Exam Questions CSA

ServiceNow Certified System Administrator

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

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)
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 4
- (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 5
- (Topic 3)
An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

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

Answer: B

Explanation:
The customer .* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.
References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite

NEW QUESTION 6
- (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 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)
Which role can manage multiple knowledge bases?

A. knowledge_base_admin
B. kb_admin
C. sn_kb_admin
D. knowledge_admin

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.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 role enables someone to authorize a request, with no other permissions on the platform?

A. Approver [approver-user]
B. Authorize [authorize-user]
C. Reviewer [reviewer_user]
D. Approver Group [approval_group]
E. Verification [verify_user]

Answer: A

NEW QUESTION 10
- (Topic 3)
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 11
- (Topic 3)
For your implementation, the following tables. are extended fram each ofher:
* Incident table is extended from Task table.

* Super Incident table is extended from Incident table,
In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

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

Answer: BCDGH

NEW QUESTION 12
- (Topic 3)
What options can you see, when you fight click on a CI, from the CI dependency view map? Choose 3 answers

A. View Affected Cis
B. View Related Tasks
C. View Recent Outages
D. View Cases
E. View Knowledge

Answer: ABC

NEW QUESTION 14
- (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 15
- (Topic 3)
After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

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

Answer: A

Explanation:
The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.
References:
? ServiceNow Product Documentation: High Security Settings - https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high-security-plugin.html
? ServiceNow Community: How to disable High Security Settings - https://www.servicenow.com/community/now-platform-forum/platform-security-everything-you-need-to-know/m-p/2554570

NEW QUESTION 19
- (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 21
- (Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

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

Answer: D

NEW QUESTION 24
- (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 26
- (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 31
- (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 32
- (Topic 3)
What are advantages of using spokes for integrations? Choose 3 answers

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

Answer: ADE

NEW QUESTION 36
- (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 37
- (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 41
- (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 42
- (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 44
- (Topic 3)
If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

A. A server script
B. A client script
C. A fix script
D. A business rule

Answer: B

Explanation:
A client script is a script that runs on the client side, meaning in the user's browser, and can manipulate the user interface or validate user input1. A client script can be configured to run when a form is loaded, when a field value changes, or when a form is submitted2. In this case, the script runs when the Priority field value changes and alerts the user.
ReferencesClient scriptsClient script types

NEW QUESTION 47
- (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 52
- (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 55
- (Topic 3)
A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:
* Requested for
*Requested by
* Approving manager
* Delivery instructions
All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

NEW QUESTION 56
- (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 59
- (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 62
- (Topic 3)
When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

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

Answer: BCE

NEW QUESTION 63
- (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 65
- (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 67
- (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 70
- (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 71
- (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 73
- (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 75
- (Topic 3)
Which testing framework is used to test ServerNew Applications?

A. Selenium
B. Test Driven Framework (TDF)
C. Junit
D. Automated test Framework (ATF)

Answer: D

NEW QUESTION 76
- (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%20
can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors
%20ensure%20that%20tasks,a%20predefined%20period%20of%20time

NEW QUESTION 78
- (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 83
- (Topic 2)
A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this
requirement?

A. Specify the Dept_Mgr role on the catalog content block
B. Add the Department Manager group to the catalog item's user criteria
C. Add the Department Manager group to the catalog item's ACL
D. Only publish the item in the HR service catalog
E. Use a Dept_Mgr ACL on the HR service catalog

Answer: C

NEW QUESTION 86
- (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 89
- (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 94
- (Topic 2)
Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

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

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html

NEW QUESTION 97
- (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 102
- (Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

Answer: B

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

NEW QUESTION 104
- (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 106
- (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 108
- (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%20operati
on%20being%20secured

NEW QUESTION 112
- (Topic 2)
Group records are stored in which table?

A. Group [sn_user_group]
B. Group [sys_user_group]
C. Group [s_sys_group]
D. Group [u_sys_group]

Answer: B

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION 114
- (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 116
- (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 117
- (Topic 2)
What are the components that make up a filter condition? (Choose three.)

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

Answer: ACE

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

NEW QUESTION 119
- (Topic 2)
What controls the publishing and retiring process for knowledge articles?

A. Approval Policies
B. Approval Definitions
C. Workflow Designer

D. Workflows
E. State Lifecycle

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

NEW QUESTION 124
- (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 126
- (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 129
- (Topic 2)
What is a sys_id?

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

Answer: A

NEW QUESTION 130
- (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 133
- (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 134
- (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 138
- (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 139
- (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 140
- (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 144
- (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 145
- (Topic 1)
database live at the Data Center.

A. True
B. False

Answer: A

NEW QUESTION 150
- (Topic 2)
Which tool is used to define relationships between fields in an import set table and a target table?

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

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

NEW QUESTION 153
- (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 156
- (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 158
- (Topic 1)
Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

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

Answer: ACDE

NEW QUESTION 161
- (Topic 1)
What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

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

Answer: CD

NEW QUESTION 164
- (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 169
- (Topic 1)
Which one of the following statements best describes the purpose of an Update Set?

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

Answer: A

NEW QUESTION 171
- (Topic 1)
Tables are made up of which of the following?

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

Answer: AD

NEW QUESTION 175
- (Topic 1)
Which group of permissions is used to control Application and Module access?

A. Access Control Rules
B. UI Policies
C. Roles
D. Assignment Rules

Answer: C

NEW QUESTION 176
- (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 177
- (Topic 1)
Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

NEW QUESTION 179
- (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 181
- (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 184
- (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 188
- (Topic 1)
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 190
- (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 191
- (Topic 1)
What is the master table that contains a record for each table in the database?

A. [sys_master_db]
B. [sys_db_object]
C. [sys_master_object]
D. [sys_object_db]

Answer: B

NEW QUESTION 192
- (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 196
- (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 200
- (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 201
- (Topic 1)
Which one statement correctly describes Access Control rule evaluation?

A. Rules are evaluated using role
B. The role with the most permissions evaluates the rules first
C. If more than one rule applies to a row, the older rule is evaluated first
D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: D

NEW QUESTION 202

- (Topic 3)
What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

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

Answer: AE

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

NEW QUESTION 203
- (Topic 3)
What does Natural Language Query allow you to do on a list?

A. Automatically select a filter, based on keywords
B. Filter list by typing in a phrase
C. Predict the filter desired by the user
D. Speak to the condition builder
E. Set list filter, using audible commands

Answer: A

NEW QUESTION 208
- (Topic 3)
You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which
workflow would you update to make this change?

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

Answer: C

NEW QUESTION 211
- (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 212
- (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 217
- (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 219
- (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 224
- (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 227
- (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 231
- (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 234
- (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 235
- (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 238
- (Topic 3)
If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

A. itil users
B. Any user with an article's permalink
C. Any active user
D. No users
E. Users with kb_user role

Answer: C

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 241
- (Topic 3)
On a list, what does each row show?

A. A filter
B. A record
C. A table
D. A field

Answer: B

Explanation:
 A list is a collection of records from a table. Each row in a list represents a record in that table1.
ReferencesIdentifying the view used on a list or formServiceNow: List Views for BeginnersHow Do I See A List Of Users And Their Roles In ServiceNow

NEW QUESTION 242
- (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 246
- (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 248
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