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)
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

A. User Policy
B. UI policy
C. Predictive Intelligence
D. Assignment Rule

Answer: D

NEW QUESTION 3
- (Topic 3)
What are the three key tables in an enterprise CMDO? Choose 3 angwers

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

Answer: CEG

NEW QUESTION 4
- (Topic 3)
While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? Choose 2 answers

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

Answer: AC

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

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

Answer: CD

NEW QUESTION 7
- (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 8
- (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 9
- (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 10
- (Topic 3)
Which type of scripts nun in the browser?

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

Answer: D

NEW QUESTION 10
- (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 11
- (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 15
- (Topic 3)
Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

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

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map-ng/concept/c_BusinesssServiceManagementMaps.html

NEW QUESTION 17
- (Topic 3)
What section on a task record would you use to see the most recent update made to a record?

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

Answer: D

NEW QUESTION 18
- (Topic 3)
On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

A. Self Service Module
B. Application Navigator
C. Service Desk Homepage
D. Favorites

Answer: B

NEW QUESTION 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 22
- (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 24
- (Topic 3)
What are examples of Core tables in the ServiceNow platform?

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

Answer: C

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

NEW QUESTION 28

- (Topic 3)
In what order are Access Controls evaluated?

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

Answer: D

NEW QUESTION 30
- (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 33
- (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 34
- (Topic 3)
Which modules can you use to create a new table? Choose 2 answers

A. Tables & Columns
B. Schema Map
C. Dictionary
D. Tables

Answer: AD

NEW QUESTION 38
- (Topic 3)
Which feature ensures data consistency white importing data using import sets and web services?

A. Client Script
B. UI Policy
C. Data Policy
D. CSDM
E. Business Rule

Answer: C

Explanation:
 Data policies are used to define rules that govern the creation, modification, and deletion of data in ServiceNow. These policies can be used to ensure data consistency by enforcing data quality standards and preventing invalid or inaccurate data from being imported.

References:
? ServiceNow Product Documentation: Data policies overview - https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 39
- (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 42
- (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 43
- (Topic 3)
What section on the notes tab, shows the history of the work documented on the record?

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

Answer: B

NEW QUESTION 48
- (Topic 3)
When you set 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. Client
B. Server
C. Browser
D. Network

Answer: B

NEW QUESTION 50
- (Topic 3)
Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

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

Answer: BDE

NEW QUESTION 52
- (Topic 3)
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 53
- (Topic 3)
On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

A. Insert, Update, Delet
B. Query
C. 4G} Before, After, Async, Display
D. Prior to, Synchronous, on Update
E. Before, Synchronous, Scheduled Job, View

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 61
- (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 66
- (Topic 3)
What action will allow you to personalize layouts of columns in a list?

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

Answer: A

NEW QUESTION 67
- (Topic 3)
What are the three key tables in an enterprise CMDB? Choose 3 answers.

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

Answer: ADF

NEW QUESTION 68
- (Topic 3)
When adding a related list to a form, you choose the related list from the list callector, What is an example of a related list you might see on the list collector?
Choose 3 answers:

A. Release Phase==Parent
B. Catalog Task->Parent
C. HR Case-=Parent
D. Problem==Parent
E. Outage->Task number

Answer: BCE

NEW QUESTION 69
- (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 74
- (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 79
- (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 83
- (Topic 3)
When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

A. Run Transform
B. Run Import
C. Import Dataset
D. Execute Transform
E. Schedule Transform

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html

NEW QUESTION 88
- (Topic 3)
What Service Catalog feature do you use to organize items into logical groups?

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

Answer: A

NEW QUESTION 89
- (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 93
- (Topic 3)
Which component of a table contains a piece of data for one record?

A. Factor

B. Field
C. Datapoint
D. Element
E. Item

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataDictionaryTables.html

NEW QUESTION 96
- (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 100
- (Topic 3)
An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

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

Answer: AC

NEW QUESTION 105
- (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 108
- (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 110
- (Topic 3)
You have heard about a new application released by SericeNow, You want to try it out, to- see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

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

Answer: B

NEW QUESTION 115

- (Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role.
What type of rules (s) would you use to implement this requirement?

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

Answer: CE

NEW QUESTION 120
- (Topic 3)
What is the best practice related to using the Default Update Set for moving customizations between instances?

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

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/default-update-sets.html

NEW QUESTION 125
- (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 126
- (Topic 3)
ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

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

Answer: ABEFG

NEW QUESTION 130
- (Topic 3)
What component of the ServiceNow infrastructure defines every table and field in the system?

A. Data Atlas
B. Table Class Manager
C. Schema
D. Dictionary
E. Field Map

Answer: D

NEW QUESTION 135
- (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 137
- (Topic 3)
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

A. incident .*
B. incident.all
C. incident .!
D. incident.None

Answer: A

Explanation:
 The object name for a rule that applies to the entire Incident table is incident
.* , which means any field on the incident table. The other options are not valid object names for access control rules.
ReferencesAccess control list rulesAccess Control List in ServiceNowAccess Controls

NEW QUESTION 141
- (Topic 3)
You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

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

Answer: E

NEW QUESTION 142
- (Topic 3)
What instance resource allows you to access guided tours, information about actions, and instructions an how to use inputs and outputs in your flaw?

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

Answer: B

NEW QUESTION 147
- (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 149
- (Topic 3)
What is the most common role that has access to almost all platform features, functions, and data?

A. Security Admin [security_admin]
B. Sys Admin [sys_admin]
C. Admin [sn_admin]
D. System Administrator [admin]
E. Base Admin [base_admin]

Answer: C

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

NEW QUESTION 153
- (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 154
- (Topic 3)
What is used to determine user access to knowledge bases or a knowledge article?

A. sn_kb_read, sn_article_read
B. Privacy Settings
C. Read Access Flag
D. User Criteria

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html

NEW QUESTION 157
- (Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

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

Answer: C

NEW QUESTION 162
- (Topic 2)
On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

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

Answer: AEFG

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

NEW QUESTION 164
- (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 165
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

A. Data Policies run only after UI Policies run successfully
B. Data Policies run regardless of how data is entered Into ServiceNow, while UI Policies are used for form interactions
C. Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies

D. Data Policies run when data is entered through the form, by an Import Set or by web services, while UI Policies are set only by web services

Answer: D

NEW QUESTION 167
- (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 168
- (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 171
- (Topic 2)
What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

A. Task Escalation Clock
B. Service Level Agreements
C. Inactivity Monitor
D. Response Time Clock
E. Business Time Remaining

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform- administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time

NEW QUESTION 173
- (Topic 2)
From a form, what would you click to add additional fields to the form? (Choose two.)

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

Answer: BD

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

NEW QUESTION 176
- (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 179
- (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 180
- (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 183
- (Topic 2)
When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

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

Answer: DEF

NEW QUESTION 188
- (Topic 2)
Which tool should be used to populate commonly used fields in a form?

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

Answer: A

NEW QUESTION 191
- (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 193
- (Topic 2)
What is the primary application used to load data into ServiceNow?

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

Answer: C

NEW QUESTION 198
- (Topic 2)

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

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

Answer: C

NEW QUESTION 201
- (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 202
- (Topic 2)
Which one of the following statements is true?

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

Answer: D

NEW QUESTION 207
- (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 208
- (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 210
- (Topic 2)
When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

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

Answer: B

NEW QUESTION 215

- (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 218
- (Topic 2)
As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

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

Answer: A

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION 221
- (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 222
- (Topic 2)
What is NOT an example of a UI Action?

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

Answer: C

NEW QUESTION 223
- (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 227
- (Topic 2)
Which one of the following is an accurate list of changes that are captured in an Update Set?

A. Changes made to tables, forms, schedules, and client scripts
B. Changes made to tables, forms, views, and fields
C. Changes made to: tables, form
D. Business Rules, and data records
E. Changes made to: table
F. forms groups, and configuration items (Cls)

Answer: A

NEW QUESTION 228
- (Topic 2)
Where in Flow Designer can users access information about actions that are added to the flow?

A. Virtual Agent Help
B. Local Action Help
C. Help Panel
D. Flow Assistant

Answer: C

NEW QUESTION 231
- (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 233
- (Topic 2)
The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

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

Answer: A

NEW QUESTION 237
- (Topic 2)
A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:
Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

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

Answer: A

NEW QUESTION 241
- (Topic 2)
What are the steps to retrieve an Update Set?

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

Answer: C

NEW QUESTION 245
- (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 250

- (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 255
- (Topic 2)
How are local flow variables accessed in the Flow Designer Data panel?

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

Answer: D

NEW QUESTION 256
- (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 259
- (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 264
- (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 266
- (Topic 2)
Which module is used as the first step for importing data?

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

Answer: D

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

NEW QUESTION 268
- (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 270
- (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 272
- (Topic 2)
Access Control rules may provide access security for which of the following database objects?

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

Answer: D

NEW QUESTION 274
- (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 276
- (Topic 2)
Which of the following protects applications by identifying and restricting access to available files and data?

A. Application Configuration
B. Verbose Log
C. Access Control Rules
D. Application Scope

Answer: D

NEW QUESTION 281
- (Topic 2)
What is the purpose of a Data Policy?

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

Answer: C

NEW QUESTION 284
- (Topic 2)
What is a role in ServiceNow?

A. A role is one record m the Role [sys_user_role] table
B. A role is one record in the Role Iuser_sys_role] table
C. A role is a persona used In Live Feed Chat
D. A role Is a set of modules for a particular application

Answer: A

NEW QUESTION 289
- (Topic 2)
What import utility do you use when the field names on the import set match the name of the fields on the Target table?

A. Schema Mapping
B. Automatic Mapping
C. Mapping Assist
D. Mapping Dashboard

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html

NEW QUESTION 291
- (Topic 2)
Which tool is used for creating dependencies between configuration items in the CMDB?

A. CI Relationship Editor
B. CMDB Builder
C. CI Service Manager
D. CI Class Manager

Answer: D

NEW QUESTION 294
- (Topic 1)
A knowledge article must be which of the following states to display to a user?

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

Answer: A

NEW QUESTION 296
- (Topic 1)
What is the Import Set Table?

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

Answer: C

NEW QUESTION 298
- (Topic 1)
There are _____ common types of Interfaces (Numeric Value) 6: There are six common types of interfaces

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

Answer: C

NEW QUESTION 302
- (Topic 1)
What are the two pathways to view feedback left on a published article?

A. Knowledge > articles > My Flagged

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

Answer: AD

NEW QUESTION 305
- (Topic 1)
ServiceNow is a single-instance, multiple tenant architecture?

A. True
B. False

Answer: B

NEW QUESTION 307
- (Topic 1)
Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Answer: C

NEW QUESTION 308
- (Topic 1)
Which one of the following statements is true about Column Context Menus?

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

Answer: A

NEW QUESTION 310
- (Topic 1)
What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request
B. An Order Guide
C. A request
D. An SLA

Answer: C

NEW QUESTION 314
- (Topic 1)
Tables are made up of which of the following?

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

Answer: AD

NEW QUESTION 317
- (Topic 1)
What is a characteristic of importing data into ServiceNow?

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

Answer: D

NEW QUESTION 318
- (Topic 1)
Knowledge articles within a knowledge base are grouped by category.

A. True

B. False

Answer: A

NEW QUESTION 320
- (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 325
- (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 328
- (Topic 1)
Which are valid Service Now User Authentication Methods? (Choose three.)

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

Answer: BCD

NEW QUESTION 329
- (Topic 1)
What displays a set of records from a table?

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

Answer: D

NEW QUESTION 331
- (Topic 1)
What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

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

Answer: C

NEW QUESTION 334
- (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 338
- (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 343
- (Topic 1)
What is a Dictionary Override?

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

Answer: D

NEW QUESTION 348
- (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 352
- (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 355
- (Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Answer: A

NEW QUESTION 356
- (Topic 1)
Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

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

Answer: C

NEW QUESTION 359
- (Topic 1)
Which one of the following modules can be used to view field settings for a table?

A. Tables & Columns
B. Access Control
C. Columns and Fields
D. Tables and Fields

Answer: A

NEW QUESTION 363
- (Topic 1)
What is a formatter? Select one of the following.

A. A formatter allows you to configure applications on your instance

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

Answer: B

NEW QUESTION 368
- (Topic 1)
Which technique is used to get information from a series of referenced fields from different tables?

A. Table-Walking
B. Sys_ID Pulling
C. Dot-Walking
D. Record-Hopping

Answer: C

NEW QUESTION 369
- (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 371
- (Topic 1)
ServiceNow uses what term to describe all the data saved within a particular form?

A. Fields
B. Form
C. Record
D. Lists

Answer: C

NEW QUESTION 372
- (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 377
- (Topic 1)
How are Workflows moved between instances?

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

Answer: A

NEW QUESTION 380
- (Topic 1)
From the User menu, which actions can a user select? (Choose three.)

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

Answer: BCD

NEW QUESTION 385

- (Topic 1)
What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

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

Answer: C

NEW QUESTION 389
- (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 391
- (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 394
- (Topic 1)
Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered
B. True/False, Checkbox, and Number List
C. Number List, Single Line Text, and Reference
D. Multiple Choice, Select Box, and Checkbox

Answer: D

NEW QUESTION 396
- (Topic 1)
What is the function of user impersonation?

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

Answer: A

NEW QUESTION 401
- (Topic 1)
Which one of the following statements applies to a set of fields when they are coalesced during an import?

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

Answer: A

NEW QUESTION 403
- (Topic 1)
Which statement is true about business rules?

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

Answer: B

NEW QUESTION 406
- (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 409
- (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 410
- (Topic 1)
UI Action can prompt that an Incident has been successfully submitted.

A. True
B. False

Answer: A

NEW QUESTION 412
- (Topic 1)
Access Control rules may be defined with which of the following permission requirements? (Choose three.)

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

Answer: ABD

NEW QUESTION 413
- (Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 414
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 417
- (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 419
- (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 423
- (Topic 3)
A task worker asks how they can monitor any updates occurring to recands assigned to him, like responses from customers, What do you suggest?

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

Answer: D

NEW QUESTION 424
- (Topic 3)
On a form header, what icon would you click to access Template features?

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

Answer: B

NEW QUESTION 425
- (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 428
- (Topic 3)
What actions are taken to filter a long list of records to show only those with the Category of Hardware?

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

Answer: C

NEW QUESTION 432
- (Topic 3)
What is the language used for scriptingin ServiceNow?

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

Answer: A

NEW QUESTION 436

- (Topic 3)
What table acts as a staging area for records imported from a data source?

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

Answer: C

NEW QUESTION 440
- (Topic 3)
A Role is defined as what?

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

Answer: A

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

NEW QUESTION 442
- (Topic 3)
A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

A. Report Dashboard > Create New
B. Reports > Getting Started
C. Performance Analytics > Reports
D. Self-Service > Reports
E. Reports > Create New

Answer: E

Explanation:
Reference: https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492

NEW QUESTION 447
- (Topic 3)
Which is the most efficient way to move large amounts of data between instances?

A. Export to Data Package
B. Export to XML
C. Update Sets
D. Export to Zip

Answer: B

NEW QUESTION 452
- (Topic 3)
How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

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

Answer: D

NEW QUESTION 453
- (Topic 3)
What are examples of UI Actions relating to forms?
Choose 3 answers

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

Answer: ACD

NEW QUESTION 457

- (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 459
- (Topic 3)
What are examples of UI Actions, relating to Lists? Choose 4 answers

A. List Links
B. List Control
C. List Buttons
D. List Context Menu
E. List Override
F. List Choices

Answer: ACDF

NEW QUESTION 462
- (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 463
- (Topic 3)
Which one of the following describes the primary operations performed against tables in the Service Now platform?

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

Answer: C

NEW QUESTION 465
- (Topic 3)
Which tables are available by default in a ServiceNow instance? Choose 3 answers

A. User
B. Incident
C. Item
D. Issue
E. Project
F. Task

Answer: ABF

Explanation:
These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.
References1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow2: ServiceNow – The List of All Tables (sys_db_object)3: How To Set A Default Field Value in ServiceNow? - The Snowball

NEW QUESTION 468
- (Topic 3)
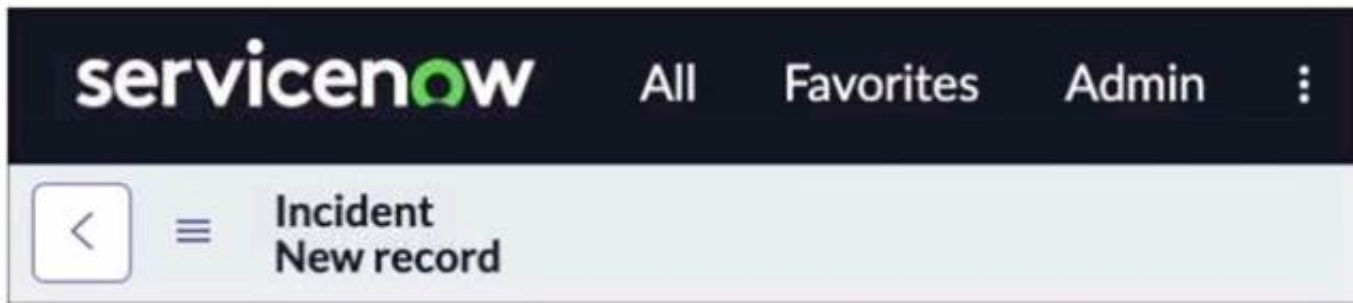
You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property
B. Context Menu > Form Design > add the Save'' button
C. All > System Properties > UI Properties > Turn on the Save" button
D. Context Menu > Form Layout > add the Save* button.

Answer: C

Explanation:
To add the Save button to the form header, users need to turn on the system property glide.ui.save_button, which enables the Save button on all forms1. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true1. Alternatively, users can use the sys_properties.list URL suffix and filter by the property name1.
References
? How to add or enable Save Button on all the forms across a Servicenow Instance - Support and Troubleshooting - Now Support Portal

NEW QUESTION 472
- (Topic 3)

An order from the Service Catalog has been placed. Two records in the Platform are
created as a result. Which two records are associated with tins newly ordered item? Choose 2 answers

A. A record of sc_task
B. A record of sc_req_llem table
C. A change record
D. An Incident record
E. A problem record

Answer: AB

NEW QUESTION 473
- (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 475
- (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 477
- (Topic 3)
What does ServiceNow recommend as a best practice regarding data imports?

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

Answer: D

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

NEW QUESTION 481
- (Topic 3)
What access does a user need to be able to import anicies to a knowledge base?

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

Answer: A

NEW QUESTION 483
- (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 487
- (Topic 3)
When selecting the Target table for an import, which tables can you select? Choose 3 answers

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

Answer: ABD

NEW QUESTION 491
- (Topic 3)
Which application is used primarily to load data into ServiceNow?

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

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html

NEW QUESTION 495
- (Topic 3)
What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

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

Answer: AB

NEW QUESTION 499
- (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 500
- (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 504
- (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 507
- (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 509
- (Topic 3)
An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?
Choose 2 answers

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

Answer: BE

NEW QUESTION 510
- (Topic 3)
Which system property is added and set to true in order to see impersonation events in the System Log?

A. glide user_setting
B. glide sys all_jmpersonation
C. glide sys log_jmpersonabon
D. glide.impersonation_setting

E. glide sys admin_login

Answer: C

Explanation:
The system property glide.sys.log_impersonation is added and set to true in order to see impersonation events in the System Log2. This property enables logging of
impersonation events in the Event [sysevent] table, which can be accessed by navigating to System Logs > Events2.
References
? How to find the history of impersonations - Support and Troubleshooting - ServiceNow

NEW QUESTION 514
- (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 515
- (Topic 3)
What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?
Choose 4 answers

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

Answer: BDEF

NEW QUESTION 520
- (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 521
- (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 525
- (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 530
- (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 534
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

CSA Practice Exam Features:

* CSA Questions and Answers Updated Frequently

* CSA Practice Questions Verified by Expert Senior Certified Staff

* CSA Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* CSA Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The CSA Practice Test Here](link)