



ServiceNow

Exam Questions CAD

Certified Application Developer-ServiceNow

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NEW QUESTION 1

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

Answer: A

Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

NEW QUESTION 2

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table
- C. Script Include
- D. Workflow

Answer: B

Explanation:

"By default, all application scope scripts can read the table's records but cannot perform any other database operations." https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings

NEW QUESTION 3

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

Answer: A

Explanation:

The step that does not belong when creating a Utils Script Include is identifying the table. A Script Include is a server-side script that can contain one or more classes or functions that can be reused by other scripts. It does not depend on a specific table, but can access any table through GlideRecord or other APIs. The other steps are part of creating a Script Include class and its prototype object. References: [ServiceNow Docs - Script Includes], [ServiceNow Docs - GlideRecord API]

NEW QUESTION 4

Access Control debug information identification whether each element of an Access Control granted of denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles
- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

Answer: C

Explanation:

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

NEW QUESTION 5

One of the uses of the ServiceNow REST API Explorer is:

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

Answer: D

Explanation:

One of the uses of the ServiceNow REST API Explorer is to create sample code for sending REST requests to ServiceNow. The REST API Explorer is a tool that allows you to discover and test the ServiceNow REST APIs. You can select an API endpoint, set the HTTP method, parameters, headers, and body, and then execute the request. The REST API Explorer will show you the response status, headers, and body, as well as generate sample code for various languages and frameworks, such as cURL, Java, JavaScript, Node.js, Python, Ruby, and more. References: [Use the REST API Explorer - Product Documentation: Tokyo - ServiceNow], [Introduction to Scripted REST APIs - ServiceNow Developers]
Reference: https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app_store_learnv2_rest_newyork_rest_integrations/ [app_store_learnv2_rest_newyork_inbound_rest_integrations/](https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app_store_learnv2_rest_newyork_inbound_rest_integrations/) [app_store_learnv2_rest_newyork_introduction_to_the_rest_api_explorer](https://developer.servicenow.com/dev.do#!/learn/courses/newyork/app_store_learnv2_rest_newyork_introduction_to_the_rest_api_explorer)

NEW QUESTION 6

Which one of the following is true for a table with the “Allow configuration” Application Access option selected?

- A. Only the in scope application’s scripts can create Business Rules for the table
- B. Any user with the application’s user role can modify the application’s scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

Answer: C

Explanation:

The Allow configuration Application Access option determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. The following is true for a table with the Allow configuration option selected:

? Out of scope applications can create Business Rules for the table. This is true because the Allow configuration option grants access to the table configuration to any user who has the admin or personalize_dictionary role, regardless of the application scope. This means that users can create Business Rules, which are server-side scripts that run when a record is displayed, inserted, updated, or deleted, for the table from any application.

The following are not true for a table with the Allow configuration option selected:

? Only the in scope application’s scripts can create Business Rules for the table.

This is false because the Allow configuration option does not restrict the creation of Business Rules to the in scope application, as explained above.

? Any user with the application’s user role can modify the application’s scripts. This is false because the Allow configuration option does not grant access to the application scripts, such as client scripts or script includes, to any user who has the application’s user role. To modify the application scripts, users need to have the admin role or the application’s admin role.

? Out of scope applications can add new tables to the scoped application. This is false because the Allow configuration option does not allow out of scope applications to add new tables to the scoped application. To add new tables to a scoped application, users need to have the admin role or the application’s admin role and be in the application scope. References: Application Access, Business Rules

Reference: https://community.servicenow.com/community? id=community_QUESTION NO:&sys_id=1a721819dbfa23409a64e15b8a9619d2

NEW QUESTION 7

Which platform feature can be used to determine the relationships between field in an Import Set table to field in an existing ServiceNow table?

- A. Business Service Management Map
- B. Data Sources
- C. Transform Map
- D. CI Relationship Builder

Answer: C

Explanation:

A transform map determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or Users table.

Reference: https://community.servicenow.com/community? id=community_QUESTIONNO:&sys_id=69fc8369db9cdbc01dcaf3231f961935

The following platform feature can be used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Transform Map. This is a feature that defines the mapping between the fields of an Import Set table and the fields of a target table, such as incident, problem, or user. A transform map also specifies the logic and rules for transforming the imported data, such as coalescing, scripting, or applying data policies.

The following platform features are not used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Business Service Management Map. This is a feature that provides a graphical representation of the configuration items (CIs) and their relationships in the Configuration Management Database (CMDB). A Business Service Management Map can be used to visualize the impact of incidents, changes, or problems on the CIs and the services they support.

Data Sources. This is a feature that defines the connection and authentication information for an external data source, such as a file, a JDBC database, or a web service. A data source is used to import data from the external source into an Import Set table.

CI Relationship Builder. This is a feature that creates relationships between CIs in the CMDB based on predefined or custom rules. A CI Relationship Builder can be used to populate the CMDB with the dependencies and connections between the CIs. References:

Transform Maps, Business Service Management Map, Data Sources, CI Relationship Builder

NEW QUESTION 8

A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke
- B. Bundle
- C. Action
- D. Flow

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: https://community.servicenow.com/community? id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

NEW QUESTION 9

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

Answer: A

Explanation:

"Restricted caller access [sys_restricted_caller_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform." <== this is the third sentence down in the following link: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html>

NEW QUESTION 10

Which of the following statements does NOT apply when extending an existing table?

- A. The parent table's Access Controls are evaluated when determining access to the new table's records and fields
- B. The new table inherits the functionality built into the parent table
- C. The new table inherits all of the fields from the parent table
- D. You must script and configure all required behaviors

Answer: D

Explanation:

You must script and configure all required behaviors Provided link has this statement: Extending an existing ServiceNow table means the new table inherits the parent table's columns as well as its business logic.

The following statements apply when extending an existing table:

? The parent table's Access Controls are evaluated when determining access to the new table's records and fields. This is true because Access Control (ACL) rules are inherited from the parent table to the child table, unless the child table has its own ACL rules that override the parent table's rules. ACL rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions.

? The new table inherits the functionality built into the parent table. This is true because the new table inherits the business logic and the relationships from the parent table, such as Business Rules, Script Includes, UI Actions, UI Policies, and Reference Fields. Business logic and relationships are used to define the behavior and the structure of the data on the ServiceNow platform.

? The new table inherits all of the fields from the parent table. This is true because the new table inherits the columns and the attributes from the parent table, such as Field Name, Data Type, Default Value, and Mandatory. Columns and attributes are used to define the properties and the characteristics of the data on the ServiceNow platform.

The following statement does not apply when extending an existing table:

? You must script and configure all required behaviors. This is false because you do not have to script and configure all required behaviors when extending an existing table, as some of the behaviors are already inherited from the parent table, as explained above. However, you can script and configure additional or customized behaviors for the new table, such as adding new fields, creating new Business Rules, or modifying existing UI Actions. References: Table Extension, Access Control Rules

NEW QUESTION 10

How does ServiceNow match inbound email to existing records?

- A. Watermark
- B. Record link
- C. Subject line
- D. sys_id

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_flowdesigner_tokyo_flow_designer/app_store_learnv2_flowdesigner_tokyo_notifications_in_flow_designer/app_store_learnv2_flowdesigner_tokyo_inbound_email_and_flows

"By default, the system generates a watermark label at the bottom of each notification email to allow matching incoming email to existing records."
https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/concept/c_WorkingWithWatermarks.html

NEW QUESTION 15

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideRecord and current
- B. GlideUser and GlideRecord
- C. GlideSystem and GlideRecord
- D. GlideSystem and current

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_automatingapps_quebec_scheduled_script_execution_scripts

The objects that you can use in a Scheduled Script Execution (Scheduled Job) script are GlideSystem and GlideRecord. GlideSystem provides methods for performing system operations, such as logging, running background scripts, or getting system information. GlideRecord provides methods for working with records in the database, such as querying, updating, inserting, or deleting records. The current object is not available in Scheduled Script Execution scripts, as it refers to the current record on a form or list. The GlideUser object is also not available, as it refers to the current user session. Reference: Scheduled Script Execution, GlideSystem, GlideRecord

NEW QUESTION 19

When writing a Client Script to provide feedback targeted at a specific field, which method should be used?

- A. g_form.showInfoMessage()
- B. g_form.showFieldMsg()
- C. g_form.addInfoMessage()
- D. g_form.addFieldMsg()

Answer: B

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html

NEW QUESTION 24

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

Answer: B

Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

NEW QUESTION 26

Which of the following is an available feature in Studio? Choose 2 answers

- A. Push to external source control
- B. Search branch
- C. Merge branches
- D. Push to update set

Answer: BC

Explanation:

Search branch and merge branches are available features in Studio. Search branch allows you to search for a specific branch name or ID in your Git repository. Merge branches allows you to merge changes from one branch to another, resolving any conflicts that may arise. Push to external source control and push to update set are not available features in Studio. Push to external source control is a feature of Source Control Integration, which is a separate application from Studio. Push to update set is a feature of Update Set Previewer, which is also a separate application from Studio. Reference: Studio, Source Control Integration, Update Set Previewer

NEW QUESTION 31

From the list below, identify one reason an application might NOT be a good fit with ServiceNow.
The application:

- A. Needs workflow to manage processes
- B. Requires “as-is” use of low-level programming libraries
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

Answer: B

Explanation:

From the list below, the following is a reason an application might not be a good fit with ServiceNow:

? Requires “as-is” use of low-level programming libraries. This is the correct answer

because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

NEW QUESTION 32

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 Most Voted
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: B

Explanation:

The steps to import new data into ServiceNow from a spreadsheet are: Load Data, Create Transform Map, Run Transform. Load Data is the process of uploading

the spreadsheet file and creating an Import Set table that contains the data to be imported. Create Transform Map is the process of defining how the fields from the Import Set table map to the fields of the target table in ServiceNow. Run Transform is the process of executing the Transform Map and copying the data from the Import Set table to the target table. Reference: Import sets, Transform maps

NEW QUESTION 33

Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram
- D. Bar Chart and Pie Chart

Answer: D

Explanation:

The Bar Chart and Pie Chart report types can be created by right-clicking on a column header in a table's list. These report types show how individual pieces of data relate to the whole using proportional bars or slices. You can also choose different aggregation methods such as count, sum, average, min, max, or percent. Reference: [Create reports from lists]

NEW QUESTION 36

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

- A. Upload spreadsheet
- B. Create table from template
- C. Extend a table
- D. Create table from scratch

Answer: B

Explanation:

Create table from template is not an option for creating a table through the Guided Application Creator. The other options are available for creating a table in the app. Upload spreadsheet allows you to import data from an Excel file and create a table based on the spreadsheet columns and rows. Extend a table allows you to create a child table that inherits fields and behaviors from a parent table. Create table from scratch allows you to define your own fields and data types for a new table. Reference: Create tables

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/gac-tables.html>

NEW QUESTION 37

Which actions can a Business Rule take without scripting?

- A. Set field values and query the database
- B. Set field values and generate an event
- C. Set field values and write to the system log
- D. Set field values and add message

Answer: B

Explanation:

A Business Rule can take actions such as setting field values and generating an event without scripting. A Business Rule is a server-side script that runs when a record is displayed, inserted, updated, deleted, or queried. A Business Rule can use filter conditions, role conditions, and actions to define when and how it should run. Actions are predefined operations that can be performed on a record, such as setting field values, generating an event, adding a message, or writing to the system log. These actions do not require scripting and can be selected from a drop-down list. Reference: Use business rules and client scripts to control field values

NEW QUESTION 42

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records
- D. The application needs to run a client-side script at the same time every day

Answer: D

Explanation:

An example of when an application might not use a Scheduled Script Execution (Scheduled Job) is when the application needs to run a client-side script at the same time every day. A Scheduled Script Execution is a server-side script that runs on a specified schedule and performs some action on the server or database. A client-side script runs on the user's browser and cannot be scheduled by ServiceNow. The other options are examples of when an application might use a Scheduled Script Execution, such as sending email reminders, running a clean up script, or querying the database for unassigned records. Reference: Scheduled Script Execution, Client scripts

NEW QUESTION 44

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

Answer: A

Explanation:

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c_DelegatedDevelopment.html

The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. References: [Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

NEW QUESTION 48

Which one of the following is NOT true for Modules?

- A. Access to Modules is controlled with roles
- B. Modules open content pages
- C. Every Module must be associated with a table
- D. Every Module must be part of an Application Menu

Answer: C

Explanation:

The statement that is not true for Modules is that every Module must be associated with a table. A Module is the functionality within an Application Menu that opens a content page in the content frame or a separate tab or window. A Module can be associated with a table, a list, a form, a report, a script, or any other type of page. For example, the Open Module under the Incident Application Menu opens a list of incident records from the Incident table, while the Overview Module under the Performance Analytics Application Menu opens a dashboard page with various charts and widgets. The other statements are true for Modules. Access to Modules is controlled with roles, as each Module can have one or more roles specified in its definition that determine who can see and access it. Modules open content pages, as they are links to different types of pages that provide information and functionality to users. Every Module must be part of an Application Menu, as they are the second-level navigation options for Applications. Reference: Modules

NEW QUESTION 53

Which method is used to retrieve Application Property values in a script?

- A. gs.getProperty()
- B. g_form.getAppProperty()
- C. g_form.getProperty()
- D. gs.getAppProperty()

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_application_properties

NEW QUESTION 54

Which server-side API debug log method is available for scoped applications?

- A. gs.print()
- B. gs.log()
- C. gs.debuglog()
- D. gs.info()

Answer: D

Explanation:

The server-side API debug log method available for scoped applications is gs.info(). This method logs informational messages that describe the progress of the application. Older methods such as gs.print() and gs.log() are not available in scoped applications. The gs.debuglog() method does not exist. The gs.info(), gs.warn(), gs.error(), and gs.debug() methods work in both scoped applications and global, and are therefore more versatile going forward in future versions. Reference: Debugging best practices

NEW QUESTION 57

Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework
- B. Source Control
- C. Delegated Development
- D. Flow Designer

Answer: AD

Explanation:

Global applications can use Automated Test Framework and Flow Designer features, but not Source Control and Delegated Development features. Source Control and Delegated Development features are only available to scoped applications. References: [Global vs Scoped Applications], [Delegated Development]

NEW QUESTION 58

What is a workflow context?

- A. It is a checked out workflow which is being edited

- B. It is generated from a workflow version, executes activities, and follows transitions
- C. The table for which a workflow is defined plus any conditions such as "Active is true"
- D. The business reason or process for which a workflow is designed

Answer: B

Explanation:

A workflow is a tool that allows you to automate processes on the ServiceNow platform. A workflow consists of activities and transitions that define the logic and flow of the process. A workflow context is an instance of a workflow that is generated from a workflow version, executes activities, and follows transitions. A workflow context is associated with a specific record on a table and tracks the state and progress of the workflow. You can view and manage the workflow contexts from the Workflow Contexts module or the Workflow Contexts related list on a record.

The other options are not valid definitions of a workflow context. A checked out workflow is a workflow that is being edited by a user and has not been published yet. The table and conditions for a workflow are the criteria that determine when a workflow should run on a record. The business reason or process for a workflow is the purpose and function of the workflow.

References:

? [Workflow overview]

? [Workflow context]

NEW QUESTION 62

Which of the following are configured in an Email Notification?

- a)Who will receive the notification. b)What content will be in the notification. c)When to send the notification.
d)How to send the notification.

- A. a, b and c
- B. a, b, and d
- C. b, c and d
- D. a, c and d

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow- platform/page/administer/notification/task/t_CreateANotification.html

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. References: Email Notifications, Get Started with Notifications

NEW QUESTION 65

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

Answer: D

Explanation:

https://docs.servicenow.com/bundle/rome-application- development/page/build/applications/concept/c_DefaultDesignAccessPermissions.html The baseline behavior of a table in a privately-scoped application is that all application scopes can read from the table. A privately-scoped application is an application that restricts write access to its tables and resources to scripts within the same scope. However, read access is allowed by default for all scopes, unless the administrator explicitly denies it using an Access Control rule. This allows for data sharing between different applications while maintaining data integrity and security. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

NEW QUESTION 70

Which one of the following is NOT a debugging strategy for client-side scripts?

- A. g_form.addInfoMessage()
- B. Field Watcher
- C. jslog()
- D. gs.log()

Answer: D

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning- plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scri pts

The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:

? g_form.addInfoMessage(). This is a client-side API that displays an information message at the top of the form.

? Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.

? jslog(). This is a client-side API that writes a message to the browser console. The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:

? gs.log(). This is a server-side API that writes a message to the system log. References: Client-Side Scripting APIs, Debugging Client Scripts

NEW QUESTION 75

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script
- D. Script, Conditions, Roles

Answer: C

Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link: <https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/m-p/1311962/highlight/true#M6538>

NEW QUESTION 76

Which ATF Test step allows you to create a user with specified roles and groups for the test?

- A. Create a user
- B. Create a role
- C. Create a group
- D. Impersonation

Answer: A

Explanation:

The Automated Test Framework (ATF) is a tool that allows you to create and run automated tests on the ServiceNow platform. The ATF uses test steps to define the actions and validations for each test. The test step that allows you to create a user with specified roles and groups for the test is the Create a user test step. This test step creates a temporary user record that is deleted at the end of the test. You can specify the user name, password, roles, and groups for the user. You can also use the Impersonate a user test step to switch to the created user and perform actions as that user.

The other options are not valid test steps for creating a user. The Create a role and Create a group test steps do not exist in the ATF. To create a role or a group, you need to use the Create a record test step and specify the sys_user_role or sys_user_group table. The Impersonation test step does not create a user, but switches to an existing user. References:

- ? [Automated Test Framework overview]
- ? [Automated Test Framework test steps]
- ? [Create a user test step]
- ? [Impersonate a user test step]

NEW QUESTION 80

What plugin enables the Guided Application Creator?

- A. com.glide.sn-guided-app-creator
- B. com.glide.service_creator
- C. com.glide.snc.apps_creator
- D. com.snc.apps_creator_template

Answer: A

Explanation:

"Guided Application Creator is enabled via the Guided Application Creator (com.glide.sn-guided-app-creator) plugin, which is active by default in the Now Platform." Located under "Activation Information" section at this URL:

<https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

NEW QUESTION 81

What is the purpose of the Application Picker?

- A. Select an application to run
- B. Select an application as a favorite in the Application Navigator
- C. Choose an application to edit and set the Application Scope
- D. Choose an application to download and install

Answer: C

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_ApplicationPicker.html

NEW QUESTION 84

Which of the following is a good practice for adding instructions to a form?

- A. Annotations
- B. Related links to wiki pages
- C. A context Menu UI Action
- D. A population read-only field

Answer: A

Explanation:

"Add instructional text and other design elements to your forms by using form annotations in Form Builder." <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/form-builder/task/create-form-annotations.html>

NEW QUESTION 85

Which of the following statements is true about Guided Application Creator?

- A. The global scope option is turned on by default
- B. A scope application user role is automatically created
- C. Default access controls are automatically created
- D. The welcome screen appears every time a new application is created

Answer: D

Explanation:

The welcome screen appears every time a new application is created through the Guided Application Creator. The welcome screen provides an overview of the steps involved in creating an application, such as defining the app name, scope, and tables, configuring the app user interface, and publishing the app. The other options are not true about the Guided Application Creator. The global scope option is turned off by default, as it is recommended to create applications in their own scope for better security and performance. A scope application user role is not automatically created, as the user can choose to create one or use an existing role for the app access control. Default access controls are not automatically created, as the user can define the read, write, create, and delete permissions for each table in the app. Reference: Guided App Creator

NEW QUESTION 87

Which one of the following database operations cannot be controlled with Application Access?

- A. Update
- B. Delete
- C. Create
- D. Query

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. You can use Application Access to control the following database operations:

? Create: This operation allows the user to create new records on the table. You can enable or disable this operation by selecting or clearing the Can create option.

? Delete: This operation allows the user to delete existing records on the table. You can enable or disable this operation by selecting or clearing the Can delete option.

? Read: This operation allows the user to view the records on the table. You can enable or disable this operation by selecting or clearing the Can read option.

? Write: This operation allows the user to modify the records on the table. You can enable or disable this operation by selecting or clearing the Can write option. The one database operation that cannot be controlled with Application Access is Query. Query is not an operation, but a method of the GlideRecord class that is used to retrieve records from the database on the server-side. Query is not part of the Application Access rules, but it is affected by the Access Controls and the user's roles.

References:

? Application Access

? [GlideRecord methods]

NEW QUESTION 92

What are three ServiceNow table creation methods? (Choose three.)

- A. Using legacy Workflows
- B. Upload and turn a spreadsheet into a custom table
- C. Using Flow Designer
- D. Use the Now Experience Table Creator
- E. Extend a table
- F. Create a custom table

Answer: BEF

Explanation:

"If there are no spreadsheets or existing tables to use for your application, you can create and customize a new table." see this quote in link below: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/app-engine-studio/task/create-table.html>

Also see:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/task/gac-create-table-from-scratch.html>

Also, no search results if search on "Now Experience Table Creator".

NEW QUESTION 93

In an Email Notification, which one of the following is NOT true for the Weight field?

- A. Only Notifications with the highest weight for the same record and recipients are sent
- B. A Weight value of zero means that no email should be sent
- C. The Weight value defaults to zero
- D. A Weight value of zero means the Notification is always sent when the Notification's When to send criteria is met

Answer: B

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_automatingapps_quebec_when_to_send
The Weight field in an Email Notification determines which notification is sent when multiple notifications are triggered for the same record and recipients. Only the notification with the highest weight is sent. A weight value of zero means the notification is always sent when the notification's When to send criteria is met. A weight value of -1 means that no email should be sent³. References: Email Notification Weight

NEW QUESTION 94

How many applications menus can an application have?

- A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules
- B. As many as the application design requires
- C. 2, one for an application's user modules and one for an application's administrator modules
- D. 1, which is used for all application modules

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAnApplicationMenu.html
An application can have as many application menus as the application design requires. An application menu is a container for application modules, which are links to features or functionalities within an application. Application menus are displayed in the application navigator, which is the left sidebar of the ServiceNow interface. Developers can create and configure application menus using Studio or the Application Menus module. Application menus can have different roles and visibility settings, depending on the intended audience and purpose of the application. References: [ServiceNow Docs - Application menus], [ServiceNow Docs - Create an application menu]

NEW QUESTION 98

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

References:

? Application Access

? [Application scope]

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingapps_rome_application_access

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ExampleDenyingAllDesignAccess.html

NEW QUESTION 103

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic

Answer: D

Explanation:

there are only two types of UX options: Mobile and Classic. Classic is defined as "manage records via lists and form"

NEW QUESTION 105

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. \${event.<property name>}
- B. \${current.<property name>}
- C. \${property name}.getDisplayValue()
- D. \${gs.<property name>}

Answer: A

Explanation:

<https://www.servicenow.com/community/it-service-management-forum/email-notification/m-p/695221>

Reference: https://community.servicenow.com/community? id=community_QUESTION

NO:&sys_id=e017cbe5db1cdb01dcaf3231f9619a3

When configuring the content of an Email Notification, the following syntax should be used to reference the properties of an event triggering the Notification:

event.<propertyname>. This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as event.name, event.parm1, or event.parm2. For example, {event.parm1} will display the value of the first parameter of the event.

The following syntaxes are not correct for referencing the properties of an event triggering the Notification:

current.<propertyname>. This is the syntax to access the properties of the current record that is associated with the event, such as current.number, current.short description, or current.state. For example, {current.short_description} will display the short description of the current record.

\${property name}.getDisplayValue(). This is the syntax to access the display value of a property of the current record, such as current.state.getDisplayValue(), current.assigned_to.getDisplayValue(), or current.category.getDisplayValue(). For example, current.state.getDisplayValue() will display the state of the current

record in a human-readable format, such as New, In Progress, or Closed.

`{gs.<property name>}`. This is the syntax to access the properties of the GlideSystem (gs) object, which provides methods for performing system operations, such as `gs.now()`, `gs.getUserID()`, or `gs.getProperty()`. For example, `gs.now()` will display the current date and time of the system. References: Email Notifications, Email Notification Variables

NEW QUESTION 108

When configuring a module, what does the Override application menu roles configuration option do?

- A. Users with the module role but without access to the application menu access the module
- B. Self-Service users can access the module even though they do not have roles
- C. Admin is given access to the module even if Access Controls would ordinarily prevent access
- D. Users with access to the application menu can see the module even if they don't have the module role

Answer: A

Explanation:

Checkbox tooltip: "Show this module when the user has the specified roles. Otherwise the user must have the roles specified by both the application menu and the module."

The following is true for the Override application menu roles configuration option when configuring a module:

? Users with the module role but without access to the application menu access the module. This is true because the Override application menu roles option allows users to bypass the application menu role requirement and access the module directly if they have the module role. For example, if a module has the itil role and the Override application menu roles option enabled, and the application menu has the admin role, then a user who has the itil role but not the admin role can still access the module.

The following are not true for the Override application menu roles configuration option when configuring a module:

? Self-Service users can access the module even though they do not have roles.

This is false because the Override application menu roles option does not grant access to the module to users who do not have any roles. Self-Service users are users who do not have any roles assigned to them and can only access the Self- Service portal and the Knowledge Base. To access the module, users need to have at least the module role.

? Admin is given access to the module even if Access Controls would ordinarily prevent access. This is false because the Override application menu roles option does not override the Access Control (ACL) rules that apply to the module. Access Control rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. Admin is a role

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0716421

NEW QUESTION 113

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a good landing page for an application
- B. Application Properties allow a developer to override the application properties inherited from ServiceNow
- C. Application users know to go to the Application Properties page to change the appearance of an application
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts

Answer: D

Explanation:

A benefit of creating an Application Properties page for each application you develop is that Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts. Application Properties are system properties that store configuration information for a specific application. They can be used to control various aspects of the application, such as feature flags, default values, thresholds, or URLs. By creating an Application Properties page, you can group and display all the properties related to your application in one place and make them easy to access and update. This way, you can avoid hard-coding static data in your application code and make your application more flexible and maintainable. Reference: Working with System Properties, Organizing your ServiceNow System Properties

NEW QUESTION 118

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. `table.*` will grant access to every field in a record
- B. `table.None` will grant access to every record on the table
- C. `table.field` will grant access to a specific field in a record
- D. `table.id` will grant access to a specific record on the table

Answer: D

Explanation:

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

? `table.*` will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.

? `table.None` will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

? `table.field` will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. `table.id` will not grant access to a specific record on the table. This is because the id is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the id of the record.

References:

? [Access Control rules]

? [Create an Access Control rule]

NEW QUESTION 122

What syntax is used in a Record Producer script to access values from Record Producer form fields?

- A. producer.field_name
- B. producer.variable_name
- C. current.variable_name
- D. current.field_name

Answer: B

Explanation:

The syntax used in a Record Producer script to access values from Record Producer form fields is producer.variable_name. A Record Producer is a type of catalog item that allows users to create records on any table from the service catalog. A Record Producer script is a server-side script that runs when a Record Producer is submitted, and can be used to set values or perform actions on the generated record. The producer object is a global object that represents the Record Producer form and its variables. The variable_name is the name of the variable defined in the Record Producer. References: [ServiceNow Docs - Record producers], [ServiceNow Docs - Record producer script]

Reference: https://community.servicenow.com/community? id=community_QUESTION NO:&sys_id=cc3803addb1cdb01dcaf3231f9619b6

NEW QUESTION 124

Identify characteristic(s) of a Record Producer. Choose 3 answers

- A. Graphics can be included on the user interface.
- B. All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
- C. You can script behaviors of fields in the user interface.
- D. They must be scripted.
- E. Each field prompts the user with a question rather than a field label.

Answer: ACE

Explanation:

A Record Producer is a type of service catalog item that allows users to create records on a specified table. A Record Producer has the following characteristics:
? Graphics can be included on the user interface: You can add images, icons, or banners to the Record Producer to make it more appealing and informative for the user. You can also use HTML and CSS to customize the layout and style of the Record Producer.

? You can script behaviors of fields in the user interface: You can use Client Scripts

and UI Policies to control the behavior and appearance of the fields on the Record Producer. For example, you can use Client Scripts to validate the field inputs, perform calculations, or populate default values. You can also use UI Policies to show or hide fields, make fields mandatory or read-only, or set field values based on conditions.

? Each field prompts the user with a question rather than a field label: You can use

the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question “What is the name of the project?” instead of the field label “Name”.

The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc_req_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record. References:

? [Record Producers]

? [Record Producer properties]

? [Record Producer scripts]

NEW QUESTION 125

Here is the Business Rule script template:

```
(function executeRule (current, previous */null when async*/) {  
  
    }) (current, previous);
```

This type of JavaScript function is known as:

- A. Constructor
- B. Scoped
- C. Anonymous
- D. Self-invoking

Answer: D

Explanation:

Self-invoking. Learn JavaScript!

This type of JavaScript function is known as self-invoking or immediately-invoked function expression (IIFE). It is a function that is defined and executed at the same time, without being assigned to a variable or being called by another function. It is often used to create a local scope for variables and avoid polluting the global namespace. References: [W3Schools - JavaScript Function Definitions], [MDN Web Docs - Immediately-invoked function expressions]

NEW QUESTION 126

When selecting a data type for a field that will be displayed on a form, which of the following statements is NOT correct?

- A. Use the Choice data type to limit options in a field
- B. Use the Date data type to enter the date and time of day.
- C. Use the Phone Number data type to automate phone number data validation.
- D. Use the string data type for a free-form text field.

Answer: B

Explanation:

The data type of a field determines the format, validation, and display of the field value on a form. When selecting a data type for a field, you should consider the purpose and function of the field. The statements A, C, and D are correct for selecting a data type for a field. For example:

? Use the Choice data type to limit options in a field: The Choice data type allows you to create a field that has a predefined set of options for the user to select from. The options can be displayed as a drop-down list, radio buttons, or checkboxes. For example, you can use the Choice data type for a field that indicates the priority of a task.

? Use the Phone Number data type to automate phone number data validation: The Phone Number data type allows you to create a field that accepts and validates phone numbers. The field will automatically format the phone number according to the user's locale and country code. For example, you can use the Phone Number data type for a field that stores the contact number of a user.

? Use the string data type for a free-form text field: The string data type allows you to create a field that accepts any text input from the user. The field can have a maximum length of 255 characters. For example, you can use the string data type for a field that captures the short description of an incident.

The statement B is not correct for selecting a data type for a field. There is no Data data type in ServiceNow. To enter the date and time of day, you should use the Date/Time data type. The Date/Time data type allows you to create a field that accepts and displays a date and time value. The field will use a calendar widget and a time picker to help the user enter

the value. For example, you can use the Date/Time data type for a field that records the due date of a task.

References:

? [Field types]

? [Date/Time field type]

NEW QUESTION 127

Application developers configure ServiceNow using industry standard JavaScript to...

- A. Enable the right-click to edit the context menus on applications in the navigator
- B. Extend and add functionality
- C. Customize the organization's company logo and banner text
- D. Configure the outgoing email display name

Answer: B

Explanation:

Application developers configure ServiceNow using industry standard JavaScript to extend and add functionality. JavaScript is a scripting language that enables developers to create dynamic and interactive web pages, as well as manipulate data and logic on the server- side. ServiceNow provides various APIs and frameworks for developers to use JavaScript to customize and enhance the functionality of their applications, such as client scripts, UI policies, business rules, script includes, UI actions, and more. References: [ServiceNow Docs - JavaScript in ServiceNow], [ServiceNow Docs - Scripting in ServiceNow]

NEW QUESTION 129

The task table is an example of which of the following? Choose 2 answers

- A. Legacy class
- B. Child class
- C. Base class
- D. Parent class

Answer: CD

Explanation:

"A table that extends another table is called a child class, and the table it extends is the parent class" - this is about halfway down in this link below:

<https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

NEW QUESTION 134

What are some of the benefits of extending an existing table such as the Task table when creating a new application?

- a) You can repurpose existing fields by simply changing the label. b) Use existing fields with no modifications.
- c) Existing logic from the parent table will be automatically applied to the new table. d) All of the parent table records are copied to the new table.

- A. a, b, c, and d
- B. a and b
- C. b and c
- D. a, b, and c

Answer: D

Explanation:

Extending an existing table such as the Task table when creating a new application has several benefits, such as:

? You can repurpose existing fields by simply changing the label. For example, you can change the Short description field to Summary or Title for your new table.

? You can use existing fields with no modifications. For example, you can use the Assigned to, Priority, and State fields for your new table without changing anything.

? Existing logic from the parent table will be automatically applied to the new table.

For example, you can inherit the Business Rules, Client Scripts, and UI Policies from the Task table for your new table.

The only option that is not true is d) All of the parent table records are copied to the new table. Extending a table does not copy any records from the parent table to the new table. It only creates a new table that inherits the fields and logic from the parent table.

References:

? [Extend a table]

? [Task table]

NEW QUESTION 135

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI. How is the page specified?

- A. Write an after Business Rule script for the Record Producer's table: `window.redirect = "<URL>";`

- B. Create an application property to store the URL
- C. Write a script in the Record Producer's Script field: `producer.redirect = "<URL>";`
- D. Configure the page in the Module that opens the Record Producer UI

Answer: C

Explanation:

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI by writing a script in the Record Producer's Script field: `producer.redirect = "<URL>";`. This script sets the redirect property of the producer object to the URL of the desired page. For example, `producer.redirect = "home.do";` will redirect the user to the homepage after submitting the record. The other options are not valid ways to specify the redirect page for a Record Producer.

Reference: Populate record producer data and redirect users

NEW QUESTION 137

Why create Applications in ServiceNow?

- A) To replace outdated inadequate custom business applications and processes
- B) To extend service delivery and management to all enterprise departments
- C) To allow users full access to all ServiceNow tables, records and fields
- D) To extend the value of ServiceNow

- A. a b and c
- B. a b c and d
- C. b c and d
- D. a b and d

Answer: D

NEW QUESTION 140

Which one of the following is NOT part of the Form Designer?

- A. Form layout
- B. Page header
- C. Schema map
- D. Field navigator

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_learnmore_sandiego_learn_more/app_store_learnv2_learnmore_sandiego_form_and_list_layouts/app_store_learnv2_learnmore_sandiego_what_is_form_designer

The Form Designer is a tool that allows you to create and customize forms on the ServiceNow platform. The Form Designer has four main components:

? Form layout: The form layout shows the preview of the form and allows you to drag

and drop fields, sections, and related lists onto the form. You can also resize, reorder, and delete the elements on the form layout.

? Page header: The page header shows the name of the table and the form that you

are editing. You can also access the form properties, save the form, and switch to the form view from the page header.

? Field navigator: The field navigator shows the list of available fields for the table

and allows you to search, filter, and add fields to the form. You can also create new fields and edit existing fields from the field navigator.

? Schema map: The schema map is not part of the Form Designer. The schema

map is a separate tool that shows the relationships between tables and fields on the platform. You can access the schema map from the System Definition > Tables module or from the context menu of a table.

References:

? [Form Designer]

? [Schema map]

NEW QUESTION 141

.....

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