Question 1 Incorrect

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

Your answer is incorrect
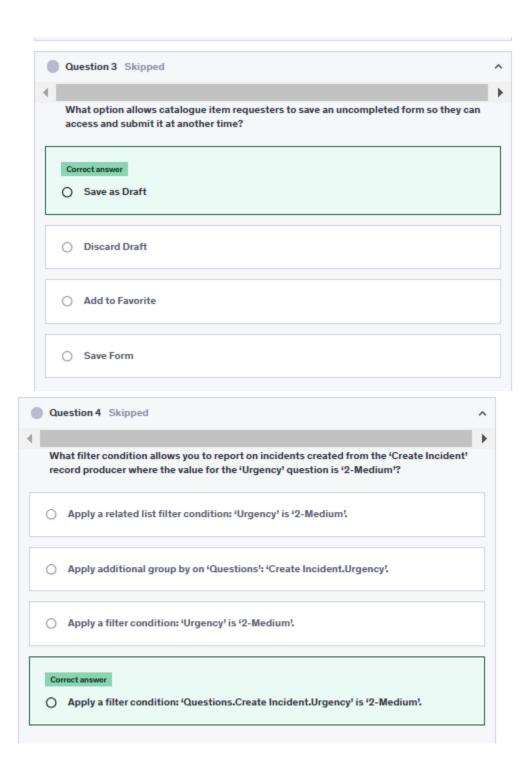
✖ **Record producer**

◯ **Catalogue Item**
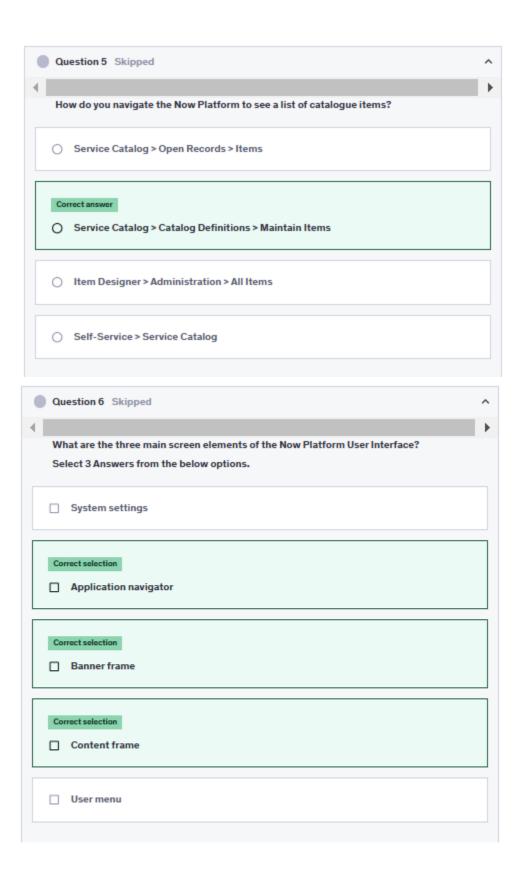
◯ **Variable Set**

Correct answer
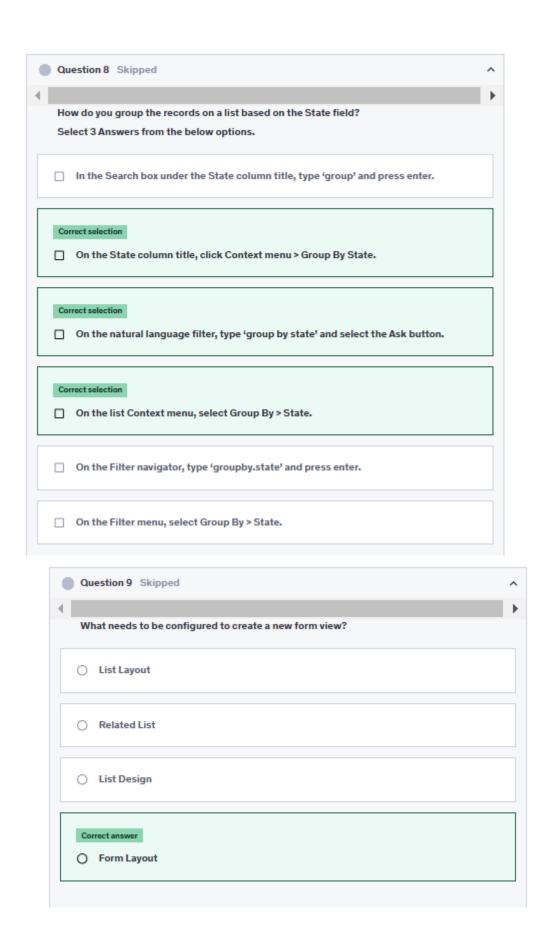
◯ **Order Guide**
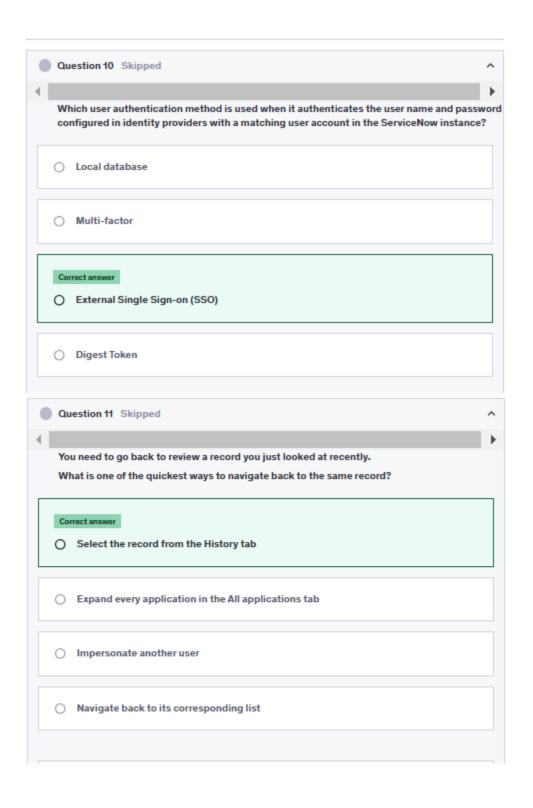
Question 2 Skipped

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.

☐ Customer reviews

Correct selection

☐ Release notes

Correct selection

☐ Key features

Correct selection

☐ Compatibility

☐ Pricing details

Question 3 Skipped

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

Correct answer

○ Save as Draft

○ Discard Draft

○ Add to Favorite

○ Save Form

Question 4 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 related list filter condition: 'Urgency' is '2-Medium'.

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

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

Correct answer

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

Question 5 Skipped

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

- ○ Service Catalog > Open Records > Items

Correct answer
- ○ Service Catalog > Catalog Definitions > Maintain Items

- ○ Item Designer > Administration > All Items

- ○ Self-Service > Service Catalog

Question 6 Skipped

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

Select 3 Answers from the below options.

- ☐ System settings

Correct selection
- ☐ Application navigator

Correct selection
- ☐ Banner frame

Correct selection
- ☐ Content frame

- ☐ User menu

Question 7 Skipped
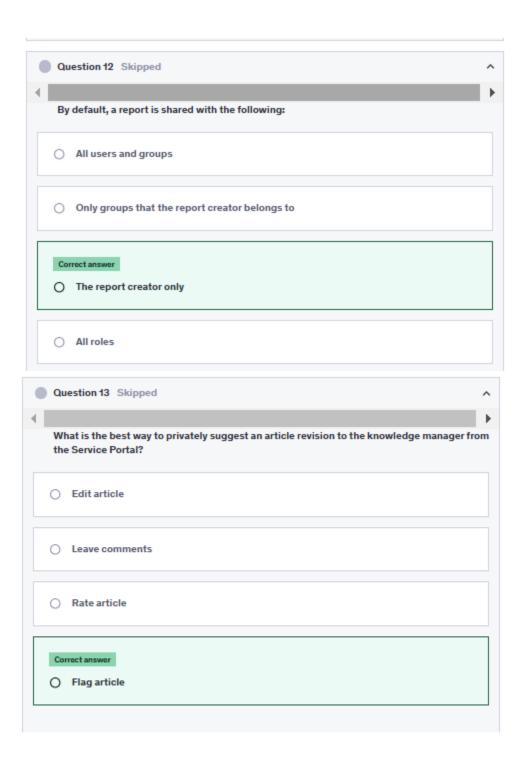
What are some possible methods of populating a knowledge base with knowledge articles? Select 3 Answers from the below options.

Correct selection

☐ Importing Microsoft Word files

Correct selection

☐ Creating articles directly in the ServiceNow platform

Correct selection

☐ Integrating with a WebDAV compliant source

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

Question 8 Skipped

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

Select 3 Answers from the below options.

- [ ] In the Search box under the State column title, type 'group' and press enter.

Correct selection
- [ ] On the State column title, click Context menu > Group By State.

Correct selection
- [ ] On the natural language filter, type 'group by state' and select the Ask button.

Correct selection
- [ ] On the list Context menu, select Group By > State.

- [ ] On the Filter navigator, type 'groupby.state' and press enter.

- [ ] On the Filter menu, select Group By > State.

Question 9 Skipped

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

- ◯ List Layout

- ◯ Related List

- ◯ List Design

Correct answer
- ◯ Form Layout

Question 10 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?

- ○ Local database

- ○ Multi-factor

Correct answer
- ○ External Single Sign-on (SSO)

- ○ Digest Token

Question 11 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?

Correct answer
- ○ Select the record from the History tab

- ○ Expand every application in the All applications tab

- ○ Impersonate another user

- ○ Navigate back to its corresponding list

Question 12 Skipped

By default, a report is shared with the following:

○ All users and groups

○ Only groups that the report creator belongs to

Correct answer

○ The report creator only

○ All roles

Question 13 Skipped

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

○ Edit article

○ Leave comments

○ Rate article

Correct answer

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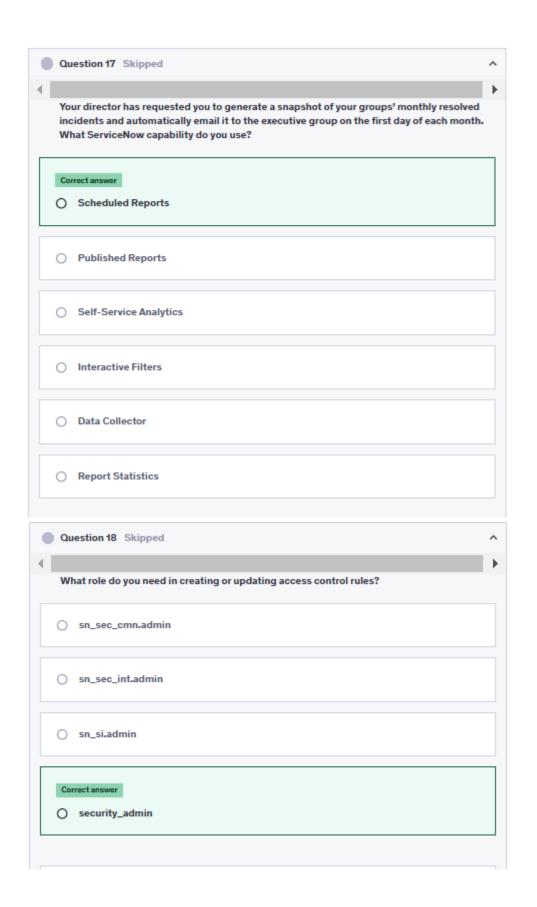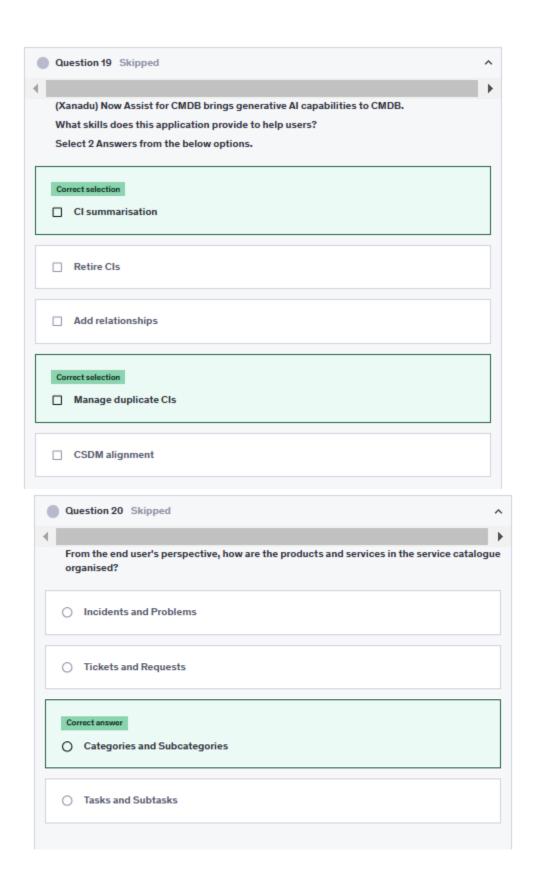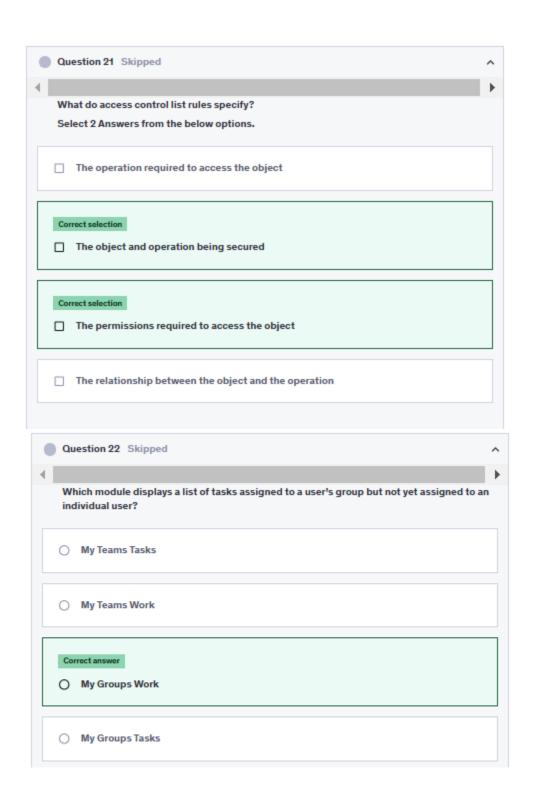
An incident manager is responsible for the Critical Incidents assignment group. The group contains a few team members working on different Incident tasks; however, the incident manager cannot see any tasks on the 'Service Desk>My Group Work' list.

What of the following could explain this?

Select 2 Answers from the below options.

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

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

☐ All incident tasks are active but not pending.

Correct selection

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

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

Correct selection

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

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

Question 15 Skipped

Which modules can you use to create a new table?

Select 2 Answers from the below options.

☐ Create New

☐ Import Tables

Correct selection

☐ Tables

Correct selection

☐ Tables & Columns

Question 16 Skipped

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

Correct answer

○ Scope

○ Access Control

○ The admin Role

○ Delegated Development

Question 17 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?

Correct answer

○ **Scheduled Reports**

○ Published Reports

○ Self-Service Analytics

○ Interactive Filters

○ Data Collector

○ Report Statistics

Question 18 Skipped

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

○ sn_sec_cmn.admin

○ sn_sec_int.admin

○ sn_si.admin

Correct answer

○ security_admin

Question 19 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.

Correct selection

- [ ] CI summarisation

- [ ] Retire CIs

- [ ] Add relationships

Correct selection

- [ ] Manage duplicate CIs

- [ ] CSDM alignment

Question 20 Skipped

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

- ( ) Incidents and Problems

- ( ) Tickets and Requests

Correct answer

- ( ) Categories and Subcategories

- ( ) Tasks and Subtasks

Question 21 Skipped

What do access control list rules specify?

Select 2 Answers from the below options.

☐ The operation required to access the object

Correct selection

☐ The object and operation being secured

Correct selection

☐ The permissions required to access the object

☐ The relationship between the object and the operation

Question 22 Skipped

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

○ My Teams Tasks

○ My Teams Work

Correct answer

○ My Groups Work

○ My Groups Tasks

Question 23 *Skipped* ⌃

What are the two available knowledge article types?

Select 2 Answers from the below options.

☐ Plain Text

☐ CSS

Correct selection

☐ HTML

Correct selection

☐ Wiki

Question 24 *Skipped* ⌃

Which of the following run scripts client-side?

Select 2 Answers from the below options.

☐ Script Include

Correct selection

☐ Client Script

Correct selection

☐ UI Policy

☐ Business Rule

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

Select 3 Answers from the below options.

Correct selection

☐ Ill-defined relationships among Configuration Items

Correct selection

☐ Unknown Configuration Items

☐ Too many non-IT Configuration Items

Correct selection

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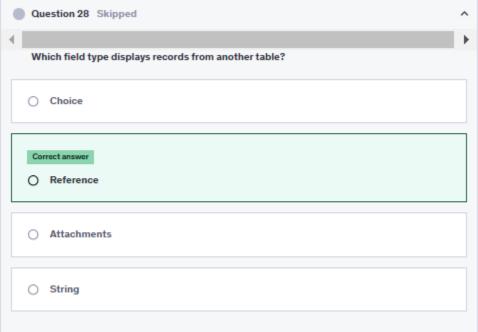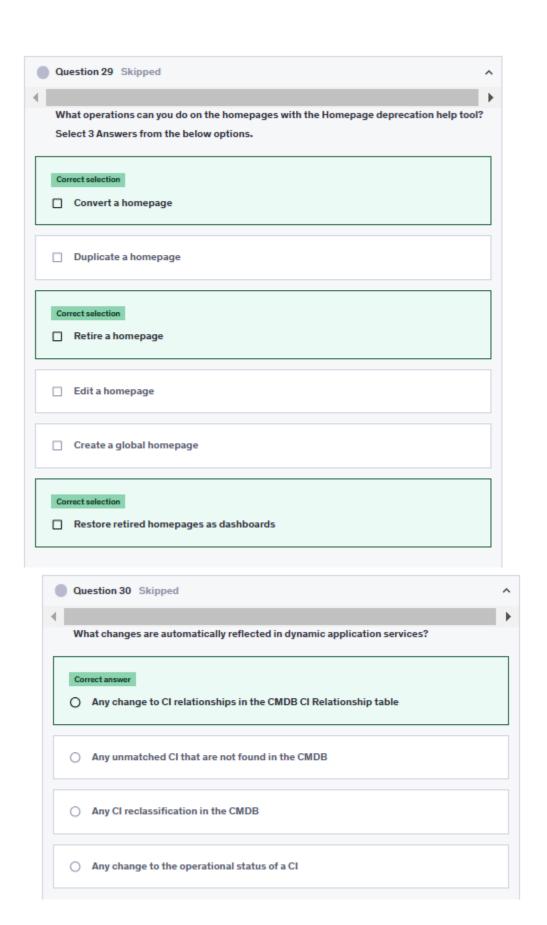
A dark theme or mode is available for some of the Now Platform capabilities in the Next Experience UI to allow users to fine-tune their experience and help alleviate their eye strain.

Which of the following products can support the dark theme?

Select 3 Answers from the below options.

☐ AI Search

☐ Natural Language Understanding

Correct selection

☐ Assessments and Surveys

Correct selection

☐ Knowledge Management

Correct selection

☐ Dashboards and Reports

Question 27 Skipped

What are the three main tables in the CMDB?

Select 3 Answers from the below options.

Correct selection

☐ **Base Configuration Item [`cmdb`]**

☐ **CMDB Properties [`cmdb_properties`]**

Correct selection

☐ **CI Relationship [`cmdb_rel_ci`]**

☐ **CMDB Baseline [`cmdb_baseline`]**

Correct selection

☐ **Configuration Item [`cmdb_ci`]**

Question 28 Skipped

Which field type displays records from another table?

○ Choice

Correct answer

○ **Reference**

○ Attachments

○ String

Question 29 Skipped

What operations can you do on the homepages with the Homepage deprecation help tool?
Select 3 Answers from the below options.

Correct selection

☐ Convert a homepage

☐ Duplicate a homepage

Correct selection

☐ Retire a homepage

☐ Edit a homepage

☐ Create a global homepage

Correct selection

☐ Restore retired homepages as dashboards

Question 30 Skipped

What changes are automatically reflected in dynamic application services?

Correct answer

○ Any change to CI relationships in the CMDB CI Relationship table

○ Any unmatched CI that are not found in the CMDB

○ Any CI reclassification in the CMDB

○ Any change to the operational status of a CI

Question 31 Skipped

What is the primary language used for scripting in ServiceNow?

> **Correct answer**
>
> ○ JavaScript

○ AngularJS

○ Jelly

○ Java

Question 32 Skipped

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?

○ Natural Language Understanding

○ Virtual Agent

○ Agent Assist

○ User Experience Analytics

○ Performance Analytics

> **Correct answer**
>
> ○ Predictive Intelligence

Question 33 Skipped

In what order are access controls evaluated?

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)

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

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

Question 34 Skipped

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

○ Sidebar

○ ChatGPT

○ Connect Chat

○ Now Notifications

Correct answer

○ Virtual Agent

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

○ Insert and Stay

○ Update

○ Insert

Correct answer

○ Save

Which of the following are valid report-sharing options?

Select 4 Answers from the below options.

Correct selection

☐ Add to dashboard

Correct selection

☐ Publish

☐ Take a screenshot

Correct selection

☐ Schedule

☐ Clone

Correct selection

☐ Export to PDF

Question 37 Skipped

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

○ A set of access control rules

○ An Actor in user stories

Correct answer
○ A collection of permissions

○ A persona in workflows

○ A set of user access policies

Question 38 Skipped

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

○ Flow Diagramming

○ Predictive Intelligence

○ Generative AI Controller

○ AI Search

Correct answer
○ Now Assist

Question 39 Skipped

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

- ○ Data Driven

- ○ Flexible

- ○ Guided

Correct answer
- ○ Freeform

Question 40 Skipped

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

What product is replacing the ServiceNow reporting?

Correct answer
- ○ Data visualizations

- ○ Performance Analytics widgets

- ○ User Experience Analytics

- ○ Process Mining

What is Configuration Management Database (CMDB)?

> **Correct answer**
>
> ○ A database used to store configuration records throughout their lifecycle

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

○ Components of an infrastructure required to deliver a product or service

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

Which of the following are database view limitations?

Select 3 Answers from the below options.

> **Correct selection**
>
> ☐ 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.

> **Correct selection**
>
> ☐ Database views cannot be created on tables that participate in table rotation.

☐ The 'where' clauses defined in the database view cannot be based on indexed fields.

Question 43 Skipped

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

○ Transform

○ Unique

○ Mandatory

Correct answer

○ Coalesce

Question 44 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.

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

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

Question 45 Skipped

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

> **Correct answer**
>
> ○ **Integration Hub**

○ Service Portal

○ Flow Designer

○ Visual Task Boards

Question 46 Skipped

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

○ Configuration Items

○ Servers

○ Production Instances

> **Correct answer**
>
> ○ **Installed Instances**

Question 47 Skipped

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

○ Variables context menu

Correct answer

○ Select variables

○ Platform variables

○ Select fields pane

Question 48 Skipped

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

Select 3 Answers from the below options.

Correct selection

☐ Business rules

☐ UI Actions

☐ Access Controls

Correct selection

☐ Data lookup rules

Correct selection

☐ Assignment rules

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

Select 3 Answers from the below options.

☐ Form relationships

Correct selection

☐ Form context menu items (right-click the header)

Correct selection

☐ Form buttons

Correct selection

☐ Form links (Related Links in a form)

☐ Form access

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

○ By enabling new metrics

○ By restricting access to certain roles

○ By adding custom-built metrics

Correct answer

○ **By deactivating unnecessary metrics**

○ By increasing the load time property

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

○ Platform Chat

Correct answer

○ Subscriptions

○ ServiceNow Mobile

○ Now on Now

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?

○ External data sources

○ Database view

○ Target tables

○ Import set table

Correct answer

○ Transform map

Question 54 Skipped

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

Correct answer

- ○ **Breadcrumbs**

- ○ Field Values

- ○ Column Headings

Question 55 Skipped

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

Correct answer

- ○ **Who will receive**

- ○ When to send

- ○ What Digest will contain

- ○ What it will contain

Question 56 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?

Correct answer

○ Elaborate or shorten content.

○ Improve or extend content.

○ Check for spelling and grammar errors.

○ Localise and translate content.

Which of the following branding features can be configured?

Select 4 Answers from the below options.

Correct selection

☐ Navigator background and text colours

Correct selection

☐ Browser tab title

Correct selection

☐ Banner image, text and colours

☐ Navigator position

Correct selection

☐ System date/time formatting

Question 58 Skipped

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

○ A filter

○ An attribute

Correct answer

○ **A field**

○ A record

Question 59 Skipped

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

○ Schedule-based

Correct answer

○ **Application-based**

○ Role-based

○ Record-based

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

○ One-to-Many

Correct answer

○ Database Views

○ Many-to-Many

○ Extensions