

Exam Questions CAD

Certified Application Developer-ServiceNow

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NEW QUESTION 1

A graphical view of relationships among tables is a <blank>.

- A. Schema map
- B. Dependency view
- C. Graphical User Interface
- D. Map source report

Answer: A

Explanation:

"Schema map: Provides a graphical representation of the relationships between tables." https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html

NEW QUESTION 2

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table
- C. Script Include
- D. Workflow

Answer: B

Explanation:

"By default, all application scope scripts can read the table's records but cannot perform any other database operations." https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings

NEW QUESTION 3

Access Control debug information identification whether each element of an Access Control granted or denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles
- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

Answer: C

Explanation:

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

NEW QUESTION 4

Which of the following GlideRecord methods run a query against a database table? Choose 3 answers

- A. -query()
- B. runQuery()
- C. query()
- D. -get()
- E. get()

Answer: ACE

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/GlideQuery/concept/GlideQueryGlobalAPI.html#GlideQueryAPI
https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideRecordScoped/concept/c_GlideRecordScopedAPI.html

NEW QUESTION 5

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Only the in scope application's scripts can create Business Rules for the table
- B. Any user with the application's user role can modify the application's scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

Answer: C

Explanation:

The Allow configuration Application Access option determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. The following is true for a table with the Allow configuration option selected:

? Out of scope applications can create Business Rules for the table. This is true because the Allow configuration option grants access to the table configuration to

any user who has the admin or personalize_dictionary role, regardless of the application scope. This means that users can create Business Rules, which are server-side scripts that run when a record is displayed, inserted, updated, or deleted, for the table from any application.

The following are not true for a table with the Allow configuration option selected:

? Only the in scope application's scripts can create Business Rules for the table.

This is false because the Allow configuration option does not restrict the creation of Business Rules to the in scope application, as explained above.

? Any user with the application's user role can modify the application's scripts. This is false because the Allow configuration option does not grant access to the application scripts, such as client scripts or script includes, to any user who has the application's user role. To modify the application scripts, users need to have the admin role or the application's admin role.

? Out of scope applications can add new tables to the scoped application. This is false because the Allow configuration option does not allow out of scope applications to add new tables to the scoped application. To add new tables to a scoped application, users need to have the admin role or the application's admin role and be in the application scope. References: Application Access, Business Rules

Reference: https://community.servicenow.com/community? id=community_QUESTION NO:&sys_id=1a721819dbfa23409a64e15b8a9619d2

NEW QUESTION 6

Which platform feature can be used to determine the relationships between field in an Import Set table to field in an existing ServiceNow table?

- A. Business Service Management Map
- B. Data Sources
- C. Transform Map
- D. CI Relationship Builder

Answer: C

Explanation:

A transform map determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or Users table.

Reference: https://community.servicenow.com/community? id=community_QUESTIONNO:&sys_id=69fc8369db9cdbc01dcaf3231f961935

The following platform feature can be used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Transform Map. This is a feature that defines the mapping between the fields of an Import Set table and the fields of a target table, such as incident, problem, or user. A transform map also specifies the logic and rules for transforming the imported data, such as coalescing, scripting, or applying data policies.

The following platform features are not used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Business Service Management Map. This is a feature that provides a graphical representation of the configuration items (CIs) and their relationships in the Configuration Management Database (CMDB). A Business Service Management Map can be used to visualize the impact of incidents, changes, or problems on the CIs and the services they support.

Data Sources. This is a feature that defines the connection and authentication information for an external data source, such as a file, a JDBC database, or a web service. A data source is used to import data from the external source into an Import Set table.

CI Relationship Builder. This is a feature that creates relationships between CIs in the CMDB based on predefined or custom rules. A CI Relationship Builder can be used to populate the CMDB with the dependencies and connections between the CIs. References:

Transform Maps, Business Service Management Map, Data Sources, CI Relationship Builder

NEW QUESTION 7

A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke
- B. Bundle
- C. Action
- D. Flow

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: https://community.servicenow.com/community? id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

NEW QUESTION 8

Which of the following statements does NOT apply when extending an existing table?

- A. The parent table's Access Controls are evaluated when determining access to the new table's records and fields
- B. The new table inherits the functionality built into the parent table
- C. The new table inherits all of the fields from the parent table
- D. You must script and configure all required behaviors

Answer: D

Explanation:

You must script and configure all required behaviors Provided link has this statement: Extending an existing ServiceNow table means the new table inherits the parent table's columns as well as its business logic.

The following statements apply when extending an existing table:

? The parent table's Access Controls are evaluated when determining access to the new table's records and fields. This is true because Access Control (ACL) rules are inherited from the parent table to the child table, unless the child table has its own ACL rules that override the parent table's rules. ACL rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions.

? The new table inherits the functionality built into the parent table. This is true because the new table inherits the business logic and the relationships from the parent table, such as Business Rules, Script Includes, UI Actions, UI Policies, and Reference Fields. Business logic and relationships are used to define the behavior and the structure of the data on the ServiceNow platform.

? The new table inherits all of the fields from the parent table. This is true because the new table inherits the columns and the attributes from the parent table, such as Field Name, Data Type, Default Value, and Mandatory. Columns and attributes are used to define the properties and the characteristics of the data on the ServiceNow platform.

The following statement does not apply when extending an existing table:

? You must script and configure all required behaviors. This is false because you do not have to script and configure all required behaviors when extending an existing table, as some of the behaviors are already inherited from the parent table, as explained above. However, you can script and configure additional or customized behaviors for the new table, such as adding new fields, creating new Business Rules, or modifying existing UI Actions. References: Table Extension, Access Control Rules

NEW QUESTION 9

How does ServiceNow match inbound email to existing records?

- A. Watermark
- B. Record link
- C. Subject line
- D. sys_id

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_flowdesigner_tokyo_flow_designer/app_store_learnv2_flowdesigner_tokyo_notifications_in_flow_designer/app_store_learnv2_flowdesigner_tokyo_inbound_email_and_flows

"By default, the system generates a watermark label at the bottom of each notification email to allow matching incoming email to existing records."

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/concept/c_WorkingWithWatermarks.html

NEW QUESTION 10

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

Answer: B

Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

NEW QUESTION 10

From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

- A. Needs workflow to manage processes
- B. Requires "as-is" use of low-level programming libraries
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

Answer: B

Explanation:

From the list below, the following is a reason an application might not be a good fit with ServiceNow:

? Requires "as-is" use of low-level programming libraries. This is the correct answer

because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

NEW QUESTION 14

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 Most Voted
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: B

Explanation:

The steps to import new data into ServiceNow from a spreadsheet are: Load Data, Create Transform Map, Run Transform. Load Data is the process of uploading the spreadsheet file and creating an Import Set table that contains the data to be imported. Create Transform Map is the process of defining how the fields from the Import Set table map to the fields of the target table in ServiceNow. Run Transform is the process of executing the Transform Map and copying the data from the Import Set table to the target table. Reference: Import sets, Transform maps

NEW QUESTION 16

Which one of the following objects CANNOT be used in a Script Action script?

- A. previous

- B. GlideRecord
- C. event
- D. current

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r_ScriptActions.html

NEW QUESTION 20

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html

NEW QUESTION 21

When creating an application through the Guided Application Creator, which of the following is a user experience option?

- A. Portal
- B. Mobile
- C. Self-service
- D. Workspace

Answer: B

Explanation:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

NEW QUESTION 24

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

Answer: A

Explanation:

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only
Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c_DelegatedDevelopment.html
The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. References: [Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

NEW QUESTION 26

Which server-side API debug log method is available for scoped applications?

- A. gs.print()
- B. gs.log()
- C. gs.debuglog()
- D. gs.info()

Answer: D

Explanation:

The server-side API debug log method available for scoped applications is gs.info(). This method logs informational messages that describe the progress of the application. Older methods such as gs.print() and gs.log() are not available in scoped applications. The gs.debuglog() method does not exist. The gs.info(), gs.warn(), gs.error(), and gs.debug() methods work in both scoped applications and global, and are therefore more versatile going forward in future versions. Reference: Debugging best practices

NEW QUESTION 31

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

Answer: D

Explanation:

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_DefaultDesignAccessPermissions.html The baseline behavior of a table in a privately-scoped application is that all application scopes can read from the table. A privately-scoped application is an application that restricts write access to its tables and resources to scripts within the same scope. However, read access is allowed by default for all scopes, unless the administrator explicitly denies it using an Access Control rule. This allows for data sharing between different applications while maintaining data integrity and security. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

NEW QUESTION 35

Which one of the following is true for GlideUser (g_user) methods?

- A. Can be used in Client Scripts and UI Policies only
- B. Can be used in Business Rules only
- C. Can be used in Client Scripts, UI Policies, and UI Actions
- D. Can be used in Business Rules, and Scripts Includes

Answer: C

Explanation:

The following is true for GlideUser (g_user) methods:

? Can be used in Client Scripts, UI Policies, and UI Actions. This is true because GlideUser (g_user) methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.

The following are not true for GlideUser (g_user) methods:

? Can be used in Client Scripts and UI Policies only. This is false because GlideUser (g_user) methods can also be used in UI Actions, which are another type of client-side scripts that can be triggered by a user's click on a button, link, or choice.

? Can be used in Business Rules only. This is false because GlideUser (g_user) methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is GlideSystem (gs).

? Can be used in Business Rules, and Scripts Includes. This is false because GlideUser (g_user) methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use GlideSystem (gs) to access the current user information. References: Client-Side Scripting APIs, GlideUser, Business Rules, Script Includes

Reference: https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI

NEW QUESTION 37

The source control operation used to store local changes on an instance for later application is called a(n) <blank>.

- A. Branch
- B. Tag
- C. Stash
- D. Update set

Answer: C

Explanation:

The source control operation used to store local changes on an instance for later application is called a stash. A stash is a temporary storage area for uncommitted changes that are not ready to be pushed to a remote repository. Developers can use stashes to save their work in progress without committing it to the local repository or discarding it. Stashes can be applied later to restore the changes to the working directory, or dropped if they are no longer needed.

References: [ServiceNow Docs - Stash local changes], [ServiceNow Docs - Source control]

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StashLocalChanges.html

NEW QUESTION 40

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script
- D. Script, Conditions, Roles

Answer: C

Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link: <https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/m-p/1311962/highlight/true#M6538>

NEW QUESTION 44

Client-side scripts manage what?

- A. Forms and Forms Fields
- B. Playbook access
- C. Database and backend
- D. User access

Answer: C

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/server-scripting/concept/c_ServerScripting.html

NEW QUESTION 45

Which ATF Test step allows you to create a user with specified roles and groups for the test?

- A. Create a user
- B. Create a role
- C. Create a group
- D. Impersonation

Answer: A

Explanation:

The Automated Test Framework (ATF) is a tool that allows you to create and run automated tests on the ServiceNow platform. The ATF uses test steps to define the actions and validations for each test. The test step that allows you to create a user with specified roles and groups for the test is the Create a user test step. This test step creates a temporary user record that is deleted at the end of the test. You can specify the user name, password, roles, and groups for the user. You can also use the Impersonate a user test step to switch to the created user and perform actions as that user.

The other options are not valid test steps for creating a user. The Create a role and Create a group test steps do not exist in the ATF. To create a role or a group, you need to use the Create a record test step and specify the sys_user_role or sys_user_group table. The Impersonation test step does not create a user, but switches to an existing user. References:

? [Automated Test Framework overview]

? [Automated Test Framework test steps]

? [Create a user test step]

? [Impersonate a user test step]

NEW QUESTION 49

When configuring a REST Message, the Endpoint is:

- A. The commands to the REST script to stop execution
- B. The URI of the data to be accessed, queried, or modified
- C. Information about the format of the returned data
- D. The response from the provider indicating there is no data to send back

Answer: B

Explanation:

When configuring a REST Message, the Endpoint is:

? The URI of the data to be accessed, queried, or modified. This is the correct answer because the Endpoint is the part of the REST Message that specifies the location and the resource of the REST provider. The Endpoint is composed of the base URL and the resource path, which can include query parameters or variables. For example, the Endpoint for a REST Message that retrieves the weather information for a city from a web service could be

<https://api.openweathermap.org/data/2.5/weather?q=London>.

The following are not correct definitions of the Endpoint when configuring a REST Message:

? The commands to the REST script to stop execution. This is not correct because

the commands to the REST script to stop execution are not part of the REST Message, but of the Scripted REST API, which is a feature that allows users to create custom REST endpoints on the ServiceNow platform. The commands to the REST script to stop execution are methods of the RESTAPIResponse object, such as setStatuscode, setError, or complete.

? Information about the format of the returned data. This is not correct because the

information about the format of the returned data is not part of the Endpoint, but of the HTTP headers or the Accept field of the REST Message. The HTTP headers or the Accept field can be used to specify the content type of the response, such as JSON, XML, or HTML.

? The response from the provider indicating there is no data to send back. This is

not correct because the response from the provider indicating there is no data to send back is not part of the Endpoint, but of the HTTP status code or the response body of the REST Message. The HTTP status code or the response body can be used to indicate the result of the REST request, such as 200 OK, 404 Not Found, or 500 Internal Server Error. References: REST Messages, Scripted REST APIs

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/outbound-rest/reference/r_RESTMessageElements.html

NEW QUESTION 51

Which of the following is true for the Application Picker and Application Scope?

- A. Selecting application from the Application Picker does not set the Application Scope.
- B. Selecting Global in the Application Picker sets the Application Scope to incident
- C. Global is a reserved application which does not appear in the Application Picker
- D. Selecting an application from the Application Picker sets the Application Scope

Answer: D

Explanation:

"Application developers must select an application as their current scope context." https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html

NEW QUESTION 56

Which objects can be used in Inbound Action scripts?

- A. current and previous
- B. current and email
- C. current and event
- D. current and producer

Answer: B

Explanation:

Inbound Action scripts are server-side scripts that run when an email is received by the system. They can use the current object to access the record that is created or updated by the email, and the email object to access the properties and methods of the email message. The previous and event objects are not available in Inbound Action scripts. The producer object is only available in Record Producer scripts, which are used to create records from a service catalog item.

References:

? Inbound Action scripts

? [Record Producer scripts]

NEW QUESTION 58

Which of the following methods are useful in Access Control scripts?

A. g_user.hasRole() and current.isNewRecord()

B. gs.hasRole() and current.isNewRecord()

C. g_user.hasRole() and current.isNew()

D. gs.hasRole() and current.isNew()

Answer: B

Explanation:

Access Control scripts are server-side scripts that run when an Access Control rule is evaluated. They can use the gs and current objects to access the GlideSystem and GlideRecord methods, respectively. Some of the useful methods in Access Control scripts are:

? gs.hasRole() - This method checks if the current user has a specified role. It returns true if the user has the role, and false otherwise. For example, gs.hasRole('admin') will return true if the user is an administrator, and false otherwise.

? current.isNewRecord() - This method checks if the current record is a new record that has not been inserted into the database yet. It returns true if the record is new, and false otherwise. For example, current.isNewRecord() will return true if the record is being created, and false if the record is being updated or deleted.

The methods g_user.hasRole() and current.isNew() are not part of the server-side scripting API. They are part of the client-side scripting API, which is used in Client Scripts and UI

Policies. They cannot be used in Access Control scripts. References:

? [Access Control scripts]

? [GlideSystem methods]

? [GlideRecord methods]

Reference: <http://servicenowmypath.blogspot.com/2017/>

NEW QUESTION 59

How many applications menus can an application have?

A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules

B. As many as the application design requires

C. 2, one for an application's user modules and one for an application's administrator modules

D. 1, which is used for all application modules

Answer: B

Explanation:

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

An application can have as many application menus as the application design requires. An application menu is a container for application modules, which are links to features or functionalities within an application. Application menus are displayed in the application navigator, which is the left sidebar of the ServiceNow interface. Developers can create and configure application menus using Studio or the Application Menus module. Application menus can have different roles and visibility settings, depending on the intended audience and purpose of the application. References: [ServiceNow Docs - Application menus], [ServiceNow Docs - Create an application menu]

NEW QUESTION 60

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access

B. Set the Accessible from field value to All application scopes and de-select the Can create option

C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option

D. Set the Accessible from field value to This application scope only

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

References:

? Application Access

? [Application scope]

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingapps_rome_application_access

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ExampleDenyingAllDesignAccess.html

NEW QUESTION 64

Which of the following objects does a Display Business Rule NOT have access to?

A. previous

B. GlideSystem

C. g_scratchpad

D. current

Answer: A

Explanation:

A Display Business Rule has access to the current, g_scratchpad, and GlideSystem objects, but not the previous object. The previous object is only available to Before Business Rules4. References: Business Rule API https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html

NEW QUESTION 68

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a good landing page for an application
- B. Application Properties allow a developer to override the application properties inherited from ServiceNow
- C. Application users know to go to the Application Properties page to change the appearance of an application
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts

Answer: D

Explanation:

A benefit of creating an Application Properties page for each application you develop is that Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts. Application Properties are system properties that store configuration information for a specific application. They can be used to control various aspects of the application, such as feature flags, default values, thresholds, or URLs. By creating an Application Properties page, you can group and display all the properties related to your application in one place and make them easy to access and update. This way, you can avoid hard-coding static data in your application code and make your application more flexible and maintainable. Reference: Working with System Properties, Organizing your ServiceNow System Properties

NEW QUESTION 71

Identify characteristic(s) of a Record Producer. Choose 3 answers

- A. Graphics can be included on the user interface.
- B. All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
- C. You can script behaviors of fields in the user interface.
- D. They must be scripted.
- E. Each field prompts the user with a question rather than a field label.

Answer: ACE

Explanation:

A Record Producer is a type of service catalog item that allows users to create records on a specified table. A Record Producer has the following characteristics:
? Graphics can be included on the user interface: You can add images, icons, or banners to the Record Producer to make it more appealing and informative for the user. You can also use HTML and CSS to customize the layout and style of the Record Producer.

? You can script behaviors of fields in the user interface: You can use Client Scripts and UI Policies to control the behavior and appearance of the fields on the Record Producer. For example, you can use Client Scripts to validate the field inputs, perform calculations, or populate default values. You can also use UI Policies to show or hide fields, make fields mandatory or read-only, or set field values based on conditions.

? Each field prompts the user with a question rather than a field label: You can use the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question "What is the name of the project?" instead of the field label "Name".
The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc_req_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record. References:

? [Record Producers]

? [Record Producer properties]

? [Record Producer scripts]

NEW QUESTION 74

Application developers configure ServiceNow using industry standard JavaScript to...

- A. Enable the right-click to edit the context menus on applications in the navigator
- B. Extend and add functionality
- C. Customize the organization's company logo and banner text
- D. Configure the outgoing email display name

Answer: B

Explanation:

Application developers configure ServiceNow using industry standard JavaScript to extend and add functionality. JavaScript is a scripting language that enables developers to create dynamic and interactive web pages, as well as manipulate data and logic on the server- side. ServiceNow provides various APIs and frameworks for developers to use JavaScript to customize and enhance the functionality of their applications, such as client scripts, UI policies, business rules, script includes, UI actions, and more. References: [ServiceNow Docs - JavaScript in ServiceNow], [ServiceNow Docs - Scripting in ServiceNow]

NEW QUESTION 78

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. What are some of the considerations to document as part of the business process?

- A. Business problem, data input/output, users/stakeholders, and process steps
- B. Business problem, data input/output, project schedule, and process steps
- C. Business problem, data input/output, users/stakeholders, and database capacity
- D. Business problem, users/stakeholders, available licenses, and database capacity

Answer: A

Explanation:

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. The following are some of the considerations to document as part of the business process:

? Business problem. This is the description of the problem or opportunity that the application is intended to address or exploit. It should include the background, context, scope, and objectives of the problem or opportunity.

? Data input/output. This is the specification of the data that the application will need to collect, store, manipulate, and display. It should include the data sources, formats, validations, transformations, and integrations of the data.

? Users/stakeholders. This is the identification of the users and stakeholders who will be involved in or affected by the application. It should include the roles, responsibilities, expectations, and needs of the users and stakeholders.

? Process steps. This is the definition of the steps and activities that the application will perform or support. It should include the inputs, outputs, triggers, conditions, and outcomes of each step or activity.

The following are not some of the considerations to document as part of the business process:

? Project schedule. This is the estimation of the time and resources required to complete the application development project. It should include the milestones, deliverables, dependencies, and risks of the project. This is not part of the business process, but part of the project management plan.

? Database capacity. This is the measurement of the amount of data that the application will generate and store in the database. It should include the data volume, growth rate, retention policy, and backup strategy of the data. This is not part of the business process, but part of the technical design and architecture of the application.

? Available licenses. This is the number and type of licenses that the application will consume or require from the ServiceNow platform. It should include the license model, cost, and allocation of the licenses. This is not part of the business process, but part of the financial and legal aspects of the application.

References: Application Development Process, Business Process Analysis

NEW QUESTION 82

What is the ServiceNow store?

- A. The source for ServiceNow Community created developer content
- B. Marketplace for free and paid certified ServiceNow applications and integrations
- C. Downloadable content ServiceNow script archive
- D. Alternate name for the ServiceNow Developer Share site

Answer: B

Explanation:

The ServiceNow Store is a marketplace for free and paid certified ServiceNow applications and integrations. The ServiceNow Store provides customers with access to Now Certified enterprise workflow apps from partners that complement and extend ServiceNow products and solutions. Customers can browse, try, buy, and deploy apps and integrations that suit their needs and enhance their ServiceNow experience. The ServiceNow Store is not the source for ServiceNow Community created developer content, as that is available on the Developer Portal or the Share site. The ServiceNow Store is not a downloadable content ServiceNow script archive, as that is available on the Script Library or the Script Repository. The ServiceNow Store is not an alternate name for the ServiceNow Developer Share site, as that is a separate site where developers can share applications, code snippets, UI pages, etc. Reference: ServiceNow Store

NEW QUESTION 83

How can an application link to a repository behind a firewall?

- A. This option is not supported.
- B. Link an application to source control through a MID Server.
- C. Link an application to source control through an access token.
- D. Link an application to source control with multi-factor authentication.

Answer: B

Explanation:

"Use an existing MID Server to connect to a Source Control repository. Linking or importing an application through a MID Server enables access to repositories behind a firewall." https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_SourceControlIntegration.html

NEW QUESTION 85

Why create Applications in ServiceNow?

- A) To replace outdated inadequate custom business applications and processes
- B) To extend service delivery and management to all enterprise departments
- C) To allow users full access to all ServiceNow tables, records and fields
- D) To extend the value of ServiceNow

- A. a b and c
- B. a b c and d
- C. b c and d
- D. a b and d

Answer: D

NEW QUESTION 86

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