



ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 1

- (Exam Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

NEW QUESTION 2

- (Exam 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 web services, 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 3

- (Exam Topic 2)

What is a key difference between Reporting and Performance Analytics?

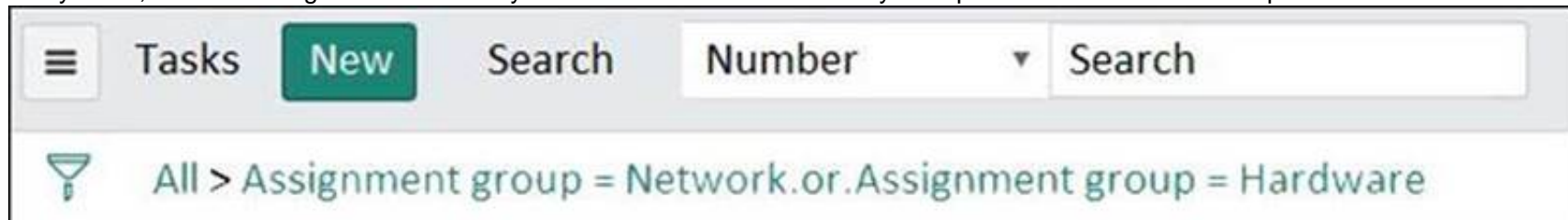
- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

NEW QUESTION 4

- (Exam Topic 2)

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Assignment Group manager field is empty.

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_Cre

NEW QUESTION 5

- (Exam 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 6

- (Exam 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: A

NEW QUESTION 7

- (Exam 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 8

- (Exam Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn_rec_id
- B. rec_id
- C. u_id
- D. sys_id
- E. sn_gu_id
- F. sn_sys_id
- G. id

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept>

NEW QUESTION 9

- (Exam 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_Im

NEW QUESTION 10

- (Exam 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/t>

NEW QUESTION 10

- (Exam 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 13

- (Exam 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 15

- (Exam 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 19

- (Exam 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>

NEW QUESTION 22

- (Exam Topic 2)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowB

NEW QUESTION 25

- (Exam 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 30

- (Exam 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 35

- (Exam 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_Crea

NEW QUESTION 39

- (Exam 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 42

- (Exam 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 45

- (Exam 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_Import

NEW QUESTION 50

- (Exam Topic 2)

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

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

Answer:

CE

NEW QUESTION 53

- (Exam Topic 2)

How is a group defined in ServiceNow?

- A. A group is one record stored in the Group Type [sys_user_group_type] table
- B. A group is one record stored in the Group [sys_user_group] table
- C. A group defines a set of users that share the same location
- D. A group defines a set of users that share the same job title

Answer: B

NEW QUESTION 54

- (Exam 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 58

- (Exam 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 60

- (Exam 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%](https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20rule%20to,~:text=An%20instance%20uses%20access%20rule%20to)

NEW QUESTION 62

- (Exam 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 66

- (Exam 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 70

- (Exam 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_HighSec

NEW QUESTION 74

- (Exam 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 77

- (Exam Topic 2)

How do you make a list filter available to everyone?

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

Answer: B

NEW QUESTION 82

- (Exam Topic 2)

When creating a global custom table named “abc”, what is the table name that is automatically assigned by the platform?

- A. snc_abc
- B. abc
- C. u_abc
- D. sys_abc

Answer: C

NEW QUESTION 86

- (Exam 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 88

- (Exam 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 93

- (Exam Topic 2)

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization_framework)
- B. Translation Framework plugin (com.glide.translation_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language_framework)
- D. Language AI Framework plugin (com .g l id
- E. language.ai _framework)

Answer: A

NEW QUESTION 95

- (Exam 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 97

- (Exam Topic 2)

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

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

Answer: A

Explanation:

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

NEW QUESTION 98

- (Exam Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c>

NEW QUESTION 99

- (Exam 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_ServiceN

NEW QUESTION 100

- (Exam 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 Prior:, 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 104

- (Exam 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 105

- (Exam 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 106

- (Exam Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

Answer: E

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 111

- (Exam 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 114

- (Exam Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

Answer: A

NEW QUESTION 116

- (Exam Topic 2)

What is a no-code approach to control the mandatory or read-only state of a form field?

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

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept>

NEW QUESTION 117

- (Exam Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Answer: B

NEW QUESTION 118

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

Answer: B

NEW QUESTION 120

- (Exam Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 124

- (Exam Topic 1)

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark
- D. On Hold

Answer: A

NEW QUESTION 129

- (Exam 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. Answer Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Answer: C

NEW QUESTION 134

- (Exam 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 137

- (Exam 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 140

- (Exam 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 143

- (Exam Topic 1)

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Answer: C

NEW QUESTION 148

- (Exam 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 152

- (Exam 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 156

- (Exam 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 159

- (Exam 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 162

- (Exam 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 167

- (Exam Topic 1)

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

Answer: B

NEW QUESTION 172

- (Exam Topic 1)

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

Answer: A

NEW QUESTION 175

- (Exam Topic 1)

UI Policy can make fields read-only, mandatory, or hidden.

- A. True
- B. False

Answer: A

NEW QUESTION 176

- (Exam Topic 1)

What is the difference between UI Policy and UI Action?

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

Answer: B

NEW QUESTION 179

- (Exam 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 181

- (Exam Topic 1)

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

NEW QUESTION 185

- (Exam 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 189

- (Exam 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 193

- (Exam 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 196

- (Exam Topic 1)

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

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

Answer: ACE

NEW QUESTION 199

- (Exam 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 202

- (Exam Topic 1)

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Answer: ACDF

NEW QUESTION 203

- (Exam 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 207

- (Exam 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 208

- (Exam Topic 1)

database live at the Data Center.

- A. True
- B. False

Answer: A

NEW QUESTION 209

- (Exam 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 210

- (Exam 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 and then 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 211

- (Exam 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 214

- (Exam Topic 1)

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

NEW QUESTION 216

- (Exam 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 217

- (Exam Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

Answer: B

NEW QUESTION 221

- (Exam Topic 1)

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

Answer: A

NEW QUESTION 223

- (Exam Topic 1)

What displays a set of records from a table?

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

Answer: D

NEW QUESTION 225

- (Exam Topic 1)

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer: A

NEW QUESTION 229

- (Exam 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 232

- (Exam Topic 1)

When searching using the App Navigator search field, what can be returned? (Choose four.)

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

Answer: ABCD

NEW QUESTION 237

- (Exam 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 239

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 241

- (Exam 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 244

- (Exam 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 247

- (Exam Topic 3)

'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: B

NEW QUESTION 250

- (Exam Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

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

Answer: ABDGH

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 252

- (Exam Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value

E. Operator

Answer: C

NEW QUESTION 254

- (Exam 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 258

- (Exam 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 262

- (Exam 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 263

- (Exam 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: ADE

NEW QUESTION 266

- (Exam 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 271

- (Exam 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 275

- (Exam Topic 3)

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

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

Answer: D

NEW QUESTION 279

- (Exam 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 281

- (Exam 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 286

- (Exam 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 288

- (Exam 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 293

- (Exam 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_

NEW QUESTION 297

- (Exam 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 flow?

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

Answer: B

NEW QUESTION 300

- (Exam 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_Forecasti

NEW QUESTION 305

- (Exam 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 310

- (Exam 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=7ab22ad5dbf20498d82ffb243

NEW QUESTION 314

- (Exam Topic 3)

A customer requests the following data quality measures be added:

- * 1. Incident numbers should be read-only on all lists and forms, for all users.
- * 2. Short Description field should be mandatory, on all records, across all applications, on insert.

Which type of policy would you use to meet this requirement?

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

Answer: A

NEW QUESTION 315

- (Exam 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_Con

NEW QUESTION 317

- (Exam Topic 3)

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Inherit
- B. Reverse if false
- C. On lowed
- D. Global

Answer: A

NEW QUESTION 321

- (Exam 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_CreatingA

NEW QUESTION 324

- (Exam 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_

NEW QUESTION 326

- (Exam 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-scri>

NEW QUESTION 327

- (Exam 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 330

- (Exam 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 333

- (Exam 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/virtu>

NEW QUESTION 334

- (Exam 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 338

- (Exam Topic 3)

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Alerts
- C. Texts
- D. Events
- E. Emails

Answer: D

Explanation:

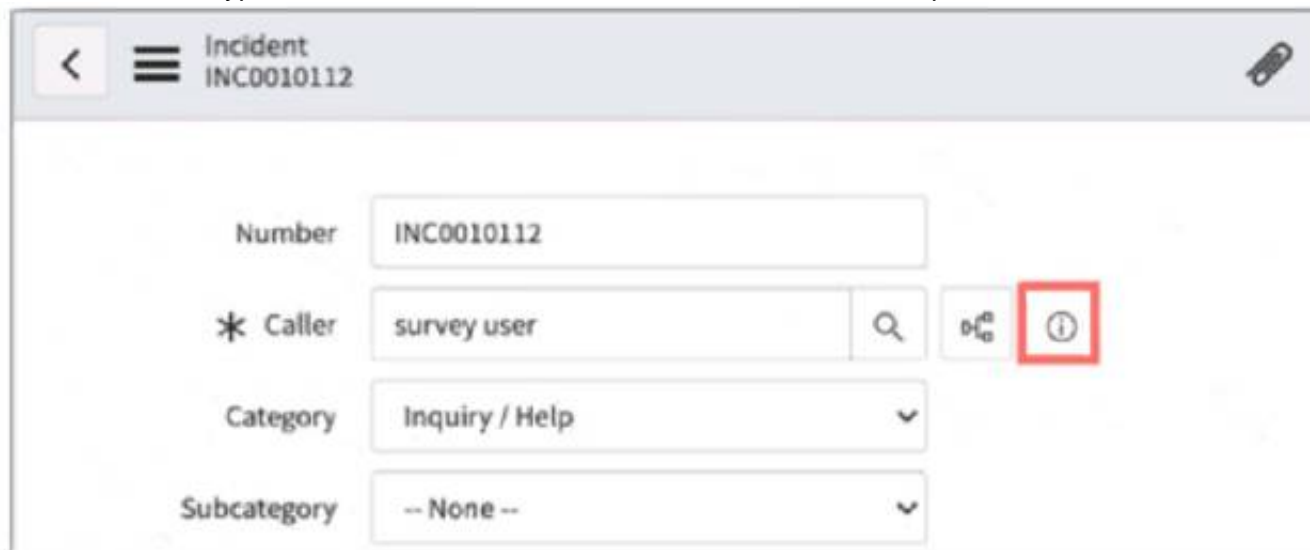
Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/eve>

NEW QUESTION 342

- (Exam Topic 3)

On a form, which type of Field has this icon which can be clicked, to show a preview of the associated record?



The screenshot shows a ServiceNow form for Incident INC0010112. The form has a header bar with a back arrow, a menu icon, and the incident title. Below the header, there are four fields: Number (INC0010112), Caller (survey user), Category (Inquiry / Help), and Subcategory (-- None --). A red box highlights a circular icon with an 'i' inside, located next to the Caller field.

- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview

- E. Snapshot
- F. Reference:

Answer: F

NEW QUESTION 344

- (Exam Topic 3)

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

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

Answer: A

NEW QUESTION 348

- (Exam Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

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

Answer: D

Explanation:

Reference:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_

NEW QUESTION 353

- (Exam 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 358

- (Exam 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_D

NEW QUESTION 360

- (Exam Topic 3)

The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

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

Answer: C

NEW QUESTION 362

- (Exam 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 365

- (Exam 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 367

- (Exam 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 369

- (Exam Topic 3)

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment

What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

- A. Click Context menu > Work Notes View
- B. Click Personalize icon and select Activity Stream
- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Funnel icon and select only work notes
- E. Click Context menu > History

Answer: D

NEW QUESTION 370

- (Exam Topic 3)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Parent-Child Approvers.
- B. Approval Chains
- C. Flows
- D. Approval Criteria
- E. Approver Delegates

Answer: D

NEW QUESTION 373

- (Exam Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelated

NEW QUESTION 374

- (Exam 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 378

- (Exam 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-s>

NEW QUESTION 383

- (Exam Topic 3)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Set up LDAP; Test map: Create update set; Run import: Apply update set
- C. Identify source; Import transform map: Run transformer; Verity import
- D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 385

- (Exam 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: E

NEW QUESTION 387

- (Exam Topic 3)

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

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

Answer: CEG

NEW QUESTION 390

- (Exam 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 393

- (Exam Topic 3)

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

- A. Arrows
- B. Plus, Minus

- C. Ctrl c, Ctrl
- D. Ctrl <, Ctrl >
- E. Shift F4, Shift FS

Answer: A

NEW QUESTION 398

- (Exam 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 401

- (Exam Topic 3)

For your implementation, the following tables. are extended from each other:

* Incident table is extended from Task table.

* Super Incident table is extended from Incident table,

In this situation, which table(s) are Parent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table is a Child table
- C. Task table is 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 404

- (Exam Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

Answer: BCDF

NEW QUESTION 408

- (Exam Topic 3)

When adding a related list to a form, you choose the related list from the list collector, 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 410

- (Exam Topic 3)

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of the following workflows are included in the platform?

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

Answer: AEF

NEW QUESTION 412

- (Exam 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.

NEW QUESTION 416

- (Exam Topic 3)

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Local script
- C. Database script
- D. Client script

Answer: D

NEW QUESTION 419

- (Exam 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 424

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