

Exam Questions CSA

ServiceNow Certified System Administrator

<https://www.2passeasy.com/dumps/CSA/>



NEW QUESTION 1

- (Exam Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

NEW QUESTION 2

- (Exam Topic 3)

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users
- E. Users with kb_user role

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 3

- (Exam Topic 3)

Which type of scripts run in the browser?

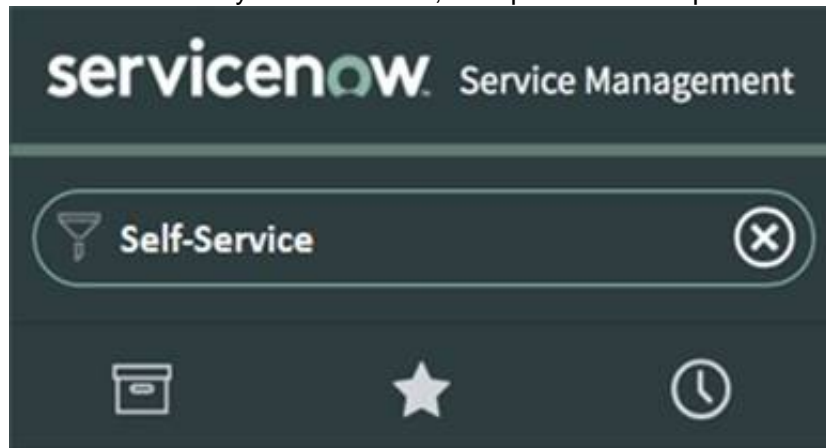
- A. Policies and Client Scripts
- B. Access Contral Scripts
- C. script Include Scripts
- D. Business Rule Scripts

Answer: A

NEW QUESTION 4

- (Exam Topic 2)

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n>

NEW QUESTION 5

- (Exam Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContex

NEW QUESTION 6

- (Exam Topic 2)

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

Answer: B

NEW QUESTION 7

- (Exam Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn_rec_id
- B. rec_id
- C. u_id
- D. sys_id
- E. sn_gu_id
- F. sn_sys_id
- G. id

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept>

NEW QUESTION 8

- (Exam Topic 2)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Answer: A

NEW QUESTION 9

- (Exam Topic 2)

What is used frequently to move customizations from one instance to another?

- A. Update Sets
- B. Code Sets
- C. Update Packs
- D. Configuration Logs
- E. Remote Sets
- F. Local Sets
- G. Code Packs

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export>

NEW QUESTION 10

- (Exam Topic 2)

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

Answer: B

NEW QUESTION 10

- (Exam Topic 2)

What Is the purpose of the Fitter navigator In the Application Navigator?

- A. Filter applications in order of use
- B. Quickly navigate to applications and modules
- C. Collapse and expand applications
- D. List applications In order of Top Requests

Answer: C

NEW QUESTION 12

- (Exam Topic 2)

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept_Mgr ACL on the HR service catalog

Answer: C

NEW QUESTION 14

- (Exam Topic 2)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANoti

NEW QUESTION 17

- (Exam Topic 2)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- E. Show Choice List
- F. Configure Options

Answer: F

NEW QUESTION 18

- (Exam Topic 2)

What is an Event in ServiceNow?

- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

Answer: B

NEW QUESTION 22

- (Exam Topic 2)

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. personal ize.control
- B. personal_list
- C. ul_page_admin
- D. ui_action_admin

Answer: A

NEW QUESTION 26

- (Exam Topic 2)

What would NOT appear in the Application Navigator if “service” is typed into the filter field?

- A. Configuration > Business Services
- B. Self-Service > Knowledge
- C. Service Portal > Widgets
- D. Incident > Assigned to me

Answer: D

NEW QUESTION 27

- (Exam Topic 2)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn_app_trigger_write] to SME
- E. Activate application plugins only

Answer: B

NEW QUESTION 32

- (Exam Topic 2)

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: C

NEW QUESTION 35

- (Exam Topic 2)

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:

Reference:

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-bri>

NEW QUESTION 40

- (Exam Topic 2)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Select Normal role
- B. Log out and back in
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec

NEW QUESTION 45

- (Exam Topic 2)

Which section of the ServiceNow UI allows you to perform a global search?

- A. Application Navigator
- B. Banner frame
- C. List pane
- D. Content frame

Answer: B

NEW QUESTION 49

- (Exam Topic 2)

What are the three components of a filter condition?

- A. Fiel
- B. Operator and Value
- C. Conditio
- D. Operator, and Value
- E. Field, Condition, and Value
- F. Variable, Field, and Value

Answer: A

NEW QUESTION 52

- (Exam Topic 2)

What do you call any component that needs to be managed in order to deliver services?

- A. CSDM Items
- B. CMDB
- C. Configuration item
- D. Service Offerings
- E. Asset

Answer: C

Explanation:

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>

NEW QUESTION 56

- (Exam Topic 2)

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

- A. Database View
- B. Many to Many
- C. One to Many
- D. Extended

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_D

NEW QUESTION 58

- (Exam Topic 2)

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: D

NEW QUESTION 59

- (Exam Topic 2)

What type of field allows you to look up values from one other table?

- A. Reference
- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

Answer: A

Explanation:

Reference:

<https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f%20Orders%20table>

NEW QUESTION 61

- (Exam Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set

- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

Answer: A

NEW QUESTION 66

- (Exam Topic 2)

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Action
- B. Client Script
- C. UI Script
- D. UI Rule
- E. UI Policy

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept>

NEW QUESTION 69

- (Exam Topic 1)

What are the three components of a filter condition?

- A. Table
- B. Value
- C. Field
- D. Operator

Answer: BCD

NEW QUESTION 70

- (Exam Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

- A. The Task table is the only table that can be a destination for imported data in the Transform Map module
- B. The Incident
- C. Proble
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data m the Transform Map module
- E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
- F. Any ServiceNow table can be a destination for imported data in the Transform Map module

Answer: B

NEW QUESTION 74

- (Exam Topic 1)

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Answer: A

NEW QUESTION 78

- (Exam Topic 1)

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark
- D. On Hold

Answer: A

NEW QUESTION 80

- (Exam Topic 1)

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Answer: B

NEW QUESTION 81

- (Exam Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 83

- (Exam Topic 1)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Answer: ACD

NEW QUESTION 88

- (Exam Topic 1)

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

Answer: ADF

NEW QUESTION 90

- (Exam Topic 1)

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue
- D. A Dictionary Override sets field properties in extended tables

Answer: D

NEW QUESTION 92

- (Exam Topic 1)

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Answer: B

NEW QUESTION 93

- (Exam Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

Answer: A

NEW QUESTION 95

- (Exam Topic 1)

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 96

- (Exam Topic 1)

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: D

NEW QUESTION 101

- (Exam Topic 1)

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Answer: A

NEW QUESTION 102

- (Exam Topic 1)

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Answer: ACE

NEW QUESTION 107

- (Exam Topic 1)

What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 112

- (Exam Topic 1)

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user

Answer: D

NEW QUESTION 113

- (Exam Topic 1)

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Answer: ACDF

NEW QUESTION 117

- (Exam Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Answer: D

NEW QUESTION 118

- (Exam Topic 1)

What are the two aspects to LDAP Integration?

- A. Data Population
- B. Data formatting
- C. Authorization
- D. Authentication

Answer: AD

NEW QUESTION 123

- (Exam Topic 1)

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Answer: A

NEW QUESTION 124

- (Exam Topic 1)

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Answer: BCD

NEW QUESTION 129

- (Exam Topic 1)

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Answer: BCD

NEW QUESTION 134

- (Exam Topic 1)

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 137

- (Exam Topic 1)

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- B. Allow a user to submit feedback about an article
- C. Reporting an error

Answer: B

NEW QUESTION 140

- (Exam Topic 1)

What are the four knowledge workflows available in the ServiceNow base instance?

- A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
- B. Instant Publish: Immediately publishes a draft article without requiring an approval
- C. Instant Retire: Immediately retires a published article without requiring an approval
- D. Retire Knowledge: Moves a knowledge article to the retired state.

Answer: A

NEW QUESTION 145

- (Exam Topic 1)

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

NEW QUESTION 146

- (Exam Topic 1)

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

Answer: A

NEW QUESTION 150

- (Exam Topic 1)

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 155

- (Exam Topic 1)

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer: A

NEW QUESTION 158

- (Exam Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

NEW QUESTION 160

- (Exam Topic 1)

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Answer: A

NEW QUESTION 165

- (Exam Topic 1)

A group is stored in which table?

- A. Group[user group]
- B. Group[sys_user]
- C. Group[sys_user_group]
- D. Group[sys_user_group_profile]

Answer: C

NEW QUESTION 170

- (Exam Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Answer: C

NEW QUESTION 171

- (Exam Topic 1)

What is the master table that contains a record for each table in the database?

- A. [sys_master_db]
- B. [sys_db_object]
- C. [sys_master_object]
- D. [sys_object_db]

Answer: B

NEW QUESTION 176

- (Exam Topic 1)

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Answer: D

NEW QUESTION 181

- (Exam Topic 1)

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Answer: B

NEW QUESTION 186

- (Exam Topic 1)

Tables are made up of which of the following?

- A. records
- B. lists
- C. forms.
- D. fields

Answer: AD

NEW QUESTION 189

- (Exam Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color

H. Banner Image

Answer: ABDGH

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 190

- (Exam Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value
- E. Operator

Answer: C

NEW QUESTION 192

- (Exam Topic 3)

What module do you use to access the reports that are available to you?

- A. Report > View /Run
- B. Reports > Homepage
- C. Self-Service>My Reports
- D. Report > Overview

Answer: B

NEW QUESTION 194

- (Exam Topic 3)

Which allows the creation of a task-based record from Service Catalog?

- A. Record Producers
- B. UI Builder
- C. Assignment Rule
- D. Flow Designer
- E. UI Actions=

Answer: D

NEW QUESTION 195

- (Exam Topic 3)

After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able to see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

Answer: CD

NEW QUESTION 197

- (Exam Topic 3)

What section on a task record would you use to see the most recent update made to a record?

- A. Timeline
- B. Journal
- C. Audit Log
- D. Activity

Answer: D

NEW QUESTION 202

- (Exam Topic 3)

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The View All setting
- B. The Allow role
- C. The ESS role
- D. The Public setting

Answer:

C

NEW QUESTION 204

- (Exam Topic 3)

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

- A. Flow Designer
- B. Process Automation Designer
- C. Process Workflow Designer
- D. Workflow Editor

Answer: B

NEW QUESTION 209

- (Exam Topic 3)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Answer: C

Explanation:

Reference: <https://www.basicoservicenowlearning.in/2019/12/create-table-in-servicenow.html>

NEW QUESTION 212

- (Exam Topic 3)

What section on the notes tab, shows the history of the work documented on the record?

- A. Journal
- B. Activity
- C. Diary
- D. Audit Log
- E. Timeline

Answer: B

NEW QUESTION 217

- (Exam Topic 3)

What Service Catalog feature do you use to organize items into logical groups?

- A. Variable sets
- B. Catalog items
- C. Sections
- D. Categories

Answer: A

NEW QUESTION 222

- (Exam Topic 3)

Which field (or fields) is used as a unique key during imports?

- A. Match Fields
- B. Coalesce Fields
- C. Key Fields
- D. Sys IDs

Answer: B

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_

NEW QUESTION 226

- (Exam Topic 3)

A task worker asks how they can monitor any updates occurring to recands assigned to him, like responses from customers, What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon t
- D. expand the Monitor frame
- E. On My Work list, select the Activity Stream icon to show a frame with live updates

Answer:

B

NEW QUESTION 228

- (Exam Topic 3)

How would you navigate to the Schema map for a table?

- A. System Dictionary > Show Schema Map; Select Table
- B. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

Answer: B

NEW QUESTION 231

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to impersonate User?

- A. Module
- B. Application Navigator
- C. Banner
- D. Content Frame

Answer: C

NEW QUESTION 235

- (Exam Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

Answer: B

NEW QUESTION 239

- (Exam Topic 3)

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Can Read Role
- B. Catalog User Role
- C. Can Order Tab
- D. User Criteria

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t>

NEW QUESTION 241

- (Exam Topic 3)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map
- B. Dependency View
- C. Dependency Map
- D. Database View

Answer: B

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map>

NEW QUESTION 244

- (Exam Topic 3)

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_Forecasti

NEW QUESTION 247

- (Exam Topic 3)

Access controls are evaluated in this order:

* 1. Match object against table ACL

* 2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL

B. Bottom to top: Table AC

C. Table.Field ACL, Parent Tabl

D. Field ACL

E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL

F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL

G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 248

- (Exam Topic 3)

Which is the base table of the configuration management database hierarchy?

A. cmdb_d

B. ucldb

C. cmdb_ret_Oi

D. cmdb

Answer: D

NEW QUESTION 250

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

A. Self Service Module

B. Application Navigator

C. Service Desk Homepage

D. Favorites

Answer: B

NEW QUESTION 254

- (Exam Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email

How might you do that?

A. Click List Magnifier to expand column search, on Short Description, type "email, click enter

B. Click List Magnifier to expand column search, on Short Description, type *email, click enter

C. Click List Magnifier to expand column search, on Short Description, type email, click enter

D. On Search box, select text, type email, click enter

Answer: A

NEW QUESTION 255

- (Exam Topic 3)

Here is an example of the criteria set for a knowledge base:

* Companies: ACME North America

* Department: HR

* Groups: ACME Manager

* Match All: Yes

In this example, what users would have access to this knowledge base?

A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America

B. Employees of ACME North America, who are members of HR Department or the ACME Manager group

C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group

D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 256

- (Exam Topic 3)

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Approval can have many Requests
- B. One Request can have many Requested Items
- C. One Requested Item can have many Approvals
- D. One Requested Item can have many Catalog Tasks
- E. One Cart can have many Requests

Answer: BDE

NEW QUESTION 260

- (Exam Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin
- D. knowledge_admin

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference>

NEW QUESTION 261

- (Exam Topic 3)

Groups are stored in what table?

- A. Group [sys_user_group]
- B. Group [sn_sys_user_group]}
- C. User Group [user_groups]
- D. User Groups [sn_user_groups]
- E. Groups [sys_user_groups]

Answer: A

NEW QUESTION 266

- (Exam Topic 3)

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

- A. Name: incident"; Permission: write; Role: itil
- B. Name: incident Any, Operation: write, Permission: itil
- C. Name: incident.*; Operation: write; Permission: itil
- D. Name: incident None, Permission: create: Role: itil
- E. Name: incident
- F. None; Operation: create; Role: itil

Answer: D

NEW QUESTION 268

- (Exam Topic 3)

What is the name of the string that display filter criteria?

- A. Topic
- B. Choice
- C. Breadcrump
- D. Menu

Answer: C

NEW QUESTION 272

- (Exam Topic 3)

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Alerts
- C. Texts
- D. Events
- E. Emails

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/eve>

NEW QUESTION 274

- (Exam Topic 3)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355

NEW QUESTION 275

- (Exam Topic 3)

What is the language used for scripting in ServiceNow?

- A. JavaScript
- B. C++
- C. PHP
- D. Python

Answer: A

NEW QUESTION 278

- (Exam Topic 3)

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn_log_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

Answer: C

Explanation:

Reference https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055

NEW QUESTION 280

- (Exam Topic 3)

You have heard about a new application released by ServiceNow, You want to try it out, to see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 285

- (Exam Topic 3)

What options can you see, when you right click on a CI, from the CI dependency view map? Choose 3 answers

- A. View Affected CIs
- B. View Related Tasks
- C. View Recent Outages
- D. View Cases
- E. View Knowledge

Answer: ABC

NEW QUESTION 290

- (Exam Topic 3)

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

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

Answer: CD

NEW QUESTION 294

- (Exam Topic 3)

The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

- A. Properties
- B. Data
- C. Configure
- D. Type
- E. Sources

Answer: C

NEW QUESTION 298

- (Exam Topic 3)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager
- * Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

NEW QUESTION 299

- (Exam Topic 3)

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment

What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

- A. Click Context menu > Work Notes View
- B. Click Personalize icon and select Activity Stream
- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Funnel icon and select only work notes
- E. Click Context menu > History

Answer: D

NEW QUESTION 302

- (Exam Topic 3)

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Load Data
- B. Run Data Scrubber
- C. Set Coalesce
- D. Define Data Source
- E. Select Import Set

Answer: A

NEW QUESTION 303

- (Exam Topic 3)

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

- A. Their user account failed LDAP authentication
- B. Their user account is not logged in properly
- C. Their user account was not approved by their manager
- D. Their user account does not have itil role
- E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 304

- (Exam Topic 3)

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

Answer: B

NEW QUESTION 306

- (Exam Topic 3)

Which module would you use to customize your instances banner image, text and colors? A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION 311

- (Exam Topic 3)

Which best describes a field in a SeniceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

Answer: C

NEW QUESTION 316

- (Exam Topic 3)

ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

- A. Pie
- B. Speedometer
- C. Odometer
- D. Thermometer
- E. Horizontal Bar
- F. Semi-Donut
- G. Donut

Answer: ABEFG

NEW QUESTION 319

- (Exam Topic 3)

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Local script
- C. Database script
- D. Client script

Answer: D

NEW QUESTION 324

- (Exam Topic 3)

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On the list of records, locate the right-click on the Resolved value, select Exclude.
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On state column title, right-click, select Filter Out > Resolved
- D. On Search, select State, type not Resolved, press enter
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION 326

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