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)
A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

A. Create New module has a broken link
B. Known intermittent issue with U115
C. User should be using Chrome instead of Explorer for their browser
D. User has read role, but not the write role on the Inventory table
E. User session has timed out

Answer: D

NEW QUESTION 3
- (Topic 3)
What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

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

Answer: ABDGH

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_ConfigureLogoColorsSysDfltsUI16.html

NEW QUESTION 4
- (Topic 3)
What tool is used to import data from various data sources, and map that data into ServiceMow tables?

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

Answer: A

NEW QUESTION 5
- (Topic 3)
When a custom table is created, which access control rules are automatically created? Choose 4 answers

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

Answer: ABDF

NEW QUESTION 6
- (Topic 3)
From a related list, what would a user click for personalize the layout of the columns?

A. Magnifier
B. Context Menu

C. Pencil
D. Gear

Answer: D

NEW QUESTION 7
- (Topic 3)
On the Form header, which icon do you use to access form templates?

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

Answer: D

NEW QUESTION 8
- (Topic 3)
User records are stored in which table?

A. User [sys_user]
B. User [sn_user]
C. User [u_sys_user]
D. User [s_user]

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html

NEW QUESTION 9
- (Topic 3)
Which field (or fields) is used as a unique key during imports?

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

Answer: B

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION 10
- (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 10
- (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 heade
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 13
- (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 17
- (Topic 3)
The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

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

Answer: C

NEW QUESTION 21
- (Topic 3)
Here is an example of the criteria set for a knowledge base:
* Companies: ACME North America
* Department: HR
* Groups: ACME Manager
* Match All: Yes
In this example, what users would have access to this knowledge base?

A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 26
- (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 me data?

A. Style
B. Format
C. Data
D. Configure
E. Group by

Answer: D

NEW QUESTION 29
- (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 31
- (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 35
- (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 38
- (Topic 3)
What actions art taken to filter a long list of records to show only those which have "email" Short Description?

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

Answer: D

NEW QUESTION 41
- (Topic 3)
You have been asked to configure a form so an employee could a tablet and select the
standard accessary options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take?
Choose 3 answers

A. Create Catalog item for the tablet, and on the form, add a check box variable for each accessary option.
B. Create Catalog item for the tablet, and add a variable set to the form, for the accessary options.
C. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
D. Create a Records producer, and on the form, add a check box variable for each accessary option.
E. On shopping Cart configuration, select option to show the Add Accessories button.

Answer: ABC

NEW QUESTION 43
- (Topic 3)
Which framework can automatically populate values for the priority and Category field based on the Short description field value?

A. UI Policy
B. Assignment Rule
C. Action
D. Predictive intelligence
E. CSDM

Answer: A

NEW QUESTION 46
- (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 48
- (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 51
- (Topic 3)
On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

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

Answer: CDE

NEW QUESTION 54
- (Topic 3)
Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

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

Answer: C

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

NEW QUESTION 55
- (Topic 3)
A customer wants to use a client script to validate things on a form m order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

A. onSubmission()
B. onSubmit()
C. onLoad
D. onUpdate()

Answer: B

NEW QUESTION 58
- (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 63
- (Topic 3)
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

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

Answer:

B

NEW QUESTION 65
- (Topic 3)
Which statement correctly describes the differences between a Client Script and a Business Rule?

A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
B. A Client Script executes on the server and a Business Rule executes on the client
C. A Client Script executes on the client and a Business Rule executes on the server
D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361
db5cdbc01dcaf3231f9619d9#:~:text=The%20major%20difference%20between%20of,delet
ed%2Fqueried%20from%20data%20base.&text=After%20that%2C%20the%20Client%20s cripts,Client%20scripts%20that%20work%20onSubmit

NEW QUESTION 68
- (Topic 3)
What feature do you use to specify which users are able to access a Service Catalog Item?

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

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow- platform/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION 73
- (Topic 3)
A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

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

Answer: D

NEW QUESTION 78
- (Topic 3)
Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

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

Answer: B

NEW QUESTION 81
- (Topic 3)
Which tables are children of the Task table and come with the base system? Choose 3 answers

A. Incident
B. Problem
C. Change Request
D. Config
E. Dictionary
F. cmdb

Answer: ABC

Explanation:
 The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.
References
? https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html
? https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982
? https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247

NEW QUESTION 84
- (Topic 3)
What access does a user need to be able to import articles to a knowledge base?

A. sn_knowledge_import
B. sn_knowledge contribute
C. Can contribute
D. Can import

Answer: C

NEW QUESTION 89
- (Topic 3)
The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

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

Answer: B

NEW QUESTION 92
- (Topic 3)
Which set of steps is used to import spreadsheet data into a ServiceNow table?

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

Answer: A

Explanation:
These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation1 and the video tutorial2. The other options are either incomplete or incorrect.
References1: Import a spreadsheet - Product Documentation: Utah - Now Support Portal2: How To Import Data Into ServiceNow - YouTube

NEW QUESTION 97
- (Topic 3)
Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers
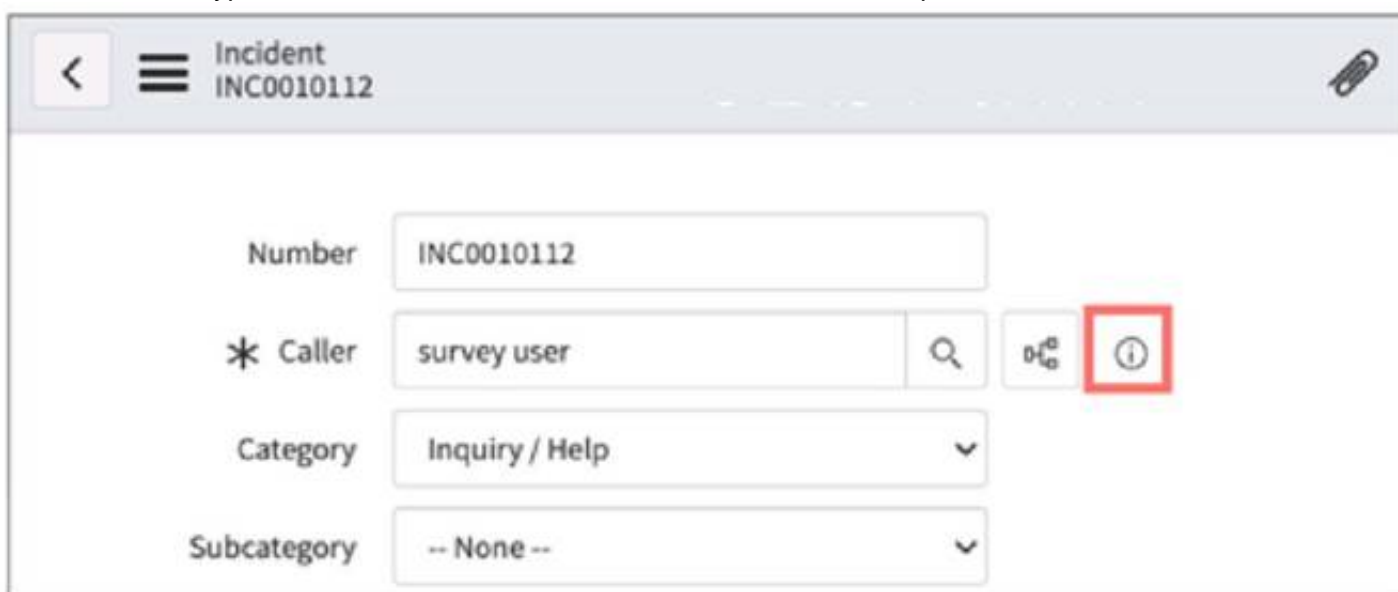
A. Context Menu > Configure > Form Layout
B. Context Menu > Form > Layout
C. Right click on header > Configure > Form Design
D. Context Menu > Configure > Form Designer
E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 98
- (Topic 3)
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?

A. Drilkdown
B. Lookup
C. Quickview
D. Preview
E. Snapshot

F. Reference:

Answer: F

NEW QUESTION 103
- (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 104
- (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 106
- (Topic 3)
Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporing that service have active issues?

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

Answer: B

NEW QUESTION 110
- (Topic 3)
What icon do you use to change the icon and color on a Favorite'?

A. Star
B. Triangle
C. Pencil
D. Clock

Answer: C

NEW QUESTION 114
- (Topic 3)
If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?
Choose 2 answers

A. Select the record using the check box, then select the Person icon
B. Double click on the Assigned to value, type the name of the user, and select the green check
C. Select the record using the check box then select the Assign To Me UI action on the List Header
D. Right click on the Task number and select the Assign to me option in the menu
E. Select the Task number, and select the Assign to me UI action on the form

Answer: DE

NEW QUESTION 118
- (Topic 3)
The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

A. Request + Response
B. Save + Update
C. Write + Read
D. Submit + Query
E. Insert + Verify

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-script-best-practices.html

NEW QUESTION 122
- (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 126
- (Topic 3)
You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

A. Create Record Producer
B. Create Catalog Item
C. Create Order Guide
D. Create Content Item

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/request-fulfillment.html

NEW QUESTION 129
- (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 131
- (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 136
- (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 141
- (Topic 3)
A customer requests the following data quality measures be added:
* 1. Incident numbers should be read-only on all lists and forms, for all users.
* 2. Short Description field should be mandatory, on all records, across all applications, on insert.
Which type of policy would you use to meet this requirement?

A. Data policy
B. Dictionary Design Policy
C. Data Quality Policy
D. Field Criteria Policy

Answer: A

NEW QUESTION 143
- (Topic 3)
What type of field has a drop down list, from which you can pick from pre-defined options?

A. Choice
B. Picker
C. Drop down
D. Option

Answer: A

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0538947

NEW QUESTION 148
- (Topic 3)
Which element is used to track items not saved with a field, in a record?

A. Sidebar
B. List Editor
C. Activity formatter
D. Dictionary

Answer: C

Explanation:
 The activity formatter provides an easy way to track items not saved with a field in the record, such as journal fields like comments and work notes1.
ReferencesFormatters and Related Lists

NEW QUESTION 151
- (Topic 3)
What is the primary objective of the Display Business Rule?

A. To monitor fields on a form, and provide feedback
B. To use a shared g_scratchpad object, which can be sent to the client, as part of the form
C. To set files to mandatory, hidden, and read-only
D. To define what happens on a form, when a particular fled changes

Answer: B

NEW QUESTION 155
- (Topic 3)
Access controls are evaluated in this order:
* 1. Match object against table ACL
* 2, Match the object against field ACL
Within step 1 above, what order are the table ACLs evaluated?

A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
B. Bottom to top: Table AC
C. Table.Field ACL, Parent Tabl
D. Field ACL
E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 160

- (Topic 3)
Which data consistency settings can be achieved using UI Policy? Choose 3 answers

A. Setting fields to accept the data with 'n' number of characters
B. Setting fields hidden
C. Setting fields to accept the data in an expected format
D. Settings fields read-only
E. Setting fields mandatory

Answer: BDE

NEW QUESTION 164
- (Topic 2)
On a Form header, what is the three bar icon called?

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

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

NEW QUESTION 168
- (Topic 3)
What is the definition of a group?

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

Answer: C

NEW QUESTION 171
- (Topic 3)
When importing data, what happens to imported rows, if no coalesce field is specified?

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

Answer: D

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION 176
- (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 178
- (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 179
- (Topic 2)
Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.
For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.
For Facilities, the item will be used for anyone in the company who needs room set up services.
However, both departments have their own service catalogs. What do you do, to support these requirements?

A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Answer: C

NEW QUESTION 184
- (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 188
- (Topic 2)
Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

A. Task [task]
B. Assignment [assignment]
C. Service [service]
D. Workflow [workflow]

Answer: A

NEW QUESTION 190
- (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 193
- (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 194
- (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 195
- (Topic 2)
IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

A. an action
B. a spoke
C. a connection
D. an integration step

Answer: B

NEW QUESTION 197
- (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 202
- (Topic 2)
While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?
Right click on Priority and select what?

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

Answer: F

NEW QUESTION 204
- (Topic 2)
Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non- managers) can submit the order?

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

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION 209
- (Topic 2)
New records, new groups, and modified configuration Items (Cls): 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 214
- (Topic 2)
When does the Submit button appear on a form?

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

Answer:

B

NEW QUESTION 219
- (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 223
- (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 227
- (Topic 2)
Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install
C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

Answer: B

NEW QUESTION 230
- (Topic 2)
What type of field allows you to look up values from one other table?

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

Answer: A

Explanation:
Reference: https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table

NEW QUESTION 235
- (Topic 2)
What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin

Answer: C

Explanation:
Reference: https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operation%20being%20secured

NEW QUESTION 240

- (Topic 2)
What is used frequently to move customizations from one instance to another?

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

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export-patterns.html

NEW QUESTION 242
- (Topic 2)
What would NOT appear in the Application Navigator if "service" is typed into the filter field?

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

Answer: D

NEW QUESTION 243
- (Topic 2)
When moving multiple update sets at one time, what might you do to facilitate the move?

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

Answer: A

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

NEW QUESTION 245
- (Topic 2)
What do you activate when you want to add applications or functionality within your development instance?

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

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html

NEW QUESTION 249
- (Topic 2)
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Answer: B

NEW QUESTION 252
- (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 256
- (Topic 2)
What kind of data can Import Sets use to populate tables in ServiceNow?

A. CSS, SOAP, and Excel
B. XM
C. CSV, and Excel
D. SOAP, REST, and XML
E. XML, SOAP, and CSS

Answer: B

Explanation:
https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

NEW QUESTION 261
- (Topic 2)
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

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

Answer: CE

NEW QUESTION 266
- (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 267
- (Topic 2)
What is a Notification?

A. A new Knowledge article created by a Business Rule
B. A tool for alerting users that events that concern them have occurred
C. A message through Connect related to a Change Request
D. An email file attachment

Answer: B

NEW QUESTION 271
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: C

NEW QUESTION 275
- (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 277
- (Topic 2)
Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user
B. A column is one field and a record is one row
C. A column is one field and a record is one column
D. A column contains data from one user and a record is one set of fields

Answer: A

NEW QUESTION 282
- (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 283
- (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 284
- (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 286
- (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 287
- (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 288
- (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 291
- (Topic 2)
Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

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

Answer: C

NEW QUESTION 294
- (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 297
- (Topic 1)
What is a schema map?

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

Answer: D

NEW QUESTION 300
- (Topic 1)
When searching using the App Navigator search field, what can be returned? (Choose four.)

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

Answer: ABCD

NEW QUESTION 304
- (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 308
- (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 311
- (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 314
- (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 318
- (Topic 1)
ServiceNow is a single-instance, multiple tenant architecture?

A. True
B. False

Answer: B

NEW QUESTION 322
- (Topic 1)
What are the main UI component(s) of the ServiceNow Platform?

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

Answer: BDF

NEW QUESTION 327
- (Topic 1)
Which of the following statements is true when a new table is created by extending another table?

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

Answer: C

NEW QUESTION 328
- (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 330
- (Topic 1)
Knowledge articles within a knowledge base are grouped by category.

A. True
B. False

Answer: A

NEW QUESTION 331
- (Topic 1)
What is the purpose of flagging an article in a knowledge base?

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

Answer: B

NEW QUESTION 332
- (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 333
- (Topic 1)
Reports can be created from which different places in the platform? (Choose two.)

A. List column heading
B. Metrics module
C. Statistics module
D. View / Run module

Answer: AD

NEW QUESTION 337
- (Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

A. Multiple-field coalesce
B. No coalesce
C. Conditional coalesce
D. Single-field coalesce

Answer: C

NEW QUESTION 341
- (Topic 1)
Which of the following is used to initiate a flow?

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

Answer: A

NEW QUESTION 346
- (Topic 1)
Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

A. The CMDB contains data about tangible and intangible business assets
B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company

C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 347
- (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 350
- (Topic 1)
Table Access Control rules are processed in the following order:

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

Answer: B

NEW QUESTION 355
- (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 358
- (Topic 1)
Which tool is used to have conversations with logged-in users in real-time?

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

Answer: A

NEW QUESTION 361
- (Topic 1)
Which of the following allows a user to edit field values in a list without opening the form?

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

Answer: C

NEW QUESTION 365
- (Topic 1)
Knowledge Base Search results can be sorted by which of the following? (Choose three.)

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

Answer: ACE

NEW QUESTION 369
- (Topic 1)
Which would NOT appear in the History section of the Application Navigator?

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

Answer: B

NEW QUESTION 374
- (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 378
- (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 380
- (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 384
- (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 388
- (Topic 1)
UI Action can prompt that an Incident has been successfully submitted.

A. True
B. False

Answer: A

NEW QUESTION 393
- (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 397
- (Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 399
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 400
- (Topic 1)
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

A. They direct the user to a record producer
B. They direct the user to a catalog property
C. They direct the user to a catalog UI policy
D. They direct the user to a catalog client script

Answer: A

NEW QUESTION 401
- (Topic 1)
What are the two aspects to LDAP Integration?

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

Answer: AD

NEW QUESTION 403
- (Topic 1)
A Service Catalog may include which of the following components?

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

Answer: D

NEW QUESTION 405
- (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 406
- (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 407
- (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 411
- (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 413
- (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 414
- (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=7ab22ad5 dbf20498d82ffb2439961938

NEW QUESTION 418
- (Topic 3)
When creating a new notification, what must you define? Choose 3 answers

A. What is the content of the notification
B. The associated knowledge base
C. Under what conditions is the notification sent
D. Who receives the notification
E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 419
- (Topic 3)
On what part of the ServiceNow instance, would you find the option to Impersonate User?

A. Module
B. Content Frame
C. Application Navigator

D. User Menu

Answer: D

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

NEW QUESTION 421
- (Topic 3)
Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions to create Items and Services?

A. item Admin [sn_item_admin]
B. Sys Admin [sys_admln]
C. Catalog Admin [catalog_admin]
D. Catalog Auinor (sn_cataiog_write]

Answer: C

NEW QUESTION 422
- (Topic 3)
What module do you use to access the reports that are available to you?

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

Answer: B

NEW QUESTION 425
- (Topic 3)
Which feature can be used to categorize a set of records from a list and make them visible to other users?

A. Tags
B. History
C. Favorites
D. Activity Formatter

Answer: A

Explanation:
Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records. You can also share tags with other users to make them visible to others1.
ReferencesUsing tags

NEW QUESTION 426
- (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 Iist, locate and right click on the value Hardware, select Show Matching
B. Click Funnel ten, type Hardware and click enter
C. On the Category column header, right click and select Show > Hardware
D. Right dick on magnifier, type Hardware and click enter
E. On Breadcrumb, click > icon, type Hardware and click enter

Answer: A

NEW QUESTION 431
- (Topic 3)
As administrator, what must you do to access feature of High Security Settings?

A. Select Elevate Roles
B. Add security_admin role to your user account
C. Impersonate Security Admin
D. Use System Administrator < Elevate Roles module

Answer: A

NEW QUESTION 435
- (Topic 3)
One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

A. Publish
B. New
C. Ada

D. Manage
E. Edit

Answer: BCE

NEW QUESTION 440
- (Topic 3)
What icon do you use to change the boon and color on a Favorite?

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

Answer: A

NEW QUESTION 441
- (Topic 3)
What are the steps for applying an update set to an instance?

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

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier- overview.html#us-hier-overview

NEW QUESTION 442
- (Topic 3)
When would you use the following steps?
* 1, Homepage Admin > Pages
* 2. Right click on Homepage record
* 3. Select Unioad Portal Page

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

Answer: D

NEW QUESTION 446
- (Topic 3)
How would you describe the relationship between the incident and Task table?

A. Incident table has a many to many relationship with the Task table.
B. Incident table has a one to much relationship with the Task table.
C. Incident table is extended from task table.
D. incident table is related to the Task table via the INC number
E. incident table is a database view of the Task table

Answer: C

NEW QUESTION 450
- (Topic 3)
How would you navigate to the Schema map for a table?

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

Answer: B

NEW QUESTION 455
- (Topic 3)
What component causes a flow to run after a record has been created or updated?

A. Date-based trigger
B. Record-based trigger
C. On-change trigger
D. Application-based trigger

E. Updated-date trigger

Answer: B

Explanation:
A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table1. It allows users to define conditions and actions for the flow based on the record's state and values1. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority1.
References
? Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION 459
- (Topic 3)
On a filter condition, which component is always a choice list?

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

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

NEW QUESTION 460
- (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 465
- (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 469
- (Topic 3)
What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

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

Answer: BCDF

NEW QUESTION 471
- (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 475
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