Exam Questions CSA

ServiceNow Certified System Administrator

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

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)
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: BEF

NEW QUESTION 3
- (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 4
- (Exam Topic 3)
Which type of scripts run in the browser?

A. Policies and Client Scripts
B. Access Contral Scripts
C. script Include Scripts
D. Business Rule Scripts

Answer: A

NEW QUESTION 5
- (Exam Topic 3)
What type of query allows you to filter list data using normal words, instead of the condition builder?
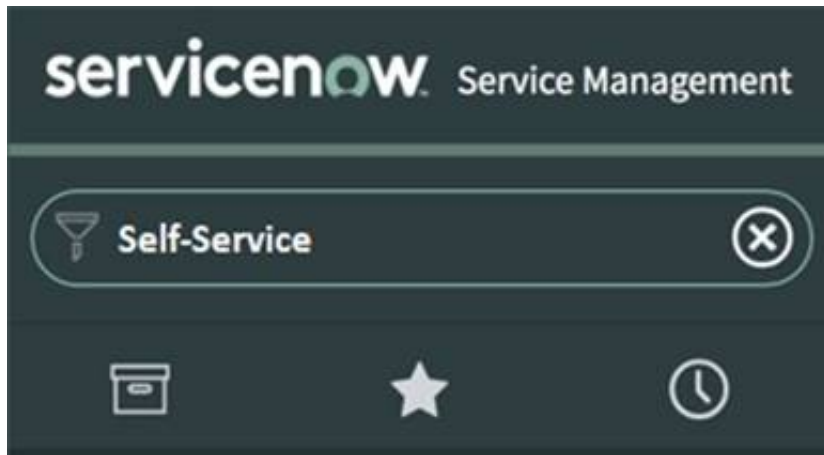
A. Natural Language Query
B. Alexa Query
C. Machine Learning Query
D. Predictive Intelligence Query
E. Auto-suggest Query

Answer: A

NEW QUESTION 6
- (Exam Topic 2)
Which icon would you double click, to expand and collapse the list of all Applications and Modules?

A. Star
B. Clock
C. Application
D. Funnel

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n

NEW QUESTION 7
- (Exam Topic 2)
On a Form header, what is the three bar icon called?

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

Answer: C

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

NEW QUESTION 8
- (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 9
- (Exam 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 10
- (Exam 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/co

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 11
- (Exam Topic 2)
Which of the following statements describes how data is organized in a table?

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

Answer: A

NEW QUESTION 16
- (Exam Topic 2)
When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

A. Flow Manager
B. Flow Designer
C. Flow Editor
D. Workflow Editor
E. Workflow Designer

Answer: C

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestra

NEW QUESTION 18
- (Exam 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 19
- (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 24
- (Exam 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_lea

NEW QUESTION 28
- (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 33
- (Exam Topic 2)
When does the Submit button appear on a form?

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

Answer: B

NEW QUESTION 37
- (Exam Topic 2)
What Is the purpose of the Fitter navigator In the Application Navigator?

A. Filter applications in order of use
B. Quickly navigate to applications and modules
C. Collapse and expand applications
D. List applications In order of Top Requests

Answer: C

NEW QUESTION 41
- (Exam 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 42
- (Exam Topic 2)
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

A. Incident.Major_Incident
B. incident=>major_incident
C. incident<=>major_incident
D. incident||major_incident
E. incident.major_incident

Answer: E

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

NEW QUESTION 43
- (Exam Topic 2)
Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

A. System Notification > Email > Notifications
B. Administration > Notification Overview
C. System Properties > Email > Settings
D. User Preferences > Email > Notifications
E. Click Gear > Notifications > New

Answer: A

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANoti

NEW QUESTION 44
- (Exam Topic 2)
While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?
Right click on Priority and select what?

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

Answer: F

NEW QUESTION 45
- (Exam 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 49
- (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 52
- (Exam Topic 2)
When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

A. Turn your computer off and on again
B. Clear browser cache
C. End Impersonation
D. Log out and back in

Answer: D

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

NEW QUESTION 56

- (Exam Topic 2)
ServiceNow contains a resource which provides the following:
A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
A CMDB framework across our products and platform that will enable and support multiple configuration strategies.
What resource do these statements describe?

A. Common Services Data Model (CSDM)
B. Information Technology Service Management (ITSM)
C. Configuration Management Database (CMDB)
D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:
Reference:
https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-bri

NEW QUESTION 61
- (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 62
- (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 Al Framework plugin (com .g l id
E. language.ai _framework)

Answer: A

NEW QUESTION 64
- (Exam Topic 2)
Which section of the ServiceNow UI allows you to perform a global search?

A. Application Navigator
B. Banner frame
C. List pane
D. Content frame

Answer: B

NEW QUESTION 65
- (Exam 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_Impor

NEW QUESTION 70
- (Exam Topic 2)
What are the three components of a filter condition?

A. Fiel
B. Operator and Value
C. Conditio
D. Operator, and Value

E. Field, Condition, and Value
F. Variable, Field, and Value

Answer: A

NEW QUESTION 71
- (Exam 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 72
- (Exam Topic 2)
What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

A. Database View
B. Many to Many
C. One to Many
D. Extended

Answer: B

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

NEW QUESTION 73
- (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 76
- (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 81
- (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 82
- (Exam Topic 2)
New records, new groups, and modified configuration Items (Cls): what do they have in common?

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

Answer: A

NEW QUESTION 83
- (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 86
- (Exam Topic 2)
What are two ways to generate an Event? (Choose two.)

A. Business Rule
B. Workflow
C. Log entry
D. Knowledge article publication

Answer: AB

NEW QUESTION 91
- (Exam Topic 2)
When moving multiple update sets at one time, what might you do to facilitate the move?

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

Answer: A

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

NEW QUESTION 92
- (Exam Topic 1)
Configuration will not affect what others see on their forms.

A. True
B. False

Answer: B

NEW QUESTION 96
- (Exam Topic 1)
Where would you go in ServiceNow to order services and products offered by various departments?

A. Service Catalog
B. Self Service
C. Service Department
D. Customer Service

Answer: A

NEW QUESTION 98
- (Exam Topic 1)
Where can Admins check which release is running on an ServiceNow instance?

A. Memory Stats module
B. Stats module
C. System.upgraded table
D. Transactions log

Answer: B

NEW QUESTION 99
- (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 101
- (Exam Topic 1)
Which one of the following statements is a recommendation from ServiceNow about Update Sets?

A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
C. Use the Baseline Update Set to store the contents of items after they are changed the first time
D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 104
- (Exam Topic 1)
What are the 6 methods available for user authentication?

A. Local Database: The user name and password in their user record in the instance database.
B. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
C. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
D. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
E. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
F. Digest Token: An encrypted digest of the user name and password in the user record.

Answer: ABCDEF

NEW QUESTION 108
- (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 110
- (Exam 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 111
- (Exam Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 113
- (Exam 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 117
- (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 119
- (Exam Topic 1)
Which are states that you can make a field on a form using UI Policy?

A. read-only
B. write-only
C. Necessary
D. Mandatory
E. Empty
F. Hidden

Answer: ADF

NEW QUESTION 120
- (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 124
- (Exam Topic 1)
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 128
- (Exam 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 130
- (Exam 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 134
- (Exam Topic 1)

Which of the following statement describes the purpose of an Order Guide?

A. Order Guides restrict the number of items in an order to only one item per request
B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
C. Order Guide provide the ability to order multiple, related items as one request
D. Order Guides take the user directly to the checkout without prompting for information

Answer: C

NEW QUESTION 135
- (Exam 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 140
- (Exam 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 141
- (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 144
- (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 145
- (Exam Topic 1)
Which one of these applications is available to all users?

A. Change
B. Incident
C. Facilities
D. Self-Service

Answer: D

NEW QUESTION 150
- (Exam Topic 1)
What information does the System Dictionary contain?

A. The human-readable labels and language settings
B. The definition for each table and column
C. The information on how tables relate to each other
D. The language dictionary used for spell checking

Answer: B

NEW QUESTION 152
- (Exam Topic 1)
A role is recorded in which table?

A. Role[sys_user]
B. Role[sys_user_profile]
C. Role[sys_user_record]
D. Role[sys_user_role]

Answer: A

NEW QUESTION 155
- (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 158
- (Exam Topic 1)
Which of the following allows a user to edit field values in a list without opening the form?

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

Answer: C

NEW QUESTION 163
- (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 164
- (Exam Topic 1)
What displays a set of records from a table?

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

Answer: D

NEW QUESTION 166
- (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 170
- (Exam 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 172
- (Exam 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 177
- (Exam 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 178
- (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 180
- (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 183
- (Exam Topic 3)
What are the components that make up a filer condition? Choose 3 answers

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

Answer: C

NEW QUESTION 187
- (Exam Topic 3)
That 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 191
- (Exam Topic 3)
What module do you use to access the reports that are available to you?

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

Answer: B

NEW QUESTION 194
- (Exam 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 196
- (Exam 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 201
- (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 205
- (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 210
- (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 211
- (Exam Topic 3)
On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

A. Attribute
B. Label
C. Field
D. Column
E. Data Element

Answer: C

NEW QUESTION 215
- (Exam Topic 3)
What framework can be used to manage the tables and Cis associated with a use case?

A. Common Service Date Model (CSDM) product view
B. Scename Dashboard
C. CMDB Use Case Modelar
D. CI Use Case Modeler

Answer: A

NEW QUESTION 219
- (Exam Topic 3)
What is the platform name for the Group table?

A. SyS_USer_group
B. Sys_group
C. group
D. sys_groups

Answer: A

NEW QUESTION 224
- (Exam 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: B

NEW QUESTION 229
- (Exam 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 230
- (Exam 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 235
- (Exam 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 239
- (Exam 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 243
- (Exam 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

NEW QUESTION 244
- (Exam 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

NEW QUESTION 246
- (Exam 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 249
- (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 254
- (Exam Topic 3)
When creating a new notification, what must you define? Choose 3 answers

A. What is the content of the notification

B. The associated knowledge base
C. Linder what conditions is the notification sent
D. Who receives the notification
E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 256
- (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 258
- (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 261
- (Exam 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 265
- (Exam Topic 3)
What is the primary objective of the Display Business Rule?

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

Answer: B

NEW QUESTION 269
- (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 272
- (Exam 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 275
- (Exam 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 278
- (Exam 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 282
- (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 284
- (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 288
- (Exam 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-pop

NEW QUESTION 293
- (Exam 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 295
- (Exam 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 297
- (Exam Topic 3)
On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

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

Answer: CDE

NEW QUESTION 301
- (Exam 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 303
- (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 308
- (Exam 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 312
- (Exam Topic 3)
The customer has asked that your change the default layout of the task list.
* Number
* Task Type
* Parent
* Short Description
* Assignment Group
* Assignment
* Updated
After navigation to the list, where would you click, to meet this requirement?

A. Right click on any column header, Context menu > Configure > List Layout
B. Right click List Gear icon > Configure > Columns
C. Click List Context Menu >Personalize List
D. Click List Context Menu > Configure Columns

Answer: B

NEW QUESTION 316
- (Exam Topic 3)
When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Load Data
B. Run Data Scrubber
C. Set Coalesce
D. Define Data Source
E. Select Import Set

Answer: A

NEW QUESTION 321
- (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 326
- (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 330
- (Exam Topic 3)
What type of field has a drop down list, from which you can pick from pre-defined options?

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

Answer: A

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

NEW QUESTION 332

- (Exam Topic 3)
How would you distinguish between a Base Class table and a Parent Class table?

A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
B. Base Class table is not extended from another tabl
C. Parent class tables may be extended from another table.
D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

NEW QUESTION 335
- (Exam 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 340
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