Question 1 Incorrect

You can use the Data management plugins to define table relationships or minimise performance issues.

What are these plugins?

Select 3 Answers from the below options.

- [ ] Table cleaner

Your selection is incorrect
- [x] Schema map

Your selection is correct
- [x] Database Rotations

Your selection is correct
- [x] Data Archiving

Correct selection
- [ ] Many to Many task relations

Question 2 Skipped

What application enables you to quickly write drafts of knowledge articles based on cases, HR cases, or incidents?

○ Knowledge Manager

Correct answer

○ **Now Assist**

○ Knowledge Creator

○ Knowledge Assist

Question 3 Skipped

What are the different ways an end-user can leave feedback about an article?

Select 3 Answers from the below options.

Correct selection

☐ **Mark the article as helpful or not helpful.**

Correct selection

☐ **Give a 1-5 star rating.**

☐ Fill out the knowledge quality survey.

Correct selection

☐ **Leave a comment on the article.**

☐ Fill out an article quality index checklist.

Question 4 Correct

Form splits help you organise fields on a form into columns for an enhanced visual appeal.
What role is required to enable multiple form splits on the platform?

> **Your answer is correct**
> ✓ admin

○ form_admin

○ personalize_form

○ itil

Question 5 Correct

What is Configuration Item (CI)?

> **Your answer is correct**
> ✓ Components of an infrastructure required to deliver a product or service

○ 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

○ Information that further describes a CI such as a name, serial number, or operating system

Question 6 Skipped

Which tab contains the Activity Stream for a task?

Correct answer

O **Notes**

O History

O Resolution Information

O Related Links

O Related Records

Question 7 Skipped

Where does the System Administrator navigate to edit a catalogue item?

Correct answer

O **Maintain Items**

O Service Catalogs

O Service Portal

O Create Incident

Question 8 Skipped

What access control rules are created by default when creating a custom table?

Select 4 Answers from the below options.

Correct selection

☐ Read

Correct selection

☐ Create

Correct selection

☐ Write

☐ Access

Correct selection

☐ Delete

☐ Archive

Question 9 Skipped

When can you view personalised recommendations to improve the search engine optimisation (SEO) and accessibility of your Knowledge articles?

○ When rating or commenting on an article

Correct answer

○ When editing or publishing an article

○ When attaching an article to an Incident

○ When viewing an article on the Service Portal

○ When flagging an article

Question 10 Skipped

Select the report visualisation types you can generate from a list of records.

Select 2 Answers from the below options.

Correct selection

☐ Pie chart

☐ Line chart

☐ Single score

Correct selection

☐ Bar chart

Question 11 Skipped

There is a business requirement to restrict incident reporting to specific roles for better governance. The Development team decided to add a new access control (ACL), so only those roles can view the contents of the reports on the incident table.

What access control operation should they use to allow this access on the incident table?

○ add_to_list

Correct answer

○ report_view

○ execute

○ read

○ report_on

Question 12 Skipped

Which tool do you use to determine the relationship between fields in an import set and an existing table?

Correct answer

○ Transform map

○ Import Set

○ Coalesce

○ Target Table

Question 13 Skipped

Which of the following is a true statement about importing data into ServiceNow?

Correct answer

○ Every import must have at least one Transform Map.

○ Every application has one staging table.

○ Every Transform Map must have at least one coalesce field.

○ Every date field has to be mapped.

○ Every staging table can be used once.

Question 14 Skipped

Which of the following is a true statement regarding Flow Designer actions?
Select 3 Answers from the below options.

Correct selection

☐ Can be contained in a spoke

☐ Require script to develop

Correct selection

☐ Represent reusable operations for use across multiple flows

☐ Define when the flow is performed

Correct selection

☐ Provide the ability to build your own custom actions

Question 15 Skipped

What is the system behaviour when applying a data policy to the list view to make a field read-only?

○   The field will appear read-only and cannot be updated.

○   The field will still be editable and can be successfully updated.

Correct answer

○   The field will appear to be editable, but the update will fail.

○   The field will be hidden from the list view and cannot be added back to the personalised list.

Question 16 Skipped

Which of the following are different ways to add favourites in Next Experience?

Select 3 Answers from the below options.

☐   Select the personalisation gear icon in the header of the page.

Correct selection

☐   Select the star icon in the contextual app pill.

Correct selection

☐   Select the star icon next to a module or application name in the All menu.

☐   Select the heart icon at the bottom of a knowledge base article.

Correct selection

☐   Select the 'Create Favorite' item from the context menu of a list or record.

Question 17 Skipped

Which menu provides options related to viewing, configuring, creating favourites and saving form data?

○ Form Layout Menu

Correct answer

○ Form Context Menu

○ Form Column Menu

○ Form Personalisation Menu

What are the different types of Client Scripts that are supported in ServiceNow?

Select 4 Answers from the below options.

Correct selection

☐ OnSubmit()

Correct selection

☐ OnChange()

☐ OnSave()

Correct selection

☐ OnLoad()

☐ OnDelete()

Correct selection

☐ OnCellEdit()

Question 19 Skipped

Which CMDB feature tracks the activities and history of data sources as they insert and update CI attributes?

Select 2 Answers from the below options.

Correct selection

☐ **Multisource CMDB**

☐ **CI Class Manager**

Correct selection

☐ **CMDB 360**

☐ **CMDB CI Lifecycle Management**

☐ **CMDB Data Manager**

Question 20 Skipped

What are the steps for applying an update set to an instance?

Select 3 Answers from the below options.

Correct selection
☐ Retrieve

☐ Delete

☐ Copy

Correct selection
☐ Preview

Correct selection
☐ Commit

Question 21 Skipped

Which script runs when a record is displayed, inserted, updated, deleted or when a table is queried?

Correct answer
○ Business Rule

○ Data Policy

○ UI Policy

○ Client Script

Question 22 Skipped

What functionality can you use to track the time a task has been open to ensure that tasks are completed within an allotted time?

> **Correct answer**
> ○ **Service Level Agreements**

○ Assignment rules

○ Approvals

○ Inactivity monitors

Question 23 Skipped

What is created when an order is placed for a catalogue item?

Select 3 Answers from the below options.

☐ A Variable

> **Correct selection**
> ☐ **A Requested Item (RITM) record**

> **Correct selection**
> ☐ **A Request (REQ) record**

> **Correct selection**
> ☐ **One or more Service Catalog Task (SCTASK) records**

☐ A Variable Set

Question 24 Skipped

Your manager asks you to build some reports on your group tasks.

Where do you navigate on the platform to start?

○ Performance Analytics > Create Reports

○ Resource > Resource Reports > Reports - New

○ Service Catalog > Request Reports

Correct answer

○ **Reports > Create New**

○ Reports > Getting Started

○ Self-Service > My Reports

Question 25 Skipped

Which of the following is a true statement about the `admin` role?

Select 3 Answers from the below options.

☐　A user with only the `user_admin` role can grant the `admin` role to other users.

> **Correct selection**
>
> ☐　To grant the `admin` role to a user, the granting user must also have the `admin` role.

> **Correct selection**
>
> ☐　A user with only the `admin` role cannot grant the `security_admin` role to other users.

☐　A non-admin user with only the `security_admin` role can add a user to a group that contains the `security_admin` role.

> **Correct selection**
>
> ☐　Non-admin users cannot add users to a group containing the `admin` role.

Question 26 Skipped

Which of the following applications is available to all users?

○　Change

○　Facilities

> **Correct answer**
>
> ○　Self-Service

○　Incident

Question 27 Skipped

What Visual Task Board type automatically updates the tasks when the respective cards are edited or change lanes?

○ List

○ Freeform

Correct answer
○ **Guided**

○ Flexible

Question 28 Skipped

What can be used to extend the Flow Designer to call 3rd party systems, such as automating Microsoft Services and infrastructure using PowerShell and REST?

○ REST API Explorer

Correct answer
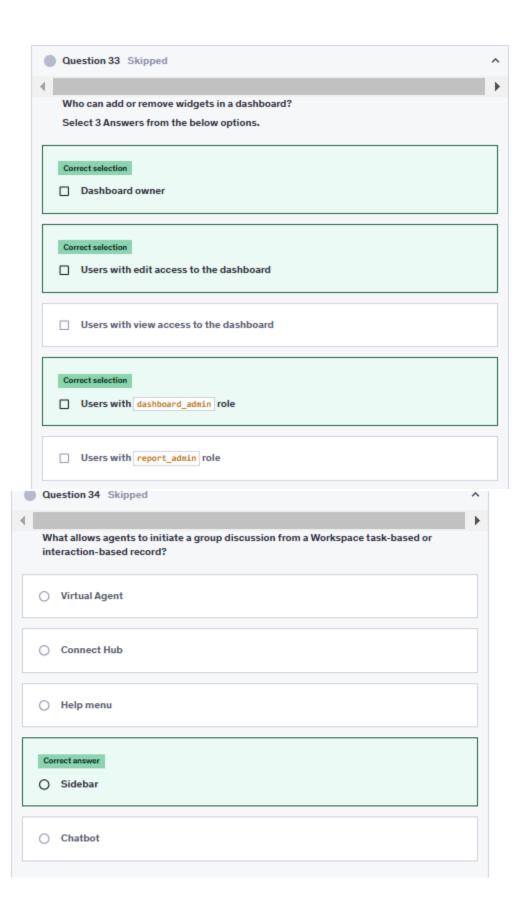○ **Integration Hub**

○ Third-Party Import Maps

○ Workflow

Question 29 Skipped

(Xanadu) Core UI Reporting and Dashboards functionality are deprecated and unavailable in new instances.

What functionality has replaced it?

○ Performance Analytics

○ User Experience Analytics

Correct answer

○ Platform Analytics

○ Process Mining

What are the different Schema relationship types that are supported for tables?

Select 4 Answers from the below options.

☐ Depending

Correct selection

☐ Referencing

Correct selection

☐ Extended by

Correct selection

☐ Extending

☐ Depended by

Correct selection

☐ Referenced by

What do you configure to instruct fields how to behave on a form when a UI policy is triggered?

○ Client Script

○ Data Policy

○ UI Actions

Correct answer

○ **UI Policy Action**

You have a requirement to create a set of filter conditions on the Incidents list to show the records that satisfy the following conditions:

- Incidents where the state is Resolved or Closed;
- Incidents where the Assignment Group is one of your groups.

After clicking the Funnel icon and defining the first condition, what steps should you take?

○ This requirement cannot be achieved by the list filters since it requires advanced reporting.

○ Click AND button; define the second condition; press the Save button.

○ Click Run; overwrite the first condition with the second condition; press enter.

Correct answer

○ **Click AND button; define the second condition; click Run.**

○ Select Assignment group on the Search box on the top bar; press enter.

Who can add or remove widgets in a dashboard?

Select 3 Answers from the below options.

Correct selection

☐ Dashboard owner

Correct selection

☐ Users with edit access to the dashboard

☐ Users with view access to the dashboard

Correct selection

☐ Users with `dashboard_admin` role

☐ Users with `report_admin` role

What allows agents to initiate a group discussion from a Workspace task-based or interaction-based record?

○ Virtual Agent

○ Connect Hub

○ Help menu

Correct answer

○ Sidebar

○ Chatbot

Which ServiceNow feature do you use to begin the creation of an application?

Correct answer

○ **Guided Application Creator**

○ Configuration Management Database (CMDB)

○ System Dictionary

○ Integration Hub

The CMDB is the authoritative source of what information?

Select 3 Answers from the below options.

Correct selection

☐ **Contact**

☐ Contents of all server and application configuration files

Correct selection

☐ **Support group**

☐ Server log files

Correct selection

☐ **Owner**

What CMDB Workspace feature lets you visualise the hierarchical map of CIs and the relationships between them while centred on a CI that you choose?

○ Visualisation Designer

○ Service Mapping

○ Schema Map

Correct answer

○ **Unified Map**

○ 360° Relationship Visualisation

Which of the following is a true statement about user impersonation?

Select 2 Answers from the below options.

`Correct selection`

☐ **Administrators will have limited access to certain features when impersonating some scoped app admins.**

☐ **Users will need to log out after each impersonation to end it.**

☐ **When impersonating another user, the administrator does not have the same access as the impersonated user.**

`Correct selection`

☐ **Non-admin users with the `impersonator` role will have limited access if they impersonate `admin` users.**

☐ **The impersonation option is not available in the ServiceNow mobile apps.**

☐ **Administrators can impersonate other authenticated users but cannot view impersonation logs.**

Question 39 Skipped ⌃

What options are available to define the fulfilment process for a service catalogue item?

Select 3 Answers from the below options.

☐ Roadmap

Correct selection

☐ Execution Plan

☐ Plan

Correct selection

☐ Flow

Correct selection

☐ Workflow

Question 40 Skipped ⌃

Which search feature can you use to narrow down search results in ServiceNow?

Correct answer

○ Wildcard Characters

○ Context Finder

○ Containers

○ Platform Locators

Question 41 Skipped

What are the main sections when you are configuring email notifications?

Select 3 Answers from the below options.

Correct selection

☐ When to send

☐ How to respond

Correct selection

☐ Who will receive

Correct selection

☐ What it will contain

☐ How often to send

Question 42 Skipped

What do each record and each field correspond to in a table?

○ Each record and field corresponds to a column in a table.

○ Each record corresponds to a column in a table, and each field to a row on that table.

Correct answer

○ Each record corresponds to a row in a table and each field to a column on that table.

○ Each record and field corresponds to a row in a table.

How can you access the local flow variables in the Flow Designer?

○ As new icons in the Flow Properties

○ As help cards in the Help panel

Correct answer

○ As data pills in the Data panel

○ As separate tabs on the Home page

What are the typical Tier 2 support tasks that virtual agents can perform so that the support agents can focus on more complex user issues?

Select 3 Answers from the below options.

Correct selection

☐ Providing how-to information

Correct selection

☐ Answering FAQs

☐ Impersonating users

Correct selection

☐ Performing diagnostics

Question 45 Skipped

What related list can you use to extend and track the different types of groups assigned to a Configuration Item?

○ Resource Group

○ Dynamic CI Group

Correct answer
○ Teams

○ CMDB Alert Groups

Question 46 Correct

Where do you navigate to see the notifications that are currently defined on the Now Platform?

Your answer is correct
● System Notification > Email > Notifications

○ Notifications > Email > System Notifications

○ System Definitions > Notifications

○ System Notifications > Definitions

Question 47   Correct

What are the three types of Flow Designer triggers?

Select 3 Answers from the below options.

Your selection is correct
- [x] Record-based

- [ ] Role-based

- [ ] Work-based

Your selection is correct
- [x] Schedule-based

Your selection is correct
- [x] Application-based

Question 48   Correct

You can use AI field recommendations to create a list of top recommendations or to automatically fill out fields in a Workspace form.

What icon marks the fields that provide AI recommendations?

- ( ) Star icon

- ( ) Information icon

- ( ) Robot icon

Your answer is correct
- (•) Sparkle icon

Question 49 Correct

What is created by default when you create a new table?

Select 2 Answers from the below options.

> **Your selection is correct**
>
> ☑ Module with the plural of the table Label

> **Your selection is correct**
>
> ☑ Application Menu with the same name as the table Label

☐ Dashboard to manage the table's activity

☐ A table-specific admin role

Question 50 Incorrect

Where can users set their notification preferences in the Next Experience UI?

○ Email Properties

○ Subscription Management

> **Correct answer**
>
> ○ User Menu

○ Admin Menu

> **Your answer is incorrect**
>
> ✕ System Notifications

Question 51 Correct

Which application provides a centralised location for creating, categorising, viewing, and governing information related to the flow of work through ServiceNow?

- ○ Data Separation

Your answer is correct
- ● **Knowledge Management**

- ○ Configuration Management

- ○ Performance Analytics

Question 52 Incorrect

Which of the following describes the relationship between the Problem and the Task tables?

- ○ The Problem table is a parent of the Task table.

- ○ The Problem table has a many-to-many relationship with the Task table.

Correct answer
- ○ The Problem table extends the Task table.

Your answer is incorrect
- ✖ The Problem table is a remote table for the Task table.

- ○ The Problem table is referenced in the Task table.

- ○ The Problem table is a database view of the Task table.

ServiceNow can import data from which of the following external data source types when a valid transform map is available?

Select 3 Answers from the below options.

Correct selection

☐ REST

Your selection is correct

☑ LDAP

Correct selection

☐ OIDC

Your selection is incorrect

☒ JSON

Your selection is incorrect

☒ CSV

Question 54 Correct

Which admin role is required to modify access control rules?

Your answer is correct
- ✓ security_admin

- ○ metric_admin

- ○ business_rule_admin

- ○ admin

- ○ itil_admin

- ○ u_acl_admin

Question 55 Incorrect

What type of service catalogue item is used to create an incident or raise an HR case?

Correct answer
- ○ Record producer

Your answer is incorrect
- ✗ Request a service

- ○ Maintain a service

- ○ Order an item

Overall explanation

Question 56 Incorrect

Which field type is Boolean and displays as a checkbox?

Your answer is incorrect
- ❌ Yes/No

○ 0/1

Correct answer
○ True/False

○ On/Off

○ Positive/Negative

○ Checked/Unchecked

Question 57 Correct

What is selected on the Now Platform to impersonate another user?

Your answer is correct
- ✓ User menu

○ System settings

○ Magnifying glass

○ Application Navigator

Question 58 Skipped

(Xanadu) Access Control List (ACL) rules allow you to specify the decision type, rule type and operation that defines them.

What are the two decision types in ACL rules?

Select 2 Answers from the below options.

☐ Allow Once

Correct selection

☐ Allow If

☐ Restrict Access

Correct selection

☐ Deny Unless

☐ Deny Always

Question 59 Correct

Which of the following is an example of a base table that is extended but is not extending another table?

○ Business Service [cmdb_ci_service]

○ Incident [incident]

○ Change Request [change_request]

Your answer is correct

✔ Task [task]

Question 60 Correct

What CMDB table stores the basic attributes of all the configuration items?

Your answer is correct

✓ Configuration Item `[cmdb_ci]`

○ CI Relationship `[cmdb_rel_ci]`

○ Base Configuration Item `[cmdb]`

○ Configuration File `[cmdb_ci_config_file]`