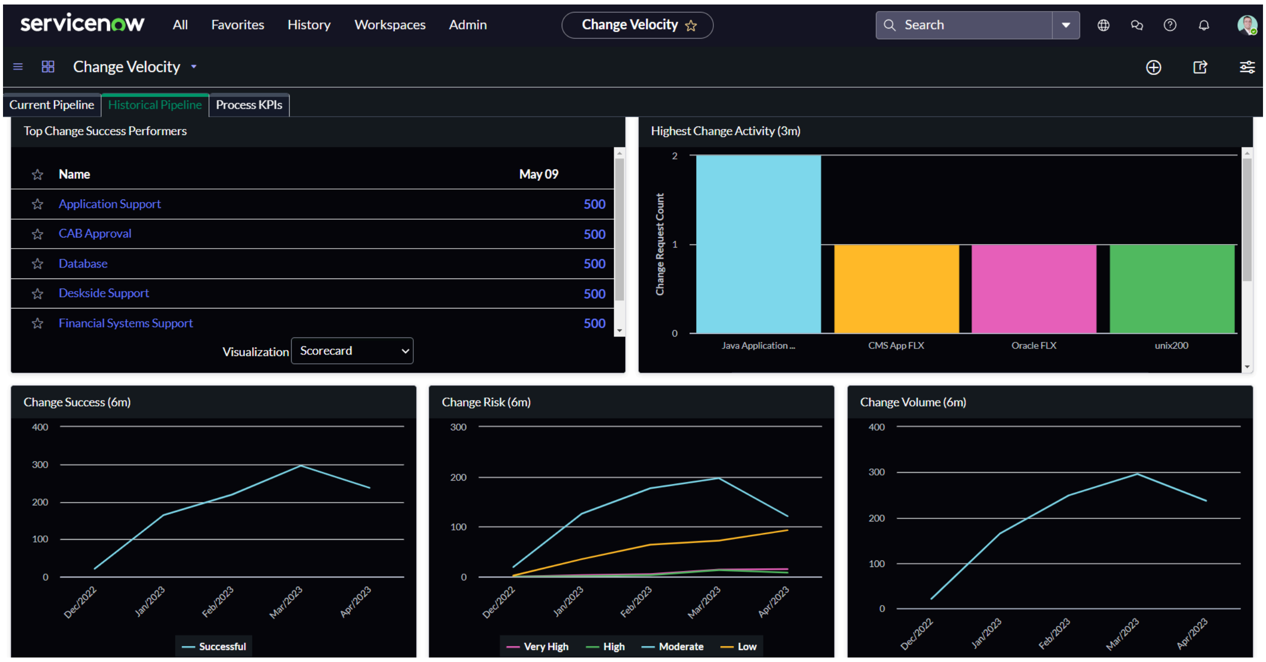
As a user, you can switch to the dark theme on the platform and the Service Workspace Portal.

Note: You can switch to the dark theme if the dark theme and Next Experience are enabled in the platform.

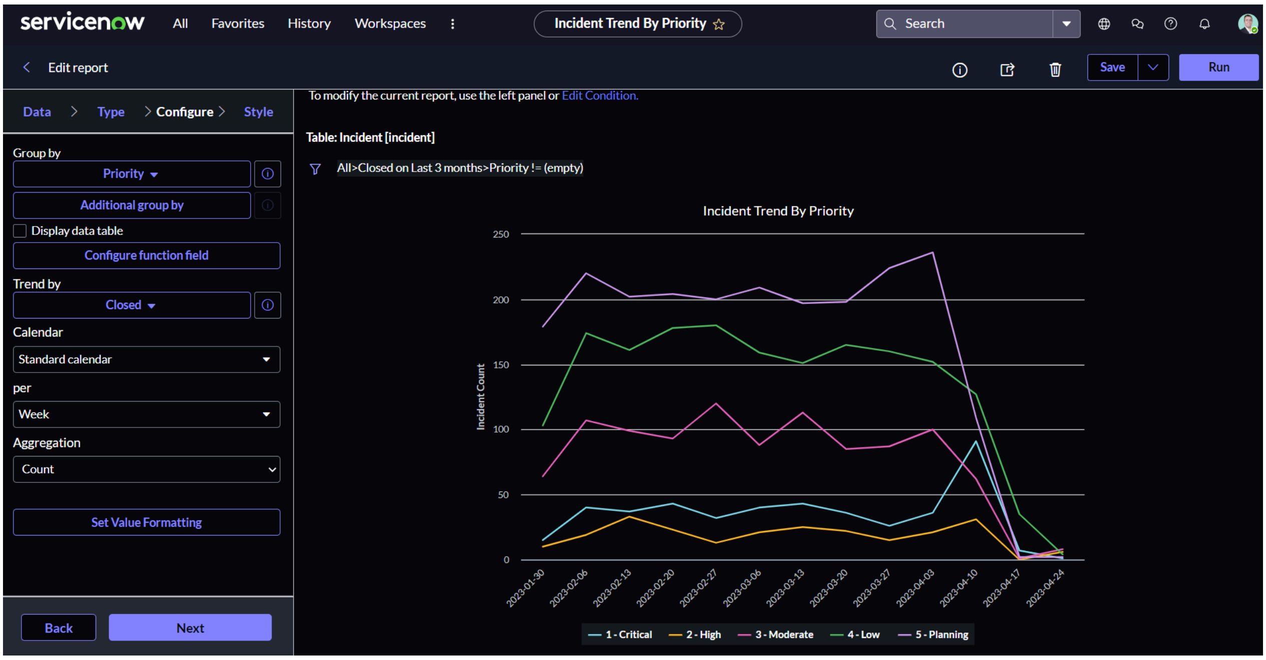
Screenshot 1: **Enabling dark theme in the Next Experience UI**



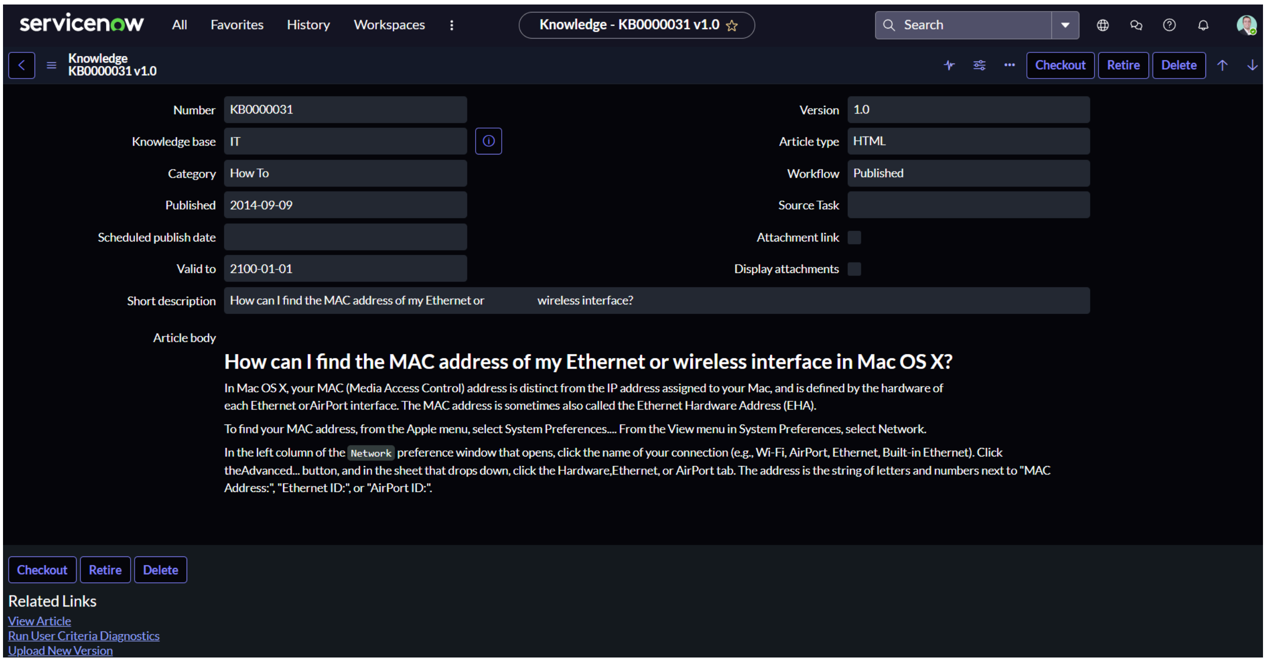
Screenshot 2: **Example of a dashboard in the dark theme**



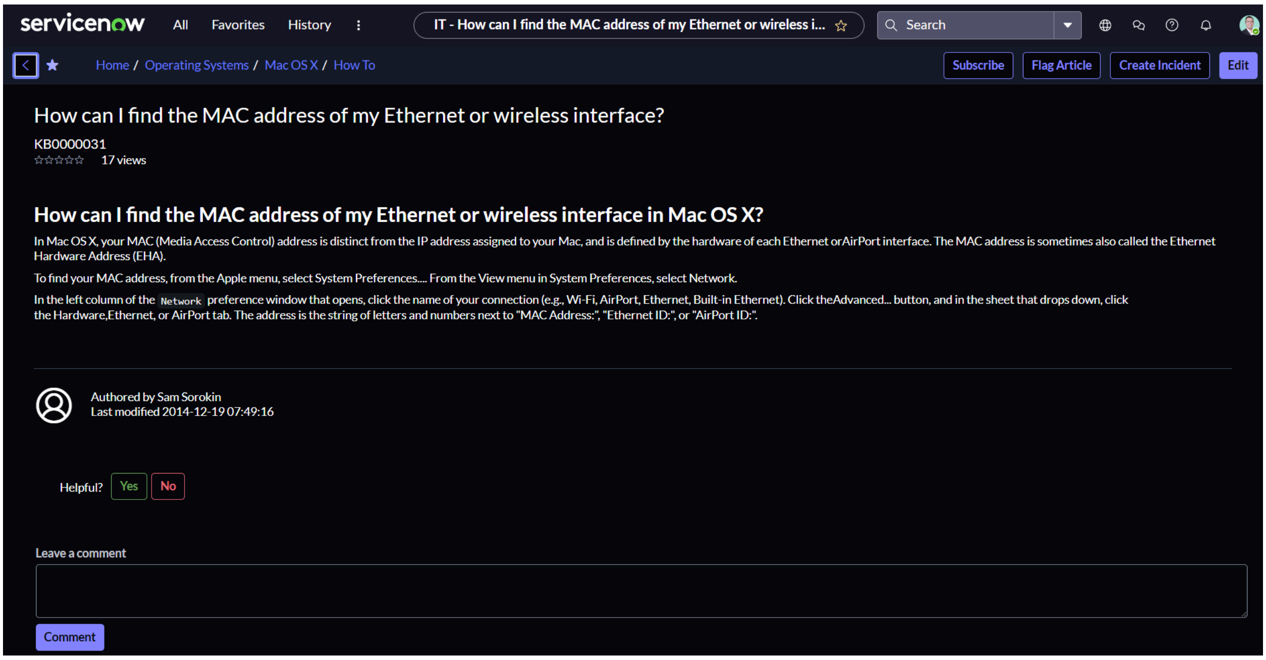
Screenshot 3: **Example of a report in the dark theme**



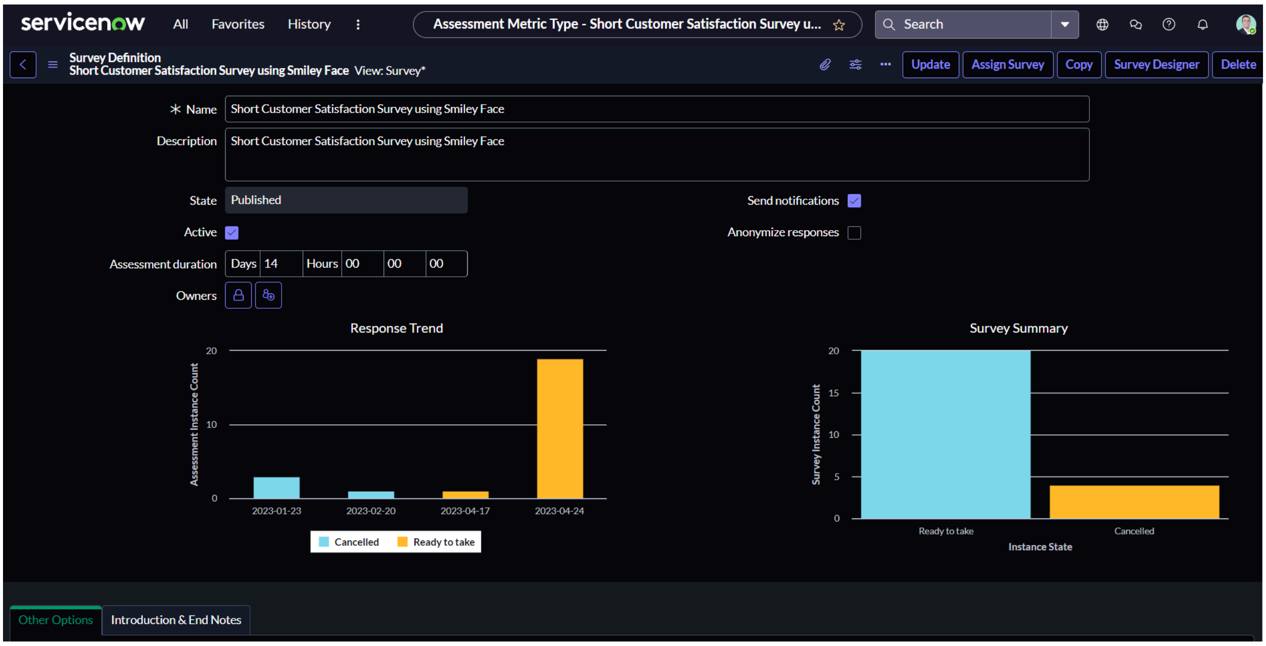
Screenshot 4: **Creating a knowledge article in the dark theme**



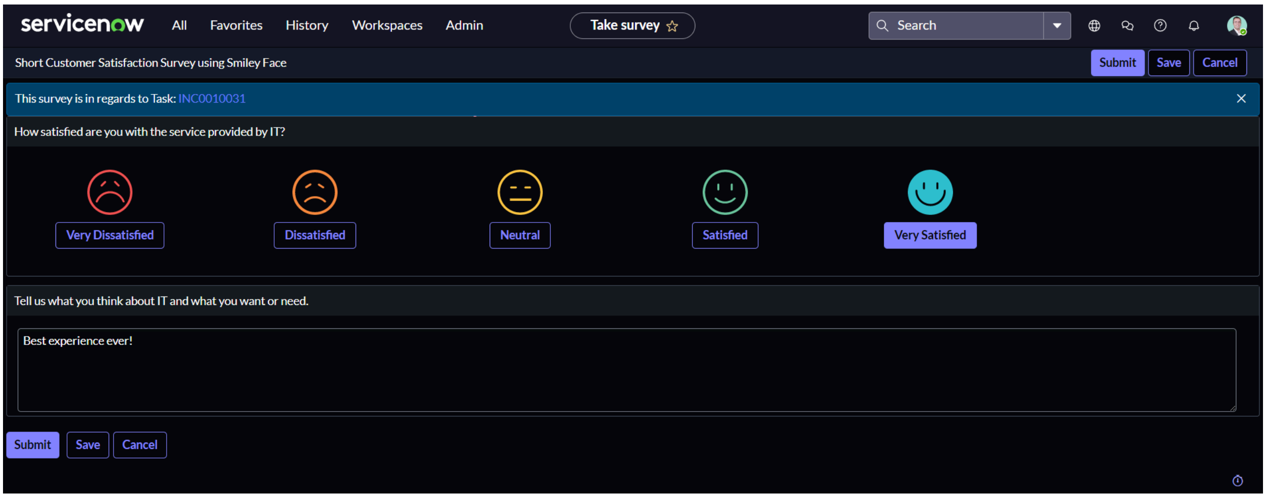
Screenshot 5: **Viewing a knowledge article on the platform in the dark theme**



Screenshot 6: **Survey definition form in the dark theme**



Screenshot 7: **Taking a survey on the platform in the dark theme**



Subdomain: Platform Overview and Navigation - Next Experience Unified Navigation

First introduced: Utah release

Difficulty level: Hard

Resources

[Accessibility]

Domain

Platform Overview and Navigation

Question 3 Correct

What is Configuration Management Database (CMDB)?

A table that contains a specific type or group of CIs that share common attributes

Components of an infrastructure required to deliver a product or service

A set of tools and databases that are used to manage an organizations configuration data

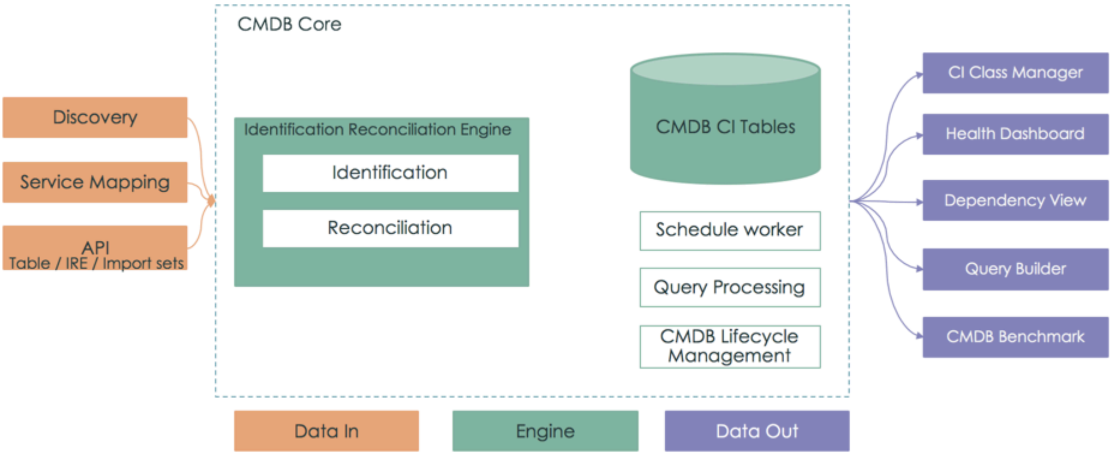
Your answer is correct

A database used to store configuration records throughout their lifecycle

Overall explanation

Configuration Management Database (CMDB) is a **database used to store configuration records throughout their lifecycle**.

Diagram: **CMDB Architecture**



Subdomain: CMDB and CSDM

Difficulty level: Easy

Resources

[Configuration Management Database / CMDB]

[Overview of CMDB]

Domain

Database Management

Question 4 **Incorrect**

You can use machine-learning solutions in your ServiceNow instance to predict, recommend, and organise data outcomes. These solutions can help resolve requests faster by categorising, assigning and prioritising them using the Short Description.

What is the name of this platform function?

Virtual Agent

Natural Language Understanding

Correct answer

Predictive Intelligence

Agent Assist

Your answer is incorrect

Performance Analytics

User Experience Analytics

Overall explanation

ServiceNow Predictive Intelligence is a platform function that provides a layer of artificial intelligence that empowers features and capabilities across ServiceNow applications to offer better work experiences.

Predictive Intelligence provides four frameworks that you can use to create machine-learning solutions in your instance. Each framework delivers a different solution type for training the system **to predict, recommend, and organise data outcomes.**

The Predictive Intelligence classification framework enables you to use machine-learning algorithms to set field values during record creation, such as setting the incident category **based on the short description**. You can train predictive models so they act as an agent to automatically categorise and route work based on your past record-handling experience.

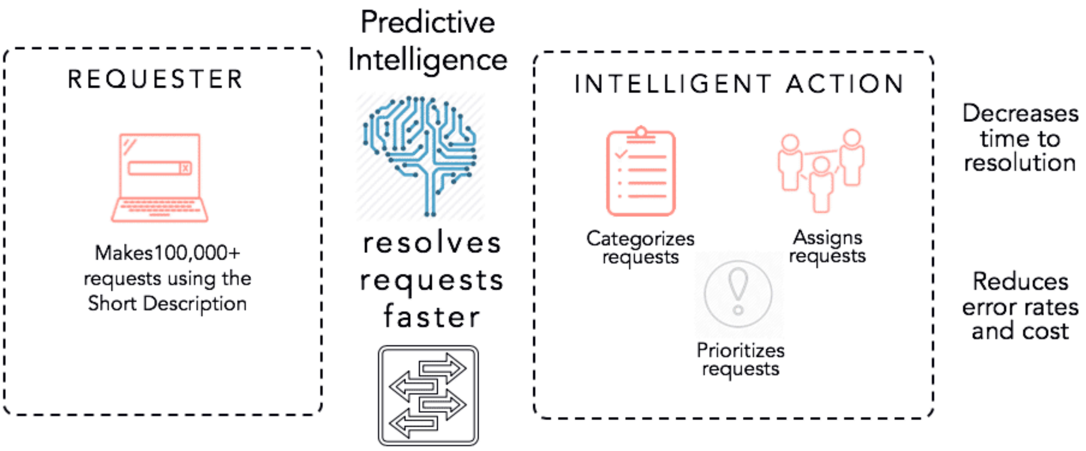
You can enable Predictive Intelligence to handle later volumes of incoming requests at lower costs. Automate the categorisation and assignment of requests to reduce:

- Task resolution times.
- The number of interactions required to resolve tasks.
- The error rates of categorising and assigning work.

Predictive Intelligence enables you to train predictive models and machine-learning solutions that you can apply to your business processes, such as:

- **Incident categorisation**: Predicts the incident **category** based on the short description.
- **CSM case assignment**: Predicts the case record **assignment group** based on the short description.

Image: **Using Predictive Intelligence to resolve requests faster**



Subdomain: Platform capabilities and services

Difficulty level: Medium

Resources

[Exploring Predictive Intelligence]

[Using Predictive Intelligence]

Domain

Platform Overview and Navigation

Question 5 Incorrect

Which of the following run scripts client-side?

Select 2 Answers from the below options.

Script Include

Correct selection

UI Policy

Your selection is correct

Client Script

Your selection is incorrect

Business Rule

Overall explanation

Scripts may be server-side (run on the server or database), client-side (run in the user's browser), or run on the MID server.

Client scripts and **UI policies** run client-side.

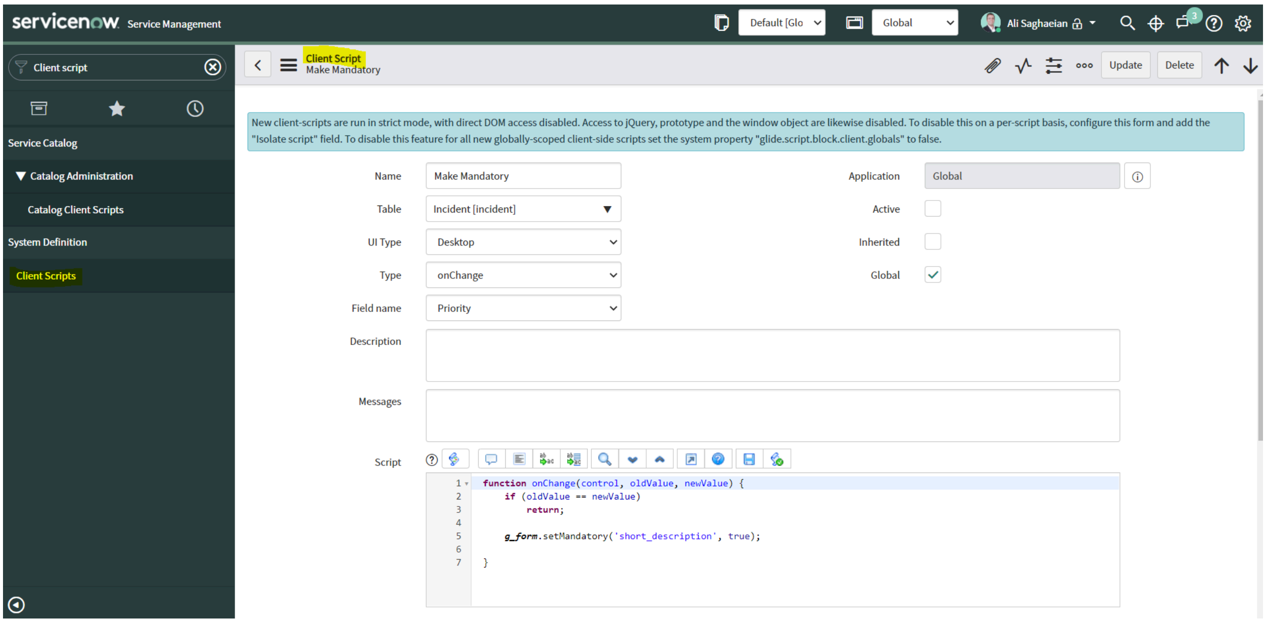
You can use **client scripts** to configure forms, form fields, and field values while the user is using the form. Client scripts can:

- make fields hidden or visible
- make fields read only or writable
- make fields optional or mandatory based on the user's role
- set the value in one field based on the value in other fields
- modify the options in a choice list based on a user's role
- display messages based on a value in a field

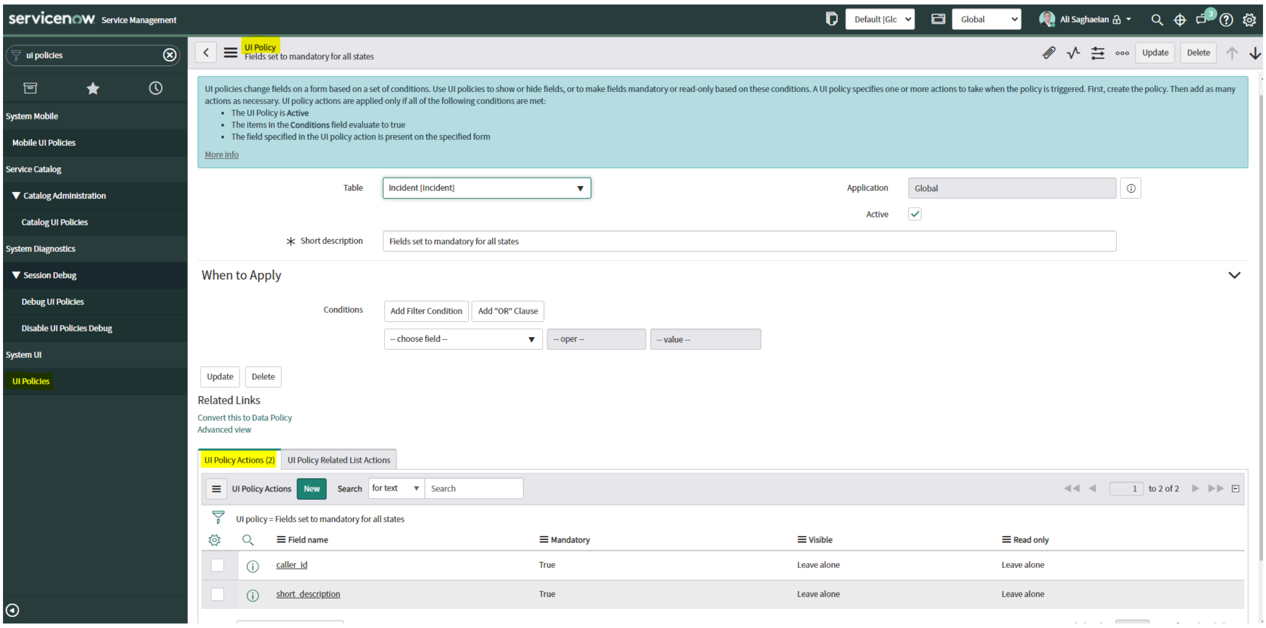
UI policies dynamically change the behaviour of information on a form and control custom process flows for tasks. For example, you can use UI policies to make the number field on a form read-only, make the short description field mandatory, and hide other fields.

Note: You can also use client scripts to perform all of these actions, but for faster load times use UI policies when possible.

Screenshot 1: **The Client Script to make the Priority field Mandatory**



Screenshot 2: **The UI Policy to make Incident `caller_id` and `short_description` fields Mandatory**



Subdomains:

- Scripting in ServiceNow
- UI Policies

Difficulty level: Medium

Resources

[Scripting]

[Client scripts]

[UI Policies]

Domain

Data Migration and Integration

Question 6 Correct

What framework in Flow Designer helps you select the next component in your flow from a list of AI-generated recommendations?

Flow Diagramming

AI Search

Your answer is correct

Now Assist

Generative AI Controller

Predictive Intelligence

Overall explanation

Now Assist allows you to improve productivity and efficiency to deliver better self-service, recommend actions and deliver answers, and empower users with search.

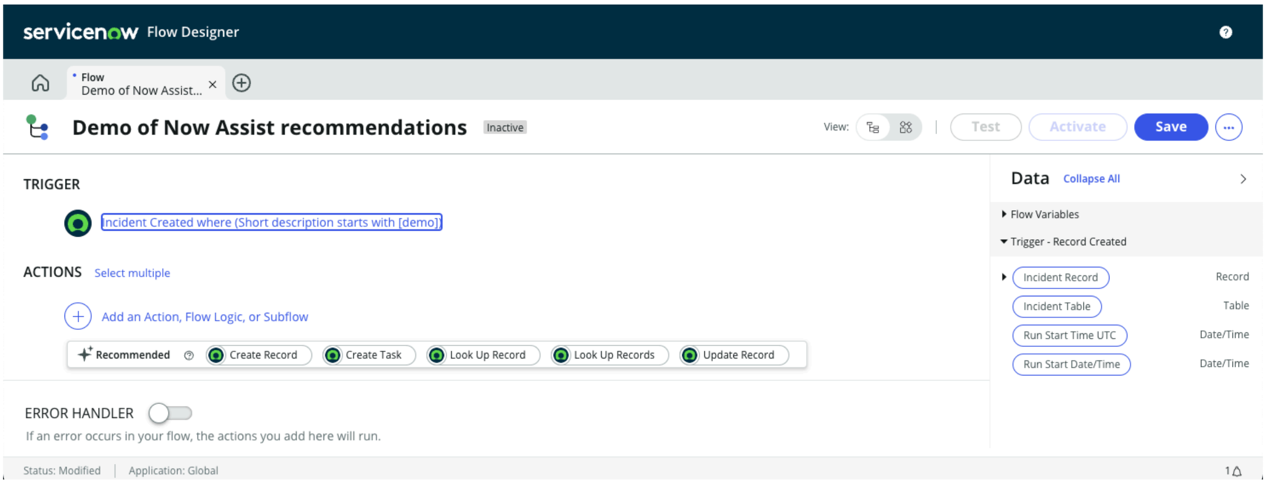
You can select the next component in your flow from a list of AI-generated recommendations. Using **Now Assist**, the system generates recommendations based on the current position in the flow and the flow component names listed before.

The model uses the name of the flow components that come before to generate one to five recommendations for the next step of the flow. If there are no recommendations listed, then there are no flow components that meet the required relevance threshold.

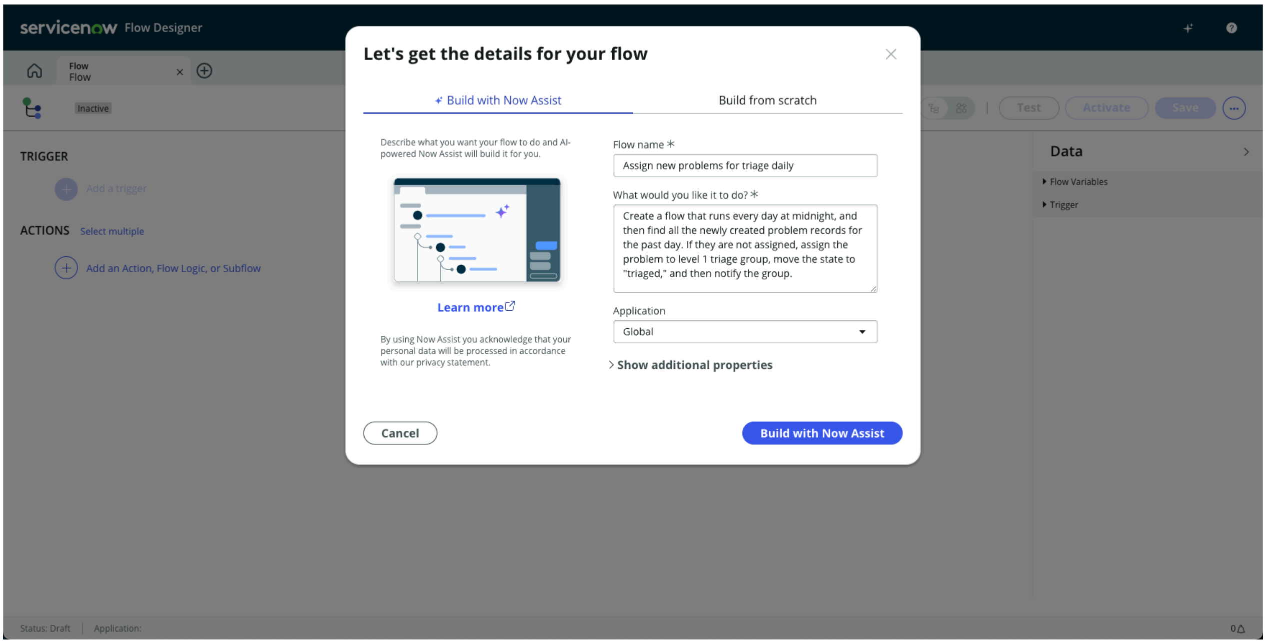
The system can only recommend actions, flow logic, and subflows that are available from ServiceNow. Recommendations can't include user-generated flow components such as custom actions, nor can recommendations include actions from ServiceNow Store spokes.

- **Note 1:** You can use Flow Assist to generate flows from text prompts and generate recommendations for the next step of a flow. Flow Assist is part of the Now Assist for Creator application.
- **Note 2:** Flow generation allows you to create multi-step flow outlines with generative AI. Flow outlines require configuration to add input values and data references.

Screenshot 1: **Five sample flow recommendations by Now Assist for an empty flow**



Screenshot 2: **Dialog window with options to build a flow with Now Assist**



Additional resource:

- Exploring Now Assist

Subdomain: Flow Designer

First introduced: Vancouver release

Difficulty level: Medium

Resources

Flow Assist

Now Assist

Flow generation

Domain

Self-Service & Automation

Question 7 **Incorrect**

Which modules can you use to create a new table?

Select 2 Answers from the below options.

Correct selection

Tables

Import Tables

Your selection is correct

Tables & Columns

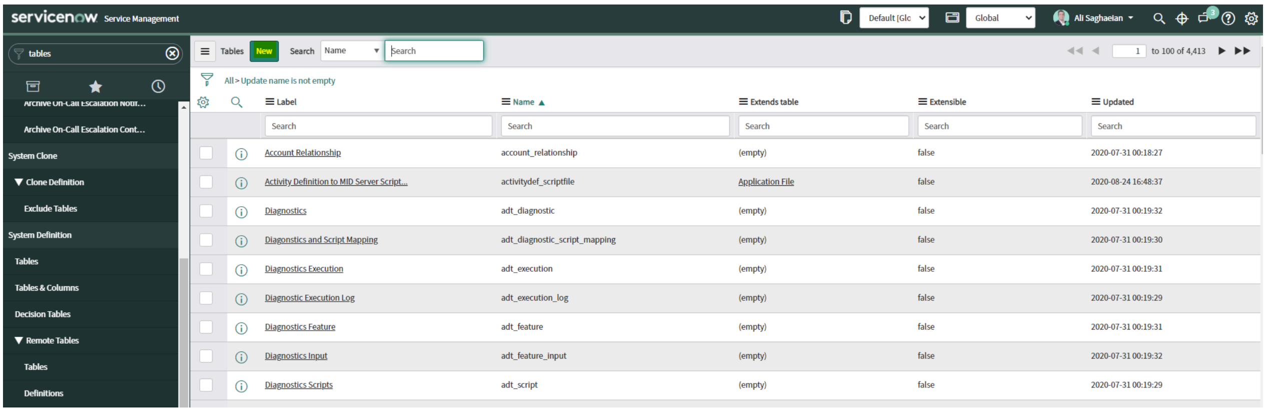
Your selection is incorrect

Create New

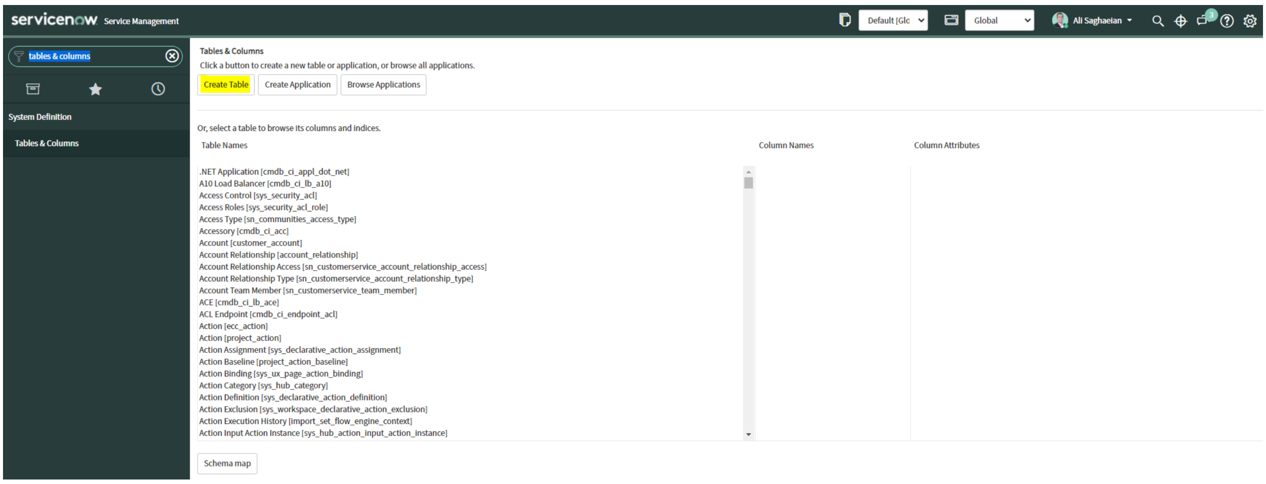
Overall explanation

You can use **Tables** or the **Tables & Columns** module to create a new table.

Screenshot 1: **Creating a new table from the Tables module**



Screenshot 2: **Creating a new table from the Tables & Columns module**



Subdomain: Personalising/customising the instance

Difficulty level: Medium

Resources

Creating a table

Domain

Instance Configuration

Question 8 **Correct**

Which ServiceNow product enables you to integrate with 3rd party applications without scripting?

Service Portal

Flow Designer

Visual Task Boards

Your answer is correct

Integration Hub

Overall explanation

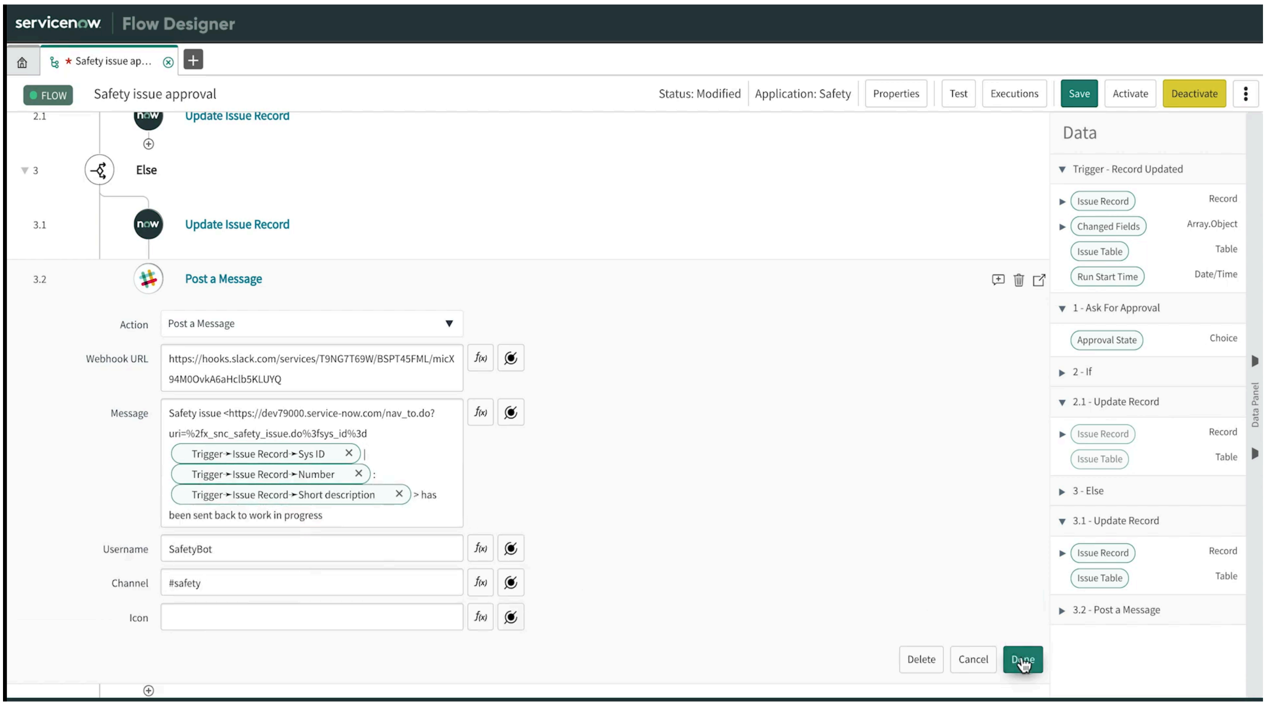
Integration Hub provides the ability to integrate with 3rd party applications without scripting.

Integration Hub enables the execution of third-party APIs as a part of a flow when a specific event occurs in ServiceNow.

These integrations, referred to as *spokes*, are easy to configure and enable you to add powerful actions without writing a script.

For example, you can post a message and incident details in a Slack channel when a high-priority incident is created.

Screenshot: **Sending a Slack message via ServiceNow Integration Hub**



Subdomain: Integration

Additional domain: Platform Overview and Navigation - Platform capabilities and services

Difficulty level: Easy

Resources

Integration Hub

[Exploring Integration Hub]

Domain

Data Migration and Integration

Question 9 **Correct**

An incident manager is responsible for the Critical Incidents assignment group. The group contains a few team members working on different Incident tasks; however, the incident manager cannot see any tasks on the 'Service Desk>My Group Work' list.

What of the following could explain this?

Select 2 Answers from the below options.

The incident manager is not part of the Service Desk group.

The incident manager is not listed as the assignment group manager.

All incident tasks are active but not pending.

Your selection is correct

The incident manager is not a member of the Critical Incidents group.

The My Groups Work list does not show Incident tasks by default.

No incident task is assigned to any of the group members.

Your selection is correct

The incident manager does not have the `itil` or `service_fulfiller` role.

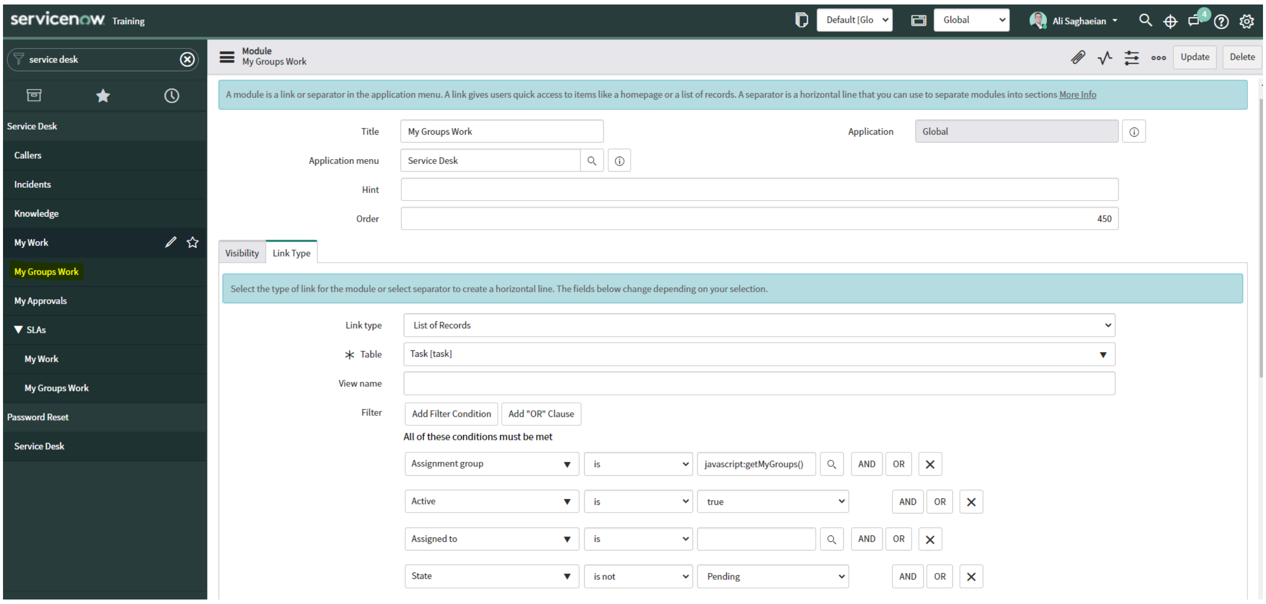
Overall explanation

The Now Platform includes a default homepage and the ServiceNow Service Desk application to provide a basic set of service desk functions.

Both can be customised to suit the processes you are involved in and the organisation's needs.

The Service Desk application allows users with the `itil` **or** `service_fulfiller` **role** to see a list of related tasks, including their work, groups work, and approvals. The My Groups Work module lists **all unassigned active and non-pending tasks where the user is a member.** Therefore, being a group manager is not enough to see the tasks.

Screenshot: **The My Groups Work module settings**



Subdomain: Task Management

Difficulty level: Hard

Resources

[ITIL dashboard]

[Using lists to find work to do]

Domain

Configuring Applications for Collaboration

Question 10 Correct

What is the best way to privately suggest an article revision to the knowledge manager from the Service Portal?

Leave comments

Rate article

Your answer is correct

Flag article

Edit article

Overall explanation

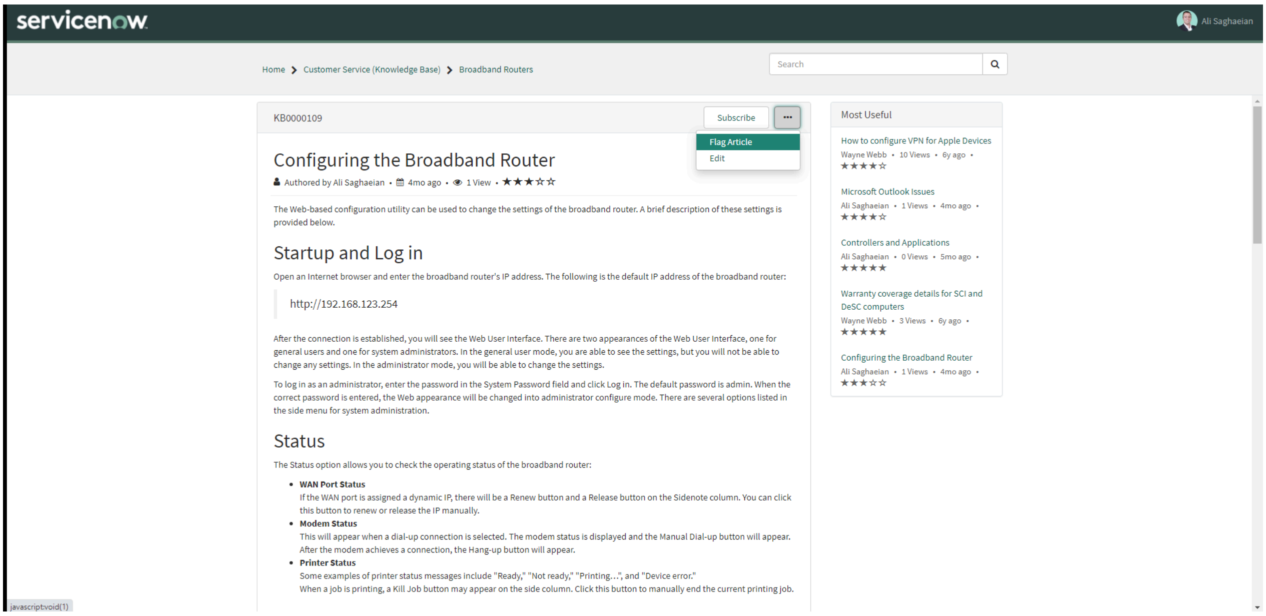
Flagging an article is the best way to privately suggest an article revision to the knowledge manager from the Service Portal.

Users with the `admin`, `knowledge_admin`, and `knowledge_manager` roles can access flagged articles by navigating to *Knowledge > Articles > All Flagged.*

Users with the `knowledge` role can access their flagged articles by navigating to *Knowledge > Articles > My Flagged.*

Note: Flagged comments do not appear on the Article View page. However, article comments are visible to the readers.

Screenshot: **Flagging an article from Service Portal**



Subdomain: Knowledge Management

Difficulty level: Easy

Resources

Providing feedback on knowledge articles

Domain

Self-Service & Automation

Question 11 Incorrect

What can be set up to auto-assign all new Hardware category Incidents to a particular group?

Select 3 Answers from the below options.

UI Actions

Your selection is incorrect

Access Controls

Your selection is correct

Business rules

Correct selection

Data lookup rules

Your selection is correct

Assignment rules

Overall explanation

Data lookup rules, **assignment rules**, **business rules** and predictive intelligence can be used to auto-assign all new Hardware category Incidents to a particular group.

When creating new assignment rules, remember that business rules can take precedence over assignment rules when they run after the assignment rule.

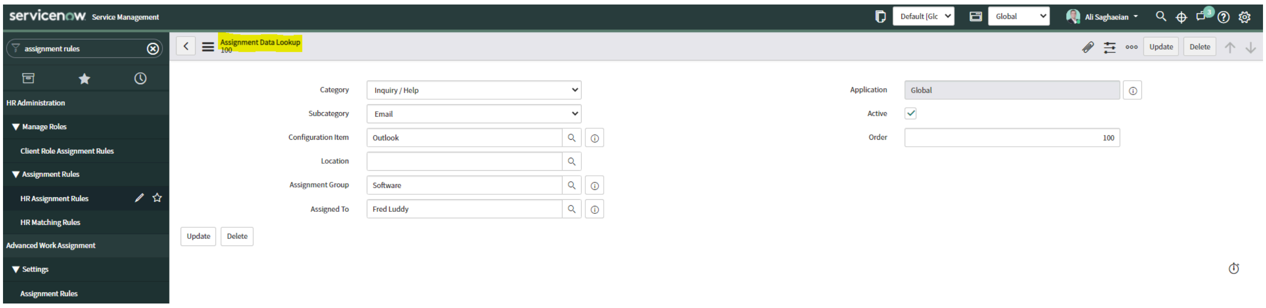
Data lookup rules take precedence over assignment rules because they always run after.

Data lookup rules, assignment rules and business rules run in the following order:

1. All 'before' business rules run on a record insert with an order value of less than 1000.
2. All 'before' engines run, including assignment rules.
3. All 'after' engines run, including data lookup rules.

4. All 'before' business rules run on a record insert with an order value greater than or equal to 1000.
5. All 'after' business rules run on record insert.

Screenshot: **Example of an Incident Assignment Rule**



Subdomain: Scripting in ServiceNow

Additional domain: Configuring Applications for Collaboration - Task Management

Difficulty level: Hard

Resources

[Precedence between data lookup, assignment, and business rules]

Domain

Data Migration and Integration

Question 12 Incorrect

What are the three main screen elements of the Now Platform User Interface?

Select 3 Answers from the below options.

Your selection is correct

Application navigator

Your selection is incorrect

System settings

Your selection is incorrect

User menu

Correct selection

Banner frame

Correct selection

Content frame

Overall explanation

The three main screen elements of the Now Platform user interface are the **banner frame, application navigator,** and **content frame.**

The User menu and System Settings are part of the Banner frame.

The **banner frame** runs across the top of every page and contains a logo and the following information, controls, and tools:

- User menu
- Connect sidebar icon (

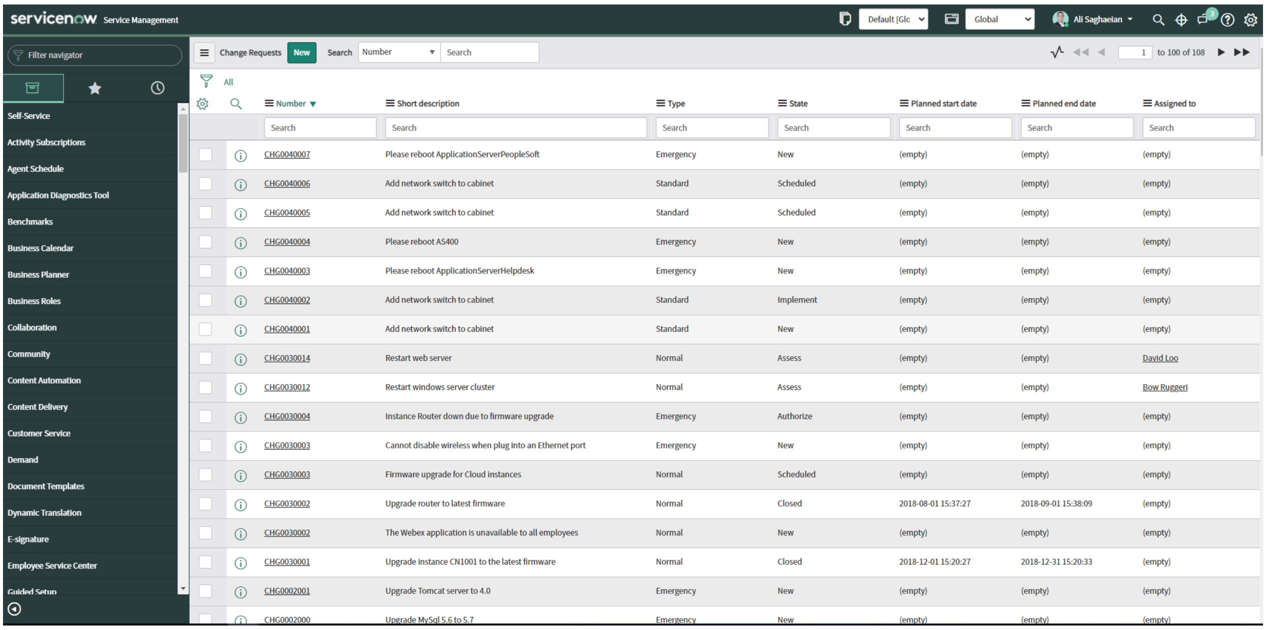
)

- Global text search icon (
)
- Help icon (
)
- Gear icon (
)

The **application navigator** (also called the left navigation bar) provides links to all applications and modules.

The **content frame** displays information such as lists, forms, homepages, and wizards.

Screenshot: **UI16 user interface**



Subdomain: Common user interfaces in the Platform

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Easy

Resources

Core UI

Domain

Instance Configuration

Question 13 Correct

What is the primary language used for scripting in ServiceNow?

Java

AngularJS

Jelly

Your answer is correct

JavaScript

Overall explanation

JavaScript is the primary language used for scripting in ServiceNow.

Use JavaScript APIs in your scripts to change applications' functionality or when you create new applications.

JavaScript: **The script for Incident `hold_reason` constants to determine which incident on hold reason to use**

```
var IncidentReasonSNC = Class.create();

IncidentReasonSNC.AWAITING_CALLER   = "1";
```

```
IncidentReasonSNC.AWAITING_EVIDENCE = IncidentReasonSNC.AWAITING_CALLER;
IncidentReasonSNC.AWAITING_PROBLEM  = "3";
IncidentReasonSNC.AWAITING_VENDOR   = "4";
IncidentReasonSNC.AWAITING_CHANGE   = "5";

IncidentReasonSNC.prototype = {
    initialize: function() {
    },

    type: 'IncidentReasonSNC'
};
```

Subdomain: Scripting in ServiceNow

Difficulty level: Easy

Resources

[JavaScript engine on the platform]

[API implementation]

Domain

Data Migration and Integration

Question 14 Incorrect

Which of the following are database view limitations?

Select 3 Answers from the below options.

Your selection is correct

Database views cannot be created on tables that participate in table rotation.

Your selection is correct

In a clone request, database view tables cannot be added as a data preserver.

Correct selection

It is not possible to edit data within a database view.

Your selection is incorrect

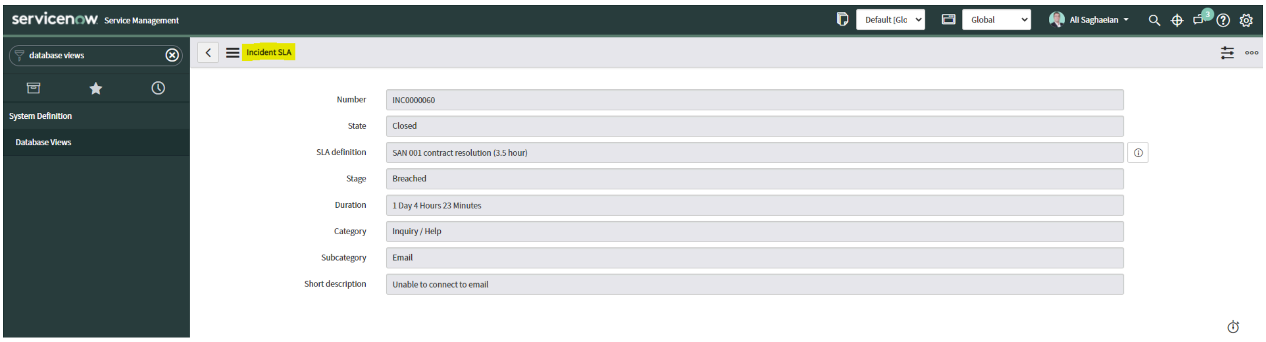
The ‘where’ clauses defined in the database view cannot be based on indexed fields.

Overall explanation

Some of the database view limitations are:

- Database views cannot be created on tables that participate in table rotation.
- It is not possible to edit data within a database view.
- In a clone request, database view tables cannot be added as a data preserver.

Screenshot: **Read-only fields on an `incident_sla` record**



Subdomain: Data Schema

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Hard

Resources

[Creating database views for reporting]

Domain

Database Management

Question 15 Incorrect

What form action updates an existing record and keeps the form open?

Your answer is incorrect

Insert and Stay

Correct answer

Save

Insert

Update

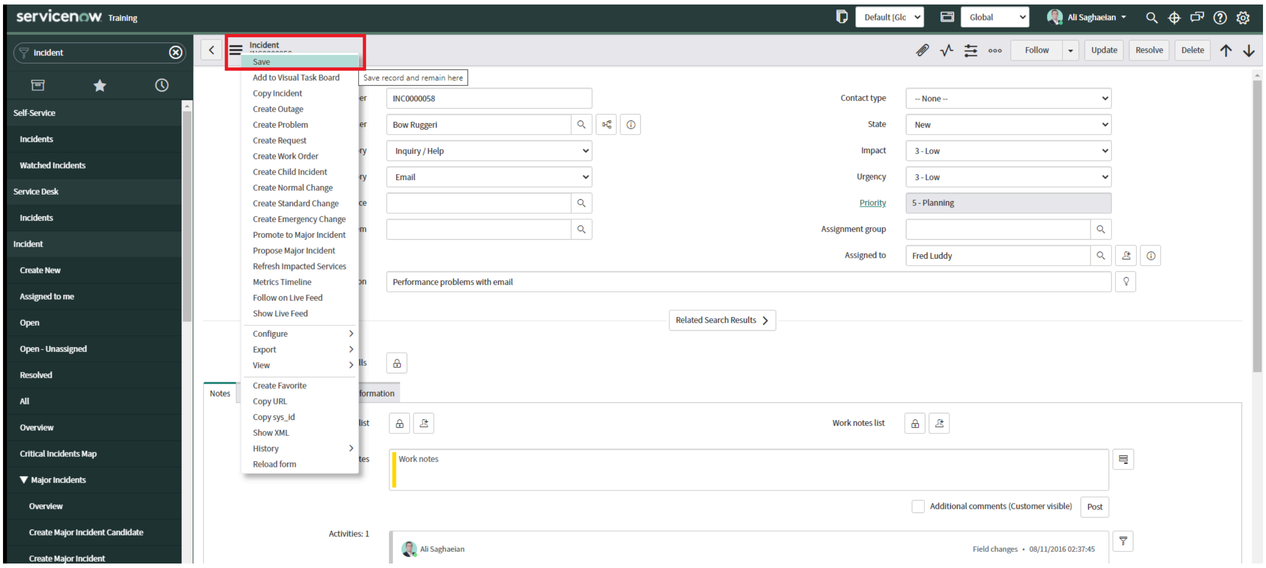
Overall explanation

Selecting **Save** in the form updates an existing record and keeps the form open.

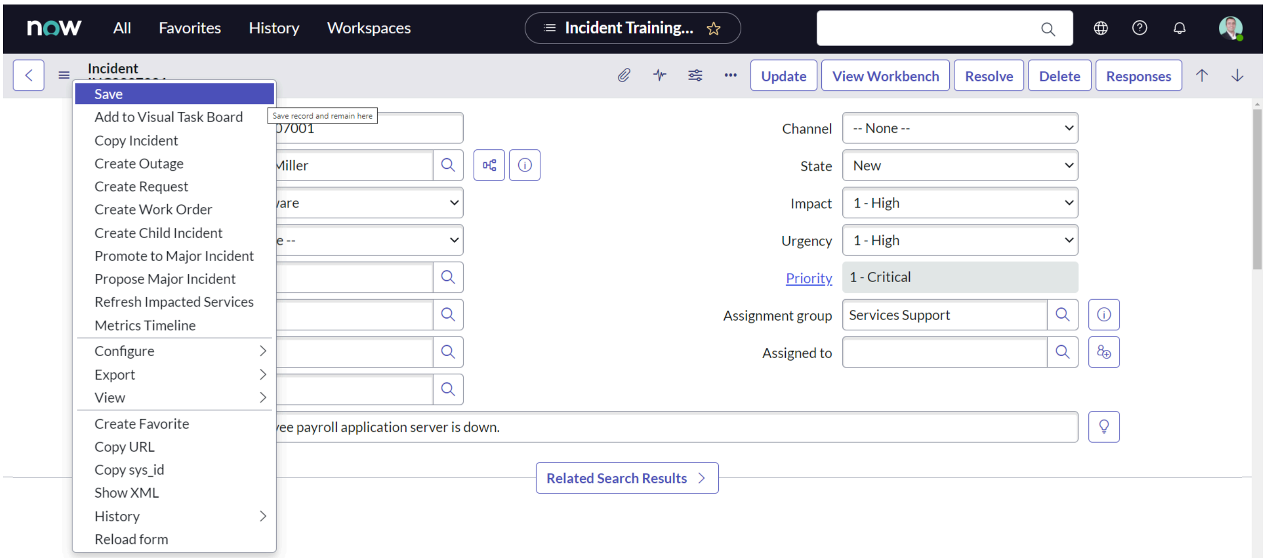
One way to do this is via the form context menu that provides controls based on the table and user access rights.

You can access the form context menu by clicking an icon beside the form title or right-clicking the form header.

Screenshot 1: **Selecting 'Save' from the form context menu in UI16**



Screenshot 2: **Selecting 'Save' from the form context menu in the Next Experience UI**



Subdomain: Form templates and saving options

Difficulty level: Easy

Resources

[Form context menu]

UI actions

Domain

Configuring Applications for Collaboration

Question 16 Skipped

Your director has requested you to generate a snapshot of your groups' monthly resolved incidents and automatically email it to the executive group on the first day of each month. What ServiceNow capability do you use?

Report Statistics

Interactive Filters

Data Collector

Correct answer

Scheduled Reports

Published Reports

Self-Service Analytics

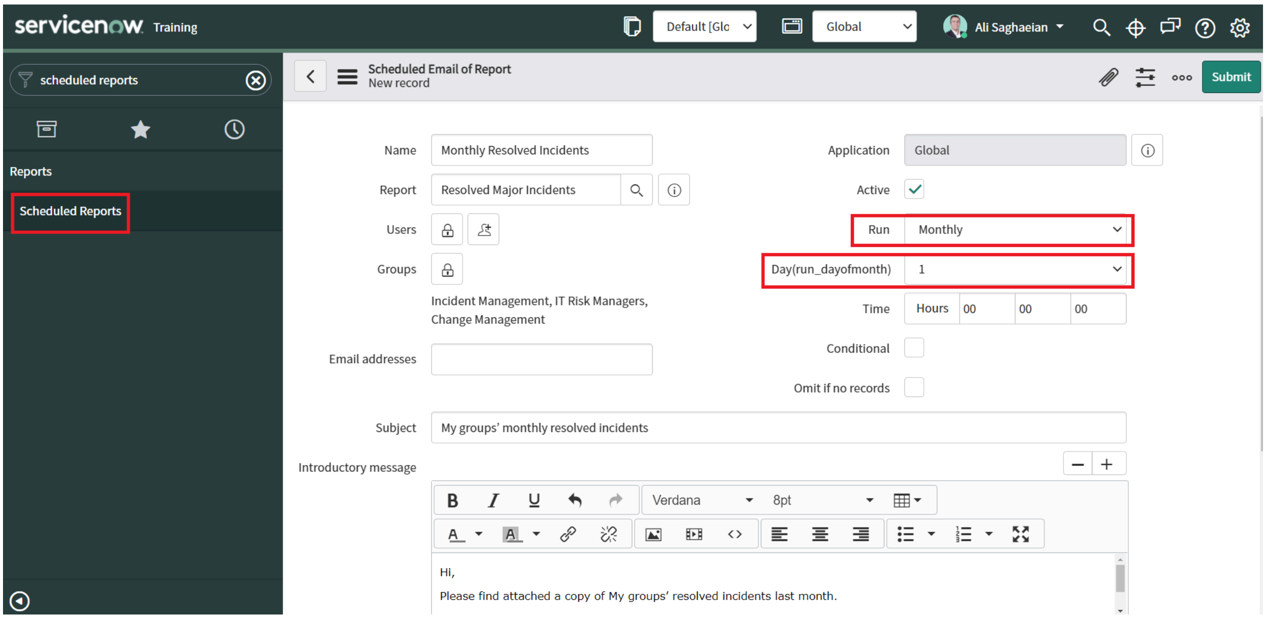
Overall explanation

Schedule a report to automate its distribution. **Scheduled reports** can be distributed in PDF, CSV, or XLS format. Graphical reports can be distributed in PNG or PDF format. Multilevel pivot reports can only be scheduled in PDF format.

To create scheduled reports, you must have both the `report_user` role and either the `report_admin` or `report_scheduler` role.

Note: It is not possible to schedule Calendar, Map, Pivot Table, and Single Score reports.

Screenshot: **Scheduling a recurring report to be sent out to a list of ServiceNow groups**



Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Easy

Resources

Scheduling emails of reports

Domain

Configuring Applications for Collaboration

Question 17 Skipped

What are some possible methods of populating a knowledge base with knowledge articles?

Select 3 Answers from the below options.

Correct selection

Integrating with a WebDAV compliant source

Correct selection

Importing Microsoft Word files

Correct selection

Creating articles directly in the ServiceNow platform

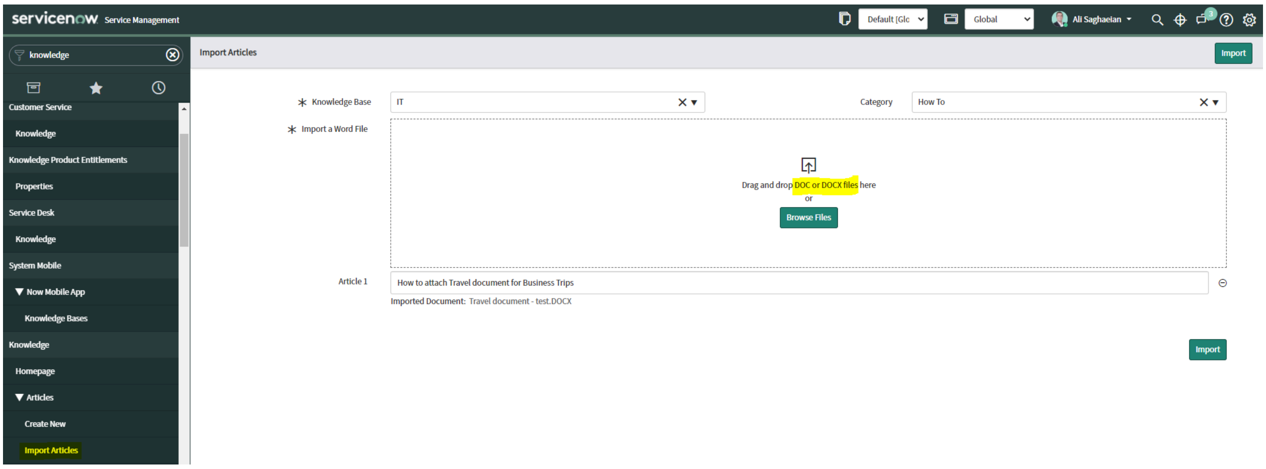
Via e-mail to a defined knowledge e-mail address

Overall explanation

Here are some of the possible methods of populating a knowledge base with knowledge articles:

- Integrating with a Web Distributed Authoring and Versioning (WebDAV) compliant source,
- Creating articles directly in the ServiceNow platform, and
- Importing Microsoft Word files.

Screenshot: **Importing a Microsoft Word File to the 'IT' Knowledge Base**



Subdomain: Knowledge Management

Additional domains:

- Database Management - Importing Data
- Data Migration and Integration

Difficulty level: Hard

Resources

[Integration with external knowledge sources]

[Importing a Word document to a knowledge base]

Domain

Self-Service & Automation

Question 18 Skipped

How can you improve the performance of the CSDM and the CMDB Data Foundations Dashboards?

By adding custom-built metrics

Correct answer

By deactivating unnecessary metrics

By increasing the load time property

By enabling new metrics

By restricting access to certain roles

Overall explanation

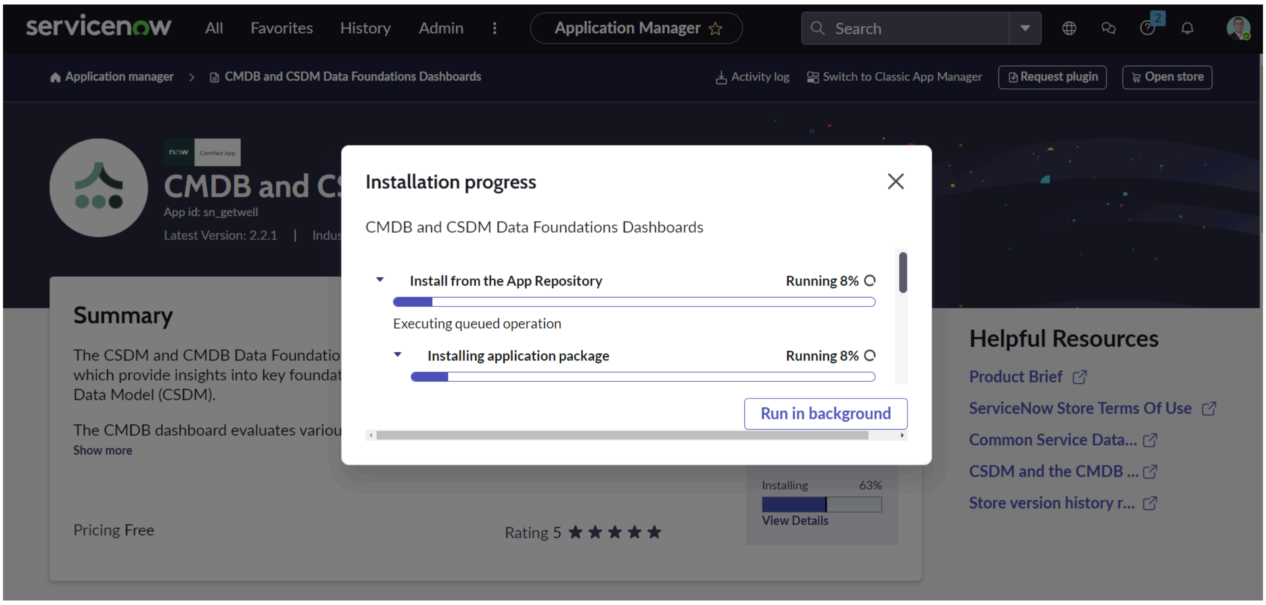
The CSDM and CMDB Data Foundations Dashboards store app contains dashboards that provide insights into key foundation indicators of your CMDB and Common Service Data Model (CSDM).

Starting with CSDM and the CMDB Data Foundations Dashboards v2.2 you can deactivate CSDM or CMDB metrics.

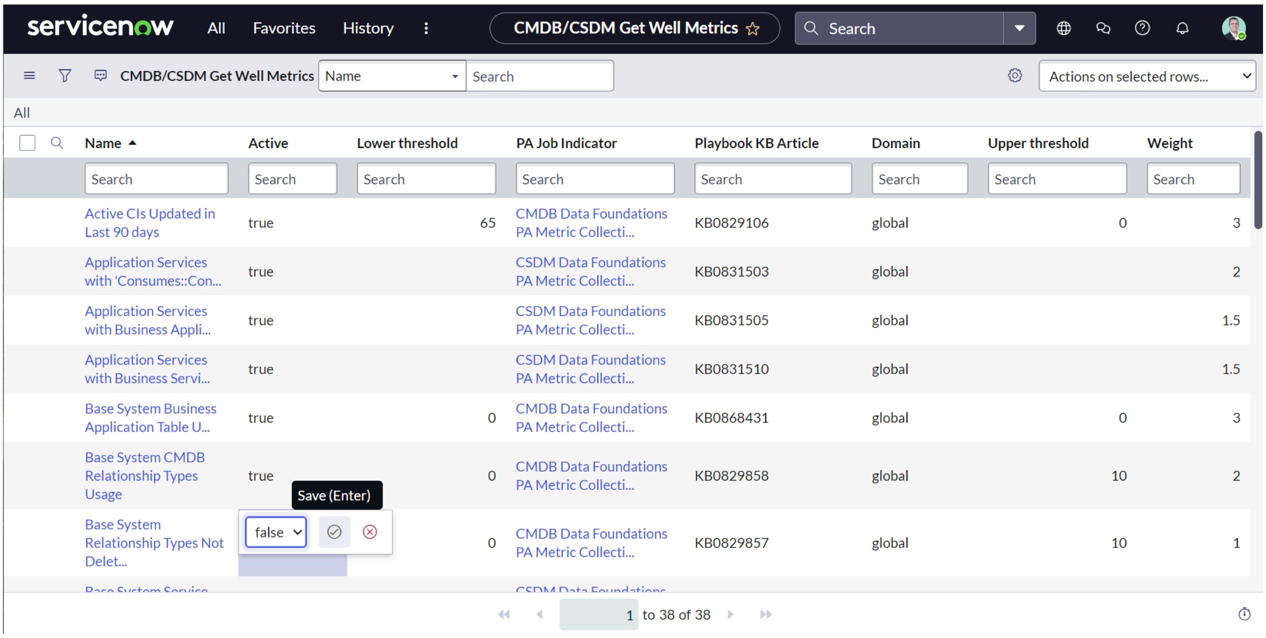
To improve performance, **deactivate metrics that aren't needed or that require extensive resources and affect performance**. The active/non-active settings for metrics are preserved across family release upgrades.

To deactivate a metric, you must access the CMDB/CSDM Get Well Metrics [`sn_getwell_metric`] table where all CMDB and CSDM metrics are stored. Navigate to the list view of the table [`sn_getwell_metric`]. Then, locate the metric that you want to deactivate and set its Active column to `false`. Tiles on the dashboards that are associated with inactive metrics stop collecting data and aren't refreshed.

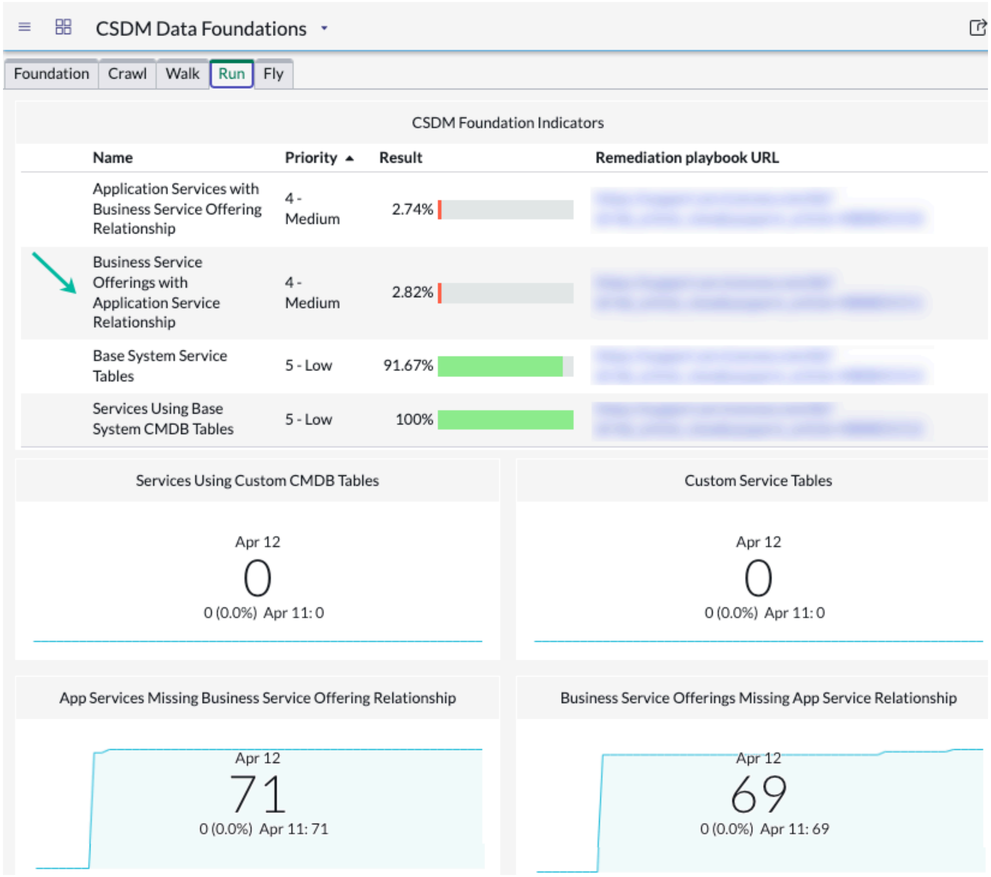
Screenshot 1: **Installing the CMDB and CSDM Data Foundations Dashboards**



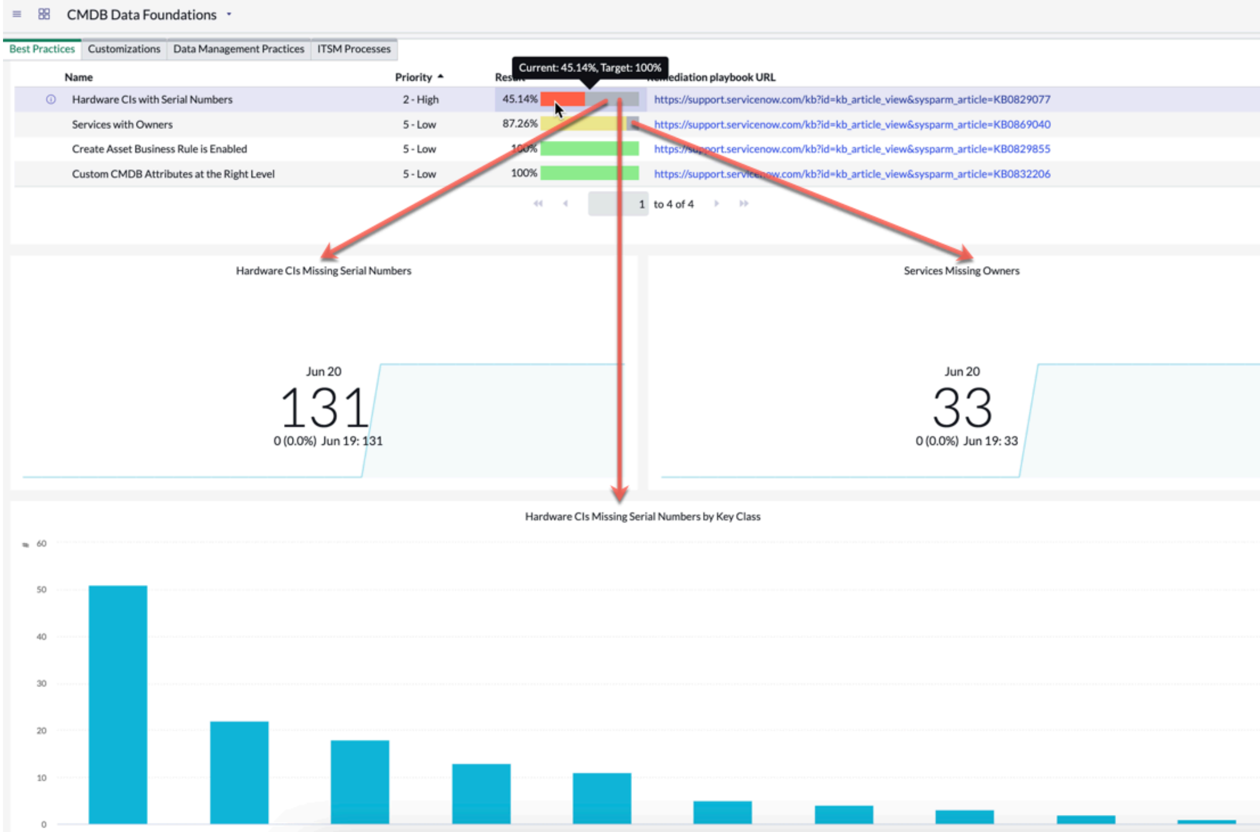
Screenshot 2: **Deactivating a metric on the CMDB/CSDM Get Well Metrics [`sn_getwell_metric`] table**



Screenshot 3: **Some of the metrics on the CSDM Data Foundations dashboard**



Screenshot 4: **Some of the metrics on the CMDB Data Foundations dashboard**



Subdomain: CMDB and CSDM

First introduced: Vancouver release

Difficulty level: Hard

Resources

[Monitoring system foundations in the CSDM and the CMDB Data Foundations Dashboards]

Domain

Database Management

Question 19 Skipped

Which feature allows users to manage notifications they receive about various activities occurring on the platform?

Now on Now

ServiceNow Mobile

Correct answer

Subscriptions

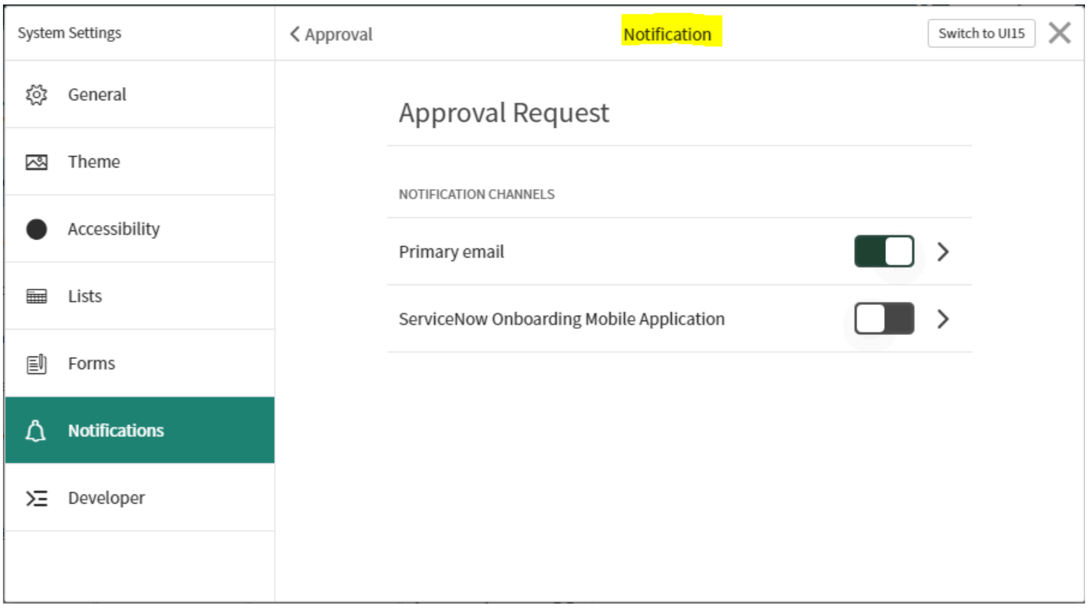
Platform Chat

Overall explanation

'Subscriptions' allows users to manage which notifications they receive about various activities occurring in the platform.

Subscription-based notifications enable users to proactively subscribe to items that interest them and unsubscribe from messages that are not mandatory.

Screenshot: **Subscribing to approval request notification by enabling the primary email channel**



Subdomain: Notifications

Difficulty level: Easy

Resources

[Subscription-based notifications]

Domain

Configuring Applications for Collaboration

Question 20 Skipped

Which of the following is the definition of a role in ServiceNow?

A set of access control rules

Correct answer

A collection of permissions

A persona in workflows

A set of user access policies

An Actor in user stories

Overall explanation

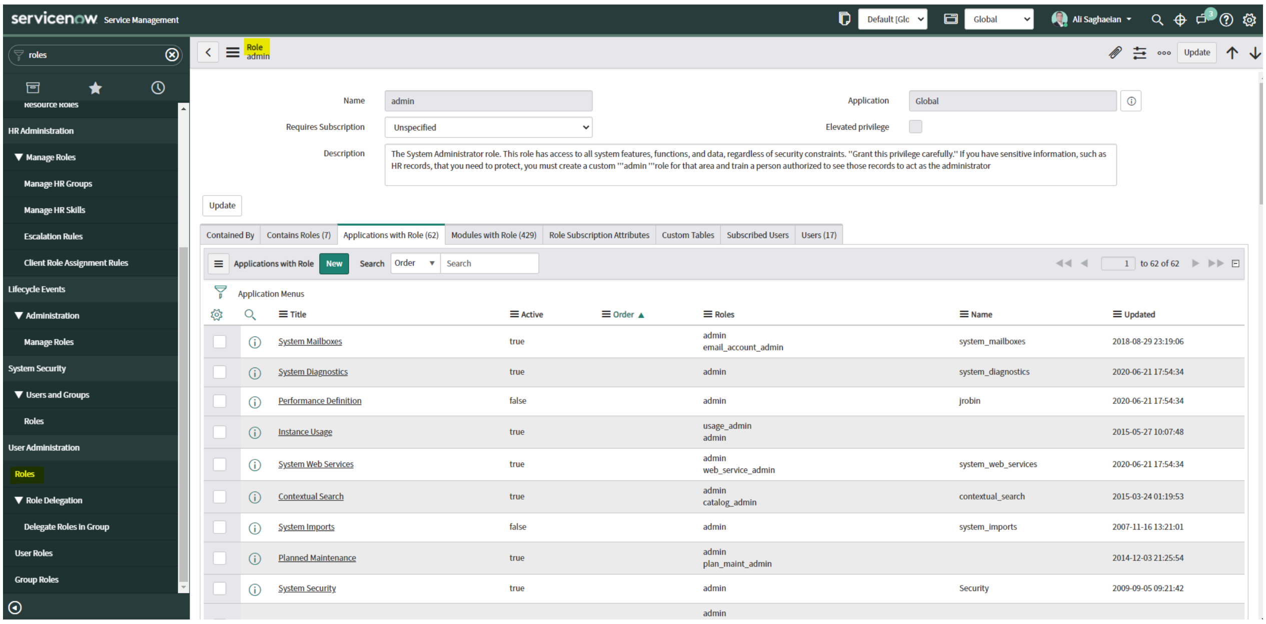
A role is a **collection of permissions**.

Roles control access to features and capabilities in applications and modules.

After access has been granted to a role, all the groups or users assigned to the role are granted access.

Roles can contain other roles, and any access granted to a role is granted to any role that contains it.

Screenshot: **An example of a Role record (i.e. '`admin`')**



Subdomain: ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Managing roles]

[Base system roles]

Domain

Platform Overview and Navigation

Question 21 Skipped

What protects applications by identifying and restricting access to available files and data?

Delegated Development

Correct answer

Scope

Access Control

The admin Role

Overall explanation

Application scope protects applications by identifying and restricting access to available files and data.

Administrators can specify what parts of an application are accessible to other applications from:

- The Custom application record
- Each application Table record

By default, all custom applications have a private scope that uniquely identifies them and their associated artifacts with a namespace identifier. The application scope prevents naming conflicts and allows the contextual development environment to determine what changes, if any, are permitted. Application developers specify an application scope when they create an application.

Screenshot: **Changing the application scope to Human Resources: Core**

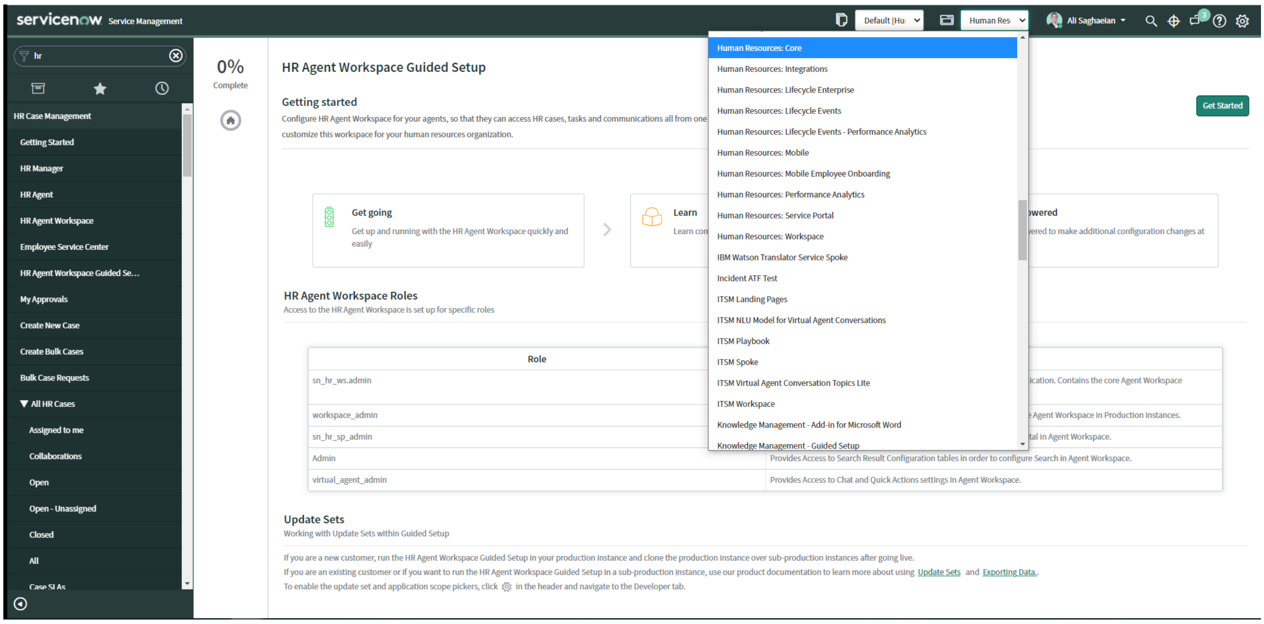
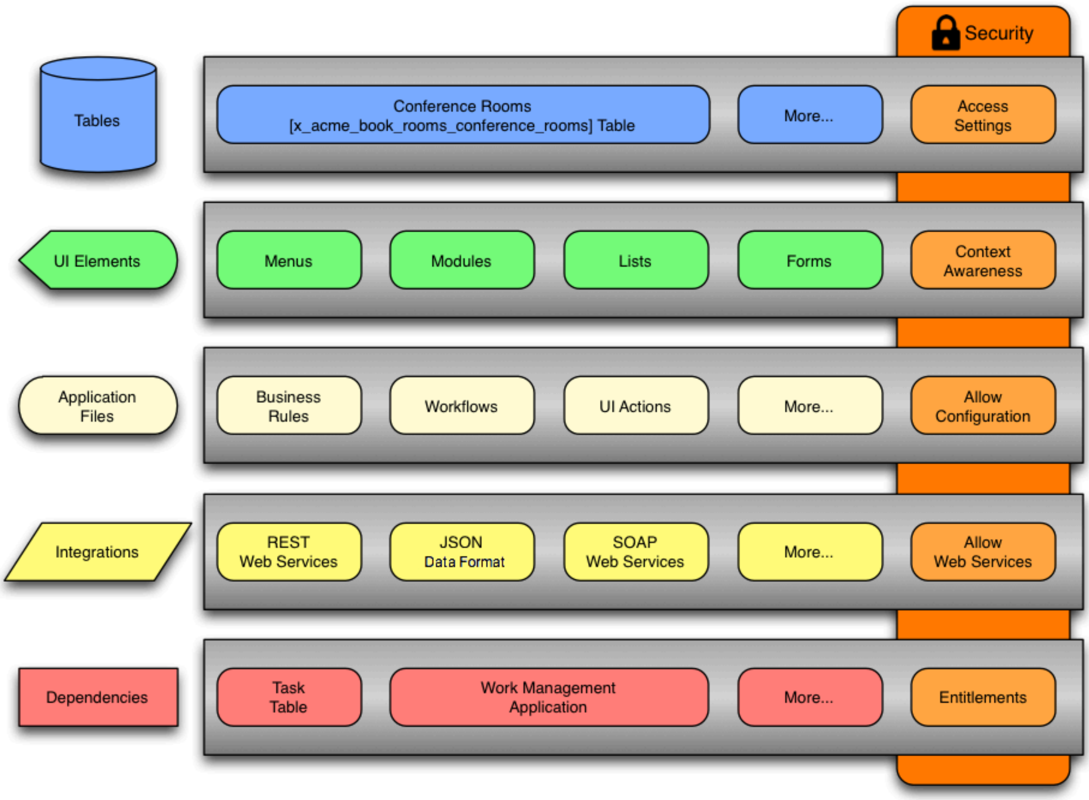


Diagram: **Infographic of Application Model**



Subdomain: The ServiceNow Instance

Additional domains:

- Database Management - Application/Access Control
- Instance Configuration - Personalising/customising the instance

Difficulty level: Medium

Resources

[Application scope]

[Global scope]

[Anatomy of an application]

Domain

Platform Overview and Navigation

Question 22 Skipped

By default, a report is shared with the following:

All roles

Correct answer

The report creator only

All users and groups

Only groups that the report creator belongs to

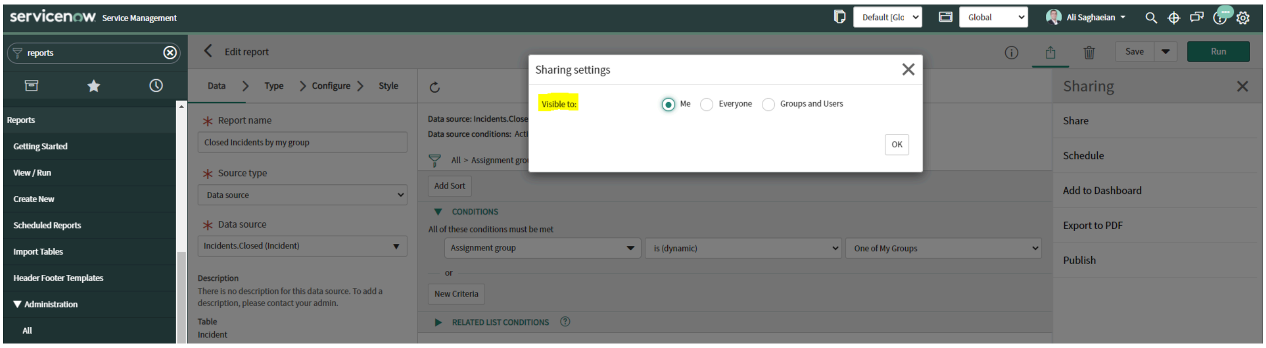
Overall explanation

By default, a report is shared with the **report creator** only.

You can control who sees reports by making them:

- Globally visible to all users
- Visible only to you if you are the report creator.
- Visible to one or more specific users
- Visible to one or more specific groups

Screenshot: **Report Sharing setting is defaulted to (Visible to) Me when I create the report**



Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Easy

Resources

[Sharing a report]

[Distributing reports]

Domain

Configuring Applications for Collaboration

Question 23 Skipped

What are the three main tables in the CMDB?

Select 3 Answers from the below options.

CMDB Properties [`cmdb_properties`]

Correct selection

Base Configuration Item [`cmdb`]

Correct selection

Configuration Item [`cmdb_ci`]

CMDB Baseline [`cmdb_baseline`]

Correct selection

CI Relationship [`cmdb_rel_ci`]

Overall explanation

Key tables in the configuration management database (CMDB):

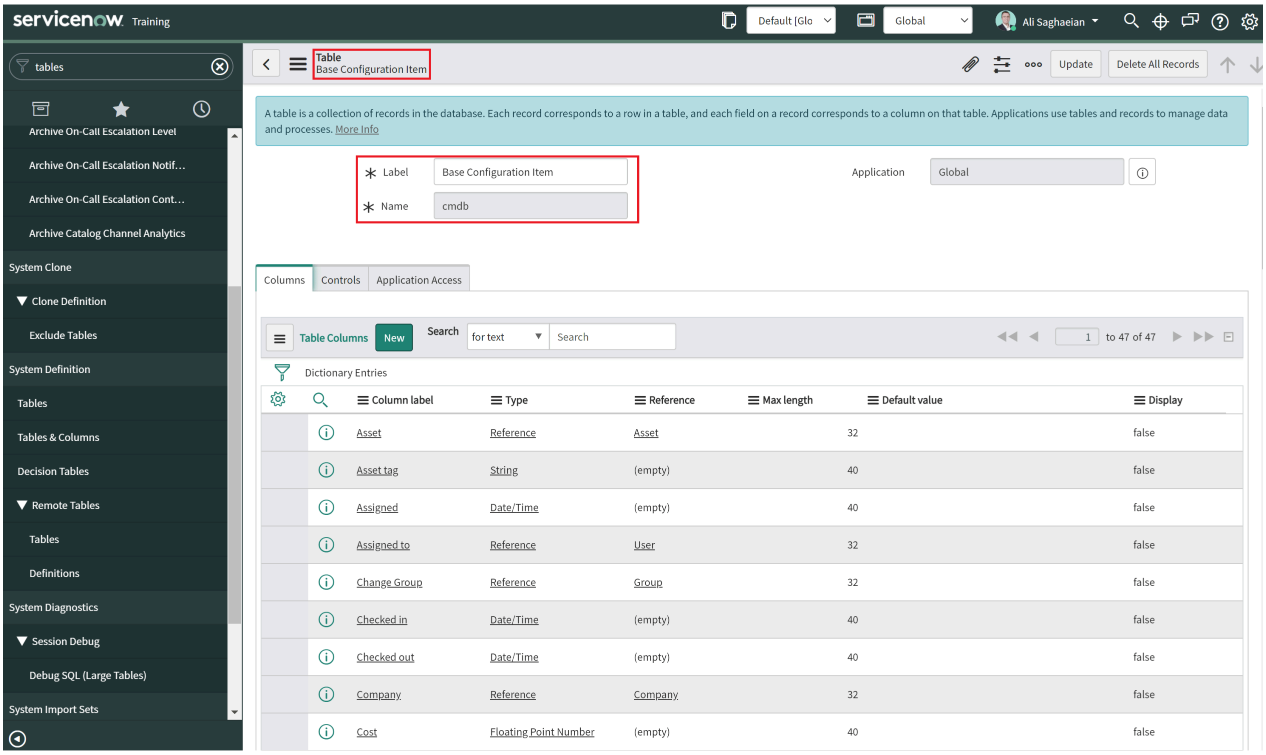
1. The **Base Configuration Item [`cmdb`]** table is the core CMDB table for non-IT CIs (descending classes are non-IT CIs).

2. The core **Configuration Item [`cmdb_ci`]** table stores the basic attributes of all the CIs. The admin, itil, or asset user role is required to access this table (descending classes are IT CIs).
3. The **CI Relationship [`cmdb_rel_ci`]** table defines all relationships between CIs.

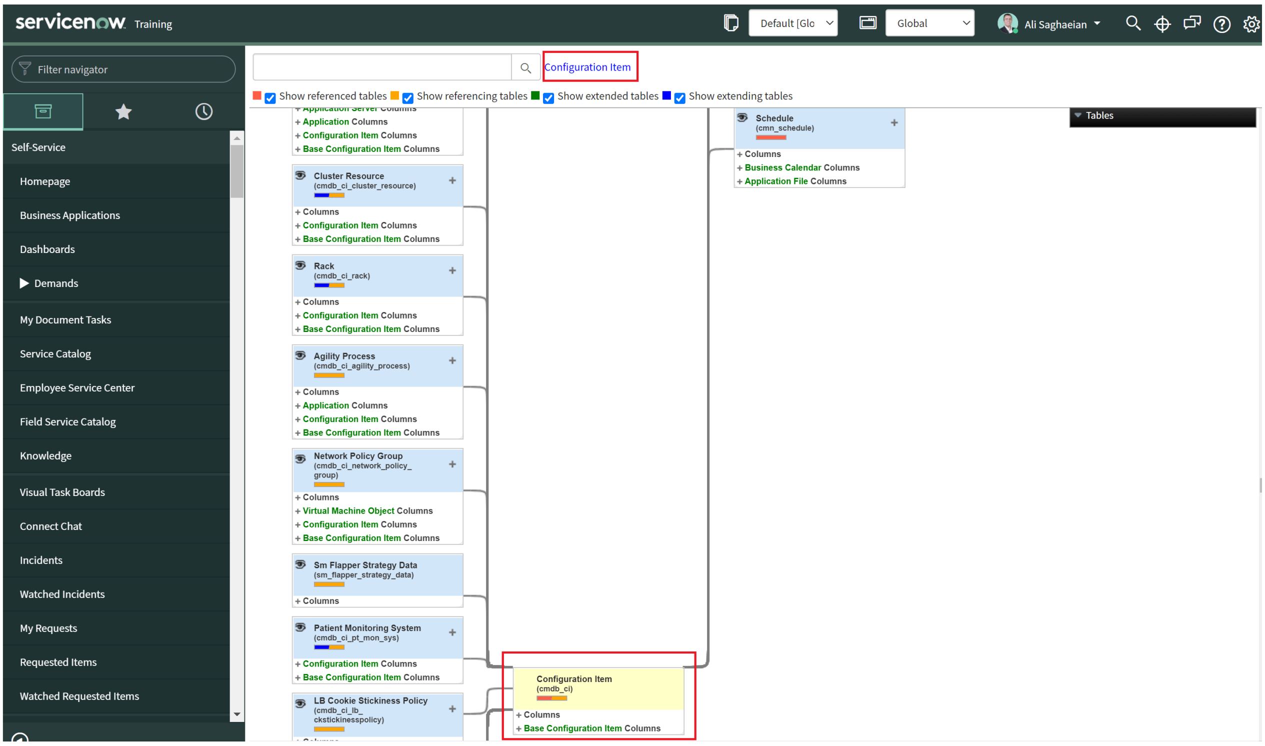
The Configuration Item table is extended to other tables, such as Database [`cmdb_ci_database`] and Computer [`cmdb_ci_computer`]. The Computer table is extended to the Server [`cmdb_ci_server`] table, which is extended to the UNIX Server [`cmdb_ci_unix_server`] table, and so on.

- **Note:** The Base Configuration Item [`cmdb`] table uses the table per partition extension model, which has different behaviours for replicating and deriving information than other extended tables.

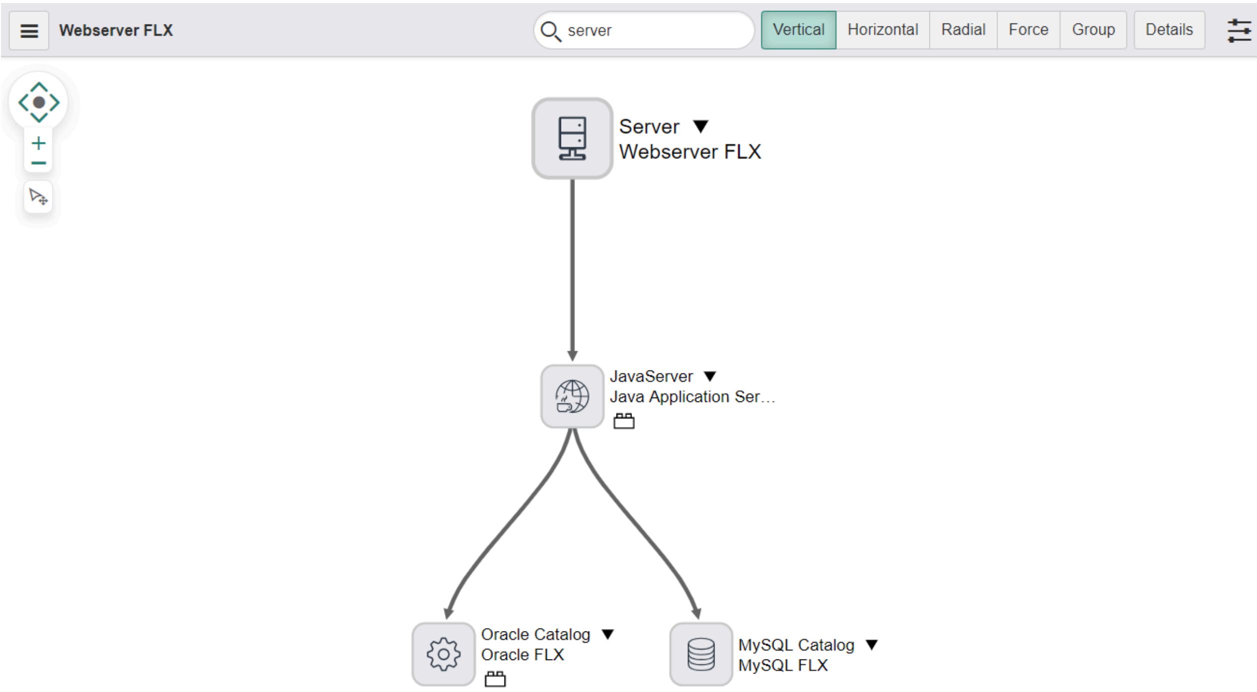
Screenshot 1: **The Base Configuration Item [`cmdb`] table record**



Screenshot 2: **The Configuration Item [`cmdb_ci`] table schema map**



Screenshot 3: **An example of a CI dependency view that displays the relationships**



Subdomain: CMDB and CSDM

Difficulty level: Easy

Resources

[CMDB schema model]

[Overview of CMDB]

Domain

Database Management

Question 24 Skipped

You need to go back to review a record you just looked at recently.

What is one of the quickest ways to navigate back to the same record?

Navigate back to its corresponding list

Expand every application in the All applications tab

Correct answer

Select the record from the History tab

Impersonate another user

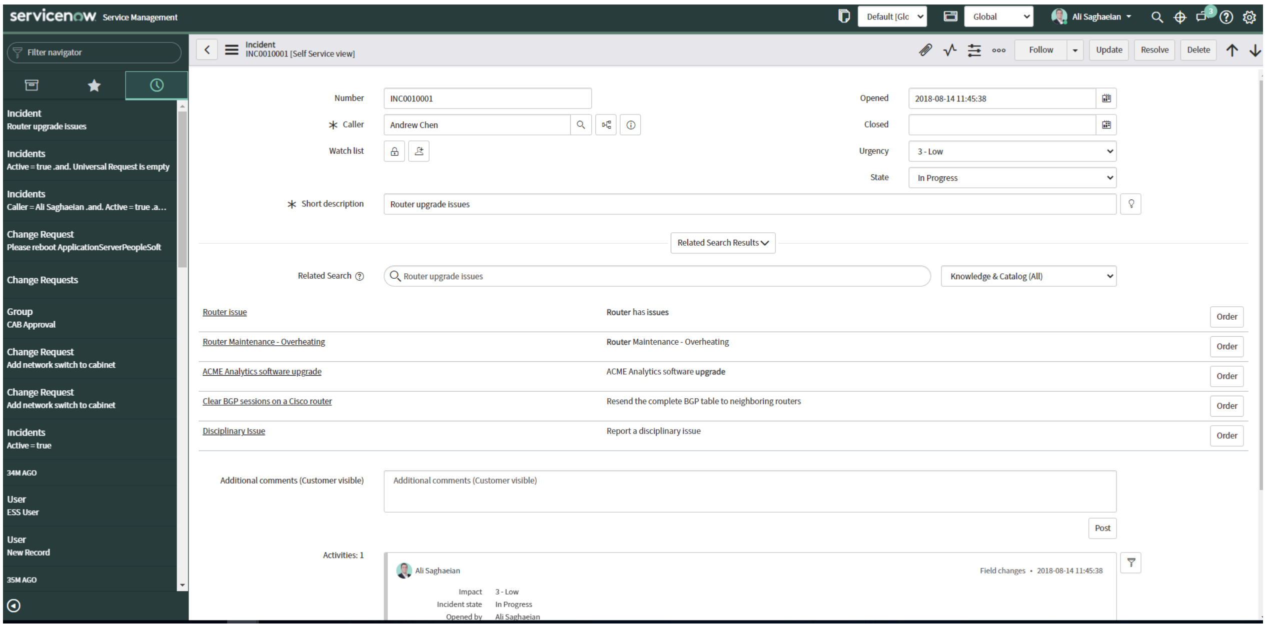
Overall explanation

One of the quickest ways to navigate back to the same record would be **to select the record from the History tab**.

Items you have accessed recently appear in the application navigator's History tab, which is represented by a clock icon.

Items appear in chronological order from most to least recently accessed.

Screenshot: **Accessing the recently accessed items from the History tab**



Subdomain: Common user interfaces in the Platform

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Using the Core UI navigator]

[Core UI application navigator]

Domain

Instance Configuration

Question 25 Skipped

Which of the following are valid report-sharing options?

Select 4 Answers from the below options.

Clone

Correct selection

Add to dashboard

Correct selection

Export to PDF

Take a screenshot

Correct selection

Schedule

Correct selection

Publish

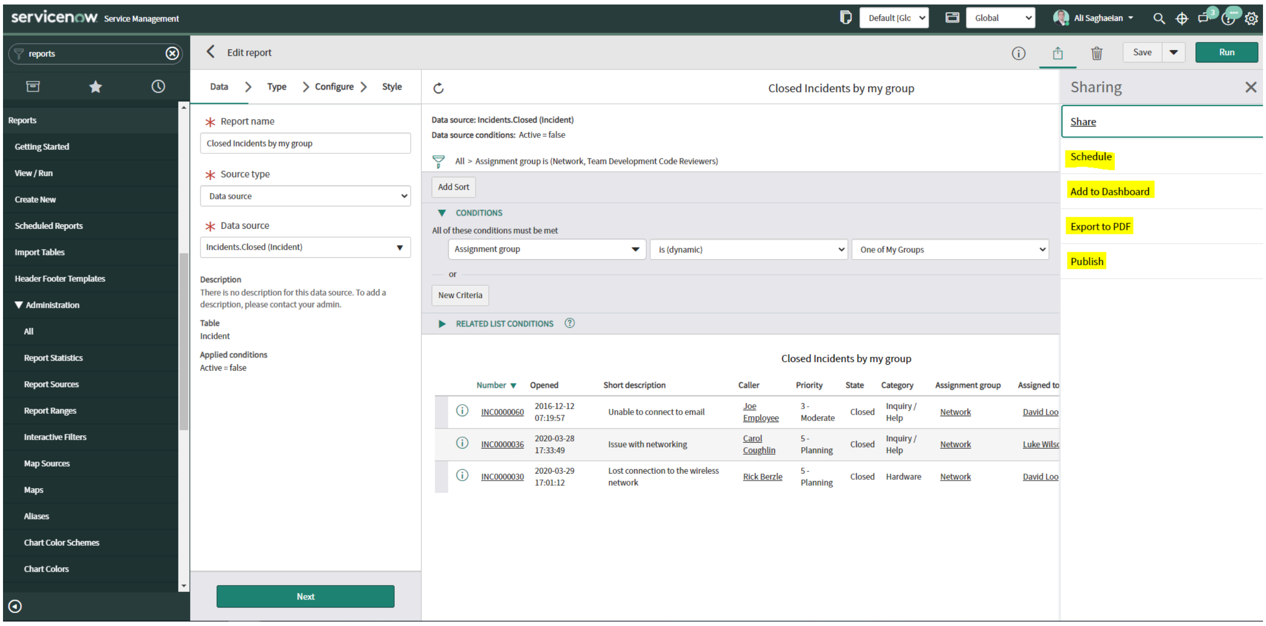
Overall explanation

Share, **'Schedule'**, **'Export to PDF'**, **'Publish'** and '**Add to dashboard'** are valid report-sharing options.

Cloning and Taking a screenshot are not valid report-sharing options.

Note: Publishing a report to create a URL that anyone can use to access the report, including people who are not users, is deactivated by default because of the risk of exposing data to unauthorised persons.

Screenshot: **Different report-sharing options for a sample report**



Additional resource:

- Distributing reports

Subdomain: Reporting, Dashboards, and Performance Analytics

Difficulty level: Medium

Resources

Adding a report to a responsive dashboard

[Exporting a report to PDF]

[Scheduling emails of reports]

Domain

Configuring Applications for Collaboration

Question 26 **Skipped**

Core UI Reporting functionality is deprecated for instances migrated to the Platform Analytics experience.

What product is replacing the ServiceNow reporting?

Process Mining

User Experience Analytics

Correct answer

Data visualizations

Performance Analytics widgets

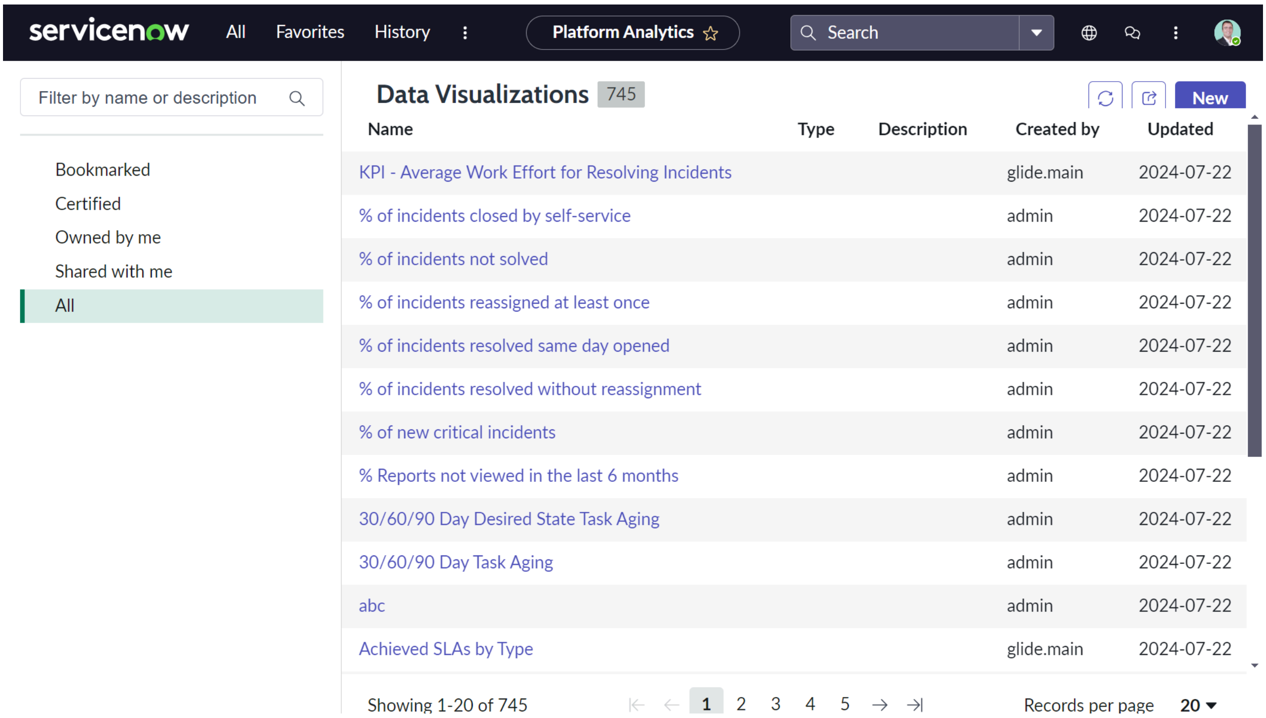
Overall explanation

Core UI Reporting functionality is deprecated in favor of **Data visualizations in Platform Analytics** for net new instances and instances that have migrated to the Platform Analytics experience.

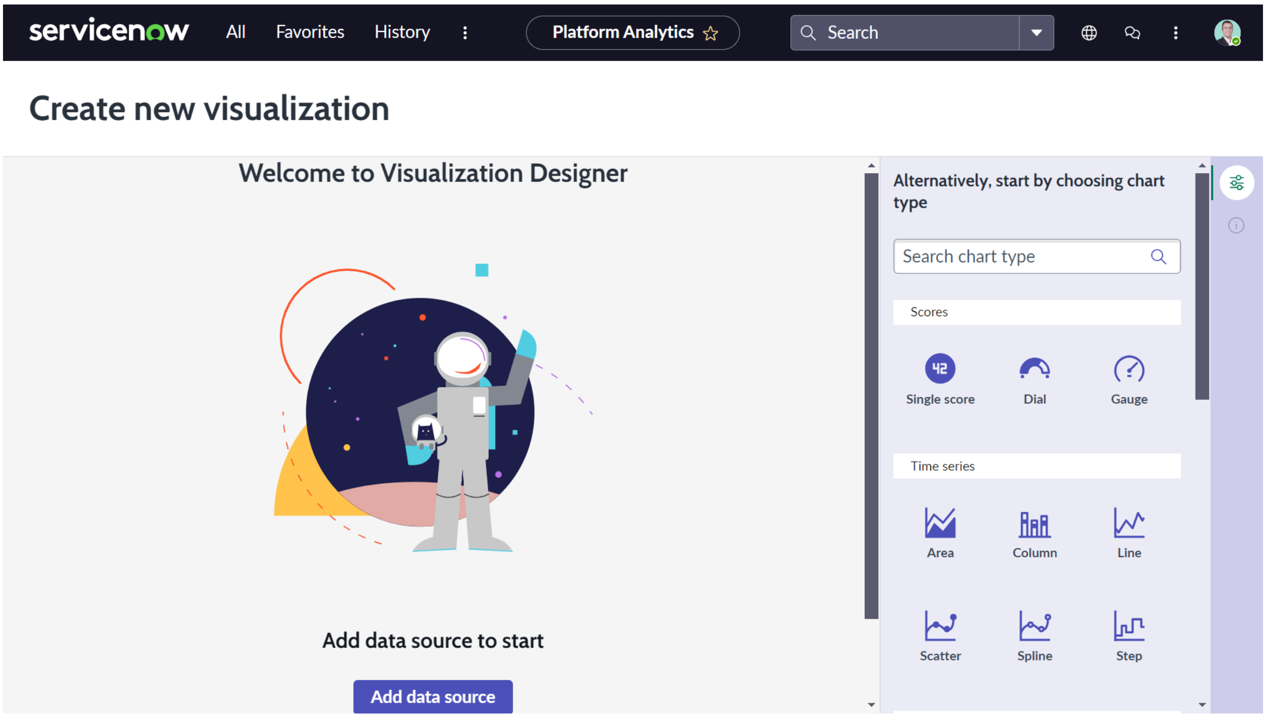
Data Visualizations use graphics to show table, indicator, and other data. They combine and extend the functions of reports and Performance Analytics widgets from the Core UI.

To access data visualizations, you can navigate to *All > Platform Analytics > Library > Data Visualizations.*

Screenshot 1: **Platform Analytics Data visualizations**



Screenshot 2: **Creating a new visualization with Visualization Designer in Platform Analytics**



Subdomain: Reporting, Dashboards, and Performance Analytics

Additional Domain: Data Migration and Integration

First introduced: Washington DC release

Difficulty level: Easy

Resources

[Reporting in Core UI]

[Data visualizations in Platform Analytics]

[Overview of data visualization types]

Domain

Configuring Applications for Collaboration

Question 27 Skipped

Application Manager allows admins to install, update, and manage licensed applications and plugins for their instances.

What information can be found on the details page of an application or plugin within the Application Manager?

Select 3 Answers from the below options.

Correct selection

Compatibility

Correct selection

Release notes

Pricing details

Correct selection

Key features

Customer reviews

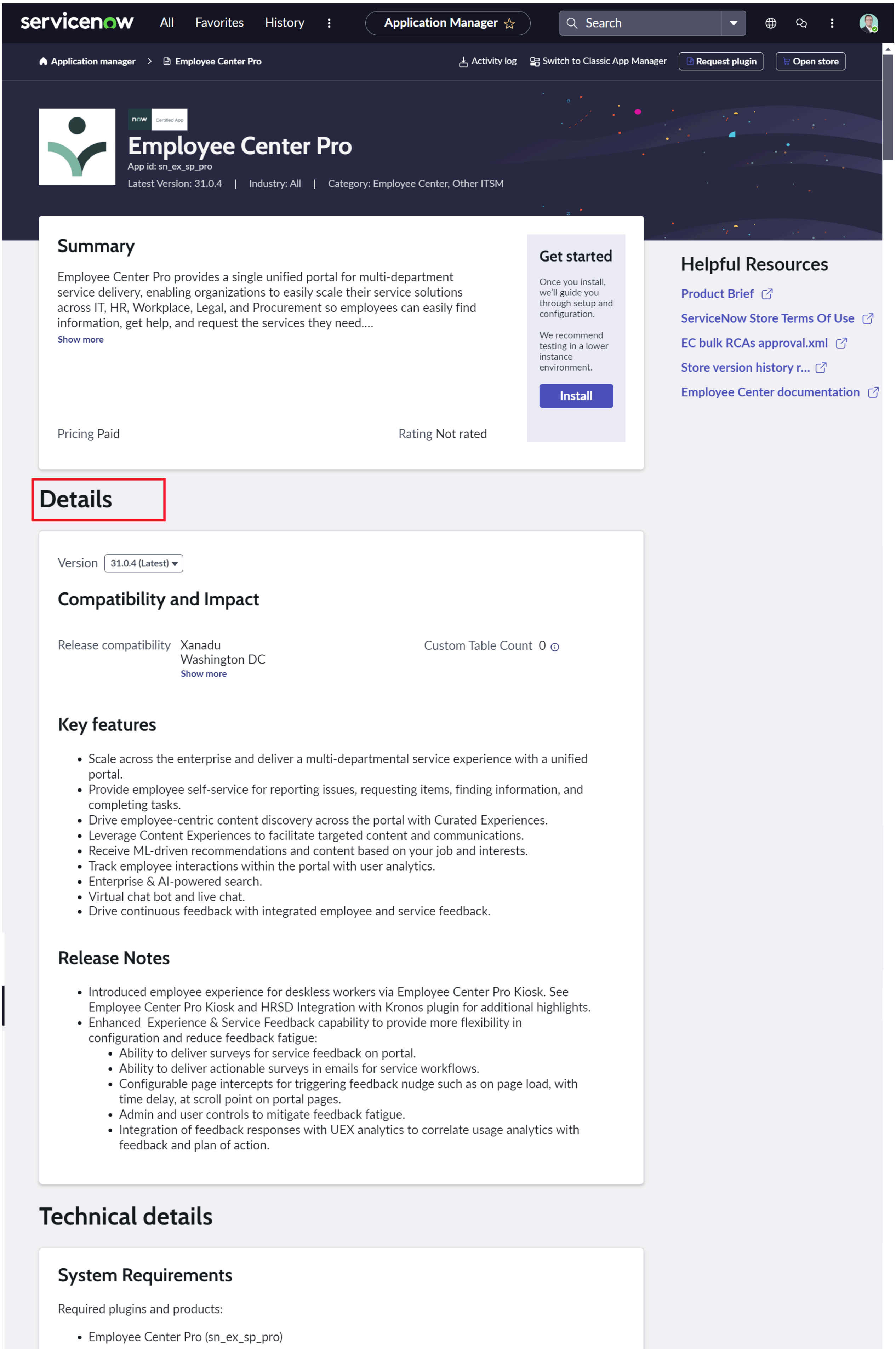
Overall explanation

The ServiceNow Application Manager application enables you to manage your apps, plugins, and licenses. You can also see what apps and plugins are available for you to use.

When you select an application or plugin, the details page is displayed. This page includes a summary explaining the application, as well as detailed information like **compatibility, key features, release notes**, its current state, and technical details like system requirements and dependencies.

Note: Although there is an indication of Pricing (i.e. Free, Paid) and Rating (i.e. Not rated, 1-5 star) in the summary section, there is no details about pricing or the reviews left by the customers.

Screenshot: **Navigating to the details page of the Employee Center Pro plugin in Application Manager**



Subdomain: Installing applications and plugins

First introduced: Washington DC release

Difficulty level: Easy

Resources

[Exploring Application Manager]

[Installing applications in Application Manager]

[Configuring applications using Application Manager]

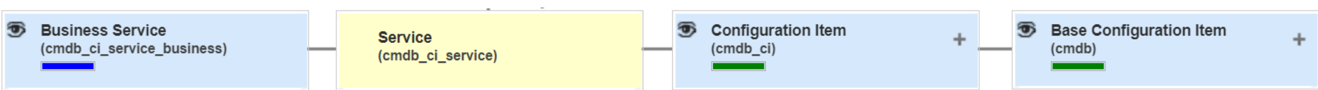
Domain

Instance Configuration

Question 28 Skipped

In your implementation, the following tables extend each other:

- **The Configuration Item [`cmdb_ci`] table extends the Base Configuration Item [`cmdb`] table.**
- **The Service [`cmdb_ci_service`] table extends the Configuration Item [`cmdb_ci`] table.**
- **The Business Service [`cmdb_ci_service_business`] table extends the Service [`cmdb_ci_service`] table.**



Based on the above mapping, which table(s) are child, parent and/or base tables?

Select 4 Answers from the below options.

Business Service table is a Parent table.

Base Configuration Item table is a Child table.

Service table is a Base table.

Correct selection

Service table is a Child table.

Correct selection

Base Configuration Item table is a Parent table.

Business Service table is a Base table.

Correct selection

Base Configuration Item table is a Base table.

Correct selection

Configuration Item table is a Parent table.

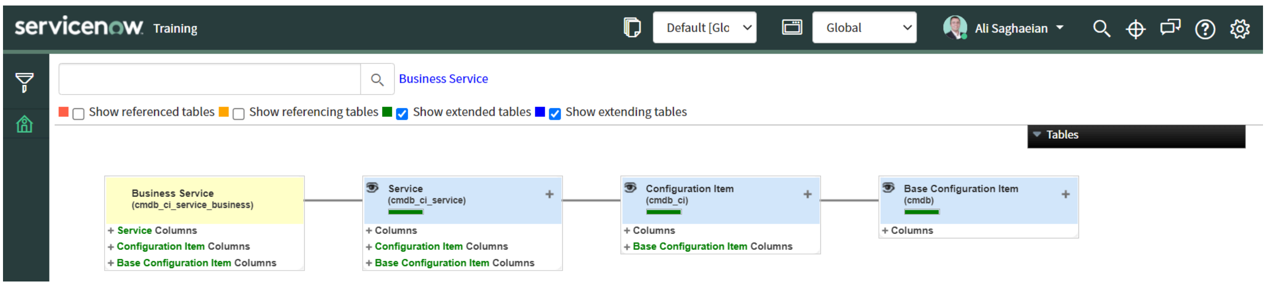
Overall explanation

A table that extends another table is called a child class, and the table it extends is the parent class. A table can be both a parent and child class, both extending and providing extensions for other tables. A parent class that is not an extension of another table is called a base class.

- The Base Configuration Item [cmdb] table is the core CMDB table for non-IT CIs (descending classes are non-IT CIs).
- The core Configuration Item [`cmdb_ci`] table stores the basic attributes of all the CIs (descending classes are IT CIs), which extends the Base Configuration Item table.
- The Configuration Item table is extended to other tables, such as the Service [`cmdb_ci_service`] table.
- The Service table is extended to the Business Service [`cmdb_ci_service_business`] table.
- Therefore:
- **The Base Configuration Item table is both a parent table and a base table since it is not extending any other table.**
- **The Configuration Item and Service tables are both child and parent tables.**
- **The Business Service table is only a child table since no other table is extending it.**

Administrators and application developers typically extend tables to create a set of related records that share information.

Screenshot: **The Schema map for the Business Service table that shows the hierarchy of the extended tables**



Subdomains:

- Data Schema
- CMDB and CSDM

Difficulty level: Medium

Resources

[CMDB schema model]

[Table extension and classes]

Domain

Database Management

Question 29 Skipped

What role do you need in creating or updating access control rules?

sn_si.admin

Correct answer

security_admin

sn_sec_int.admin

sn_sec_cmn.admin

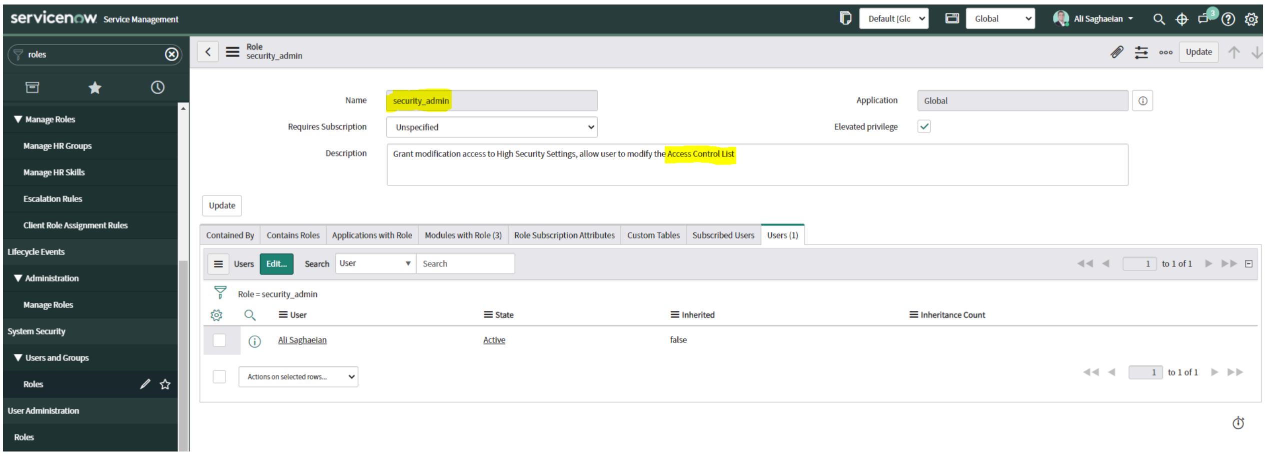
Overall explanation

For a user to create or update access control rules, they must have the `security_admin` role.

Normal admin users can view and debug access control rules.

However, **administrators must elevate privileges to the** `security_admin` **role to create or update existing access control rules**.

Screenshot: `security_admin` **role record**



Subdomain: Application/Access Control

Difficulty level: Medium

Resources

[Security_admin role]

[Exploring Access Control Lists]

Domain

Database Management

Question 30 Skipped

What filter condition allows you to report on incidents created from the 'Create Incident' record producer where the value for the 'Urgency' question is '2-Medium'?

Apply a filter condition: 'Urgency' is '2-Medium'.

Apply a related list filter condition: 'Urgency' is '2-Medium'.

Correct answer

Apply a filter condition: 'Questions.Create Incident.Urgency' is '2-Medium'.

Apply additional group by on 'Questions': 'Create Incident.Urgency'.

Overall explanation

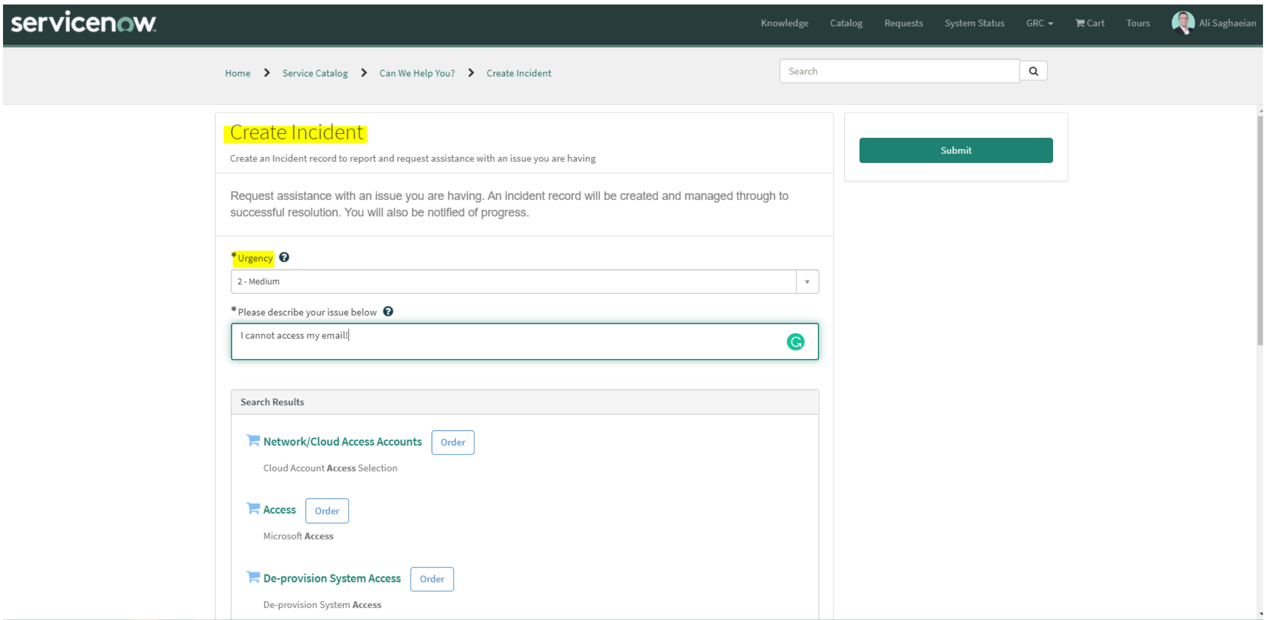
You can create reports grouped by a variable on a selected service catalogue item. You can also filter on questions using the condition builder.

There are enhanced filtering capabilities on record producer questions while creating a report so that the records are filtered based on the set conditions.

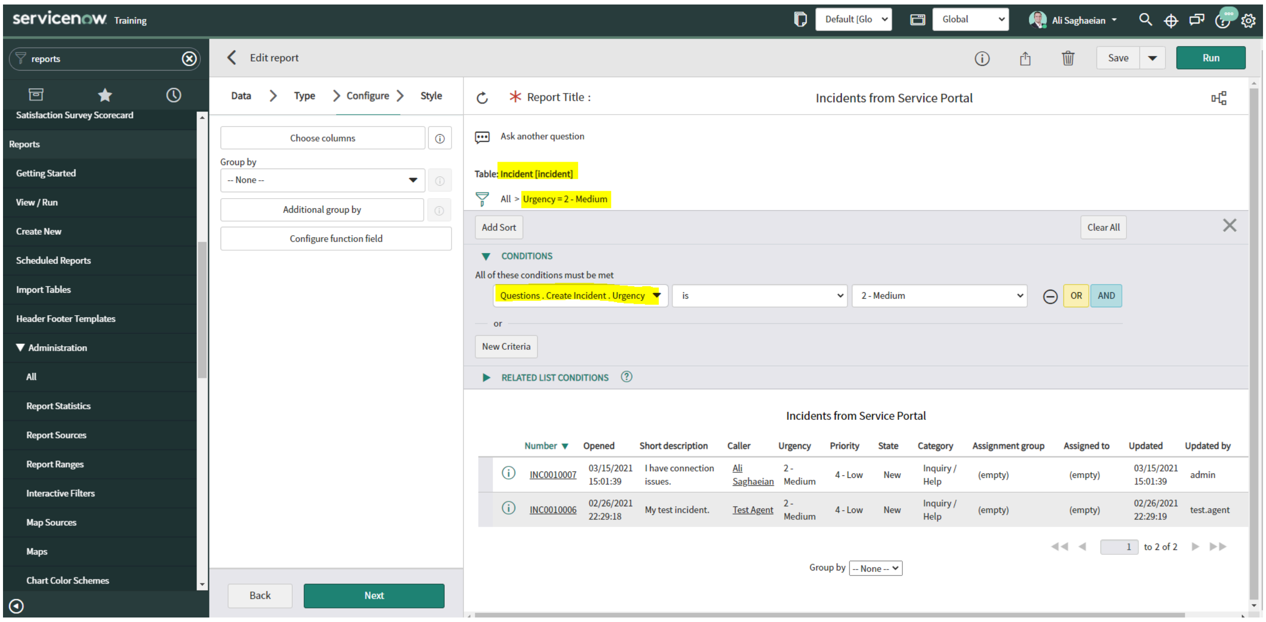
For example, if a specific mobile phone item has a storage variable, you can create a report that only shows those phones with 128 GB of storage.

In this case, you create a report on the Incident [`incident`] table, and you dot-walk to the **Questions.Create Incident.Urgency** on the conditions, and set the value to **'2-Medium'**.

Screenshot 1: **Raising a medium urgency issue from the 'Create Incident' catalogue on the service portal**



Screenshot 2: **Applying the filter condition 'Questions.Create Incident.Urgency' is '2-Medium' on the Incident report**



Subdomain: Service Catalogue

Additional domains:

- Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics
- Configuring Applications for Collaboration - Lists, Filters, and Tags

First introduced: Quebec release

Difficulty level: Hard

Resources

Reporting on service catalogue variables

Using service catalogue variables in a report

Domain

Self-Service & Automation

Question 31 Skipped

In which section of the email notification configuration can you make the notification subscribable by users?

What it will contain

What Digest will contain

When to send

Correct answer

Who will receive

Overall explanation

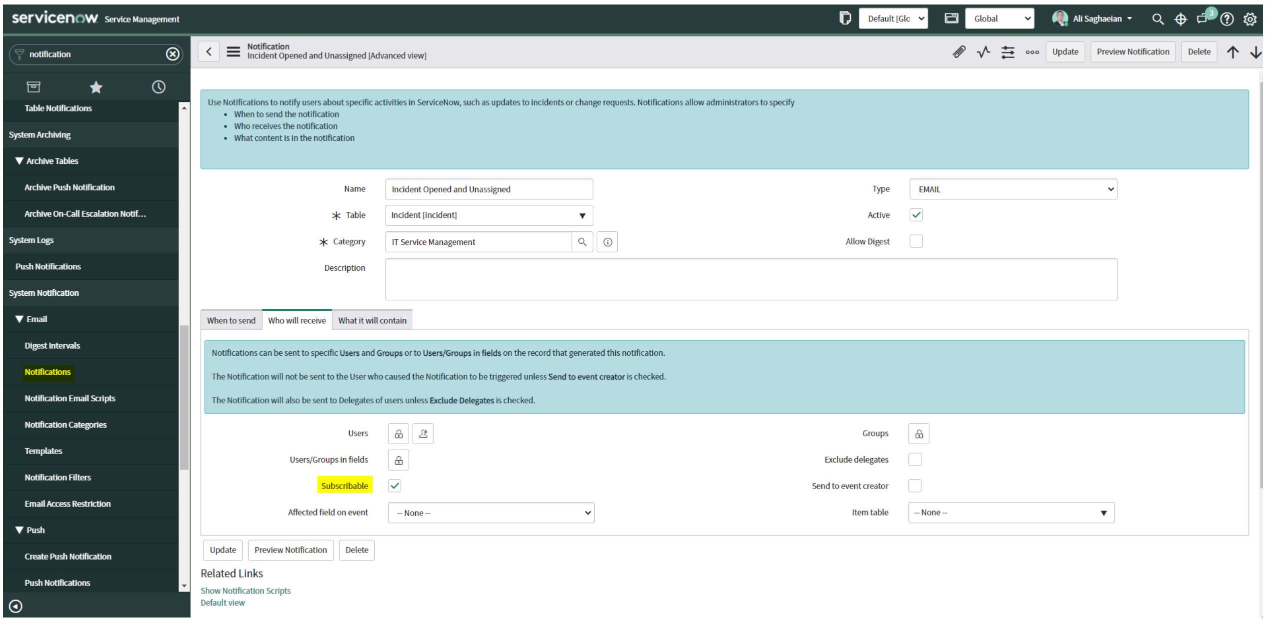
You can make the notification subscribable by users from the '**Who will receive**' tab/section of the email notification.

- **Note:** If the record contains sensitive or protected data, consider restricting the recipient list only to those users and groups who usually have access to it and do not enable the **Subscribable** option.

You can also configure your notification content so that private or sensitive data is not exposed.

For example, you could insert a link to the associated record, so details are not revealed in the notification.

Screenshot: **Making the 'Incident Opened and Unassigned' Notification subscribable**



Subdomain: Notifications

Difficulty level: Medium

Resources

[Creating an email notification]

[Subscription-based notifications]

Domain

Configuring Applications for Collaboration

Question 32 Skipped

What needs to be configured to create a new form view?

Correct answer

Form Layout

List Layout

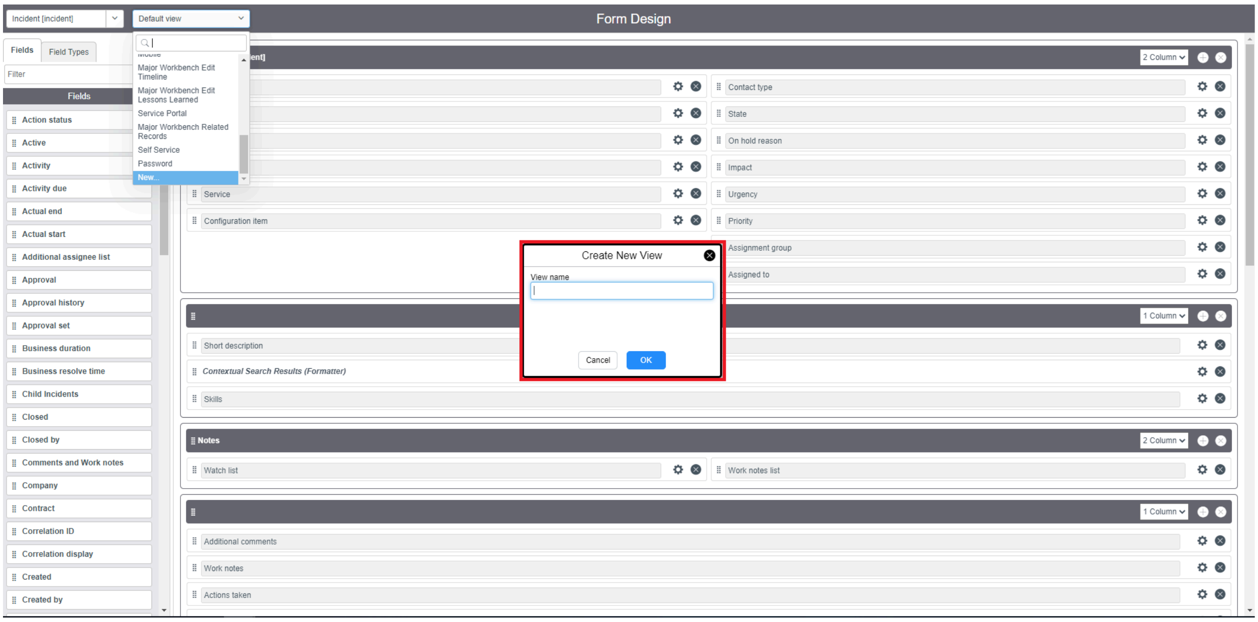
List Design

Related List

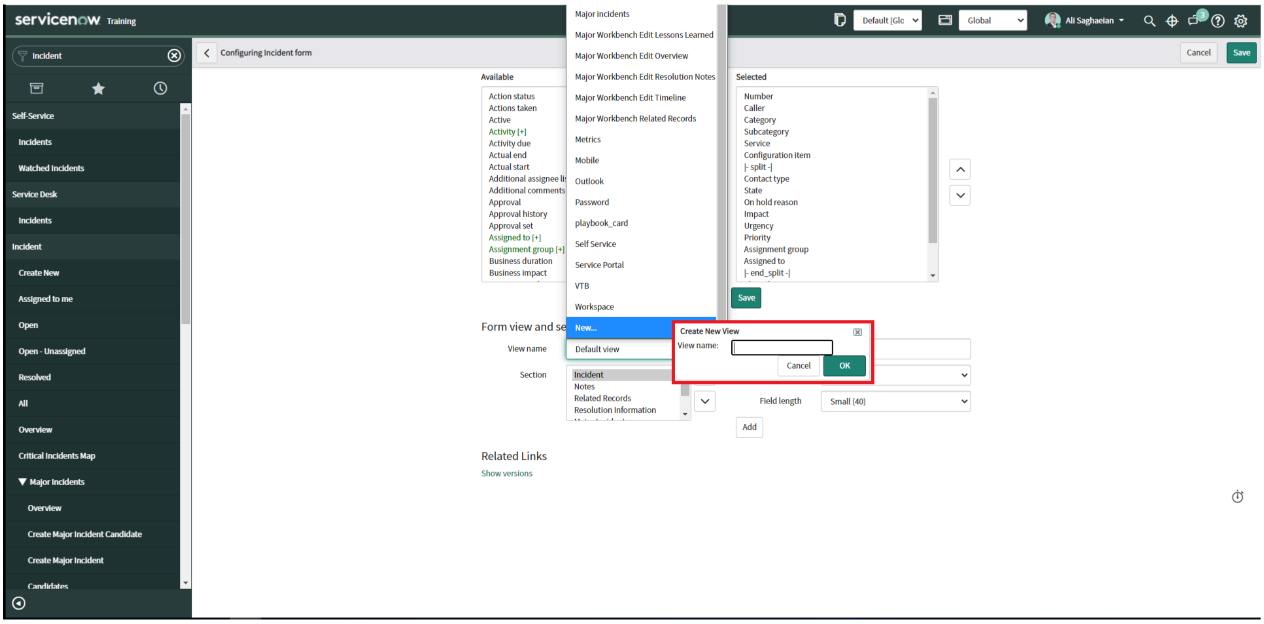
Overall explanation

Configuring **Form Layout** or **Form Design** allows you to add form views and add and remove fields on forms.

Screenshot 1: **Creating a new form view from Form Design**



Screenshot 2: **Creating a new form view from Form Layout**



Subdomain: Form Configuration

Difficulty level: Easy

Resources

[Creating and deleting views]

[View management]

Domain

Configuring Applications for Collaboration

Question 33 Skipped

What does a column in a list represent in a ServiceNow instance?

An attribute

A record

A filter

Correct answer

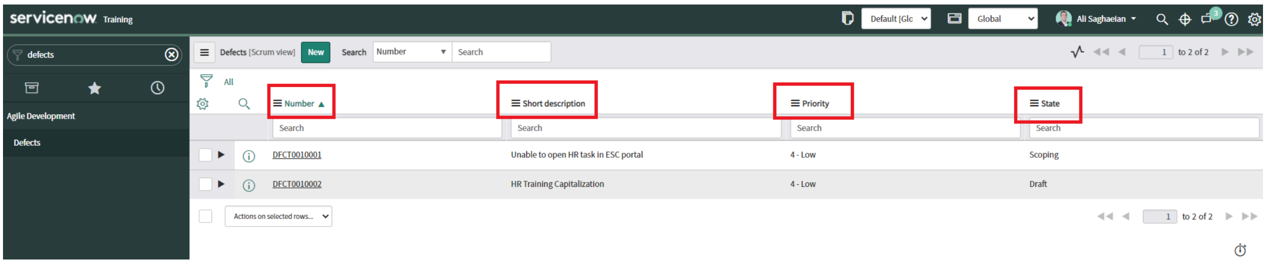
A field

Overall explanation

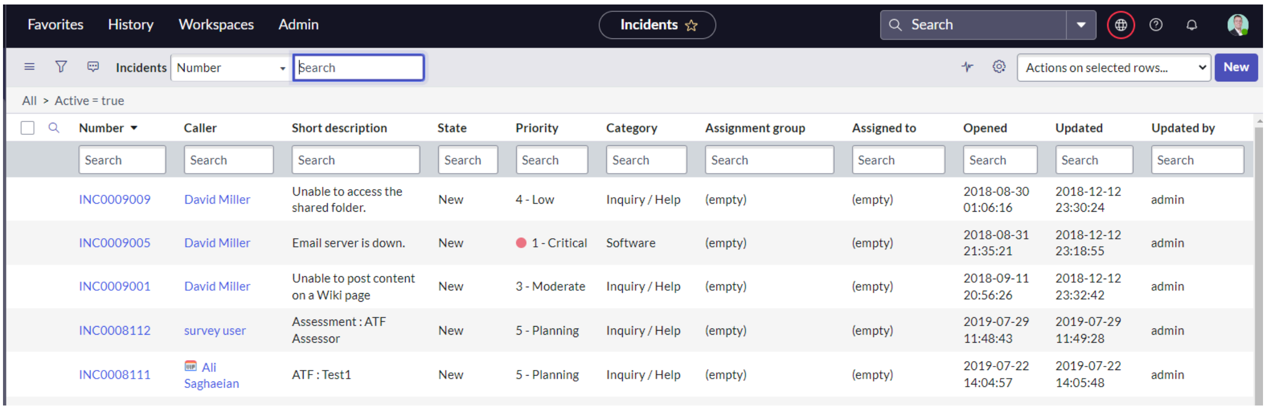
A table is a collection of records in the database. Each record in a list corresponds to a row in a table, and each field on a record corresponds to a column on that table.

Therefore, a column in a list represents **a field** in a ServiceNow instance.

Screenshot 1: **The columns on a list that represent fields on a table (UI16)**



Screenshot 2: **The columns on a list that represent fields on a table (Next Experience UI)**



Subdomain: List and Form anatomy

Additional domain: Platform Overview and Navigation - The ServiceNow Instance

Difficulty level: Easy

Resources

[Table administration]

[Configuring the list layout]

Domain

Configuring Applications for Collaboration

Question 34 Skipped

Which option allows you to update existing Target Table records when importing data from an import set?

Transform

Unique

Mandatory

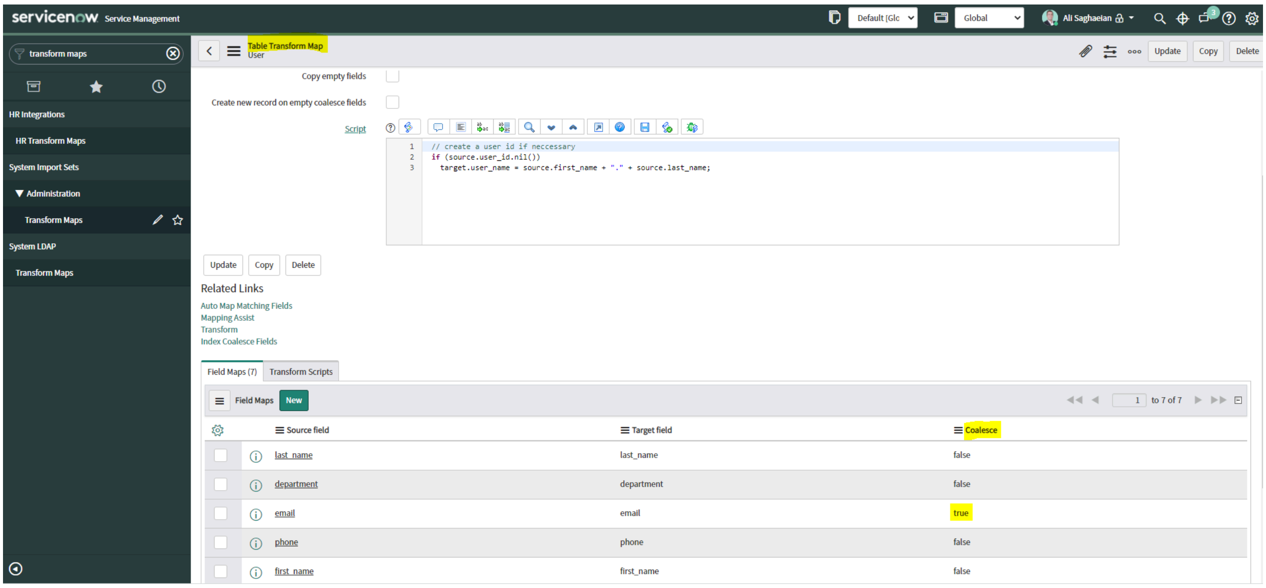
Correct answer

Coalesce

Overall explanation

The **coalesce** option allows you to update existing Target Table records when importing data from an import set.

Screenshot: **Example of a coalesce field in a Transform Map**



Subdomain: Importing Data

Difficulty level: Medium

Resources

[Updating records using coalesce]

[Import sets]

Domain

Database Management

Question 35 Skipped

What is an update set?

Correct answer

Group of one or more changes that can be moved from one instance to another altogether.

A series of tables and fields that store information about the Configuration Items (CIs) owned by your organisation.

One method of security that restricts access to data by requiring users to pass a set of requirements before they can interact with it.

A server-side script that runs when a record is displayed, inserted, updated, or deleted or when a table is queried.

Overall explanation

An update set is a **group of one or more changes that can be moved from one instance to another altogether**.

This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

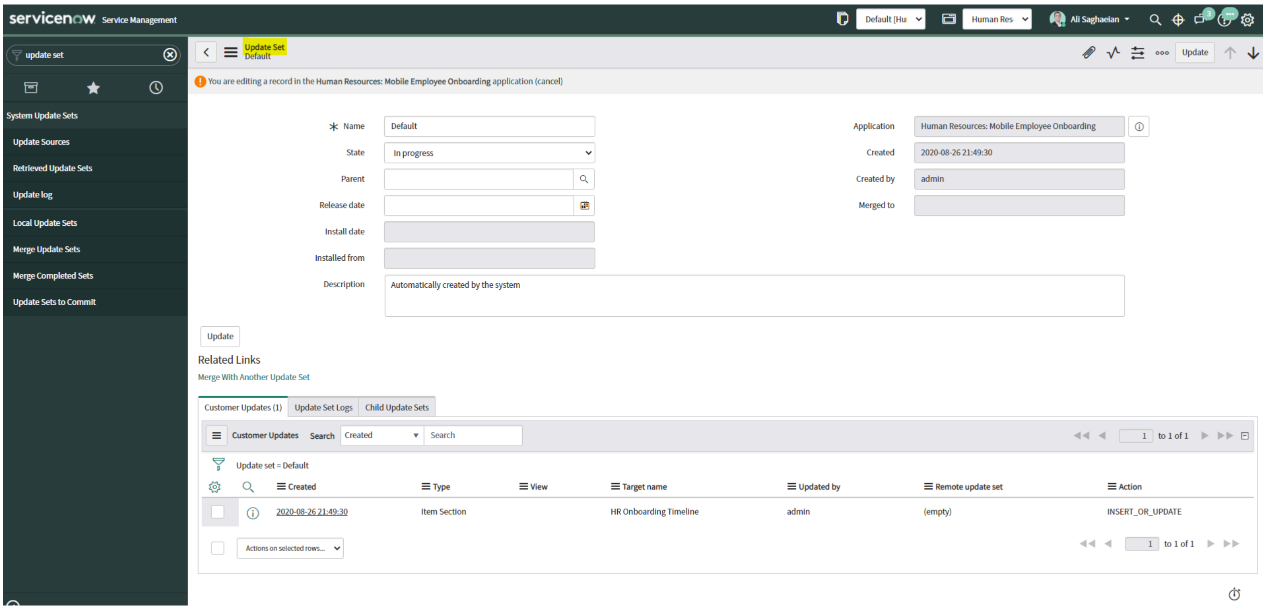
An update set is an XML file that contains:

- A set of record details that uniquely identify the update set.
- A list of configuration changes.
- A state that determines whether another instance can retrieve and apply configuration changes.

Update sets track changes to applications and system platform features.

This allows developers to create new functionality on a non-production instance and promote the changes to another instance.

Screenshot: **A sample update set record that has captured a configuration change**



Subdomain: System update sets

Difficulty level: Easy

Resources

[System update sets]

[Get started with update sets]

Domain

Data Migration and Integration

Question 36 Skipped

What are the two available knowledge article types?

Select 2 Answers from the below options.

CSS

Plain Text

Correct selection

HTML

Correct selection

Wiki

Overall explanation

Knowledge contributors can create and edit knowledge articles within a knowledge base to share information across your organisation.

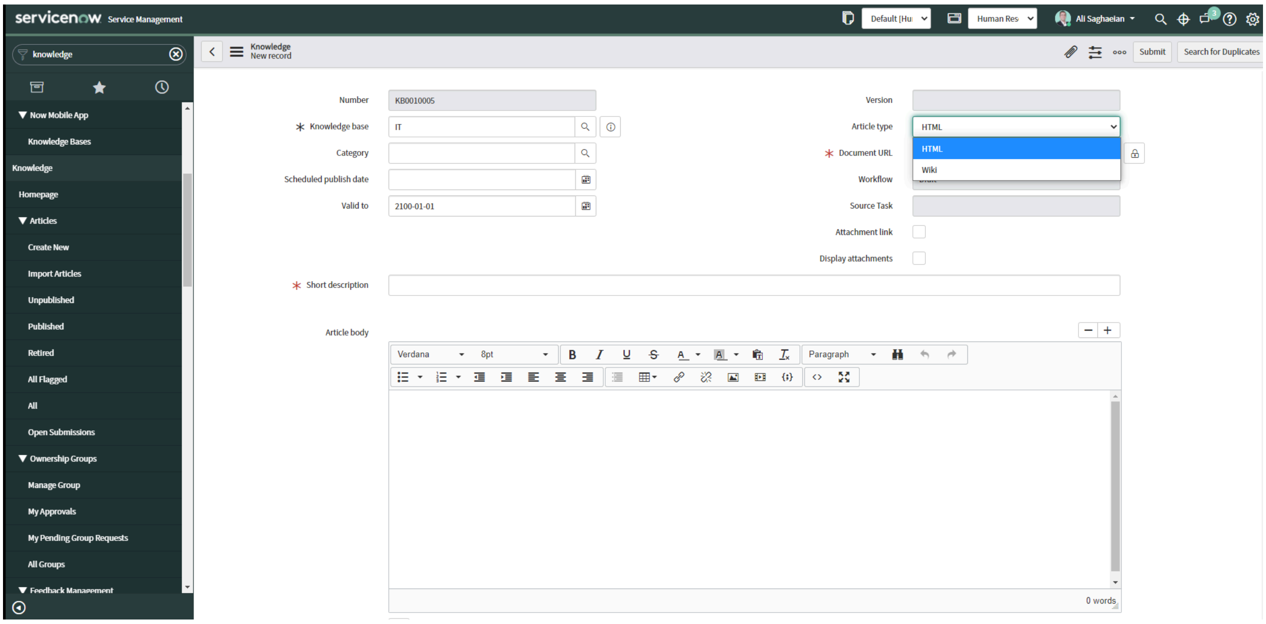
HTML and **Wiki** are the two available knowledge article types.

The Article body displays when the HTML type is selected and allows knowledge contributors and managers to use the HTML editor to write and format their article text.

The HTML toolbar within the HTML editor contains an array of icons that enable you to edit and format the body text of your knowledge article. You can also use the HTML Editor to add images, links, audio, and video to the knowledge article.

Note: The *Article type* field is only visible in the standard template.

Screenshot: **Options to create an HTML or Wiki article**



Subdomain: Knowledge Management

Difficulty level: Easy

Resources

[Creating a knowledge article]

[Editing functions for knowledge articles in the HTML editor]

Domain

Self-Service & Automation

Question 37 Skipped

What operations can you do on the homepages with the Homepage deprecation help tool?

Select 3 Answers from the below options.

Correct selection

Restore retired homepages as dashboards

Correct selection

Retire a homepage

Correct selection

Convert a homepage

Create a global homepage

Duplicate a homepage

Edit a homepage

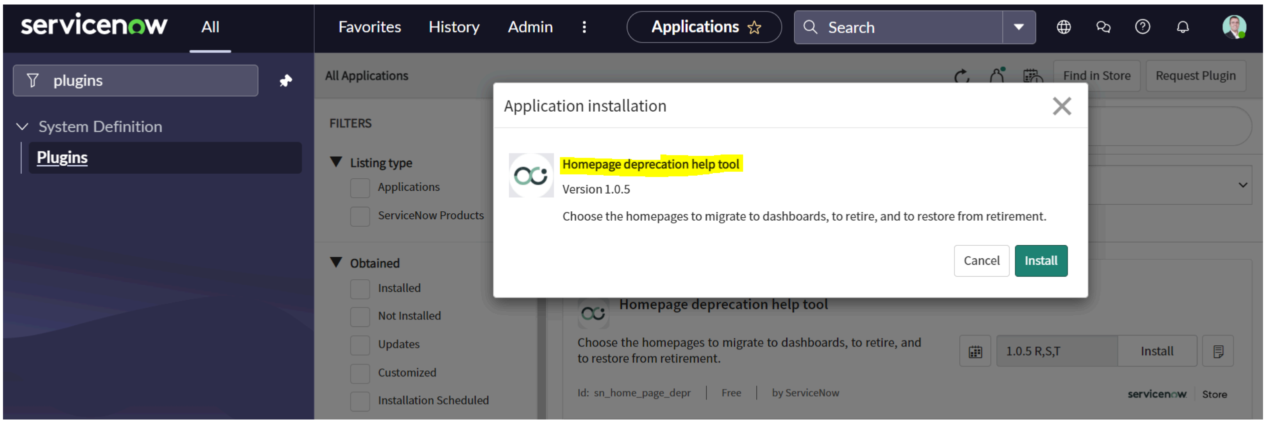
Overall explanation

You can use the Homepage deprecation help tool to find all of your homepages in one place and **convert them to dashboards, retire them, and restore retired homepages as dashboards**.

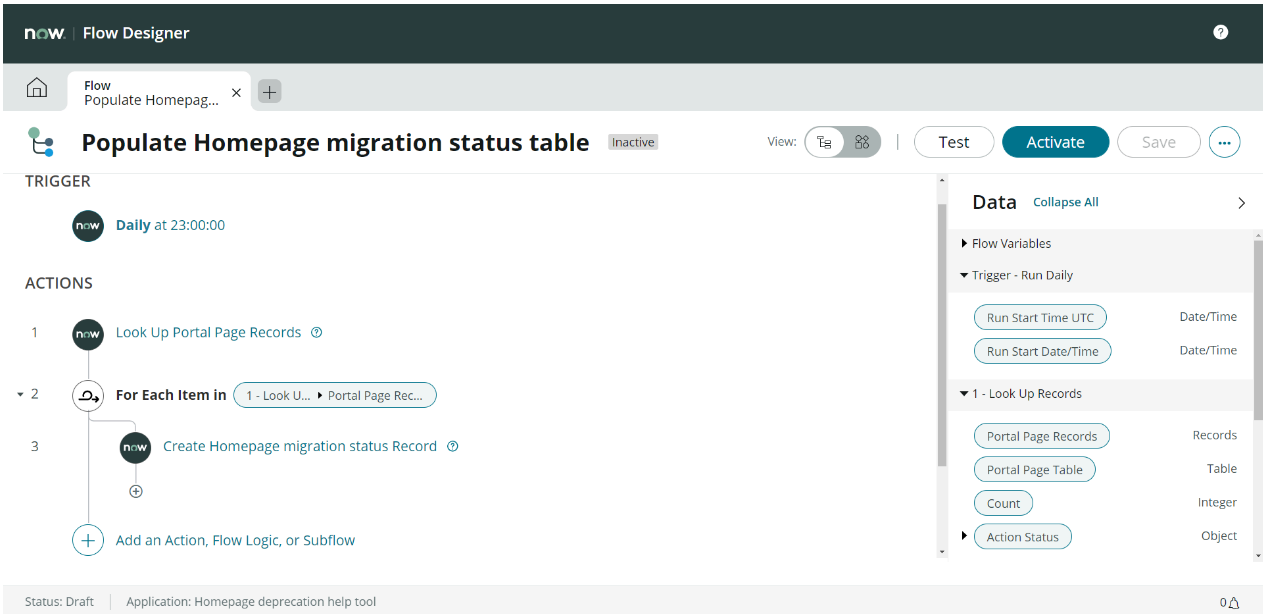
- You may find that the stakeholders of a retired homepage still want its information. You can **restore that retired homepage as a responsive dashboard**.

- You can use the homepage migration status table to **retire homepages**. When you retire a homepage, you remove visibility and editing options from all but the admin.
- You can populate the Homepage migration status table and determine which **homepages to convert to dashboards**.

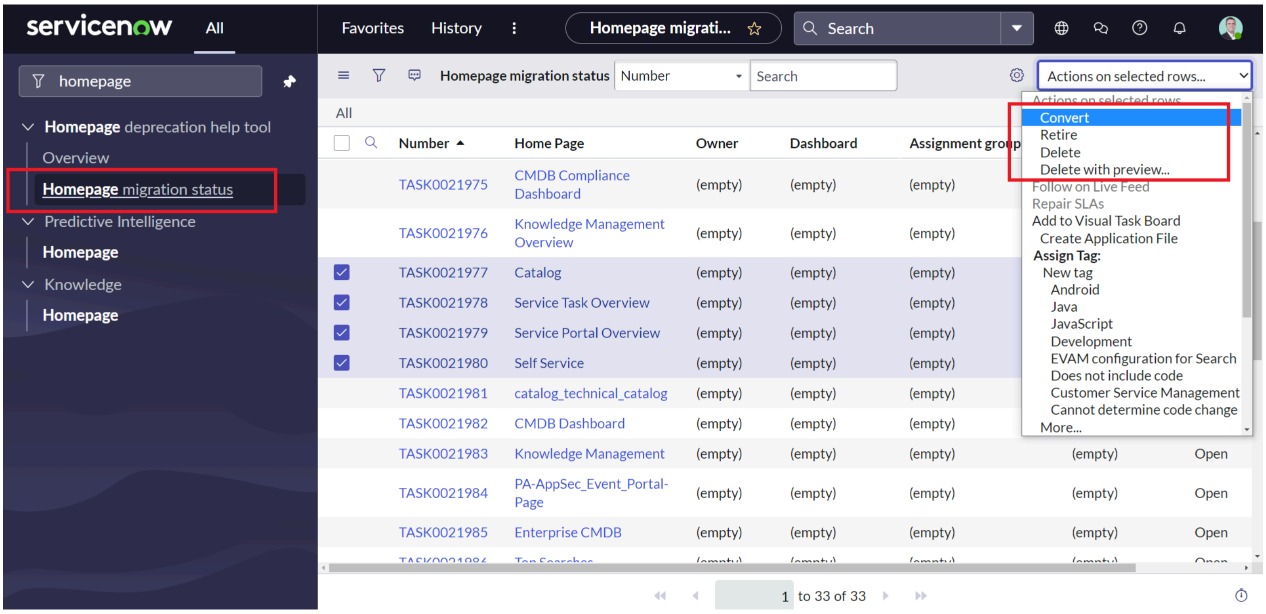
Screenshot 1: **Installing the Homepage deprecation help tool plugin**



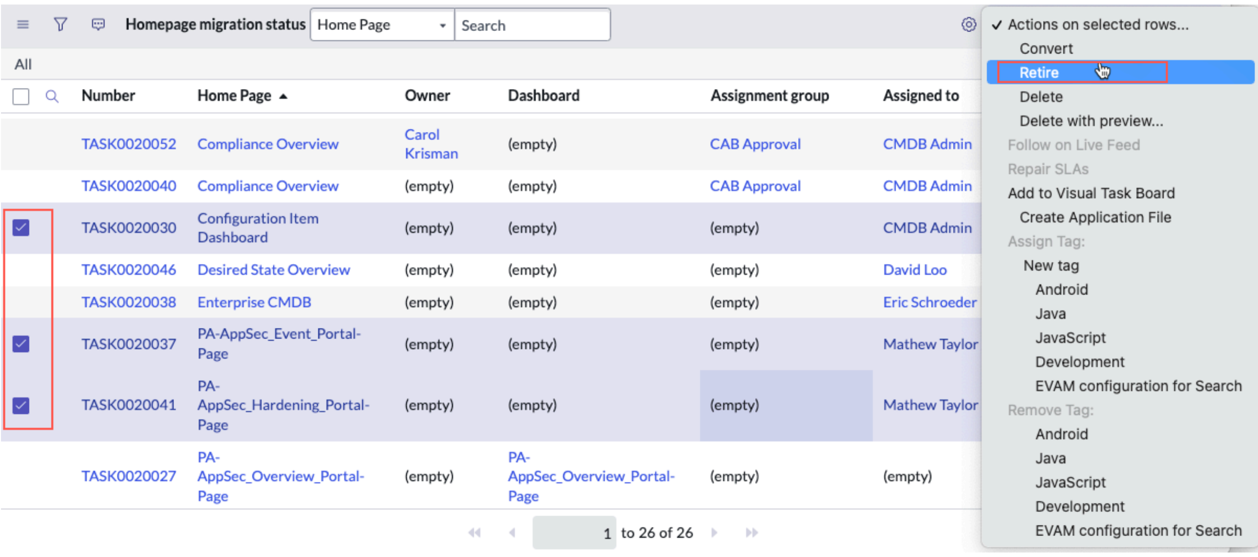
Screenshot 2: **Populating the Homepage migration status table by activating the Flow**



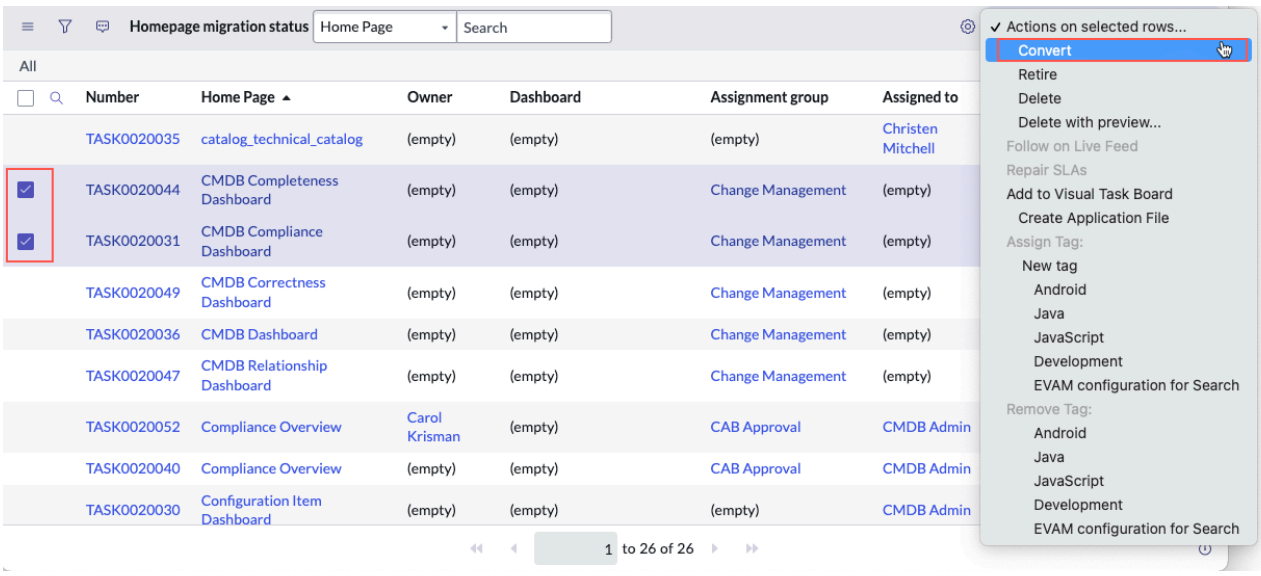
Screenshot 3: **Different actions on the selected rows on the Homepage migration status list**



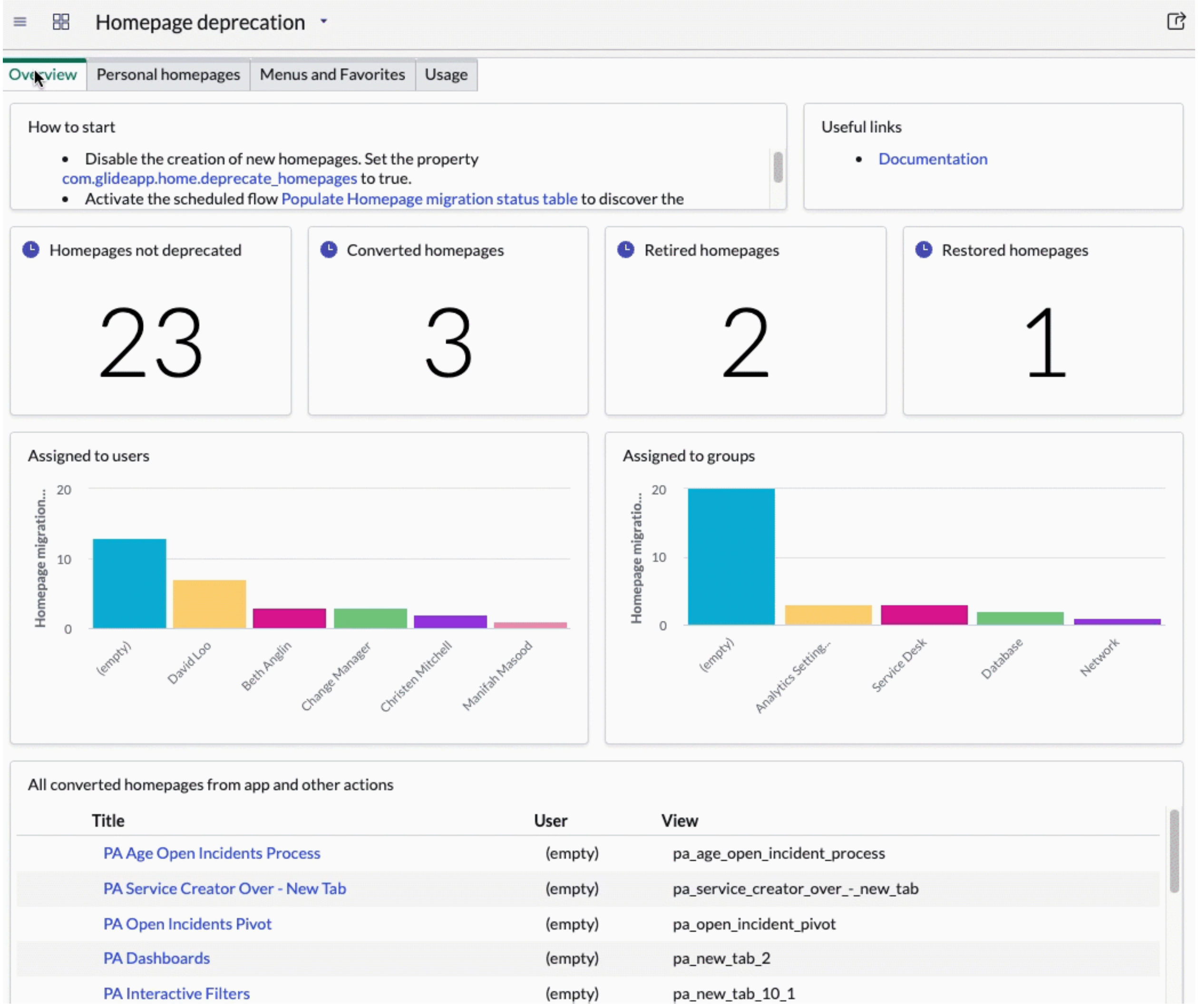
Screenshot 4: **Retiring multiple homepages using the Homepage deprecation help tool**



Screenshot 5: **Converting homepages into dashboards using the Homepage deprecation help tool**



Screen recording: **The Homepage deprecation dashboard**



Additional resource:

- Homepage deprecation help tool features

Subdomain: Personalising/customising the instance

Additional domain: Configuring Applications for Collaboration - Reporting, Dashboards, and Performance Analytics

First introduced: Tokyo release

Difficulty level: Hard

Resources

Restoring a homepage
Retiring a homepage
Converting a homepage

Domain

Instance Configuration

Question 38 Skipped

Which module displays a list of tasks assigned to a user's group but not yet assigned to an individual user?

My Teams Work

My Teams Tasks

Correct answer

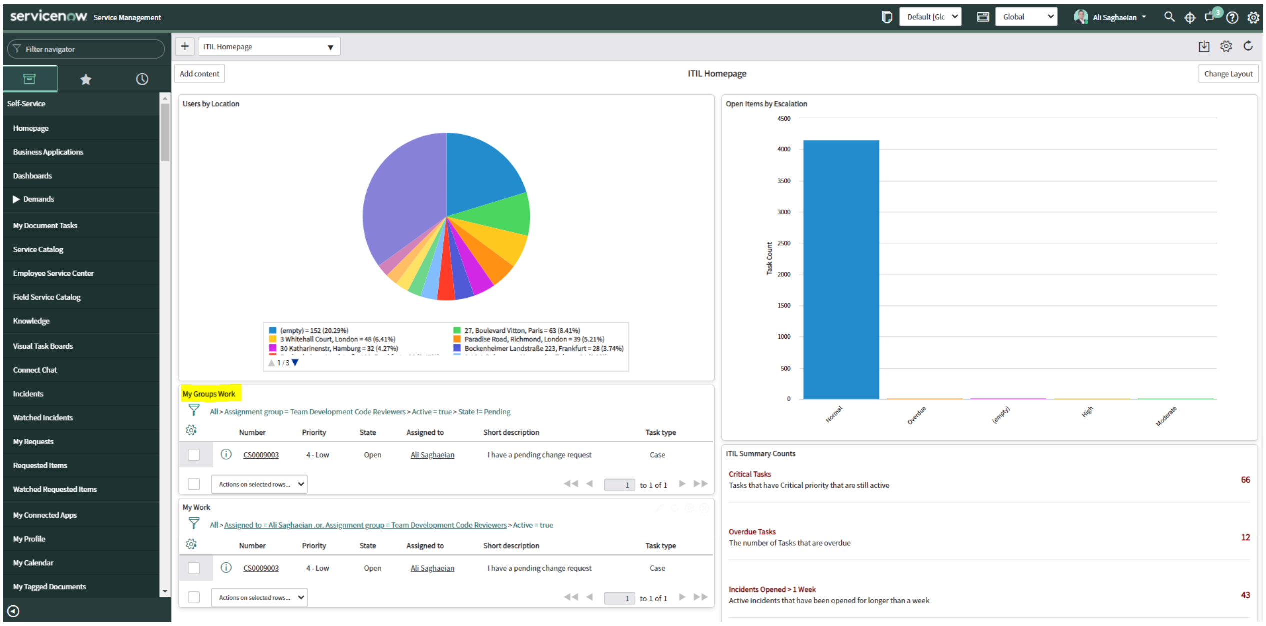
My Groups Work

My Groups Tasks

Overall explanation

My Groups Work module displays a list of tasks assigned to a user's group but not yet assigned to an individual user.

Screenshot: **My Groups Work module on ITIL Homepage / Dashboard**



Subdomain: Task Management

Difficulty level: Easy

Resources

[ITIL dashboard]

[Using lists to find work to do]

Domain

Configuring Applications for Collaboration

Question 39 Skipped

What service catalogue component allows for multiple catalogue items to be logically grouped as one request?

Variable Set

Record producer

Catalogue Item

Correct answer

Order Guide

Overall explanation

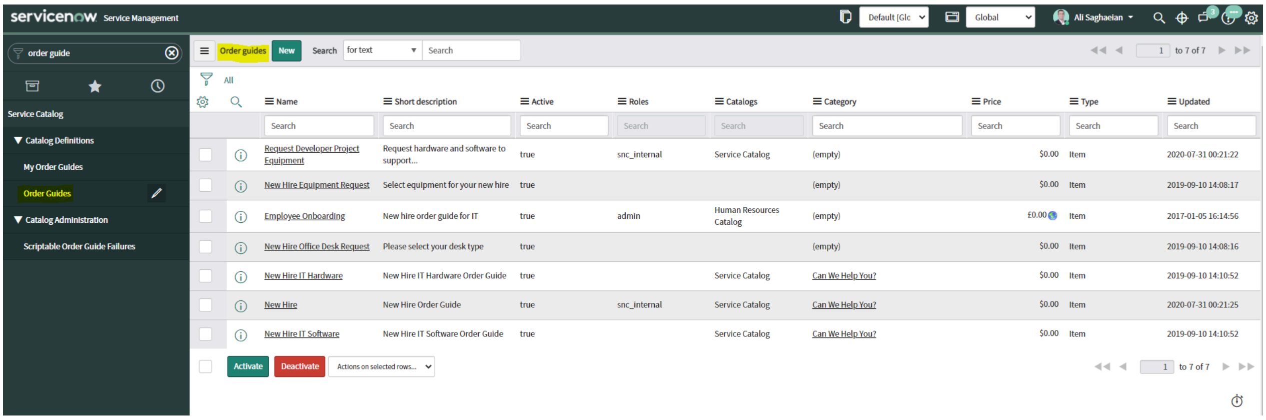
The order guide presents multiple Catalogue Items grouped logically as one request.

The order guide submits a single service catalogue request that generates several items.

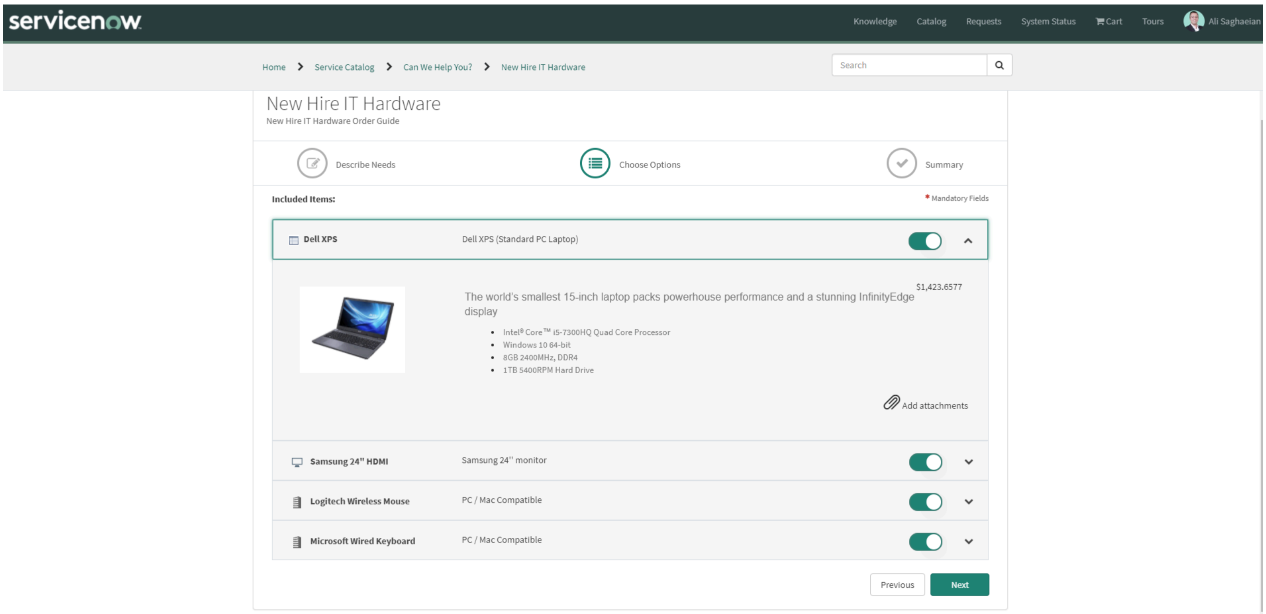
For example, a New Employee Hire order guide can contain several items that new employees commonly need, such as business cards, a computer, and a cell phone. After selecting this order guide, the customer can then provide information about the new employee, including location and job title. The order guide then submits an order for catalogue items like business cards based on the details provided.

Note: Administrators and catalogue administrators can create order guides for the service catalogue.

Screenshot 1: **List of Order Guides on the Now Platform**



Screenshot 2: **Example of an order guide (i.e. New Hire IT Hardware) on the Service Portal**



Subdomain: Service Catalogue

Difficulty level: Easy

Resources

[Order guides]

[Types of catalogue items]

Domain

Self-Service & Automation

Question 40 Skipped

(Xanadu) You can leverage the generative AI capabilities of Now Assist in Knowledge Management.

How can you edit a Knowledge article using the Now Assist context menu feature?

Improve or extend content.

Localise and translate content.

Check for spelling and grammar errors.

Correct answer

Elaborate or shorten content.

Overall explanation

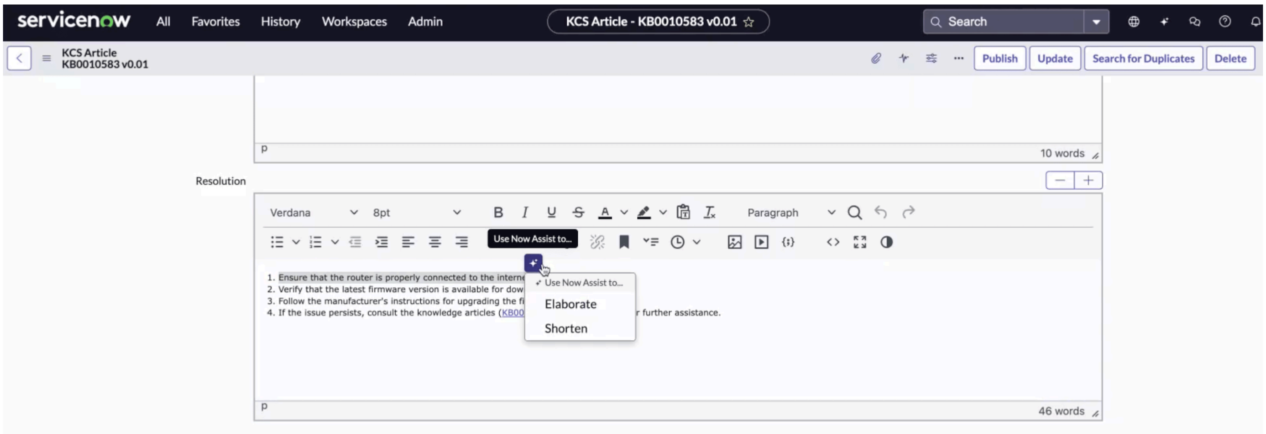
You can **elaborate or shorten content within a Knowledge article using the Now Assist context menu feature** that enables you (as an author or an agent) to leverage the generative AI capabilities of Now Assist in Knowledge Management.

The Now Assist Knowledge content recommendation skill is required to enable the context menu feature. The Elaborate and Shorten function of the context menu feature is available for all article templates.

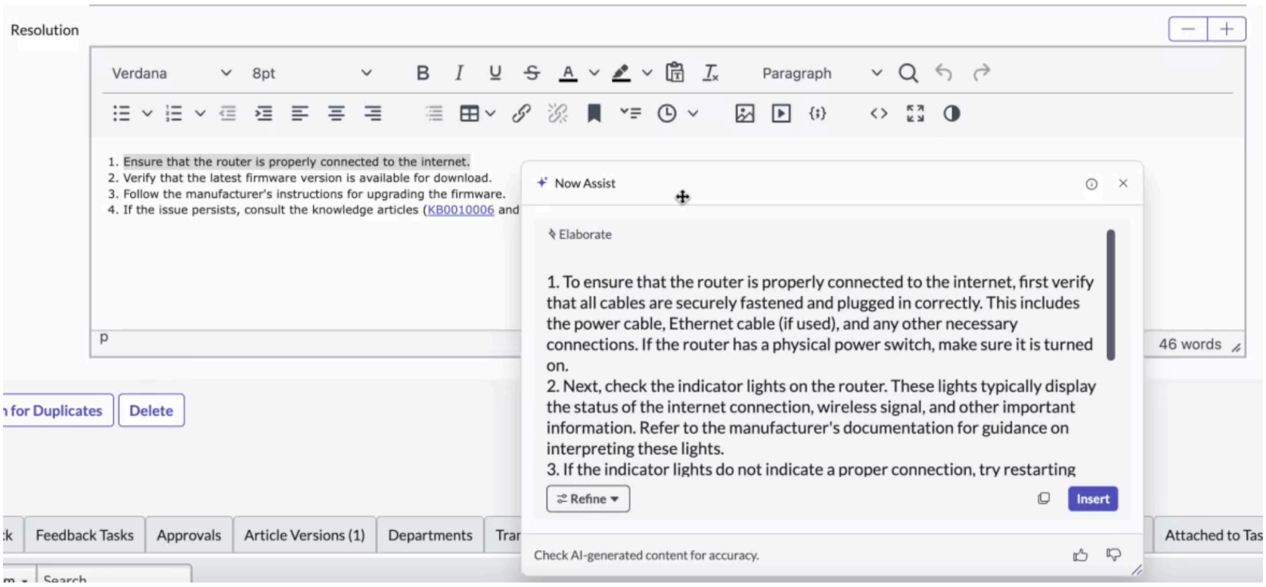
- **Note 1:** The Now Assist Knowledge content recommendation skill currently supports only a limited set of HTML tags and styles.

- **Note 2:** Styles such as bold, italics, tables, and links may not be retained and may result in unpredictable results.

Screenshot 1: **Choosing the Now Assist icon from the context menu to either Elaborate or Shorten a selected content**



Screenshot 2: **Selected the Elaborate option from the Now Assist context menu, where I can Insert to add the generated content to the article**



Subdomain: Knowledge Management

Additional domain: Platform Overview and Navigation - Platform capabilities and services

Difficulty level: Easy

First introduced: Xanadu release

Resources

[Editing an article using the Now Assist context menu]

[Generating a knowledge article with Now Assist]

[Exploring Now Assist in Knowledge Management]

Domain

Self-Service & Automation

Question 41 Skipped

Which of the following are the UI actions in a form?

Select 3 Answers from the below options.

Correct selection

Form links (Related Links in a form)

Form relationships

Correct selection

Form buttons

Correct selection

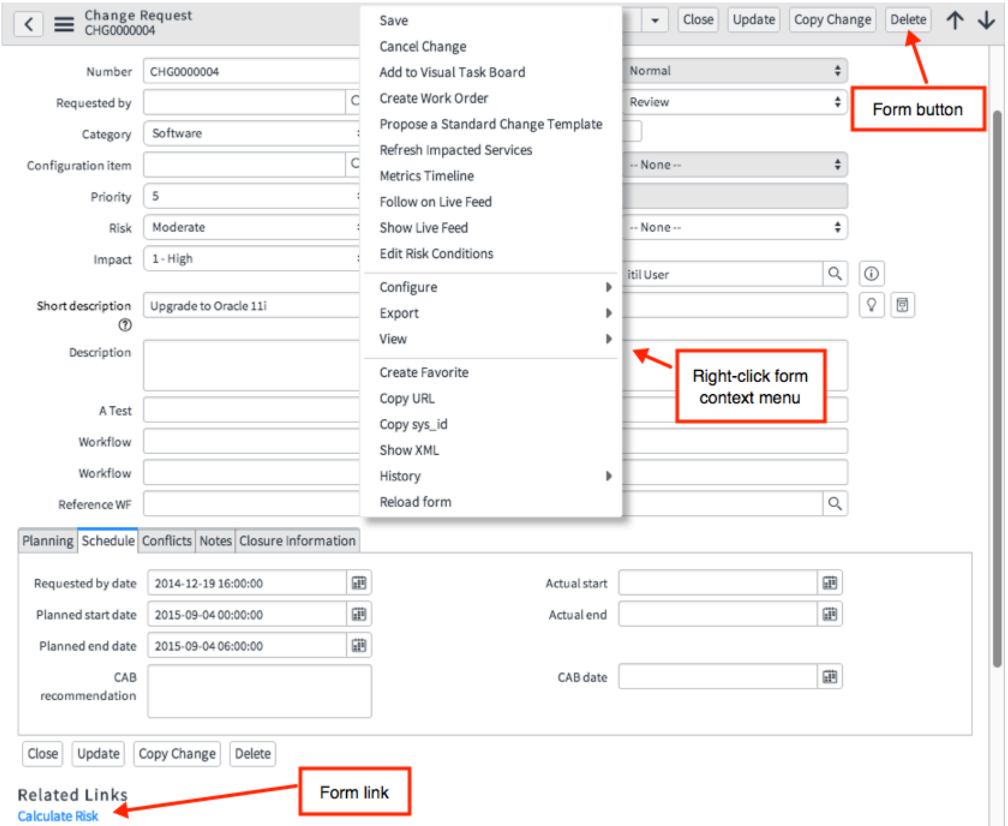
Form context menu items (right-click the header)

Form access

Overall explanation

Form buttons, Form context menu items (right-click the header), and **Form links** (Related Links in a form) are some of the UI actions that can be set up in a form.

Screenshot: **Form UI actions**



Subdomain: Advanced Form Configuration

Additional domain: Data Migration and Integration - Scripting in ServiceNow

Difficulty level: Easy

Resources

[UI actions]

[Creating a UI action]

Domain

Configuring Applications for Collaboration

Question 42 Skipped

Why do organisations fail to complete implementation or realise business value from the CMDB?

Select 3 Answers from the below options.

Too many non-IT Configuration Items

Correct selection

Ill-defined relationships among Configuration Items

Correct selection

Inconsistent data quality

Correct selection

Unknown Configuration Items

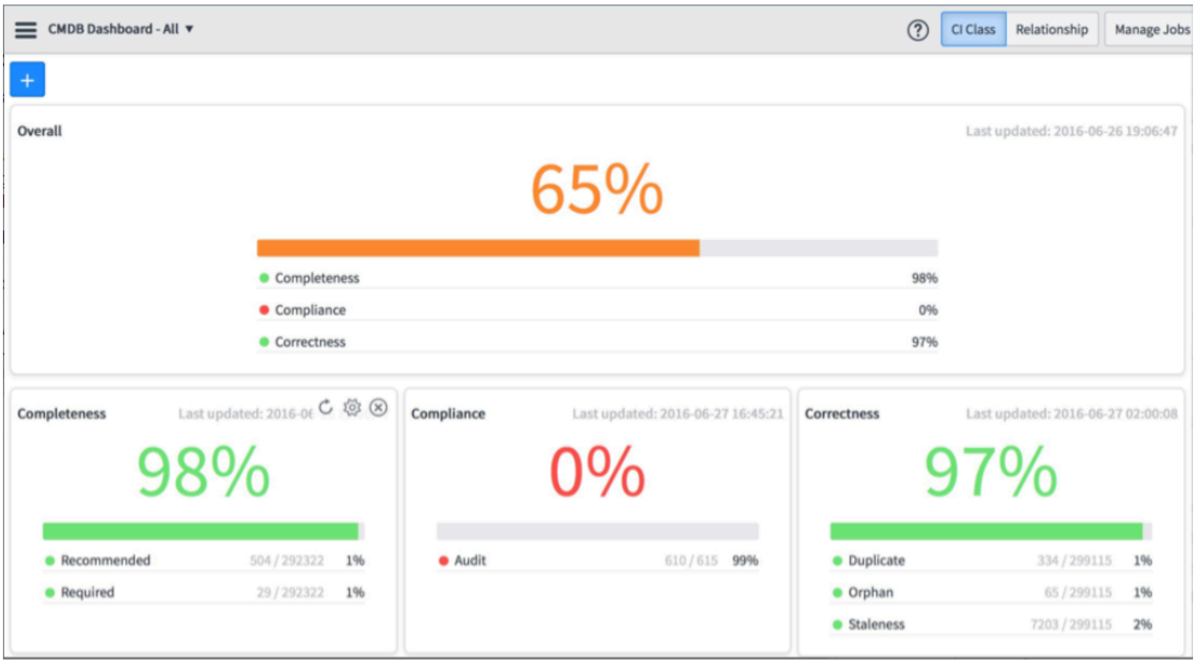
Overall explanation

Monitoring and maintaining the health of the CMDB is essential to the effective and continuous use of the product. Health indicators such as duplicate CIs required CI fields and audits contribute to the calculation of health scorecards at the CI, class, and CMDB levels.

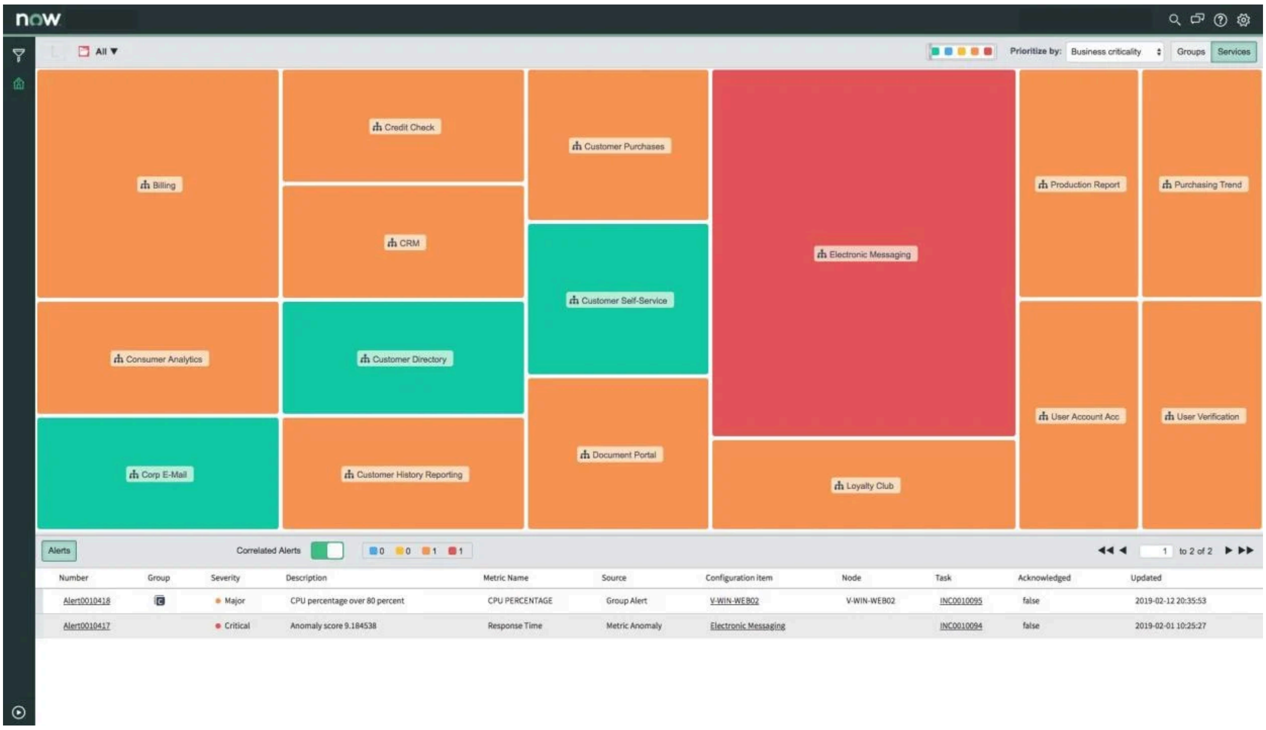
A challenge to consolidating and maintaining the CMDB is capturing **unknown CIs, inconsistent data quality** and **ill-defined relationships**.

ServiceNow provides a great way to manage critical business services. But maintaining business service relationships with the underlying infrastructure is a continuous effort. Our customers often use Discovery, Service Mapping, and Event Management to keep the CMDB current and healthy with critical service information.

Screenshot: **CMDB Dashboard to manage the health of your CMDB from one place**



Screenshot 2: **Complete visibility and control of critical business services in the CMDB via the Event Management dashboard**



Subdomain: CMDB and CSDM

Difficulty level: Easy

Resources

[Configuration Management Database / CMDB]

[CMDB Health]

Domain

Database Management

Question 43 Skipped

What type of relationship is recommended between Incident and SLA tables to report on incidents resolved by SLA per incident category?

Many-to-Many

One-to-Many

Extensions

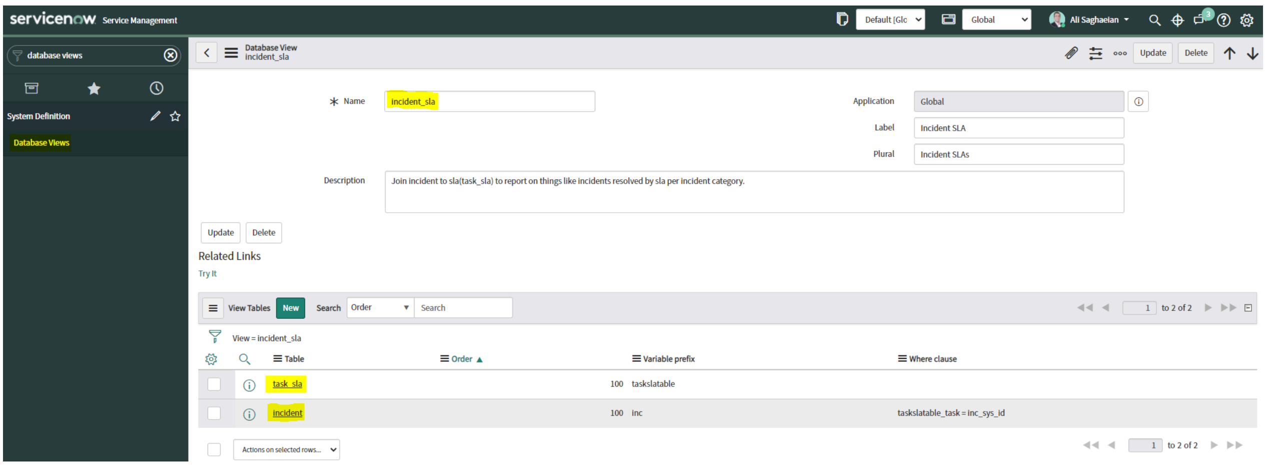
Correct answer

Database Views

Overall explanation

Incident SLA [`incident_sla`] is a database view that joins incident to SLA (`task_sla`) to report on things like incidents resolved by SLA per incident category.

Screenshot: **Incident SLA database view record**



Subdomain: Data Schema

Additional domain: Platform Overview and Navigation - ServiceNow Platform Overview

Difficulty level: Medium

Resources

Database views in the base system

Creating database views for reporting

Domain

Database Management

Question 44 Skipped

From the end user's perspective, how are the products and services in the service catalogue organised?

Incidents and Problems

Tasks and Subtasks

Correct answer

Categories and Subcategories

Tickets and Requests

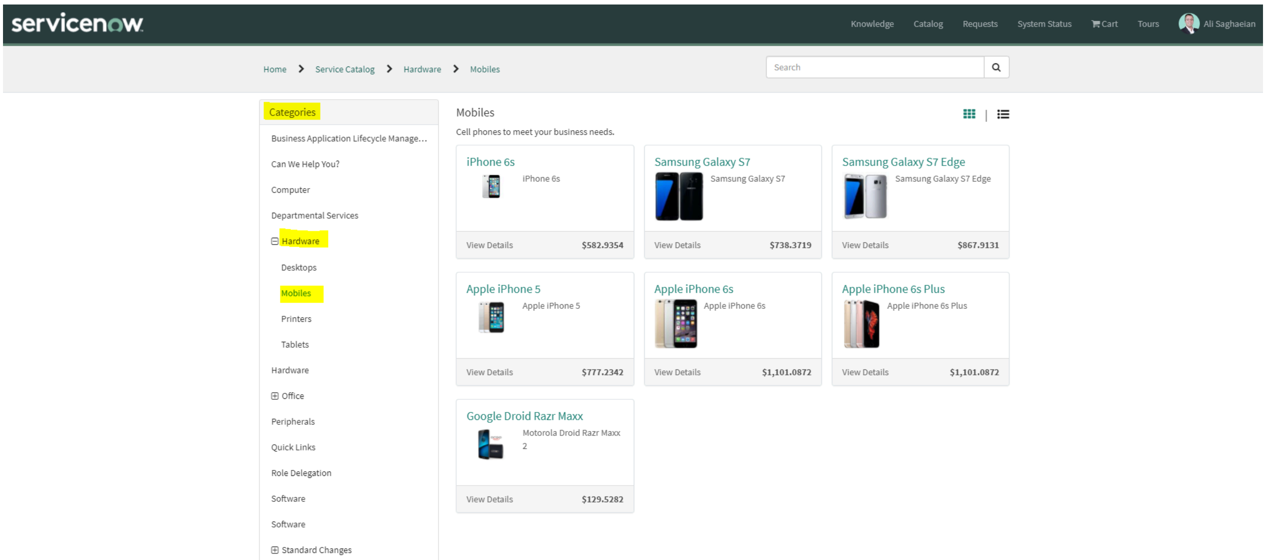
Overall explanation

From the end user's perspective, products and services in the service catalogue are organised by **categories and subcategories**.

Categories and subcategories organise service catalogue items into logical groups.

Administrators and catalogue administrators can create and configure categories and subcategories, defining their characteristics and adding content such as catalogue items.

Screenshot: **Catalogue items from the Hardware category and Mobiles subcategory**



Subdomain: Service Catalogue

Difficulty level: Easy

Resources

[Service catalogue categories]

[Creating a service catalogue category]

Domain

Self-Service & Automation

Question 45 Skipped

Which field type displays records from another table?

Choice

Attachments

String

Correct answer

Reference

Overall explanation

A **Reference** is the field type that displays records from another table.

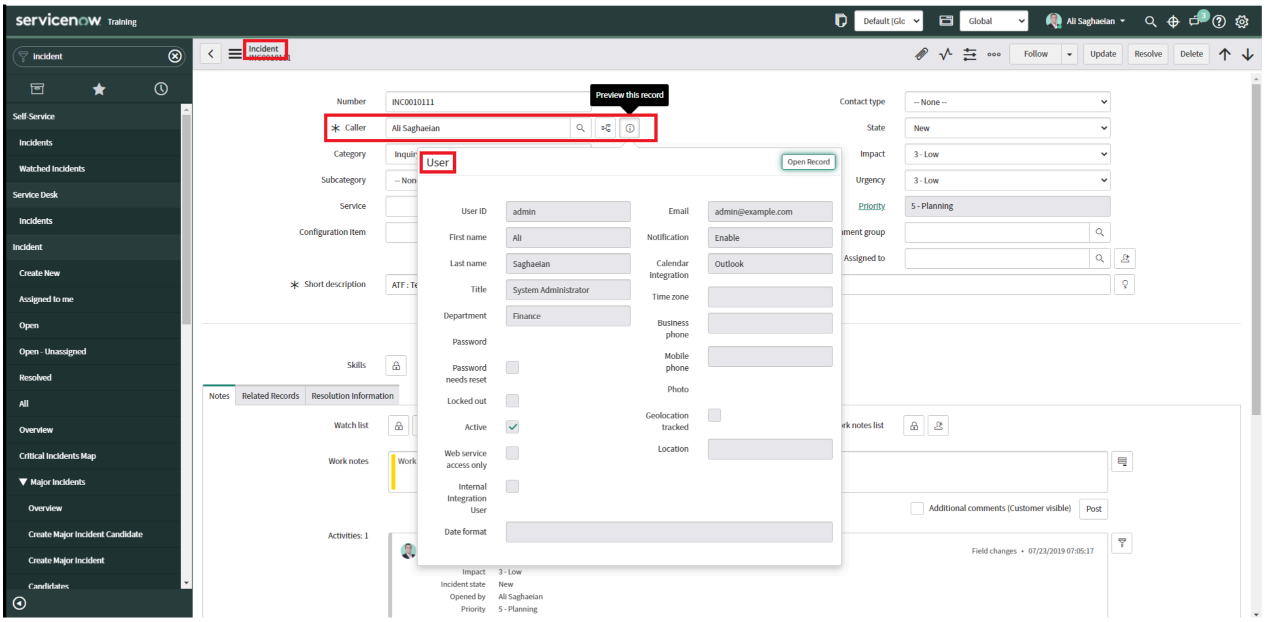
For example, the **Caller** field on the Incident table is a reference to the User [`sys_user`] table.

When you define a reference field, the system creates a relationship between the two tables.

Adding a reference field to a form makes the other fields in the referenced table available to the form.

Note: A reference field can refer only to records from one other table.

Screenshot: **An example of a (user) reference field (i.e. Caller) on the Incident table**



Subdomain: ServiceNow Platform Overview

Difficulty level: Easy

Resources

[Reference field type]

Domain

Platform Overview and Navigation

Question 46 Skipped

You can define the relationship between fields in an import set table and an existing ServiceNow table.

Where is this relationship determined in the import process?

Target tables

External data sources

Import set table

Correct answer

Transform map

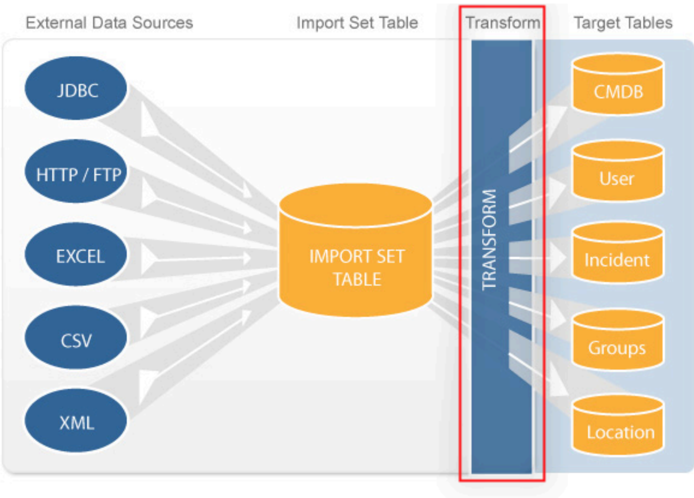
Database view

Overall explanation

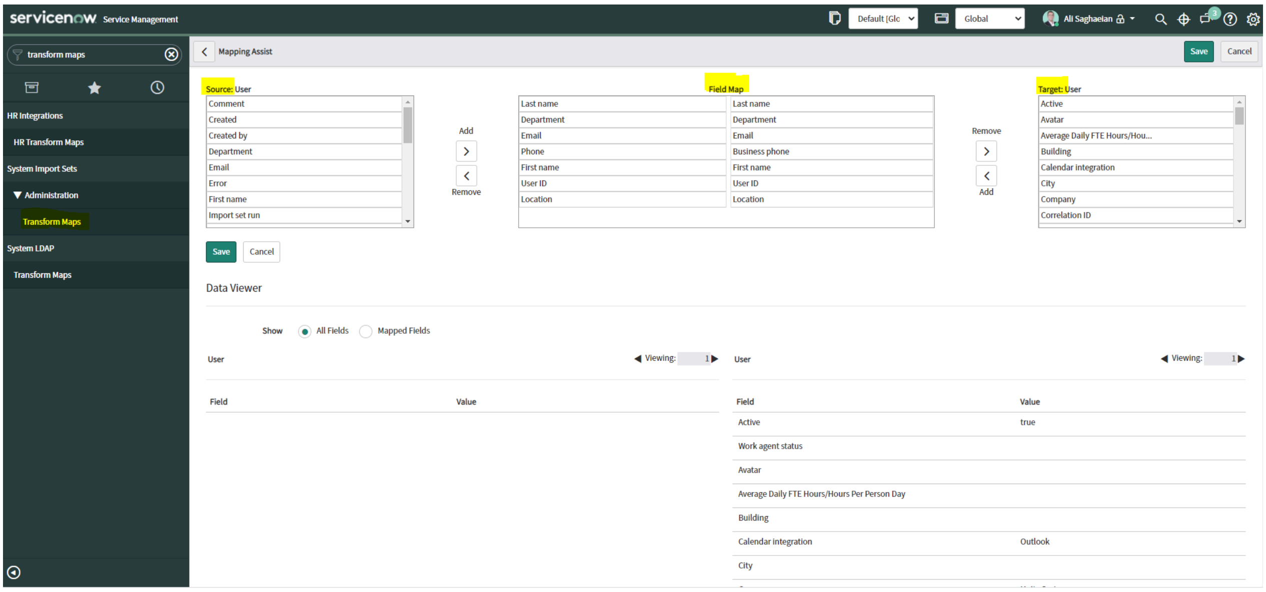
The '**Transform map**' in the import process provides a guide for moving data from import set tables to 'Target' tables (such as Incidents or Users).

It determines the relationship between fields in an import set table and an existing ServiceNow table.

Image: **Import process transform**



Screenshot: **Mapping user data from a source table to a target table within Transform Map**



Subdomain: Importing Data

Difficulty level: Easy

Resources

[Transform maps]

[Import sets]

Domain

Database Management

Question 47 Skipped

Which Chatbot on the Now Platform allows you to send notifications directly to Slack and Microsoft Teams users?

Connect Chat

Sidebar

ChatGPT

Now Notifications

Correct answer

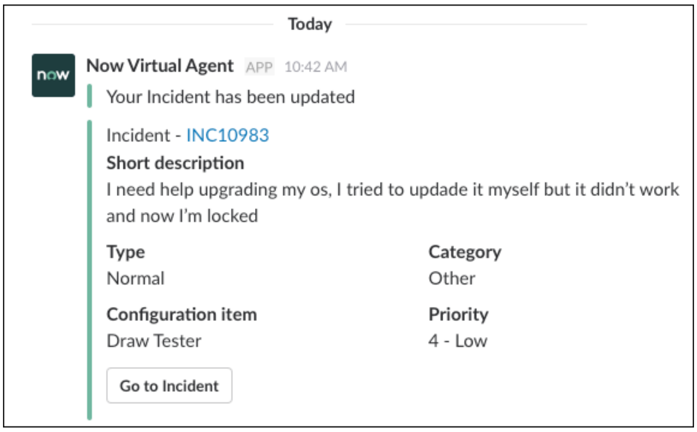
Virtual Agent

Overall explanation

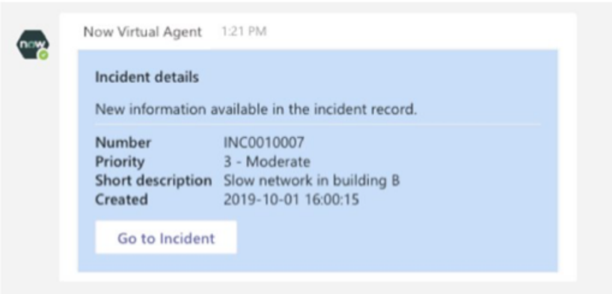
You can send notifications directly to users in Slack and Microsoft Teams via **Virtual Agent** on the Now Platform. Notifications are sent to recipients as direct messages via the Now Virtual Agent bot.

To receive notifications from Virtual Agent, users must link their accounts to Slack or Microsoft Teams. Guest users can't receive notifications.

Screenshot 1: **An example of a Slack notification (indicated by the colour bar)**



Screenshot 2: **An example of a Microsoft Teams notification (indicated by coloured background)**



Subdomain: Virtual Agent

Additional domain: Platform Overview and Navigation - Platform capabilities and services

Difficulty level: Easy

Resources

[Configuring Virtual Agent notifications]

[Configuring Virtual Agent]

[Exploring Virtual Agent]

Domain

Self-Service & Automation

Question 48 Skipped

What do access control list rules specify?

Select 2 Answers from the below options.

Correct selection

The permissions required to access the object

The relationship between the object and the operation

Correct selection

The object and operation being secured

The operation required to access the object

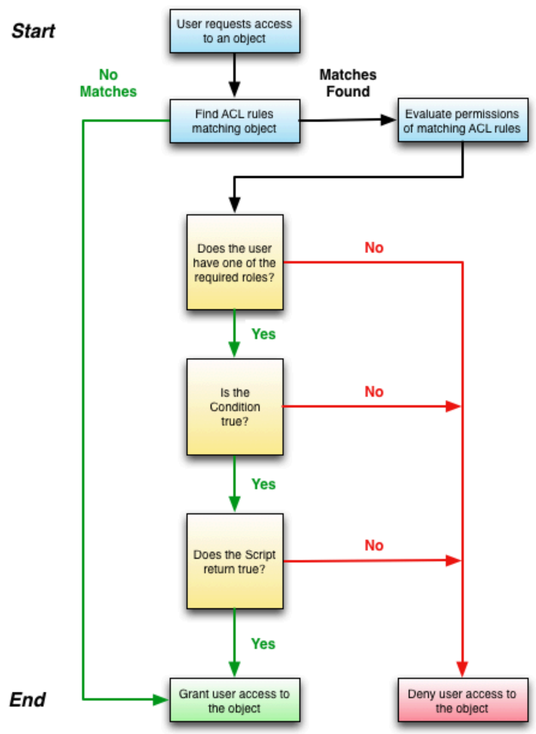
Overall explanation

All access control list rules specify **the object and operation being secured** and **the permissions required to access the object**.

The object is the target to which access needs to be controlled.

Each operation describes a valid action the system can take on the specified object.

Image: **The ACL process to evaluate permissions**



Subdomain: Application/Access Control

Difficulty level: Hard

Resources

[Access Control List Rules]

[Exploring Access Control Lists]

Domain

Database Management

Question 49 Skipped

What option allows catalogue item requesters to save an uncompleted form so they can access and submit it at another time?

Add to Favorite

Save Form

Discard Draft

Correct answer

Save as Draft

Overall explanation

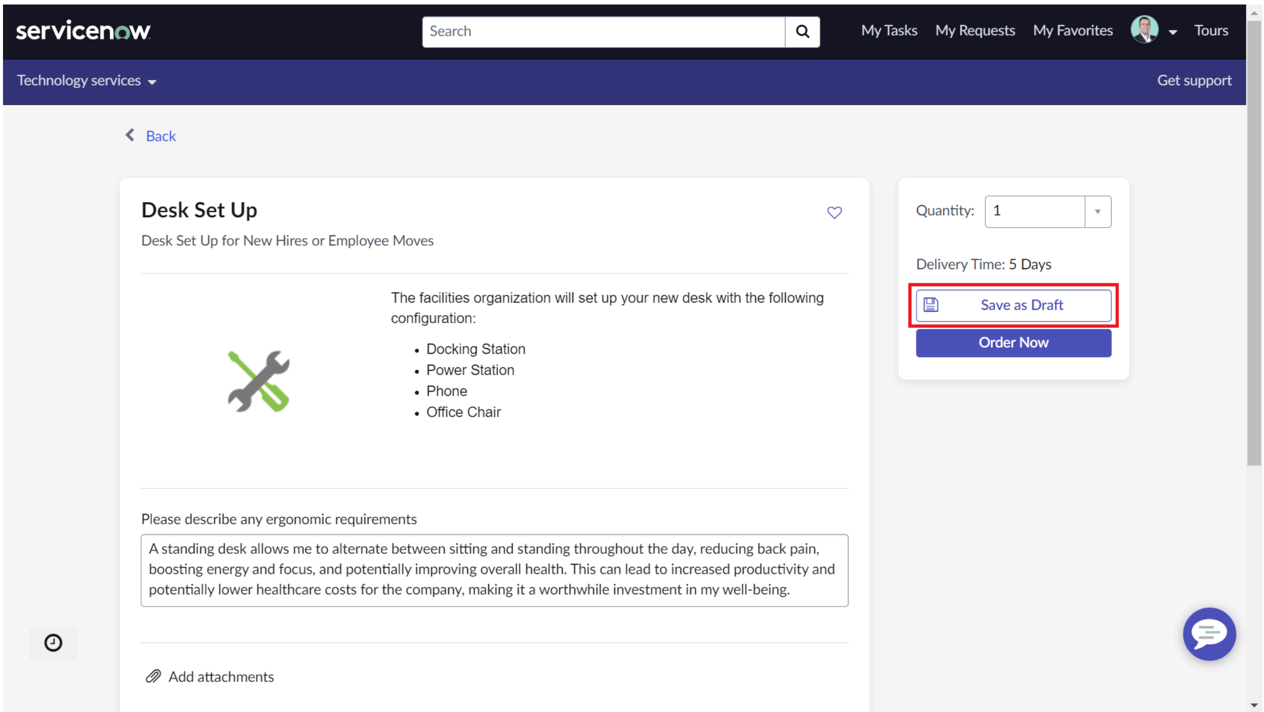
You can enable catalogue item requesters to save the drafts of the catalogue item forms on the portals, such as the Employee Center and Service Portal, and on the Now Mobile app.

Requesters can select **Save as Draft** when they come across situations, such as lengthy forms or when don't have enough information to submit the record but don't want to discard the forms. They can save the draft and start editing from wherever they left off. Requesters can access the saved drafts from the 'My Request' widget in the 'Drafts' tab.

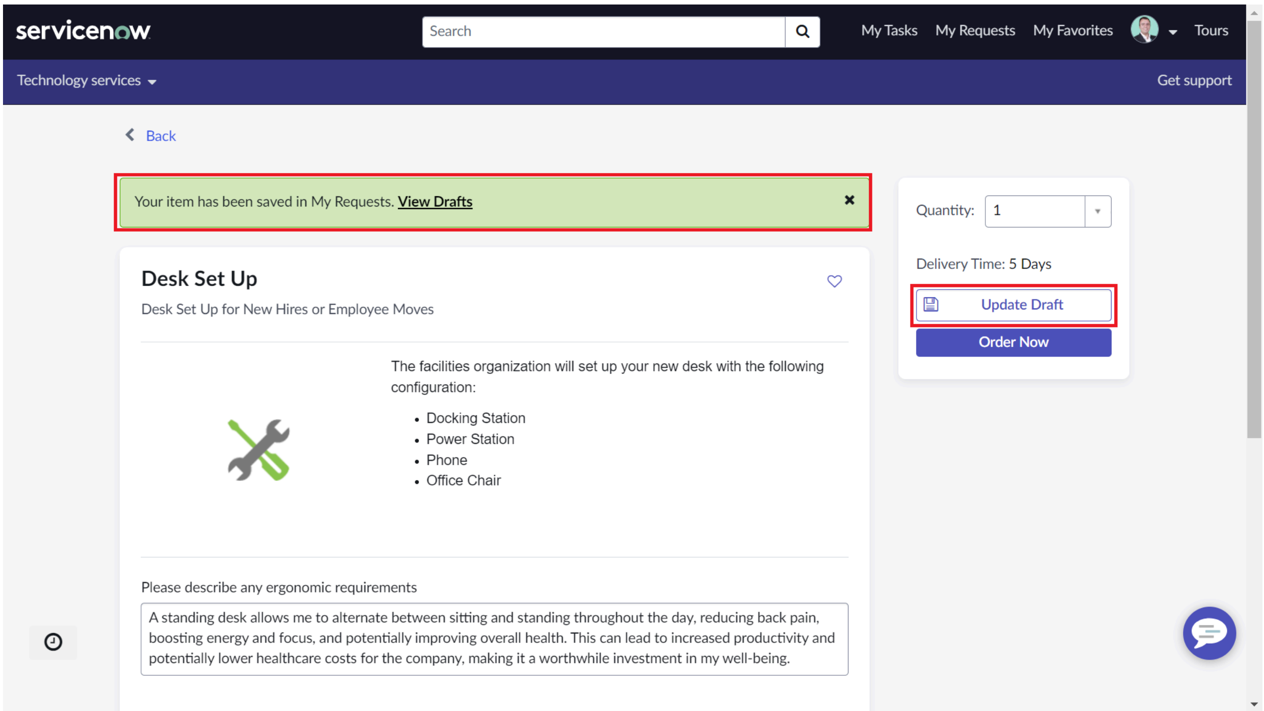
Note 1: If you open a new but the same item to request, and the draft of the item is already saved, you get a message stating that the draft of this item exists. If you want to save the draft of this new item as well, you must give a unique name to this item in the 'Save as draft' field, and select Save.

Note 2: You can also save catalogue items to your wish list (if enabled) and visit them later to complete the ordering process.

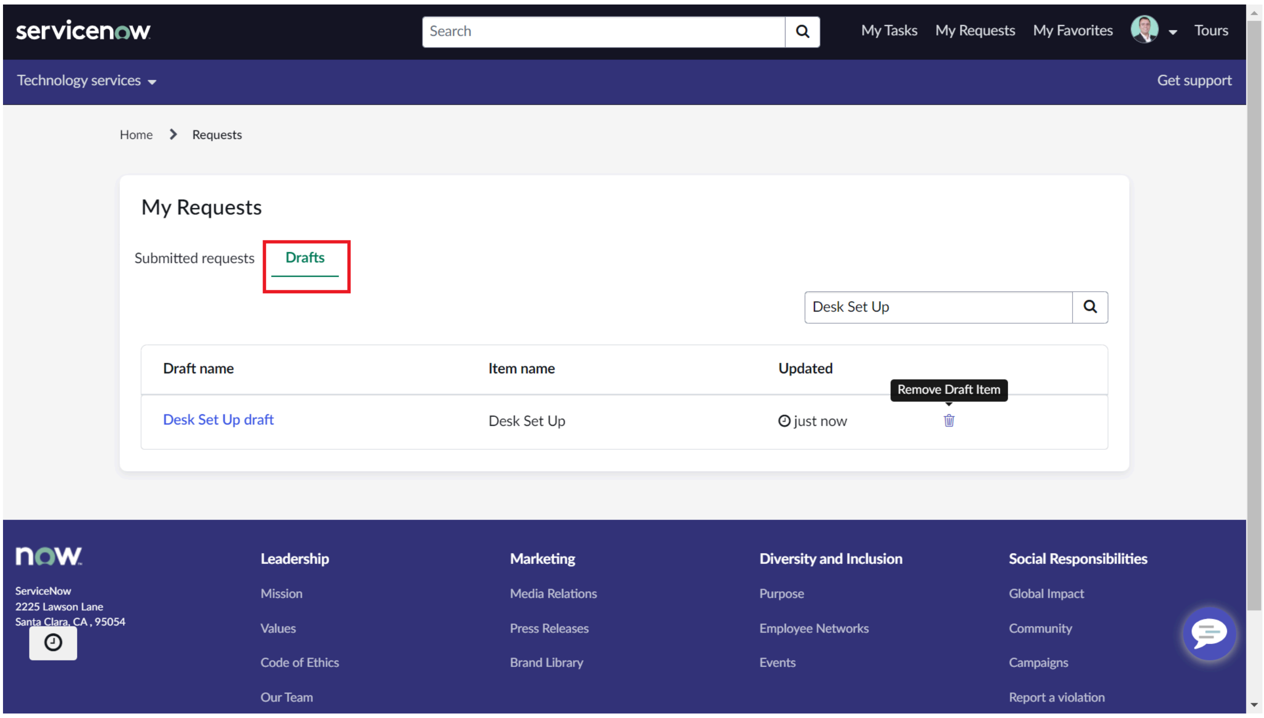
Screenshot 1: **The 'Save as Draft' option on the 'Desk Set Up' catalogue item**



Screenshot 2: **Saved a catalogue item as Draft on the Employee Center**



Screenshot 3: **Accessing the saved drafts from the 'My Request' widget in the 'Drafts' tab**



Subdomain: Service Catalogue

First introduced: Washington DC release

Difficulty level: Easy

Resources

[Saving a draft of a catalogue item]

[Saving catalogue items to a wish list]

Domain

Self-Service & Automation

Question 50 **Skipped**

What type of Visual Task Board CANNOT be built from a record list?

Data Driven

Correct answer

Freeform

Flexible

Guided

Overall explanation

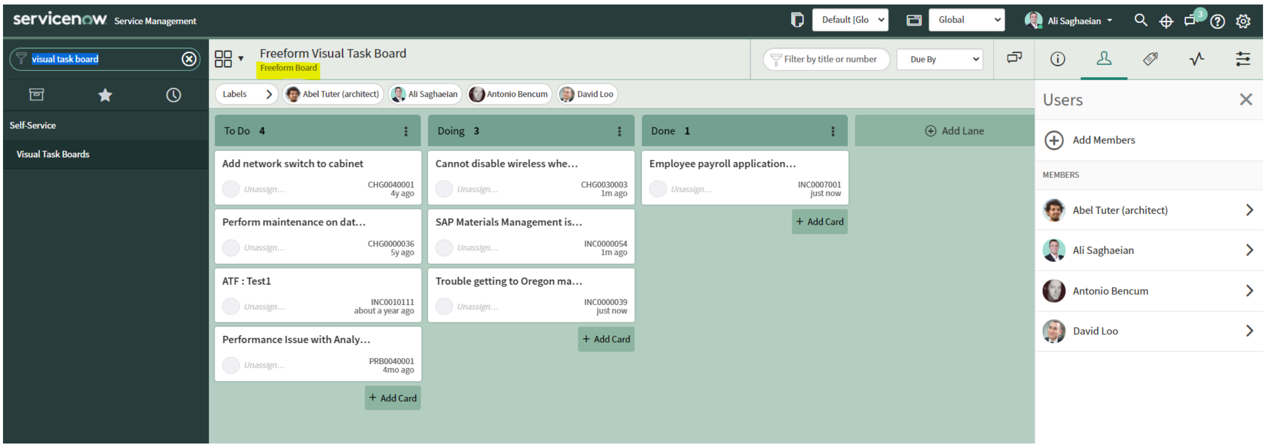
Freeform Visual Task Board is just what its name implies, freeform.

Since it is not based on a record list, you can add task records and configure them however you want.

The default lanes are the same as a Flexible board, but since it was **not built from a record list**, they do not have any cards yet. You would add the cards yourself.

You can add a task card to a freeform board from any table that extends Task. These cards represent records on whichever table you add them from. However, you cannot build Freeform Visual Task Boards from a record list.

Screenshot: **A Freeform visual task board with added tasks from Incident, Problem and Change tables**



Subdomain: Visual Task Boards (VTBs)

Difficulty level: Easy

Resources

[Freeform Visual Task Boards]

[Types of Visual Task Boards]

Domain

Configuring Applications for Collaboration

Question 51 Skipped

What do Application Services represent from an Application Portfolio Management (APM) perspective?

Configuration Items

Servers

Correct answer

Installed Instances

Production Instances

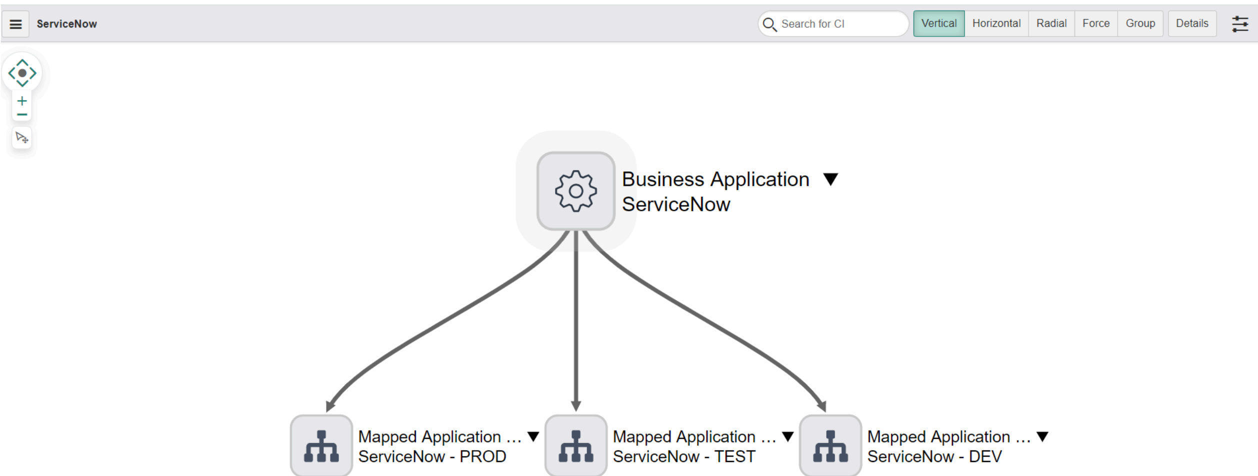
Overall explanation

From an Application Portfolio Management (APM) perspective, Application Services represent **Installed Instances**.

An application service is a set of interconnected applications and hosts that are configured to offer a service to the organisation. Application services can be internal, like an organisation email system or customer-facing, like an organisation website.

In development environments, an application service represents **an instance** of a business application or system.

Screenshot: **ServiceNow Application Services that represent different environments/instances**



Subdomain: CMDB and CSDM

Difficulty level: Medium

Resources

Application services

Domain

Database Management

Question 52 Skipped

When configuring an email notification, where can you choose field values from the record to include within the message?

Variables context menu

Platform variables

Correct answer

Select variables

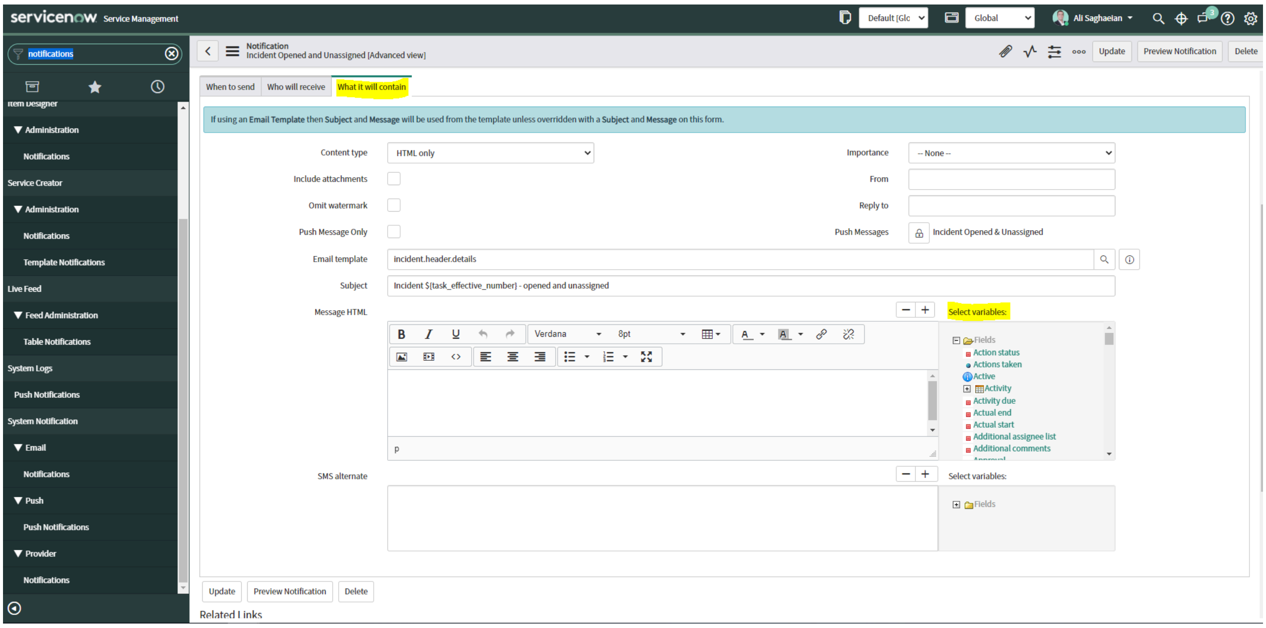
Select fields pane

Overall explanation

To choose field values from the record to include within the message, navigate to **Select variables**.

You can include variables from the **Select variables** column in the subject line for the email message, the HTML content of the email notification message, and/or the SMS alternate message.

Screenshot: **Selecting a variable in the subject line of the email message**



Subdomain: Notifications

Difficulty level: Medium

Resources

[Creating an email notification]

[Email and SMS notifications]

Domain

Configuring Applications for Collaboration

Question 53 Skipped

What changes are automatically reflected in dynamic application services?

Any CI reclassification in the CMDB

Any unmatched CI that are not found in the CMDB

Any change to the operational status of a CI

Correct answer

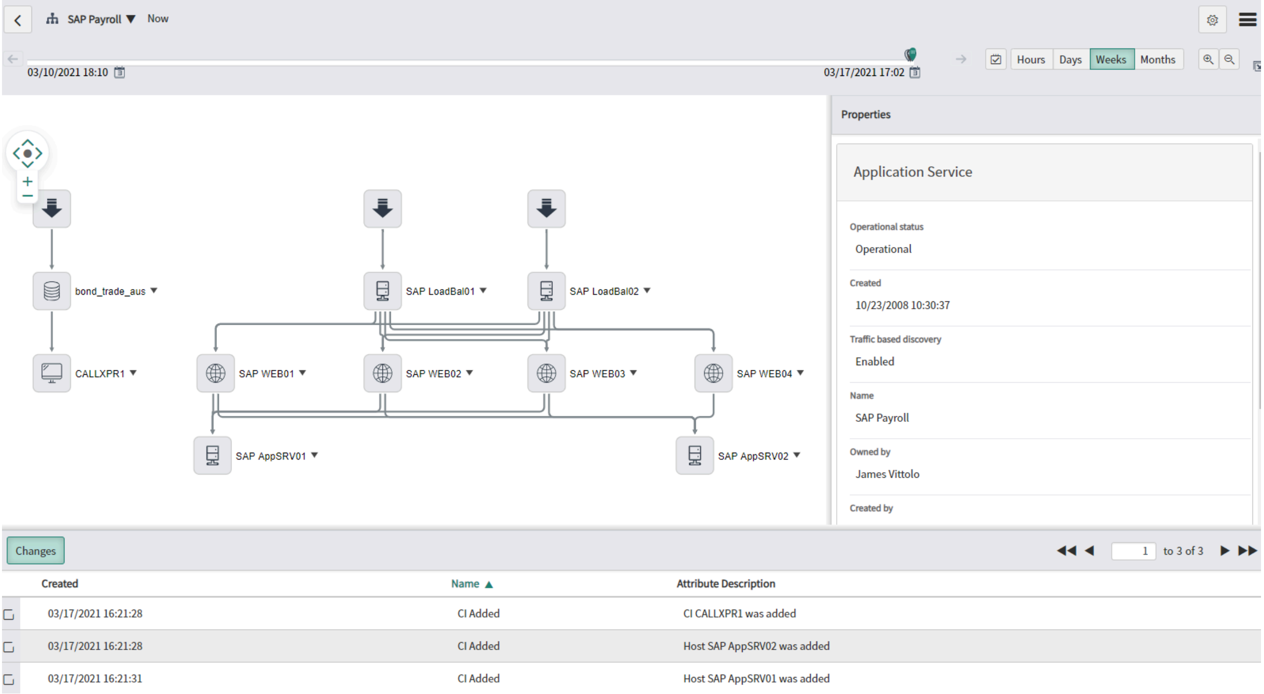
Any change to CI relationships in the CMDB CI Relationship table

Overall explanation

Dynamic application services include only CIs that are part of CI relationships stored in the CMDB CI Relationship [`cmdb_rel_ci`] table.

You can’t manually update dynamic application services; instead, the system automatically updates these services to reflect **any changes to CI relationships**.

Screenshot: **CI Relationships for a dynamic application service (service map view)**



Subdomain: CMDB and CSDM

First introduced: Quebec release

Difficulty level: Hard

Resources

[Converting legacy manual services into dynamic application services]

[Application services]

Domain

Database Management

Question 54 Skipped

(Xanadu) Now Assist for CMDB brings generative AI capabilities to CMDB.

What skills does this application provide to help users?

Select 2 Answers from the below options.

CSDM alignment

Correct selection

Manage duplicate CIs

Correct selection

CI summarisation

Retire CIs

Add relationships

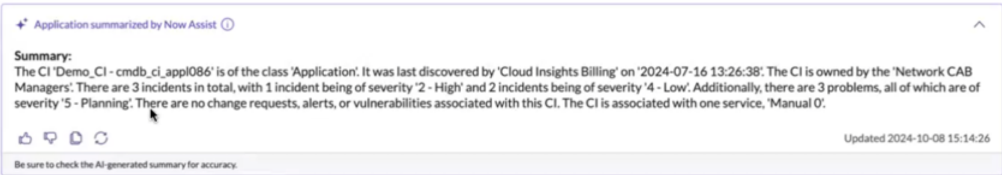
Overall explanation

You can use the ServiceNow Now Assist for CMDB application to show comprehensive summaries for configuration items (CIs) directly on CI forms and to remediate duplicate CIs.

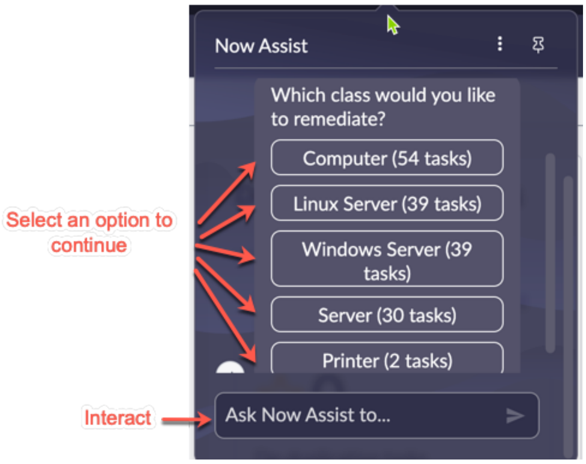
The Now Assist for CMDB application provides the following skills:

- **CI summarisation**: Shows CI details such as discovery and class, and tallies of records that are related to the CI such as incidents, alerts, and security vulnerabilities, directly on CI forms.
- **Manage duplicate CIs**: Guides you step-by-step through the process of reviewing de-duplication tasks, and then creating and running de-duplication templates to remediate tasks that you choose. As you respond to choices presented by the manage duplicate CIs skill, you receive clear guidance for what should be your next step in the remediation process. This skill also provides root cause analysis to help you prevent future generation of duplicate CIs.

Screenshot 1: **Example of a CI summarisation by Now Assist, showing the CI class, discovery details, and counts and severity details for the CI-related records**



Screenshot 2: **Example of managing duplicate CIs with options representing classes with duplicate CIs that require remediation**



Subdomain: CMDB and CSDM

Additional domain: Platform Overview and Navigation - Platform capabilities and services

Difficulty level: Medium

First introduced: Xanadu release

Resources

[Now Assist for Configuration Management Database (CMDB)]

[Exploring Now Assist for CMDB]

[Using Now Assist for CMDB]

Domain

Database Management

Question 55 Skipped

How do you group the records on a list based on the State field?

Select 3 Answers from the below options.

Correct selection

On the State column title, click Context menu > Group By State.

On the Filter navigator, type ‘groupby.state’ and press enter.

In the Search box under the State column title, type ‘group’ and press enter.

Correct selection

On the list Context menu, select Group By > State.

On the Filter menu, select Group By > State.

Correct selection

On the natural language filter, type 'group by state' and select the Ask button.

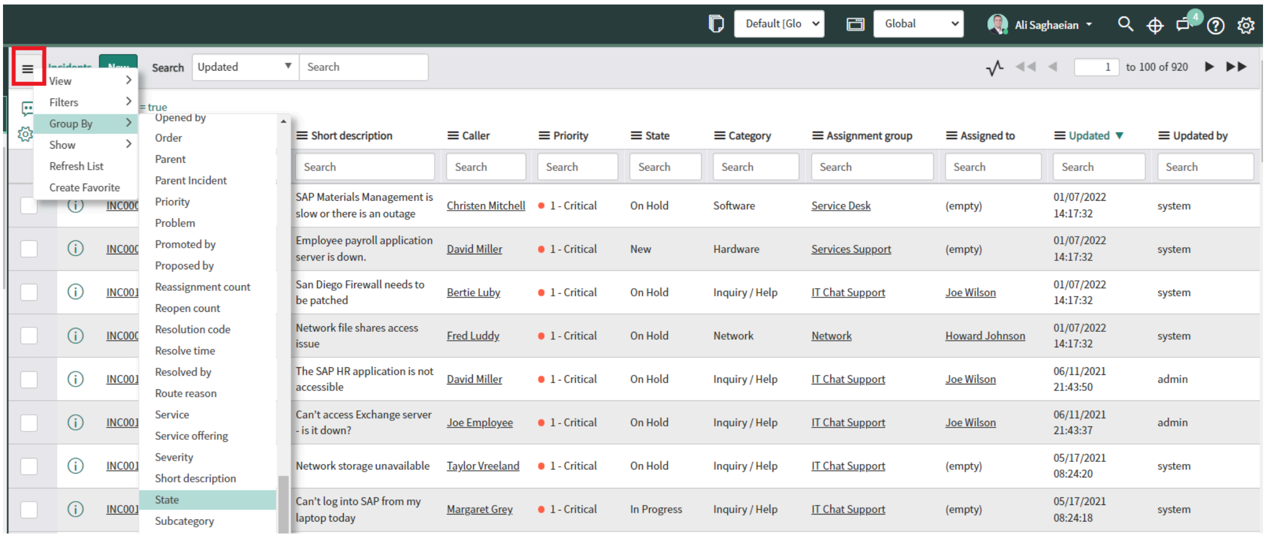
Overall explanation

Grouping aggregates a list by a field and displays the record count per group. Grouping can help you find data quickly by organising and summarising search or filter results.

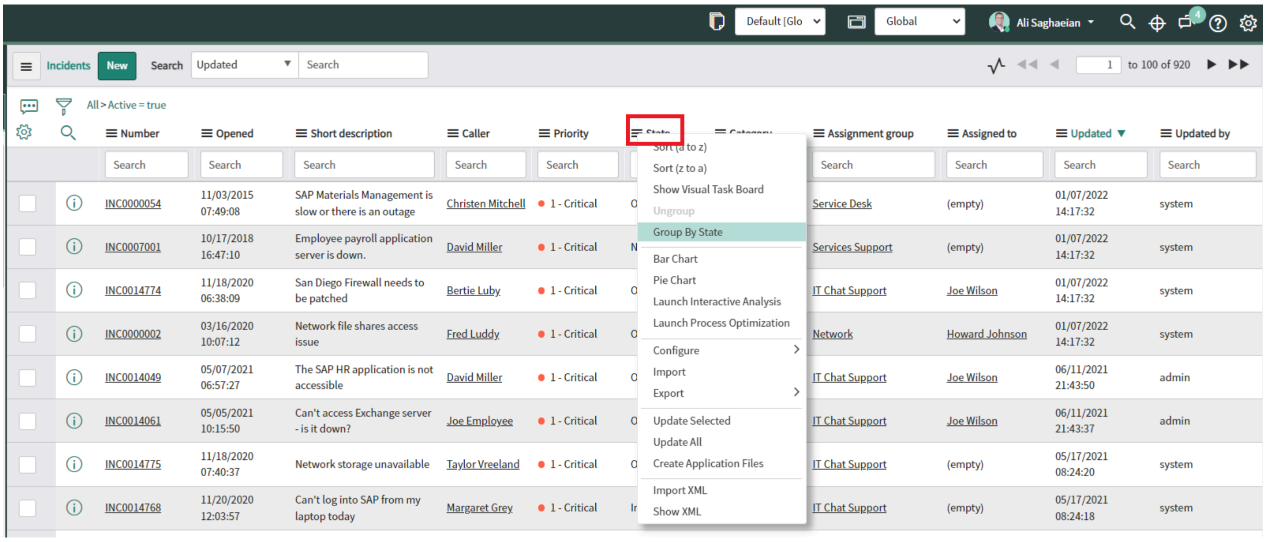
You can use one of the following methods to group items in a list:

- On the list context menu (or the title bar), click the context menu and select Group By. Select the field by which to group the list. To remove a grouping, select -- None --.
- Right-click the column name (or click the context menu on the column title) and select Group By. To remove a grouping, select Ungroup.
- Select the natural language filter, type 'group by' and the field name, and then select the Ask button.

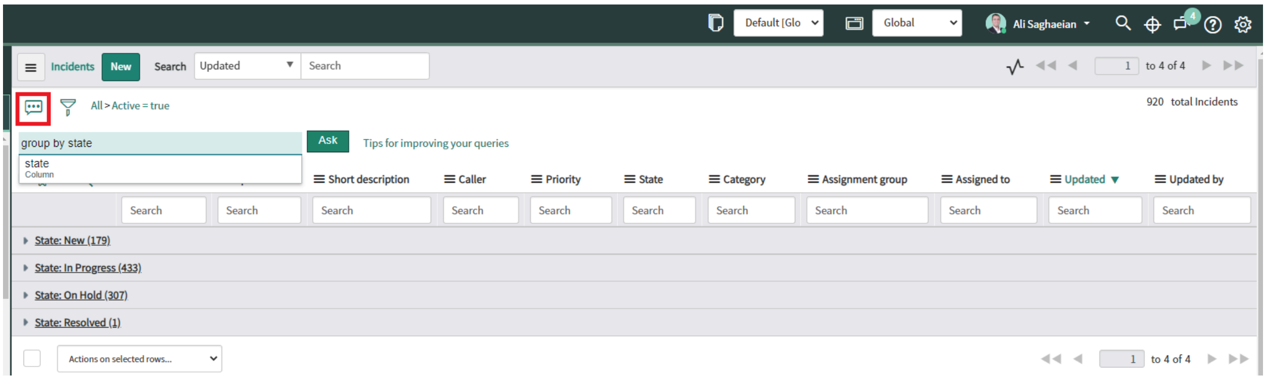
Screenshot 1: **On the list Context Menu, select Group By > State**



Screenshot 2: **On the State column title, click Context menu > Group By State**



Screenshot 3: **On the natural language filter, type 'group by state' and select the Ask button**



Subdomain: Lists, Filters, and Tags

Difficulty level: Medium

Resources

Grouped lists

Domain

Configuring Applications for Collaboration

Question 56 Skipped

Which of the following branding features can be configured?

Select 4 Answers from the below options.

Navigator responses

Navigator position

Correct selection

System date/time formatting

Correct selection

Navigator background and text colours

Correct selection

Banner image, text and colours

Correct selection

Browser tab title

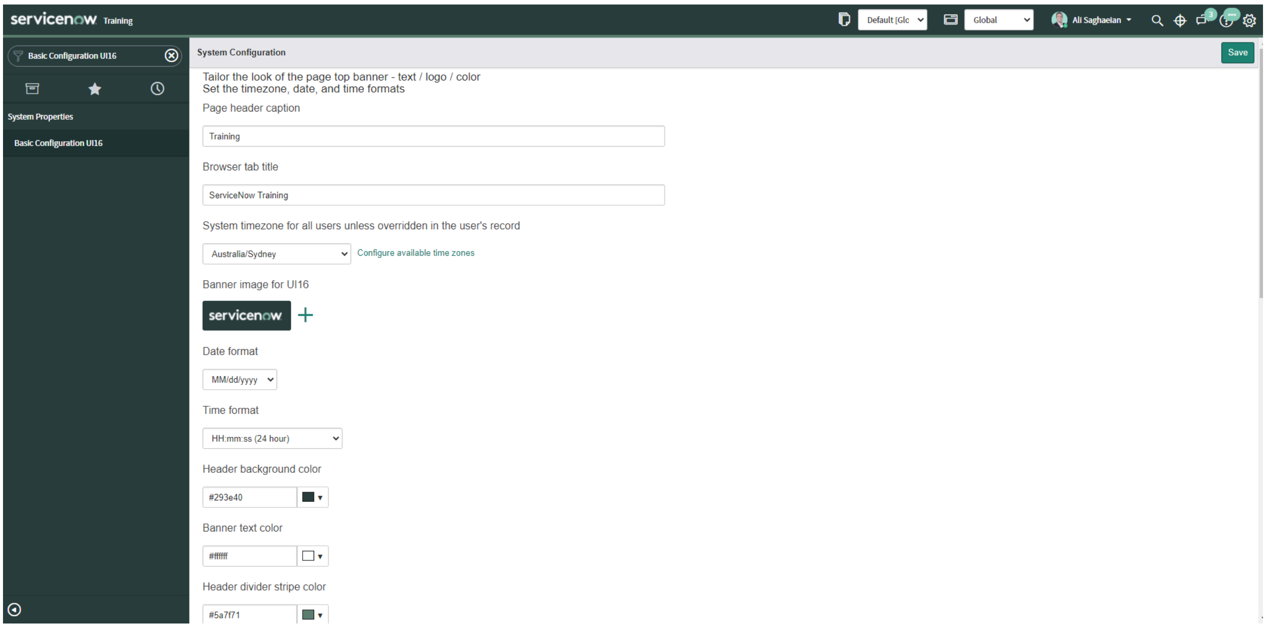
Overall explanation

The following branding features can be configured:

- Banner image, text and colours,
- Navigator background and text colours,
- Browser tab title and
- System date/time formatting.

Navigator position and responses cannot be configured.

Screenshot: **Branding configurations by Navigating to System Properties** > **Basic Configuration UI16**



Subdomains:

- Common user interfaces in the Platform
- Personalising/customising the instance

Difficulty level: Hard

Resources

Configuring logo, colours, and system defaults for Core UI

Customising instance appearance

Domain

Instance Configuration

Question 57 Skipped

In what order are access controls evaluated?

Table-level and Field-level are evaluated together simultaneously.

Table-level and Field-level are evaluated separately and independently.

Correct answer

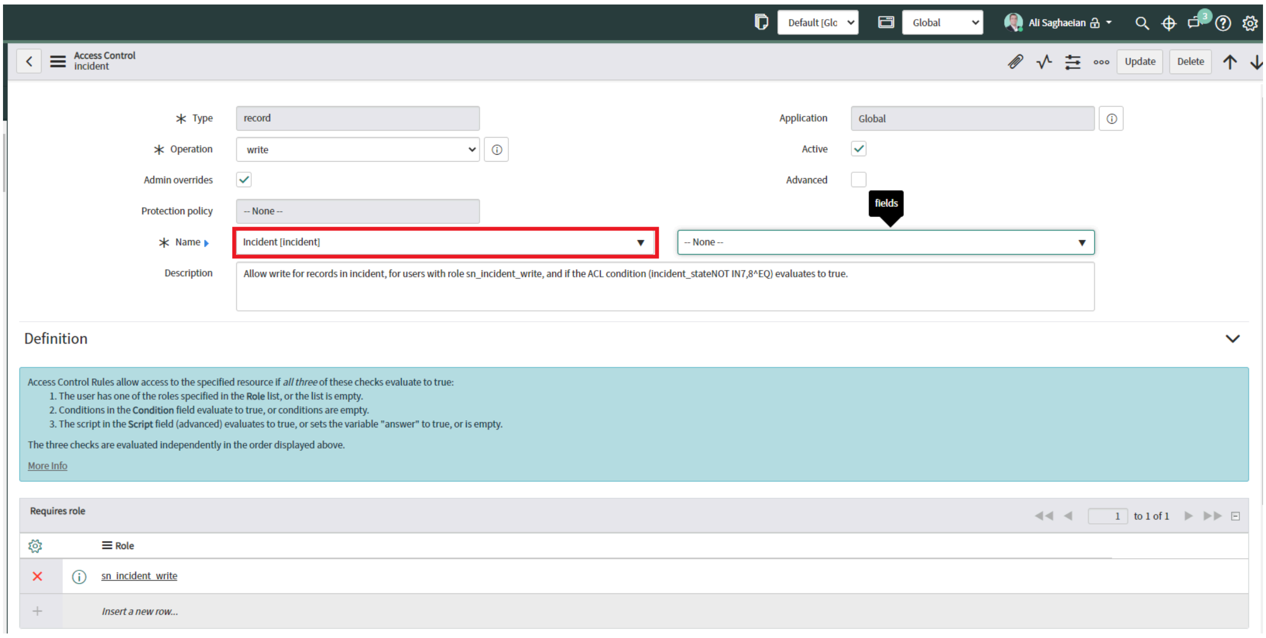
First at the Table-level (most specific to most general), then at the Field-level (most specific to most general)

First, at the Field-level (most specific to most general), then at the Table-level (most specific to most general)

Overall explanation

Access controls are **first elevated at the Table-level** (most specific to most general), **then at the Field-level** (most specific to most general).

Screenshot: **Example of an Incident ACL at the table level**



Subdomain: Application/Access Control

Difficulty level: Medium

Resources

[Access Control List Rules]

[Exploring Access Control Lists]

Domain

Database Management

Question 58 Skipped

How do you navigate the Now Platform to see a list of catalogue items?

Correct answer

Service Catalog > Catalog Definitions > Maintain Items

Service Catalog > Open Records > Items

Self-Service > Service Catalog

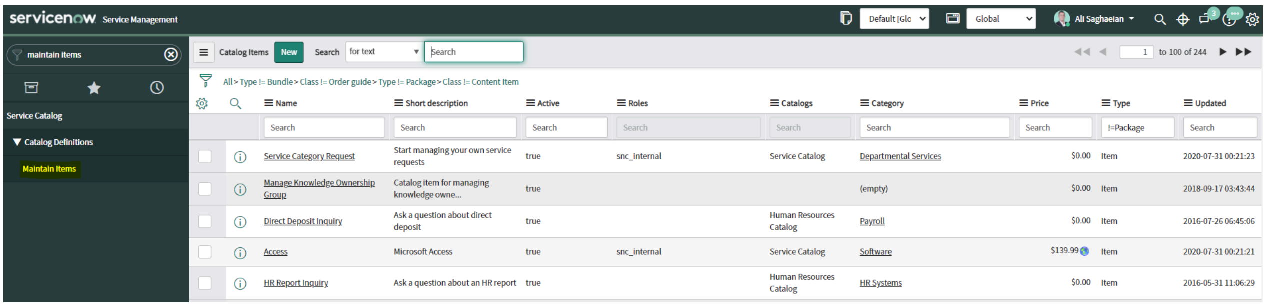
Item Designer > Administration > All Items

Overall explanation

It would be best to navigate to **Service Catalog > Catalog Definitions > Maintain Items** to see a list of catalogue items in the Now Platform.

From the list of catalogue items, you can create new catalogue items or edit existing ones.

Screenshot: **Navigating to 'Maintain Items' for a list of catalogue items**



Subdomain: Service Catalogue

Difficulty level: Easy

Resources

Creating or editing a catalogue item

Domain

Self-Service & Automation

Question 59 Skipped

Which user authentication method is used when it authenticates the user name and password configured in identity providers with a matching user account in the ServiceNow instance?

Digest Token

Correct answer

External Single Sign-on (SSO)

Multi-factor

Local database

Overall explanation

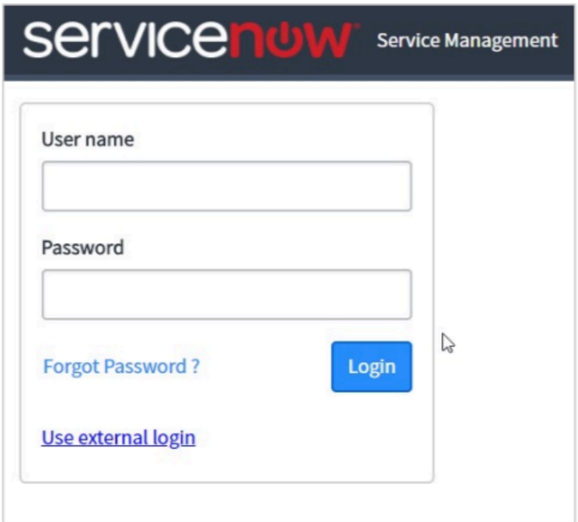
External Single Sign-on (SSO) authenticates the user name and password configured in identity providers with a matching user account in the ServiceNow instance.

The local database authenticates the user name and password stored in their corresponding user record in the ServiceNow instance.

Digest Token authenticates an encrypted digest of the username and password stored in the user record.

Multi-factor authenticates the user name and password in the ServiceNow instance and sends a passcode to the user's mobile device where an authenticator supporting Time-based One-time Password (TOTP) is installed, such as Google Authenticator.

Screenshot: **Example of a login page with an external link to SSO**



Subdomain: The ServiceNow Instance

Difficulty level: Hard

Resources

[Multi-Provider Single sign-on / SSO]

Domain

Platform Overview and Navigation

Question 60 **Skipped**

What type of Flow Designer trigger is needed for an Inbound Email Action?

Correct answer

Application-based

Record-based

Role-based

Schedule-based

Overall explanation

The Flow Designer uses an **Application-based Trigger** for an Inbound Email Action.

Application-based Triggers are added when the associated application spoke is activated.

Note 1: Inbound email flows take priority over inbound email actions.

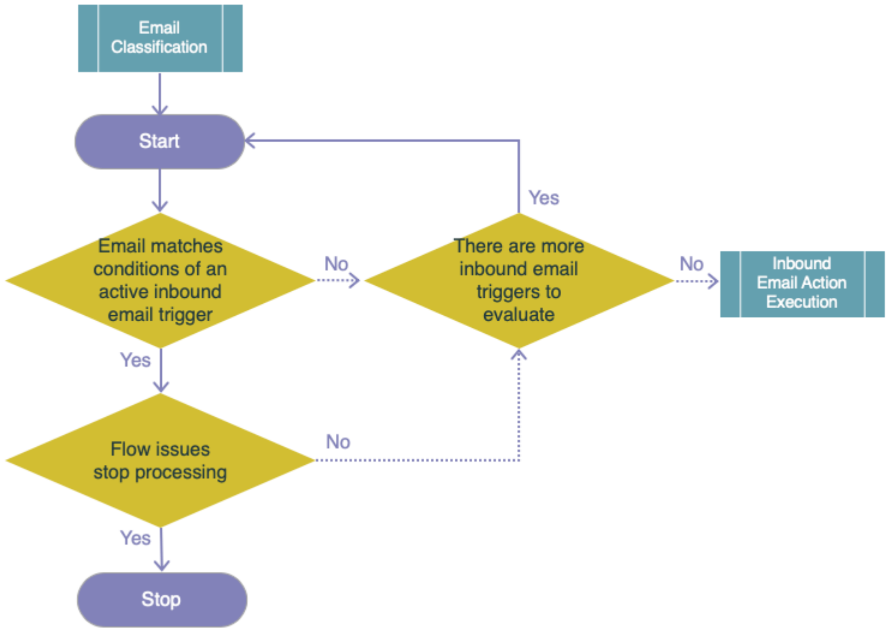
If you create flows with inbound email triggers, emails are first processed by the inbound email triggers before inbound email actions process them.

Note 2: Here are the general rules about different trigger types:

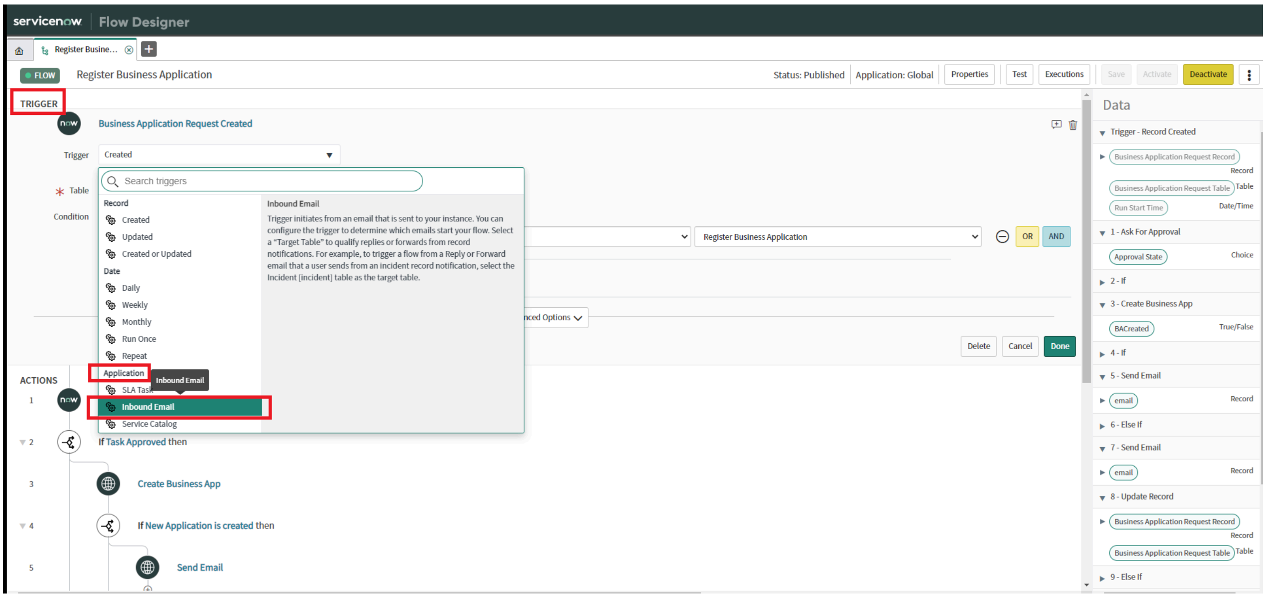
- Use record triggers to start a flow when a record is created or updated.
- Use date triggers to start a flow after a specific date and time or repeatedly at scheduled intervals.

- Use application triggers to start a flow when application-specific conditions are met.

Diagram: **Processing emails with inbound email triggers**



Screenshot: '**Inbound Email' is listed under the 'Application' trigger type in Flow Designer.**



Subdomain: Flow Designer

Difficulty level: Hard