CSA Dumps

ServiceNow Certified System Administrator

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NEW QUESTION 1
- (Topic 3)
When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

A. Trigger runtime value
B. Sequence runtime value
C. Starting runtime value
D. Data pill runtime value
E. Input runtime value

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html

NEW QUESTION 2
- (Topic 3)
What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

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

Answer: ABDGH

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

NEW QUESTION 3
- (Topic 3)
While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

A. There is a business rule, excluding Bob.Smith from any approvals.
B. Bob Smith does not have a delegate set up on his account,
C. The Bob Smith user account, does not have a manager specified.
D. The manager does not have a delegate assigned,
E. Bob Smith is a VIP.

Answer: A

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

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

Answer: B

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

NEW QUESTION 5
- (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 6

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

A. Magnifier
B. Context Menu
C. Pencil
D. Gear

Answer: D

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

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

Answer: D

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

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

Answer: A

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

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

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

Answer: D

NEW QUESTION 10
- (Topic 3)
What are advantages of using Flow Designer? (Choose three.)

A. Supports advanced developers
B. Enables complicated scripting
C. Reduces technical debt
D. Less manual scripting
E. Smooth integration with 3rd party systems

Answer: CDE

NEW QUESTION 10
- (Topic 3)
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

A. Click Personalize List
B. Right click on any column heade
C. Context Menu > Configure > List Layout
D. Click List Context Menu > Personalize List
E. Click List Content Menu > Configure > List Layout

Answer: B

Explanation:
 To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu2. This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons2. Users can also drag and drop the fields to change the order of the columns2.
References
? How To Configure List and Form Layouts | by ServiceNow Scholar - Medium2

NEW QUESTION 12
- (Topic 3)
Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

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

Answer: B

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

NEW QUESTION 14
- (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 15
- (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 17
- (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 21
- (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 22
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against me data?

A. Style
B. Format
C. Data

D. Configure
E. Group by

Answer: D

NEW QUESTION 26
- (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 27
- (Topic 3)
For your implementation, the following tables. are extended fram each ofher:
* Incident table is extended from Task table.
* Super Incident table is extended from Incident table,
In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

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

Answer: BCDGH

NEW QUESTION 31
- (Topic 3)
What are the main components of the Form Design interface? (Choose three.)

A. Field Layout
B. Page Header
C. Field Navigator
D. Field Picker
E. Form Layout

Answer: BCE

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

NEW QUESTION 32
- (Topic 3)
What actions art taken to filter a long list of records to show only those which have "email" Short Description?

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

Answer: D

NEW QUESTION 34
- (Topic 3)
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 38

- (Topic 3)
Which modules can you use to create a new table? Choose 2 answers

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

Answer: AD

NEW QUESTION 42
- (Topic 3)
Which feature ensures data consistency white importing data using import sets and web services?

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

Answer: C

Explanation:
 Data policies are used to define rules that govern the creation, modification, and deletion of data in ServiceNow. These policies can be used to ensure data consistency by enforcing data quality standards and preventing invalid or inaccurate data from being imported.
References:
? ServiceNow Product Documentation: Data policies overview - https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 45
- (Topic 3)
A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access? Choose 3 answers

A. Add User Account to itll group
B. Add User Account to ACL
C. Add User Account to network group
D. Add User Account to IT Knowledgebase
E. Create User Account
F. Add User Account to Hardware group

Answer: BCF

NEW QUESTION 46
- (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 51
- (Topic 3)
When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

A. Client
B. Server
C. Browser
D. Network

Answer: B

NEW QUESTION 52
- (Topic 3)
Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

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

Answer: C

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

NEW QUESTION 54
- (Topic 3)
Which action enables personalization in a form for the admin role, only?

A. Navigate to sys_form_properties.list and set the property glide.ui.enable_personalize_form.admin to true.
B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
D. Navigate to sys_properties.list find the property glide.ui.personalize_form.role and set the Value to admin.

Answer: D

Explanation:
This action allows only users with the admin role to personalize forms by using the Personalize Form button1. The other options are either invalid or do not restrict personalization to the admin role only.
ReferencesPersonalize a formUI settings and personalizationPersonalization

NEW QUESTION 59
- (Topic 3)
An order for new office equipment has Men placed through the Service Catalog. How would you view the lists of requests after the orders have Men placed?

A. All > Service Catalog > Open Records > Items
B. In the Navigation Filter, type 'request
C. Let' and press the Enter key.
D. All > Tables and Columns > Taste
E. All > Service Catalog > Requests

Answer: A

NEW QUESTION 61
- (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 62
- (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 65
- (Topic 3)
What action will allow you to personalize layouts of columns in a list?

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

Answer: A

NEW QUESTION 68
- (Topic 3)
What are the three key tables in an enterprise CMDB? Choose 3 answers.

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

Answer: ADF

NEW QUESTION 70
- (Topic 3)
Which statement correctly describes the differences between a Client Script and a Business Rule?

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

Answer: C

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

NEW QUESTION 75
- (Topic 3)
What is the result of the order in which access controls are evaluated?

A. Ensures user has access to the fields in a table, before considering their access to the table
B. Ensures user can get to work as quickly as possible
C. Ensures user has access to the application, before evaluating access to a module within the application
D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355

NEW QUESTION 77
- (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 82
- (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 84
- (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 88
- (Topic 3)
An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

A. Their user account failed LDAP authentication
B. Their user account is not logged in properly
C. Their user account was not approved by their manager
D. Their user account does not have itil role

E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 93
- (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 95
- (Topic 3)
You have heard about a new application released by SericeNow, You want to try it out, to- see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

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

Answer: B

NEW QUESTION 98
- (Topic 3)
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?
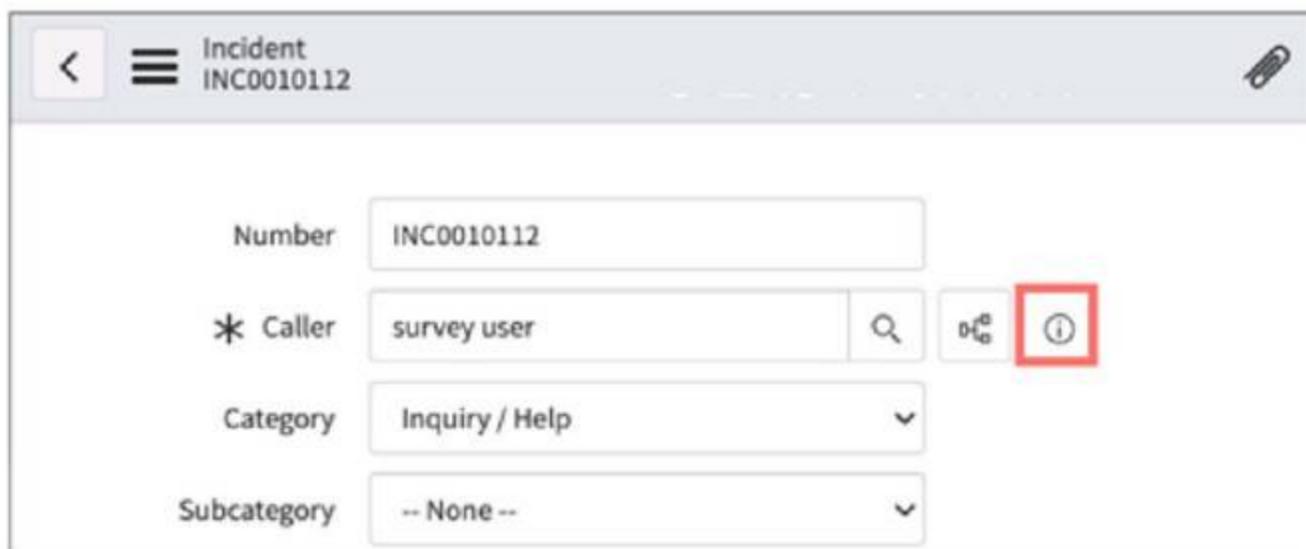
A. Drilkdown
B. Lookup
C. Quickview
D. Preview
E. Snapshot
F. Reference:

Answer: F

NEW QUESTION 100
- (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 102
- (Topic 3)
The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

A. Request + Response
B. Save + Update
C. Write + Read

D. Submit + Query
E. Insert + Verify

Answer: A

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

NEW QUESTION 106
- (Topic 3)
Which best describes a field in a SeniceNow table?

A. A field is a table cell that stores data
B. A field is a table row
C. A field is an item that appears in a menu list
D. A field is a record in a table

Answer: C

NEW QUESTION 109
- (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 112
- (Topic 3)
After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

A. Set the filter condition on the Application Menu
B. Set the font style on both the Application Menu and the Module
C. Specify which Roles are able ta see the Module
D. Specify which Roles are able to see the Application Menu
E. Create Application Menu with the same name as the table label
F. Create Module with the plural of the table label

Answer: CD

NEW QUESTION 116
- (Topic 3)
You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

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

Answer: E

NEW QUESTION 121
- (Topic 3)
What instance resource allows you to access guided tours, information about actions, and instructions an how to use inputs and outputs in your flaw?

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

Answer: B

NEW QUESTION 124
- (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 129
- (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 134
- (Topic 3)
Which data consistency settings can be achieved using UI Policy? Choose 3 answers

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

Answer: BDE

NEW QUESTION 138
- (Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

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

Answer: C

NEW QUESTION 143
- (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 148
- (Topic 3)
When importing data, what happens to imported rows, if no coalesce field is specified?

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

Answer: D

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

NEW QUESTION 150
- (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 151
- (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 155
- (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 157
- (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_HowBusinessRulesWork.html

NEW QUESTION 158
- (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 161
- (Topic 2)
Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

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

Answer: A

NEW QUESTION 165
- (Topic 2)
What is an Event in ServiceNow?

A. An Event is a trigger that has a direct response in the platform

B. An Event is an indication to the ServiceNow processes that something has occurred
C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
D. An Event is a recognized, scheduled occurrence of a process

Answer: B

NEW QUESTION 166
- (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 168
- (Topic 2)
Which tool should be used to populate commonly used fields in a form?

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

Answer: A

NEW QUESTION 173
- (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/acl-rule-types.html

NEW QUESTION 175
- (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 177
- (Topic 2)
Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

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

Answer: A

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

NEW QUESTION 178
- (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/c_DataPolicy.html

NEW QUESTION 180
- (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 181
- (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 182
- (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 185
- (Topic 2)
Which one of the following statements is true?

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

Answer: D

NEW QUESTION 190
- (Topic 2)
What is specified in an Access Control rule?

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

Answer: C

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

NEW QUESTION 194
- (Topic 2)
What do you call any component that needs to be managed in order to deliver services?

A. CSDM Items

B. CMDB
C. Configuration item
D. Service Offerings
E. Asset

Answer: C

Explanation:
Reference: https://infocenter.io/servicenow-cmdb-implementation/

NEW QUESTION 198
- (Topic 2)
What is used frequently to move customizations from one instance to another?

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

Answer: A

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

NEW QUESTION 202
- (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 205
- (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 208
- (Topic 2)
What are the components that make up a filter condition? (Choose three.)

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

Answer: ACE

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

NEW QUESTION 212
- (Topic 2)
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Answer: B

NEW QUESTION 216
- (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 219
- (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 223
- (Topic 2)
What is the purpose of the Event Registry?

A. The Event Registry lists all Events that have successfully completed within a 24-hour period
B. The Event Registry is a list of all Events that originate through an integration
C. The Event Registry is a module that provides Event definitions
D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 227
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: C

NEW QUESTION 232
- (Topic 2)
The ServiceNow platform includes which types of interfaces? (Choose three.)

A. Now Mobile Apps
B. Agent Control Center
C. Back Office Dashboard
D. Service Portals
E. Now Platform® User Interfaces
F. Field Service Taskboard

Answer: ADE

Explanation:
 A. https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html D and E. https://www.servicenow.com/products/service-portal.html

NEW QUESTION 236
- (Topic 2)
How are local flow variables accessed in the Flow Designer Data panel?

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

Answer: D

NEW QUESTION 237

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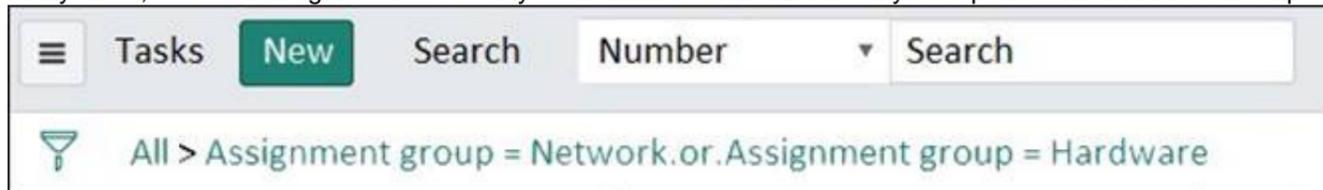
A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
B. The manager does not have the itil role.
C. The manager is not a member of the Service Desk group.
D. The manager is not a member of the Network and Hardware groups.
E. The Assignment Group manager field is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

Answer: C

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

NEW QUESTION 238

- (Topic 2)

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

A. Sourcing fields
B. Function fields
C. Computational fields
D. Calculation fields

Answer: B

NEW QUESTION 239

- (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 244

- (Topic 2)

Which module is used as the first step for importing data?

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

Answer: D

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

NEW QUESTION 248

- (Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

A. Drag the table icon onto the flow definition
B. Use the condition builder to specify the desired values
C. Specify the source table on the data pill related list
D. Drag the data pill onto the flow definition
E. Add the table reference using the slush bucket

Answer: D

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

NEW QUESTION 250

- (Topic 2)

Access Control rules may provide access security for which of the following database objects?

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

Answer: D

NEW QUESTION 252
- (Topic 2)
How can administrators utilize the same content for different notification channels?

A. Configure Default notification content
B. Enable Actionable notification content
C. Provide Common notification content
D. Set up Related notification content

Answer: C

NEW QUESTION 253
- (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 254
- (Topic 1)
What is a schema map?

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

Answer: D

NEW QUESTION 257
- (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 259
- (Topic 2)
What is a role in ServiceNow?

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

Answer: A

NEW QUESTION 263
- (Topic 2)
What import utility do you use when the field names on the import set match the name of the fields on the Target table?

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

Answer: B

Explanation:

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

NEW QUESTION 266
- (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 271
- (Topic 1)
A knowledge article must be which of the following states to display to a user?

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

Answer: A

NEW QUESTION 274
- (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 278
- (Topic 1)
A User is stored in which table?

A. User [sys_user]
B. User [sys_user_group]
C. User [syst_user_profile]
D. User [user_profile]

Answer: A

NEW QUESTION 281
- (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 286
- (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 287
- (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 289
- (Topic 1)
What are the main UI component(s) of the ServiceNow Platform?

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

Answer: BDF

NEW QUESTION 290
- (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 292
- (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 294
- (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 295
- (Topic 1)
What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
C. REQ (Number)>RITM (Number)>TASK (Number)
D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 298
- (Topic 1)
Knowledge articles within a knowledge base are grouped by category.

A. True
B. False

Answer: A

NEW QUESTION 299
- (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 303
- (Topic 1)
A group is stored in which table?

A. Group[user group]
B. Group[sys_user]
C. Group[sys_user_group]
D. Group[sys_user_group_profile]

Answer: C

NEW QUESTION 307
- (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 308
- (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 310
- (Topic 1)
Which term refers to application menus and modules which you may want to access quickly and often?

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

Answer: B

NEW QUESTION 312
- (Topic 1)
What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

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

Answer: C

NEW QUESTION 313
- (Topic 1)
Reports can be created from which different places in the platform? (Choose two.)

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

Answer: AD

NEW QUESTION 317
- (Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

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

Answer: C

NEW QUESTION 320
- (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 325
- (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 327
- (Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Answer: A

NEW QUESTION 332
- (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 336
- (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 337
- (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 338

- (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 340
- (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 342
- (Topic 1)
In what order should filter elements be specified?

A. Field, Operator, then Value
B. Field, Operator, then Condition
C. Operator, Condition, then Value
D. Value, Operator, then Field

Answer: A

NEW QUESTION 343
- (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 346
- (Topic 1)
How are Workflows moved between instances?

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

Answer: A

NEW QUESTION 350
- (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 353
- (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 356
- (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 360
- (Topic 1)
Which three Variable Types can be added to a Service Catalog Item?

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

Answer: D

NEW QUESTION 365
- (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 369
- (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 370
- (Topic 1)
UI Action can prompt that an Incident has been successfully submitted.

A. True
B. False

Answer: A

NEW QUESTION 375
- (Topic 1)
For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

A. Service Catalog variables can only be used in Record Producers
B. Service Catalog variables can only be used in Order Guides
C. Service Catalog variables cannot affect the order price
D. Service Catalog variables are global by default

Answer: D

NEW QUESTION 380
- (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 385
- (Topic 1)
What is the purpose of a Related List?

A. To create a one-to-many relationship
B. To dot-walk to a core table
C. To present related fields
D. To present related records

Answer: D

NEW QUESTION 389
- (Topic 1)
How is the Event Log different from the Event Registry?

A. Event Log contains generated Events, the Event Registry is a table of Event definitions
B. Event Log is formatted in the Log style, the Event Registry displays different fields
C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 394
- (Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 396
- (Topic 3)
What is the language used for scriptingin ServiceNow?

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

Answer: A

NEW QUESTION 399
- (Topic 3)
What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

A. Categories
B. Roles
C. User Criteria
D. Groups

Answer: C

NEW QUESTION 402
- (Topic 3)
Which admin role is required to make changes to High Security Settings?

A. security _admin
B. sn_ad_admin
C. high_sec_admin
D. admin

Answer: A

NEW QUESTION 407
- (Topic 3)
What are examples of UI Actions, relating to Lists? Choose 4 answers

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

Answer:

ACDF

NEW QUESTION 410
- (Topic 3)
What do you click when you have made modification to your report, and your want to see the results without saving?

A. Execute
B. Try ir
C. Run
D. Test
E. Preview

Answer: D

NEW QUESTION 411
- (Topic 3)
On what part of the ServiceNow instance, would you find the option to Impersonate User?

A. Module
B. Content Frame
C. Application Navigator
D. User Menu

Answer: D

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

NEW QUESTION 414
- (Topic 3)

You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

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

Answer: C

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

NEW QUESTION 415
- (Topic 3)
What module enables an administrator to define destinations for imported data on any ServiceNow table?

A. Field Transform
B. Transform Map
C. Schema Map
D. Import Map

Answer: B

NEW QUESTION 416
- (Topic 3)
Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions to create Items and Services?

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

Answer: C

NEW QUESTION 417
- (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 421
- (Topic 3)
As administrator, what must you do to access feature of High Security Settings?

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

Answer: A

NEW QUESTION 426
- (Topic 3)
Which application is used primarily to load data into ServiceNow?

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

Answer: B

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

NEW QUESTION 428
- (Topic 3)
How would you describe the relationship between the incident and Task table?

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

Answer: C

NEW QUESTION 431
- (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 433
- (Topic 3)
Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

A. Role Assignment Rules
B. CRUD Rules
C. Scripted User Rules
D. Access Control Rules
E. User Authentication Rules

Answer: D

NEW QUESTION 434
- (Topic 3)

Which system property is added and set to true in order to see impersonation events in the System Log?

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

Answer: C

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

NEW QUESTION 439
- (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 443
- (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 445
- (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 447
- (Topic 3)
On a list, what does each row show?

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

Answer: B

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

NEW QUESTION 448
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