



ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 1

- (Topic 3)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html>

NEW QUESTION 2

- (Topic 3)

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Field Icon
- B. Field Value
- C. Data Pill
- D. Data Element
- E. Data Trigger

Answer: D

NEW QUESTION 3

- (Topic 3)

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

- A. Import Set
- B. Update Set
- C. Data Pack
- D. Transform Set

Answer: A

NEW QUESTION 4

- (Topic 3)

What are the three key tables in an enterprise CMDO? Choose 3 answers

- A. sn_cmdt_bak
- B. Sh_emdb_ci
- C. cmap_ret_ci
- D. cmdb_bak
- E. cmdb_ci
- F. sh_eomdb
- G. cmap

Answer: CEG

NEW QUESTION 5

- (Topic 3)

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Answer: AC

NEW QUESTION 6

- (Topic 3)

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

- A. customer.all
- B. customer.*
- C. customer.field
- D. customer.none

Answer: B

Explanation:

The customer . * ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.

References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite

NEW QUESTION 7

- (Topic 3)

Which type of scripts run in the browser?

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

Answer: D

NEW QUESTION 8

- (Topic 3)

What are advantages of using Flow Designer? (Choose three.)

- A. Supports advanced developers
- B. Enables complicated scripting
- C. Reduces technical debt
- D. Less manual scripting
- E. Smooth integration with 3rd party systems

Answer: CDE

NEW QUESTION 9

- (Topic 3)

A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

- A. Click Personalize List
- B. Right click on any column header
- C. Context Menu > Configure > List Layout
- D. Click List Context Menu > Personalize List
- E. Click List Content Menu > Configure > List Layout

Answer: B

Explanation:

To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu². This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons². Users can also drag and drop the fields to change the order of the columns².

References

? How To Configure List and Form Layouts | by ServiceNow Scholar - Medium²

NEW QUESTION 10

- (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 10

- (Topic 3)

When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables)?

- A. Arrows
- B. Plus, Minus
- C. Ctrl c, Ctrl
- D. Ctrl <, Ctrl >
- E. Shift F4, Shift FS

Answer: A

NEW QUESTION 15

- (Topic 3)

The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against the data?

- A. Style

- B. Format
- C. Data
- D. Configure
- E. Group by

Answer: D

NEW QUESTION 16

- (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 19

- (Topic 3)

In what order are Access Controls evaluated?

- A. Field-level - mast general to most specific: then Row-level - most specific to most general
- B. Table-level - most specific to most general; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level « most specific to mast general
- D. Field-level - most specific to most general: then Table-level - most specific to most general

Answer: D

NEW QUESTION 24

- (Topic 3)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Service Tracer
- B. Automapping Utility
- C. Relationships
- D. Transform Map

Answer: C

NEW QUESTION 27

- (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_ForecastingData.html

NEW QUESTION 30

- (Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Answer: BCE

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_FormDesign.html

NEW QUESTION 34

- (Topic 3)

What actions are taken to filter a long list of records to show only those which have "email" Short Description?

- A. Click List Magnifier to expand column search
- B. on Short Description type %email
- C. click enter
- D. Click List Magnifier to expand column search, on Short Description, type email, click enter
- E. On Search box
- F. select text, type email, click enter
- G. Click List Magnifier to expand column search, on Short Description type 'email, click enter

Answer: D

NEW QUESTION 38

- (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: E

Explanation:

A transform map is a set of field maps that define the relationships between fields in an import set and fields in an existing table¹. When importing data from a spreadsheet, creating a transform map is the step that defines where the incoming data columns will be written in the receiving table². The transform map allows users to specify how to transform the source data into the target data, such as by using scripts, coalescing, or mapping assist¹.

References

? Transform Maps - Product Documentation: San Diego - ServiceNow¹

? Importing Data: Excel to ServiceNow - Finite Partners²

NEW QUESTION 40

- (Topic 3)

When using Flow Designer what is the Flow Execution initiated by?

- A. A trigger
- B. An existing subflow
- C. Allow logic
- D. An execution data pill

Answer: A

Explanation:

A trigger is an activity that, once specified, automatically initiates a flow¹. A trigger specifies the conditions that start running the flow, such as creating a record in a specified table, receiving an inbound email, or reaching an SLA target¹.

References

? Flow trigger types - Product Documentation: San Diego - ServiceNow¹

NEW QUESTION 44

- (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 46

- (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 50

- (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 52

- (Topic 3)

After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

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

Answer: A

Explanation:

The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.

References:

? ServiceNow Product Documentation: High Security Settings - <https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high-security-plugin.html>

? ServiceNow Community: How to disable High Security Settings - <https://www.servicenow.com/community/nw-platform-forum/platform-security-everything-you-need-to-know/m-p/2554570>

NEW QUESTION 54

- (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/events.html>

NEW QUESTION 56

- (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 57

- (Topic 3)

What action will allow you to personalize layouts of columns in a list?

- A. Click Gear icon > Personalize window options > Select the appropriate columns
- B. Select the column to be personalized > Click Edit icon (Pencil) > Choose me options to personalage
- C. Context Menu > View > Personalize
- D. Select the column to be personalized and right at the header > Choose the options to personalize

Answer: A

NEW QUESTION 58

- (Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb_rel_ci
- B. sn_emdb
- C. sn_emdb_ci
- D. Ey omdb
- E. sn_emdb_bak
- F. omdb_ci
- G. emdb_bak

Answer: ADF

NEW QUESTION 62

- (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: D

NEW QUESTION 64

- (Topic 3)

Which low components allow you to specify when a flow should be run?

- A. Trigger and Condition Pill
- B. Scope and Trigger Condition
- C. Trigger and Condition
- D. Trigger Criteria and Clock
- E. Condition and Table

Answer: C

Explanation:

Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.

References:

? ServiceNow Product Documentation: Flow Designer - Overview - <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

? ServiceNow Product Documentation: Flow triggers - <https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

NEW QUESTION 67

- (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_DataDictionaryTables.html

NEW QUESTION 68

- (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 70

- (Topic 3)

Form a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

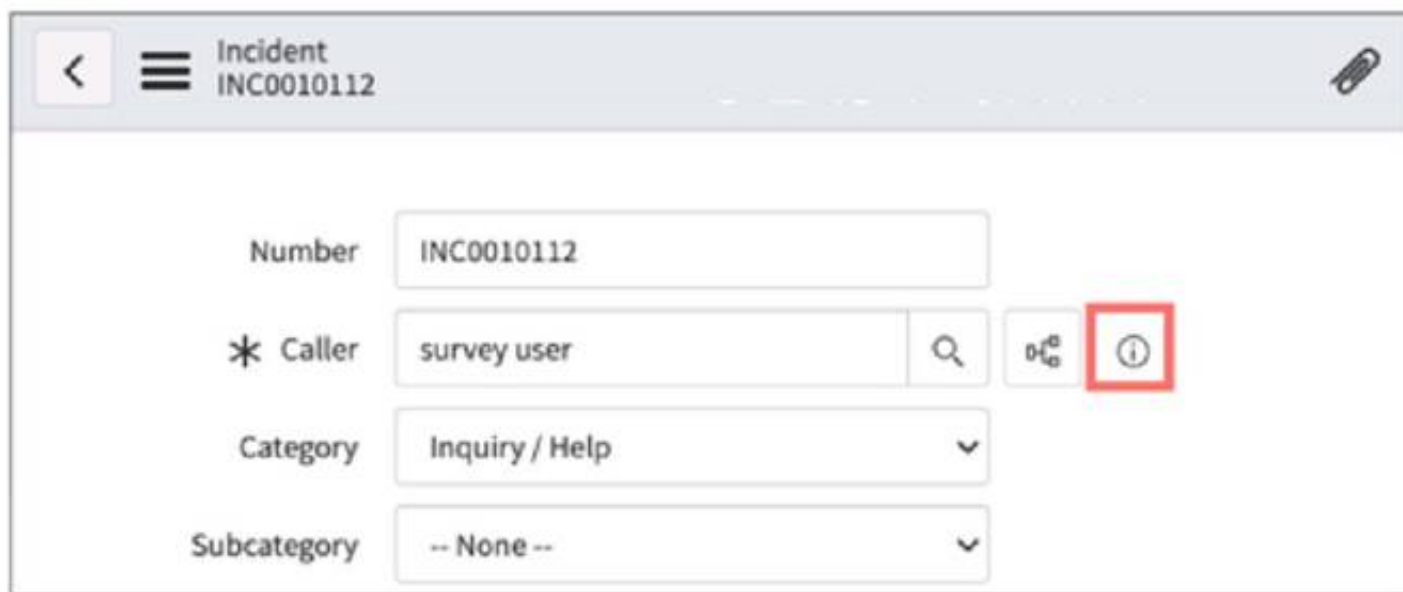
- A. Context Menu > Configure > Form Layout
- B. Context Menu > Form > Layout
- C. Right click on header > Configure > Form Design
- D. Context Menu > Configure > Form Designer
- E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 74

- (Topic 3)

On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?



The screenshot shows a ServiceNow Incident form for incident INC0010112. The form includes fields for Number (INC0010112), Caller (survey user), Category (Inquiry / Help), and Subcategory (-- None --). A red box highlights an information icon (i) located to the right of the Caller field, which is used to view a preview of the associated record.

- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview
- E. Snapshot
- F. Reference:

Answer: F

NEW QUESTION 75

- (Topic 3)

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement? Choose 3 answers

- A. Performance Analytics
- B. Configuration Management (CMDB)
- C. Financial Management
- D. Discovery
- E. Service Mapping

Answer: BDE

Explanation:

Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships¹. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes¹.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes².

Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes².

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce³.

Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface³. References

? Configuration Management Database (CMDB) - ServiceNow¹

? Discovery - ServiceNow²

? Service Mapping - ServiceNow³

NEW QUESTION 78

- (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 80

- (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 85

- (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/default-update-sets.html>

NEW QUESTION 90

- (Topic 3)

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Network
- B. Server
- C. Client
- D. Browser

Answer: B

Explanation:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields¹.

ReferencesData policies

NEW QUESTION 91

- (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 96

- (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; Verity import
- D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 97

- (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 98

- (Topic 3)

When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

- A. Admins
- B. Everyone
- C. Groups and Users
- D. Roles and Permissions

E. Me

Answer: BCE

NEW QUESTION 101

- (Topic 3)

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

- A. service_desk
- B. impersonator
- C. admin
- D. incognito

Answer: B

Explanation:

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in¹. This can be useful for testing purposes or for providing support to other users².

ReferencesImpersonate a userRoles and permissions

NEW QUESTION 104

- (Topic 3)

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

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

Answer: A

NEW QUESTION 105

- (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 106

- (Topic 3)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

- A. CSDM Schema
- B. Business Service Map
- C. Dependency View
- D. CI Class Map

Answer: D

NEW QUESTION 111

- (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 ACL
- C. Table.Field ACL, Parent Table ACL
- 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 115

- (Topic 3)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Can Read
- B. Can Write
- C. Can Contribute
- D. Can Author
- E. Cannot Author

Answer: C

NEW QUESTION 119

- (Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

Answer: AEFG

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

NEW QUESTION 124

- (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 129

- (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 134

- (Topic 2)

Which one of the following is NOT a type of Visual Task Board?

- A. Feature
- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_BoardStructure.html

NEW QUESTION 139

- (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-brief/sbr-servicenow-common-service-data-model.pdf>

NEW QUESTION 141

- (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 143

- (Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>

NEW QUESTION 147

- (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-orchestration-introduction.html>

NEW QUESTION 149

- (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 154

- (Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

Answer: DEF

NEW QUESTION 156

- (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 158

- (Topic 2)

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major_Incident
- B. incident=>major_incident
- C. incident<=>major_incident
- D. incident||major_incident
- E. incident.major_incident

Answer: E

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/acl-rule-types.html>

NEW QUESTION 161

- (Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply?
Choose 3 answers

- A. Conditions
- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

Answer: CDE

NEW QUESTION 162

- (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

NEW QUESTION 163

- (Topic 2)

How do you make a list filter available to everyone?

- A. Make active, set visibility, and save
- B. Assign a name, set visibility, and save
- C. Assign a group, set visibility, and save
- D. Make active, assign a name, and save

Answer: B

NEW QUESTION 166

- (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/concept/getting-started-process-automation.html>

NEW QUESTION 168

- (Topic 2)

What is the primary application used to load data into ServiceNow?

- A. Service Level Management
- B. Configuration
- C. System Import Sets
- D. System Update Sets

Answer: C

NEW QUESTION 172

- (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 174

- (Topic 2)

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout
- C. Click on context menu, select Configure > Form Designer
- D. Select Field Class Manager module

Answer: BC

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html

NEW QUESTION 176

- (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_DataManagement.html

NEW QUESTION 179

- (Topic 2)

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

NEW QUESTION 181

- (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/r_KnowledgeWorkflows.html

NEW QUESTION 182

- (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_CreateANotification.html

NEW QUESTION 186

- (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

NEW QUESTION 191

- (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 194

- (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_EditingAUIAction.html

NEW QUESTION 196

- (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 197

- (Topic 2)

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:

Incidents where the state is Closed

Incidents where Assignment Group is Network

After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

Answer: A

NEW QUESTION 199

- (Topic 2)

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry is a module that provides Event definitions
- D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 201

- (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 206

- (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 209

- (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: ADE

Explanation:

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html> D and E.
<https://www.servicenow.com/products/service-portal.html>

NEW QUESTION 211

- (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_learnv2_importingdata_quebec_data_sources

NEW QUESTION 215

- (Topic 2)

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- B. Function fields
- C. Computational fields
- D. Calculation fields

Answer: B

NEW QUESTION 219

- (Topic 2)

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 223

- (Topic 2)

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

- A. Select Data Source, Schedule Transform
- B. Load Data, Create Transform Map, Run Transform
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 226

- (Topic 2)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm

NEW QUESTION 227

- (Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

Answer: D

Explanation:

Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

NEW QUESTION 228

- (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-designer.html#:~:text=the%20following%20components%3A-,Flows,a%20particular%20application%20or%20process>

NEW QUESTION 229

- (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 234

- (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 238

- (Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

Answer: C

NEW QUESTION 242

- (Topic 2)

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets
- C. Data Policies enforce data consistency
- D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 247

- (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 250

- (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_UIActions.html

NEW QUESTION 253

- (Topic 1)

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 257

- (Topic 1)

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 259

- (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 260

- (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 264

- (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 269

- (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 274

- (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 275

- (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 277

- (Topic 1)

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

Answer: B

NEW QUESTION 279

- (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 280

- (Topic 1)

Tables are made up of which of the following?

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

Answer: AD

NEW QUESTION 284

- (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 287

- (Topic 1)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 288

- (Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

NEW QUESTION 292

- (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 293

- (Topic 1)

What displays a set of records from a table?

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

Answer: D

NEW QUESTION 298

- (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 301

- (Topic 1)

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Answer: C

NEW QUESTION 305

- (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 309

- (Topic 1)

What is the difference between UI Policy and UI Action?

- A. UI Action can make fields read-only, mandatory, or hidden
- B. while UI Policy can make a save button visible for appropriate users.
- C. UI Policy can make fields read-only, mandatory, or hidden
- D. while UI Action can make a save button visible for appropriate users.

Answer: B

NEW QUESTION 314

- (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 315

- (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 318

- (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 319

- (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 322

- (Topic 1)

What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

Answer: B

NEW QUESTION 326

- (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 331

- (Topic 1)

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Answer: A

NEW QUESTION 334

- (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 336

- (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 337

- (Topic 1)

Buttons, form links, and context menu items are all examples of what type of functionality?

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

Answer: B

NEW QUESTION 340

- (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 344

- (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 347

- (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 350

- (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 354

- (Topic 1)

UI Action can prompt that an Incident has been successfully submitted.

- A. True
- B. False

Answer: A

NEW QUESTION 358

- (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 359

- (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 364

- (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 367

- (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 372

- (Topic 1)

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 373

FILL IN THE BLANK - (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 378

- (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 383

- (Topic 1)

What are the two aspects to LDAP Integration?

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

Answer: AD

NEW QUESTION 384

- (Topic 3)

Which role(s) are required to impersonate a user? Choose 2 answers

- A. admin
- B. sys_admin
- C. security_admin
- D. sys_user
- E. impersonator

Answer: AE

Explanation:

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality. References1: Impersonate a user - Product Documentation: San Diego - ServiceNow2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys_user_has_role' records like " [user: null; role: admin]". - Support and Troubleshooting - ServiceNow

NEW QUESTION 388

- (Topic 3)

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

Answer: AE

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html

NEW QUESTION 393

- (Topic 3)

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

- A. On Breadcrumb, click the > icon, type Hardware and click enter
- B. On the Category column header, right-click and select Show > Hardware
- C. On the list, locate and right-click on the value Hardware, select Show Matching
- D. Right-click on magnifier type Hardware and click enter
- E. Click Funnel icon, type Hardware and click enter

Answer: C

NEW QUESTION 395

- (Topic 3)

What is the platform name for the Group table?

- A. Sys_USer_group
- B. Sys_group
- C. group
- D. sys_groups

Answer: A

NEW QUESTION 399

- (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

NEW QUESTION 402

- (Topic 3)

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

- A. Update sets
- B. Transform maps
- C. System dictionaries
- D. Import sets

Answer: A

Explanation:

Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

References1: Get started with update sets - ServiceNow - Now Support2: Product Documentation | ServiceNow3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ...4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning5: Retrieving and committing update sets between different ... - ServiceNow

NEW QUESTION 407

- (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 412

- (Topic 3)

What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

- A. Categories
- B. Roles
- C. User Criteria
- D. Groups

Answer: C

NEW QUESTION 417

- (Topic 3)

What setting allows users to view a Knowledge Base article even if the 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 418

- (Topic 3)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the More options (..) icon, click Add Tag, type Special Handling, press enter
- B. On the Special Handling field, check the box
- C. On the Tag field, select Special Handling from the choice list
- D. Click on the Context menu, select Add Tag, type Special Handling, press enter

Answer: A

NEW QUESTION 419

- (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/virtual-agent-rn.html>

NEW QUESTION 421

- (Topic 3)

Which admin role is required to make changes to High Security Settings?

- A. security_admin
- B. sn_ad_admin
- C. high_sec_admin
- D. admin

Answer: A

NEW QUESTION 423

- (Topic 3)

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. Services Approval Processing
- B. 6 Services Catalog Item Request
- C. Service Catalog Request
- D. Purchasing Process Flow

Answer: C

NEW QUESTION 426

- (Topic 3)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Answer: ACF

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938

NEW QUESTION 428

- (Topic 3)

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Transform Map
- C. Schema Map
- D. Import Map

Answer: B

NEW QUESTION 430

- (Topic 3)

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

Answer: D

Explanation:

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system¹.

ReferencesImport and export resources page

NEW QUESTION 431

- (Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

- A. On the list, locate and right click on the value Hardware, select Show Matching
- B. Click Funnel icon, type Hardware and click enter
- C. On the Category column header, right click and select Show > Hardware
- D. Right click on magnifier, type Hardware and click enter
- E. On Breadcrumb, click > icon, type Hardware and click enter

Answer: A

NEW QUESTION 434

- (Topic 3)

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

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

Answer: A

NEW QUESTION 436

- (Topic 3)

When selecting the Target table for an import, which tables can you select? Choose 3 answers

- A. Tables within the global scope
- B. Tables within the existing application scope
- C. Tables outside of ServiceNow
- D. Tables which allow write access to other applications
- E. Related tables, using Dot Walk

Answer: ABD

NEW QUESTION 441

- (Topic 3)

What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams.

Answer: AB

NEW QUESTION 442

- (Topic 3)

When would you use the following steps?

- * 1. Homepage Admin > Pages
- * 2. Right click on Homepage record
- * 3. Select Unload 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 445

- (Topic 3)

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account failed LDAP authentication
- B. His user account does not Belong to any groups, which contain the ITIL role
- C. His user account was not approved by his manager
- D. His user account does not have ITIL role
- E. His user account Is not logged in properly

Answer: BE

NEW QUESTION 450

- (Topic 3)

Which system property is added and set to true in order to see impersonation events in the System Log?

- A. glide user_setting
- B. glide sys all_impersonation
- C. glide sys log_impersonation
- D. glide.impersonation_setting
- E. glide sys admin_login

Answer: C

Explanation:

The system property glide.sys.log_impersonation is added and set to true in order to see impersonation events in the System Log2. This property enables logging of

impersonation events in the Event [sysevent] table, which can be accessed by navigating to System Logs > Events2.

References

? How to find the history of impersonations - Support and Troubleshooting - ServiceNow

NEW QUESTION 453

- (Topic 3)

What are the benefits of building flows using Flow Designer? Choose 3 answers

- A. Supports easy integration with 3rd party systems
- B. Provides IDE for complicated scripting
- C. Provides natural-language descriptions of flow logic
- D. Supports No-Code application development
- E. Automatically populates SLA records
- F. Provides built-in libraries /API for complex coding

Answer: ACD

Explanation:

The following are the benefits of building flows using Flow Designer:

? C. Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.

? D. Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.

? A. Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.

Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.

References:

? ServiceNow Product Documentation: Exploring Flow Designer - <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

? ServiceNow Community: Flow Designer vs Workflow - <https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094>

NEW QUESTION 457

- (Topic 3)

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

- A. Scenario Dashboard
- B. CI Use Case Modeler
- C. CMDB Use Case Modeler
- D. Common Service Data Model (CSDM) product view

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/cmdm-use-case.html>

NEW QUESTION 460

- (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 461

- (Topic 3)

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?
Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

Answer: BDEF

NEW QUESTION 466

- (Topic 3)

How would you distinguish between a Base Class table and a Parent Class table?

- A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
- B. Base Class table is not extended from another tabl
- C. Parent class tables may be extended from another table.
- D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

NEW QUESTION 467

- (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 470

- (Topic 3)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Attribute
- B. Label
- C. Field
- D. Column
- E. Data Element

Answer: C

NEW QUESTION 474

- (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 476

- (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 481

- (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 485

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