

## Exam Questions CSA

ServiceNow Certified System Administrator

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



#### NEW QUESTION 1

- (Exam Topic 2)

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run when data is entered through the form, by an Import Set, or by web services, while UI Policies are set only by web services
- B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies run only after UI Policies run successfully

**Answer:** C

#### NEW QUESTION 2

- (Exam Topic 2)

What is a role in ServiceNow?

- A. A role is one record in the Role [sys\_user\_role] table
- B. A role is one record in the Role [user\_sys\_role] table
- C. A role is a persona used in Live Feed Chat
- D. A role is a set of modules for a particular application

**Answer:** A

#### NEW QUESTION 3

- (Exam Topic 2)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

**Answer:** BEF

#### NEW QUESTION 4

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654)

#### NEW QUESTION 5

- (Exam Topic 3)

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

**Answer:** C

#### Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/def>

#### NEW QUESTION 6

- (Exam Topic 3)

Which type of scripts run in the browser?

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

**Answer:** A

#### NEW QUESTION 7

- (Exam Topic 3)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

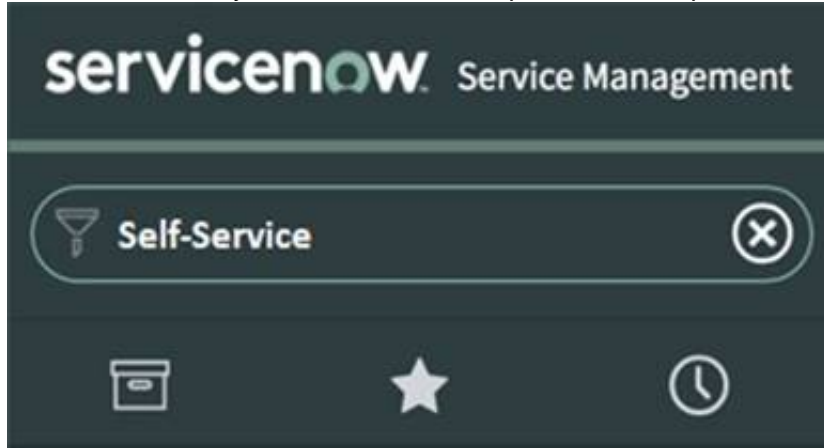
- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

**Answer:** C

#### NEW QUESTION 8

- (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 9

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

#### NEW QUESTION 10

- (Exam Topic 2)

What are three security modules often used by the System Administrator? (Choose three.)

- A. System Properties > Security
- B. Utilities > Migrate Security
- C. System Security > Security
- D. Self-Service > My Access
- E. System Security > Access Control (ACL)
- F. Password Management > Security Questions
- G. System Security > High Security Settings

**Answer:** AEG

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r\\_General](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_General)

#### NEW QUESTION 10

- (Exam Topic 2)

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Record Producer and use the Available For list to specify First Line [sn\_first\_line] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn\_first\_line] role

**Answer:** B

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/t>

**NEW QUESTION 11**

- (Exam Topic 2)

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

**Answer:** A

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/co>

**NEW QUESTION 12**

- (Exam Topic 2)

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

- A. Incident Auto-Resolution
- B. Ticket Resolver
- C. Virtual Agent Helper
- D. Web Intelligence

**Answer:** A

**NEW QUESTION 17**

- (Exam Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

**Answer:** C

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestra>

**NEW QUESTION 22**

- (Exam Topic 2)

What is a quick way to create a report from a list view?

- A. Click on filter breadcrumb, drag and drop on the Report > Create New module
- B. Click Funnel, define filter conditions, click Create Report
- C. Click Context Menu, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Apply filter, right click on column header, select Create Report

**Answer:** B

**Explanation:**

Reference: [https://ut.service-now.com/sp?id=kb\\_article&number=KB0014148](https://ut.service-now.com/sp?id=kb_article&number=KB0014148)

**NEW QUESTION 24**

- (Exam Topic 2)

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

- A. Task [task]
- B. Assignment [assignment]

- C. Service [service]
- D. Workflow [workflow]

**Answer:** A

#### NEW QUESTION 28

- (Exam Topic 2)

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

**Answer:** C

#### Explanation:

Reference:

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

#### NEW QUESTION 33

- (Exam Topic 2)

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. Local Sources (i.
- B. XML, CSV, Excel)
- C. Implementation Spoke
- D. DataHub
- E. JDBC Connection
- F. Network Server
- G. LDAP Connection

**Answer:** ACDF

#### Explanation:

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow\\_administrator/app\\_store\\_lea](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_lea)

#### NEW QUESTION 35

- (Exam Topic 2)

What is NOT an example of a UI Action?

- A. Search
- B. Form buttons
- C. list Buttons
- D. Related Links

**Answer:** C

#### NEW QUESTION 40

- (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 41

- (Exam Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

**Answer:** D

#### NEW QUESTION 46

- (Exam Topic 2)

What is a sys\_id?

- A. Unique 32-character identifier that is assigned to every record
- B. A client-side Business Rule
- C. A server-side Business Rule
- D. Unique 64-character identifier that is assigned to every record

**Answer:** A

#### NEW QUESTION 50

- (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 55

- (Exam Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

**Answer:** D

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c\\_ImportSet.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSet.html)

#### NEW QUESTION 59

- (Exam Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

**Answer:** CE

#### NEW QUESTION 61

- (Exam Topic 2)

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

**Answer:** C

#### NEW QUESTION 63

- (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 67

- (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 70

- (Exam Topic 2)

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

**Answer:** C

#### NEW QUESTION 73

- (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 74

- (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 79

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

#### NEW QUESTION 82

- (Exam Topic 2)

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing
- I. Condition to evaluate

**Answer:** ABEF

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t\\_Ed](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t_Ed)

**NEW QUESTION 85**

- (Exam Topic 2)

When creating a global custom table named “abc”, what is the table name that is automatically assigned by the platform?

- A. snc\_abc
- B. abc
- C. u\_abc
- D. sys\_abc

**Answer:** C

**NEW QUESTION 90**

- (Exam Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

**Answer:** A

**Explanation:**

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0547260](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260)

**NEW QUESTION 95**

- (Exam Topic 2)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

**Answer:** D

**NEW QUESTION 96**

- (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 101**

- (Exam Topic 2)

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run only after UI Policies run successfully
- B. Data Policies run regardless of how data is entered Into ServiceNow, while UI Policies are used for form interactions
- C. Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies
- D. Data Policies run when data is entered through the form, by an Import Set or by web services, while UI Policies are set only by web services

**Answer:** D

**NEW QUESTION 102**

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

**NEW QUESTION 105**

- (Exam Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

**Answer:** C

**Explanation:**

Reference:

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

**NEW QUESTION 109**

- (Exam Topic 2)

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack
- C. Patch
- D. Plugin
- E. App Updated Set

**Answer:** D

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c\\_ServiceN](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceN)

**NEW QUESTION 110**

- (Exam Topic 2)

What icon do you use to change the label on a Favorite?

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

**Answer:** C

**Explanation:**

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0781451](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451)

**NEW QUESTION 115**

- (Exam Topic 2)

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

**Answer:** BD

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t\\_Crea](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_Crea)

**NEW QUESTION 116**

- (Exam Topic 2)

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

**Answer:** C

**NEW QUESTION 120**

- (Exam Topic 2)

What are the components that make up a filter condition? (Choose three.)

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

**Answer:** ACE

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c\\_Filters.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html)

**NEW QUESTION 122**

- (Exam Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

**Answer:** E

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

**NEW QUESTION 124**

- (Exam Topic 1)

What are the three components of a filter condition?

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

**Answer:** BCD

**NEW QUESTION 128**

- (Exam Topic 2)

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

**Answer:** A

**Explanation:**

Reference: <https://www.servicenowelite.com/blog/2016/8/7/update-sets>

**NEW QUESTION 132**

- (Exam Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

**Answer:** C

**NEW QUESTION 137**

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 142**

- (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 146**

- (Exam Topic 1)

What are the main UI component(s) of the ServiceNow Platform?

- A. Banner Navigator
- B. Banner Frame
- C. Application Frame
- D. Application Navigator
- E. Content Menu
- F. Content Frame

**Answer:** BDF

**NEW QUESTION 151**

- (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 153**

- (Exam Topic 1)

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

**Answer:** ACDE

**NEW QUESTION 155**

- (Exam Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
- C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

**Answer:** C

**NEW QUESTION 158**

- (Exam Topic 1)

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

**Answer:** B

**NEW QUESTION 159**

- (Exam Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys\_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

**Answer:** C

#### NEW QUESTION 163

- (Exam Topic 1)

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

**Answer:** C

#### NEW QUESTION 167

- (Exam Topic 1)

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

**Answer:** A

#### NEW QUESTION 172

- (Exam Topic 1)

What is the function of user impersonation?

- A. Testing and visibility
- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

**Answer:** A

#### NEW QUESTION 175

- (Exam Topic 1)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

**Answer:** D

#### NEW QUESTION 178

- (Exam Topic 1)

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

**Answer:** ABD

#### NEW QUESTION 179

- (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 183**

- (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 185**

- (Exam Topic 1)

What are the two pathways to view feedback left on a published article?

- A. Knowledge > articles > My Flagged
- B. Knowledge base > my knowledge > flagged articles
- C. Knowledge > My articles > Flagged
- D. Knowledge > articles > published

**Answer:** AD

**NEW QUESTION 190**

- (Exam Topic 1)

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

**Answer:** A

**NEW QUESTION 195**

- (Exam Topic 1)

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

**Answer:** C

**NEW QUESTION 200**

- (Exam Topic 1)

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

**Answer:** A

**NEW QUESTION 203**

- (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 205**

- (Exam Topic 1)

What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should assign roles to groups
- D. You should add users to groups

**Answer:** CD

#### NEW QUESTION 207

- (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 209

- (Exam Topic 1)

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

**Answer:** D

#### NEW QUESTION 212

- (Exam Topic 1)

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

**Answer:** D

#### NEW QUESTION 214

- (Exam Topic 1)

FILL IN THE BLANK

\_\_\_\_\_ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Server

#### NEW QUESTION 217

- (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 220

- (Exam Topic 1)

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

**Answer:** B

#### NEW QUESTION 225

- (Exam Topic 1)

Which one of these applications is available to all users?



- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

**Answer:** D

**NEW QUESTION 229**

- (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 231**

- (Exam Topic 1)

What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

**Answer:** B

**NEW QUESTION 236**

- (Exam Topic 1)

database live at the Data Center.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 240**

- (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 245**

- (Exam Topic 1)

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

**Answer:** A

**NEW QUESTION 246**

- (Exam Topic 1)

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

**Answer:** A

**NEW QUESTION 251**

- (Exam Topic 1)

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

**Answer:** C

#### NEW QUESTION 256

- (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 259

- (Exam Topic 1)

There are \_\_\_\_\_ common types of Interfaces (Numeric Value)

6: There are six common types of interfaces

- A. Homepage: Consists of navigational elements, functional controls, and platform information.
- B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
- C. Form: Data is entered into ServiceNow through forms
- D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
- E. Maps: Display ServiceNow data graphically on a Google map
- F. Timelines: Used to track tasks or projects

**Answer:** C

#### NEW QUESTION 263

- (Exam Topic 1)

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

**Answer:** D

#### NEW QUESTION 268

- (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 271

- (Exam Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 276

- (Exam Topic 1)

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

**Answer:** ABCD

#### NEW QUESTION 280

- (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 281

- (Exam Topic 1)

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. workflow
- C. event
- D. task

**Answer:** D

#### NEW QUESTION 284

- (Exam Topic 1)

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

**Answer:** D

#### NEW QUESTION 286

- (Exam Topic 1)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

**Answer:** C

#### NEW QUESTION 291

- (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 292

- (Exam Topic 3)

'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

**Answer:** B

#### NEW QUESTION 296

- (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 301

- (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 302

- (Exam Topic 3)

A customer has asked for the following updates to a form:

\* Make Resolution code mandatory, admin state is changed to Resolved.

\* Hide major incident check box, unless logged in user has Major incident Manager role. What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

**Answer:** CE

#### NEW QUESTION 304

- (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 307

- (Exam Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

**Answer:** B

#### NEW QUESTION 308

- (Exam Topic 3)

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

**Answer:** A

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c\\_Roles.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html)

#### NEW QUESTION 313

- (Exam Topic 3)

What table acts as a staging area for records imported from a data source?

- A. Transform Table
- B. Staging Table
- C. Import Set Row Table
- D. Temp Table

**Answer:** C

**NEW QUESTION 315**

- (Exam Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub
- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

**Answer:** B

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import>

**NEW QUESTION 320**

- (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 321**

- (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 325**

- (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.basicservicenowlearning.in/2019/12/create-table-in-servicenow.html>

**NEW QUESTION 329**

- (Exam Topic 3)

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Analytics Reports
- B. Performance Analytics
- C. Scheduled Reports
- D. Reporting

**Answer:** B

**NEW QUESTION 331**

- (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 333

- (Exam Topic 3)

What icon do you use to change the boon and color on a Favorite?

- A. Pencil
- B. Star
- C. Clack
- D. Tringle

**Answer:** A

#### NEW QUESTION 336

- (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 340

- (Exam Topic 3)

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

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

**Answer:** C

#### NEW QUESTION 341

- (Exam Topic 3)

On the Form header, which icon do you use to access form templates?

- A. Paperclip
- B. Pages
- C. Stamp
- D. More Options {...}

**Answer:** D

#### NEW QUESTION 346

- (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 347

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



#### NEW QUESTION 351

- (Exam Topic 3)

On a filter condition, which component is always a choice list?

- A. Operator
- B. Filter Criteria
- C. Operation
- D. Match Criteria

**Answer:** C

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c\\_Con](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_Con)

#### NEW QUESTION 352

- (Exam Topic 3)

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approver [approver-user]
- B. Authorize [authorize-user]
- C. Reviewer [reviewer\_user]
- D. Approver Group [approval\_group]
- E. Verification [verify\_user]

**Answer:** A

#### NEW QUESTION 355

- (Exam Topic 3)

What are examples of UI Actions relating to forms? Choose 3 answers

- A. Form Context Menu
- B. Form View
- C. Form Buttons
- D. Form Links.
- E. Form Columns

**Answer:** ACD

#### NEW QUESTION 360

- (Exam Topic 3)

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Inherit
- B. Reverse if false
- C. On lowed
- D. Global

**Answer:** A

#### NEW QUESTION 362

- (Exam Topic 3)

What is the most common role that has access to almost all platform features, functions, and data?

- A. Security Admin [security\_admin]
- B. Sys Admin [sys\_admin]
- C. Admin [sn\_admin]
- D. System Administrator [admin]
- E. Base Admin [base\_admin]

**Answer:** C

#### Explanation:

Reference:

<https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary>

#### NEW QUESTION 364

- (Exam Topic 3)

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

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

**Answer:** D

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_)

**NEW QUESTION 367**

- (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 369**

- (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: inciden
- F. None; Operation: create; Role: itil

**Answer: D**

**NEW QUESTION 372**

- (Exam Topic 3)

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Create, Rate, Update, Delete
- B. Create, Read, Upload, Delete
- C. Create, Read, Write, Delete
- D. Capture, Rate, Write, Develop

**Answer: C**

**NEW QUESTION 376**

- (Exam Topic 3)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

**Answer: B**

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtu>

**NEW QUESTION 380**

- (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 384**

- (Exam Topic 3)

What is the language used for scriptingin ServiceNow?

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

D. Python

**Answer:** A

#### NEW QUESTION 386

- (Exam Topic 3)

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
- B. Context Menu
- C. Pencil
- D. Gear

**Answer:** D

#### NEW QUESTION 391

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055)

#### NEW QUESTION 393

- (Exam Topic 3)

You have heard about a new application released by SericeNow, 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 395

- (Exam Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on on-call schedules
- C. Site support members can pick tasks, based on Location
- D. Groups can assign tasks to users based on skills
- E. Group members can avoid tasks, which are nearing SLA breach
- F. Groups can assign tasks to users based on availability

**Answer:** BCDF

#### NEW QUESTION 400

- (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 403

- (Exam Topic 3)

On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

- A. Groups
- B. CRUD
- C. Roles
- D. Script that sets the answer variable to true or false
- E. Conditional Expressions

**Answer:** CDE

**NEW QUESTION 404**

- (Exam Topic 3)

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

**Answer:** D

**NEW QUESTION 407**

- (Exam Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new record
- C. No existing records are updated.
- D. Duplicate rows are rejected from the import.
- E. All rows are treated as new records, but errors will be flagged in the import log.

**Answer:** D

**Explanation:**

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_)

**NEW QUESTION 410**

- (Exam Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

**Answer:** C

**NEW QUESTION 411**

- (Exam Topic 3)

Which component of a table contains a piece of data for one record?

- A. Factor
- B. Field
- C. Datapoint
- D. Element
- E. Item

**Answer:** B

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_D](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_D)

**NEW QUESTION 416**

- (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 418**

- (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 423

- (Exam Topic 3)

When a custom table is created, which access control rules are automatically created? Choose 4 answers

- A. delete
- B. create
- C. execute
- D. read
- E. update
- F. write

**Answer:** ABDF

#### NEW QUESTION 424

- (Exam Topic 3)

What are advantages of using spokes for integrations? Choose 3 answers

- A. Reduces the need for code
- B. Features scale and control mechanisms
- C. Free spokes are available in the ServiceNow Store
- D. Ensures discoverability and reuse
- E. Automated event management

**Answer:** ADE

#### NEW QUESTION 425

- (Exam Topic 3)

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys\_user\_preference] table
- B. A User is a record stored in the Profile [sys\_user\_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys\_user] table

**Answer:** A

#### NEW QUESTION 430

- (Exam Topic 3)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Parent-Child Approvers.
- B. Approval Chains
- C. Flows
- D. Approval Criteria
- E. Approver Delegates

**Answer:** D

#### NEW QUESTION 433

- (Exam Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

**Answer:** B

#### Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c\\_HowToAccessRelated](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelated)

#### NEW QUESTION 438

- (Exam Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

**Answer:** D

#### NEW QUESTION 442

- (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 446

- (Exam Topic 3)

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

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

**Answer:** A

#### Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-s>

#### NEW QUESTION 448

- (Exam Topic 3)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Set up LDAP; Test map; Create update set; Run import; Apply update set
- C. Identify source; Import transform map; Run transformer; Verify import
- D. Load the data; Create transform map; Transform data; Clean up import table

**Answer:** D

#### NEW QUESTION 451

- (Exam Topic 3)

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

**Answer:** E

#### NEW QUESTION 456

- (Exam Topic 3)

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

**Answer:** B

#### NEW QUESTION 459

- (Exam Topic 3)

Which best describes a field in a ServiceNow 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 461

- (Exam Topic 3)

For your implementation, the following tables. are extended fram each ofher:

\* Incident table is extended from Task table.

\* Super Incident table is extended from Incident table,

In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table i
- C. a Parent table
- D. Incident table is a Child table
- E. Super Incident table is a Child table
- F. Super Incident table is a Parent table
- G. Super Incident table is a Base table
- H. Task table is a Base table
- I. Task table is a Parent table
- J. Task table is a Child table

**Answer:** BCDGH

#### NEW QUESTION 466

- (Exam Topic 3)

When would you use the following steps?

\* 1, Homepage Admin > Pages

\* 2. Right click on Homepage record

\* 3. Select Unioad Portal Page

- A. To publish a Homepage to the Portal
- B. To retire a Homepage
- C. To delete a Homepage
- D. o To add a Homepage to an update set

**Answer:** D

#### NEW QUESTION 469

- (Exam Topic 3)

Which type of scripts nun in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Contra! Scripts
- D. UI Policies and Client Scripts

**Answer:** D

#### NEW QUESTION 473

- (Exam Topic 3)

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. Requests can contain many items; and Items can be any item from the catalog.
- B. Vendors can sell multiple products; and products can be sold by multiple vendors.
- C. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
- D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

**Answer:** B

#### NEW QUESTION 478

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