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Exam A

QUESTION 1

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

Correct Answer: B

Section:

Explanation:

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]

QUESTION 2

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

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

Correct Answer: A

Section:

Explanation:

QUESTION 3

What syntax is used in a Record Producer script to access values from Record Producer form fields?

- A. `producer.field_name`
- B. `producer.variable_name`
- C. `current.variable_name`
- D. `current.field_name`

Correct Answer: B

Section:

Explanation:

The syntax used in a Record Producer script to access values from Record Producer form fields is `producer.variable_name`. A Record Producer is a type of catalog item that allows users to create records on any table from the service catalog. A Record Producer script is a server-side script that runs when a Record Producer is submitted, and can be used to set values or perform actions on the generated record. The producer object is a global object that represents the Record Producer form and its variables. The `variable_name` is the name of the variable defined in the Record Producer. References: [ServiceNow Docs - Record producers], [ServiceNow Docs - Record

producer script]

QUESTION 4

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. `g_form.addInfoMsg()`
- B. `g_form.addInfoMessage()`
- C. `g_form.showFieldMessage()`
- D. `g_form.showFieldMsg()`

Correct Answer: B

Section:

Explanation:

From: https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r_ScriptingAlertInfoAndErrorMsgs.html

`g_form.showFieldMsg('field_name', 'Hello World', 'error');` Puts 'Hello World' in an error message **below the specified field**. `g_form.addInfoMessage()` or `g_form.addErrorMessage()` place a blue box message at the top of the screen. Pg 126 of the CAD handbook

The method that prints a message on a blue background to the top of the current form by default is `g_form.addInfoMessage()`. The `g_form` object is a global object that provides access to form fields and UI elements on a form. The `addInfoMessage()` method is a method of the `g_form` object that displays an informational message next to the form header. The message has a blue background color by default, unless it is overridden by a CSS style. The `addInfoMessage()` method takes one argument, which is the message text to display. References: [ServiceNow Docs - GlideForm (`g_form`) API], [ServiceNow Docs - `g_form.addInfoMessage()`]

QUESTION 5

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

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



Correct Answer: A

Section:

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.

QUESTION 6

What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

Correct Answer: C

Section:

Explanation:

QUESTION 7

Here is the Business Rule script template:

```
(function executeRule (current, previous */null when async*/) {  
  
    }) (current, previous);
```

This type of JavaScript function is known as:

- A. Constructor
- B. Scoped
- C. Anonymous
- D. Self-invoking

Correct Answer: D

Section:

Explanation:

Self-invoking. Learn JavaScript!

This type of JavaScript function is known as self-invoking or immediately-invoked function expression (IIFE). It is a function that is defined and executed at the same time, without being assigned to a variable or being called by another function. It is often used to create a local scope for variables and avoid polluting the global namespace. References: [W3Schools - JavaScript Function Definitions], [MDN Web Docs - Immediately-invoked function expressions]

QUESTION 8

Which method call returns true only if the currently logged in user has the catalog_admin role and in no other case?

- A. g_user.hasRole('catalog_admin')
- B. g_user.hasRoleExactly('catalog_admin')
- C. g_user.hasRoleOnly('catalog_admin')
- D. g_user.hasRoleFromList('catalog_admin')



Correct Answer: B

Section:

Explanation:

The method call that returns true only if the currently logged in user has the catalog_admin role and in no other case is g_user.hasRoleExactly('catalog_admin'). This method checks if the user has exactly one role, and returns true if it matches the argument. The other methods return true if the user has one or more roles, or if the user has any role from a list of arguments. References: [ServiceNow Docs - GlideUser API], [ServiceNow Community - Difference between hasRole() and hasRoleExactly()]

QUESTION 9

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

Correct Answer: A

Section:

Explanation:

The step that does not belong when creating a Utils Script Include is identifying the table. A Script Include is a server-side script that can contain one or more classes or functions that can be reused by other scripts. It does not depend on a specific table, but can access any table through GlideRecord or other APIs. The other steps are part of creating a Script Include class and its prototype object. References: [ServiceNow Docs - Script Includes],

QUESTION 10

Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control? (Choose two.)

- A. source_control
- B. source_control_admin
- C. admin
- D. git_admin

Correct Answer: A, C

Section:

Explanation:

The following roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control:

source_control. This is a role that allows users to perform basic source control operations, such as importing an application from a source control repository, updating an application from a source control repository, or committing changes to a source control repository.

admin. This is a role that grants full access to all the features and functions of the ServiceNow platform, including source control operations. Users with this role can also perform advanced source control operations, such as creating or deleting source control repositories, configuring source control properties, or resolving conflicts.

The following roles do not grant access to source control repository operations:

source_control_admin. This is not a valid role in ServiceNow. There is no separate role for source control administration, as this function is included in the admin role.

git_admin. This is not a valid role in ServiceNow. Git is a specific type of source control system that ServiceNow supports, but there is no role dedicated to Git administration. References: Source Control, Source Control Roles

QUESTION 11

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. \${event.}
- B. \${current.}
- C. \${property name>.getDisplayValue()}}
- D. \${gs.}

Correct Answer: A

Section:

Explanation:

<https://www.servicenow.com/community/it-service-management-forum/email-notification/m-p/695221>

When configuring the content of an Email Notification, the following syntax should be used to reference the properties of an event triggering the Notification:

event..ThisisthecorrectsyntaxtoaccesspropertiesoftheeventrecordthattriggeredtheEmailNotification,suchasevent.name,event.parm1,orevent.parm2.Forexample,{event.parm1} will display the value of the first parameter of the event.

The following syntaxes are not correct for referencing the properties of an event triggering the Notification:

current..Thisisthesyntaxtoaccesspropertiesofthecurrentrecordthat is associatedwiththeevent,suchascurrent.number,current.shortdescription,orcurrent.state.Forexample,{current.short_description} will display the short description of the current record.

`\${property name>.getDisplayValue()}`. This is the syntax to access the display value of a property of the current record, such as current.state.getDisplayValue(), current.assigned_to.getDisplayValue(), or current.category.getDisplayValue(). For example, current.state.getDisplayValue() will display the state of the current record in a human-readable format, such as New, In Progress, or Closed.

`\${gs.}`. This is the syntax to access the properties of the GlideSystem (gs) object, which provides methods for performing system operations, such as gs.now(), gs.getUserID(), or gs.getProperty(). For example, gs.now() will display the current date and time of the system. References: Email Notifications, Email Notification Variables

QUESTION 12

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- A. Any user with the protected_edit role can see and edit the Script Include
- B. The Protection policy option can only be enabled by a user with the admin role

- C. The Protection Policy is applied only if the glide.app.apply_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

Correct Answer: D

Section:

Explanation:

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

The following is true for a Script Include with a Protection Policy value of Protected:

The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that allows developers to protect their Script Includes from being viewed or modified by other users when they distribute their applications through the ServiceNow App Store. The Protection Policy is only enforced when the application is installed from the App Store, not when it is developed or tested on the instance.

The following are not true for a Script Include with a Protection Policy value of Protected:

Any user with the protected_edit role can see and edit the Script Include. This is false because the protected_edit role is not related to the Protection Policy, but to the Access Control (ACL) rules. The protected_edit role allows users to edit protected fields on a table, such as the script field on the sys_script table, which stores the Business Rules. The Protection Policy does not use roles to control access to the Script Includes, but a cryptographic key that is generated when the application is published to the App Store.

The Protection policy option can only be enabled by a user with the admin role. This is false because the Protection policy option can be enabled by any user who has the application_admin role for the scoped application that contains the Script Include. The application_admin role grants full access to the application development and administration within the scope of the application.

The Protection Policy is applied only if the glide.app.apply_protection system property value is true. This is false because the glide.app.apply_protection system property is not related to the Protection Policy, but to the Application Restricted Caller Access (ARCA) feature. The ARCA feature allows developers to restrict the access to the Script Includes from other applications based on the caller's scope. The glide.app.apply_protection system property determines whether the ARCA feature is enabled or disabled on the instance. References: Script Includes, Protect Script Includes, Application Restricted Caller Access

QUESTION 13

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



Correct Answer: C

Section:

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

QUESTION 14

When configuring a module, what does the Override application menu roles configuration option do?

- A. Users with the module role but without access to the application menu access the module
- B. Self-Service users can access the module even though they do not have roles
- C. Admin is given access to the module even if Access Controls would ordinarily prevent access
- D. Users with access to the application menu can see the module even if they don't have the module role

Correct Answer: A

Section:

Explanation:

Checkbox tooltip: 'Show this module when the user has the specified roles. Otherwise the user must have the roles specified by both the application menu and the module.'

The following is true for the Override application menu roles configuration option when configuring a module:

Users with the module role but without access to the application menu access the module. This is true because the Override application menu roles option allows users to bypass the application menu role requirement and access the module directly if they have the module role. For example, if a module has the itil role and the Override application menu roles option enabled, and the application menu has the admin role, then a user who has the itil role but not the admin role can still access the module.

The following are not true for the Override application menu roles configuration option when configuring a module:

Self-Service users can access the module even though they do not have roles. This is false because the Override application menu roles option does not grant access to the module to users who do not have any roles. Self-Service users are users who do not have any roles assigned to them and can only access the Self-Service portal and the Knowledge Base. To access the module, users need to have at least the module role.

Admin is given access to the module even if Access Controls would ordinarily prevent access. This is false because the Override application menu roles option does not override the Access Control (ACL) rules that apply to the module. Access Control rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. Admin is a role

QUESTION 15

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

Correct Answer: C

Section:

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.

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

QUESTION 16

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

Correct Answer: B

Section:

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

QUESTION 17

When evaluating Access Controls, ServiceNow searches and evaluates:

- A. Only for matches on the current table
- B. Only for matches on the current field
- C. From the most specific match to the most generic match
- D. From the most generic match to the most specific match

Correct Answer: C

Section:

Explanation:

When evaluating Access Controls, ServiceNow searches and evaluates:

From the most specific match to the most generic match. This is the correct answer because ServiceNow follows a top-down approach when evaluating Access Control (ACL) rules, which are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. ServiceNow starts with the most specific match, which is the field-level ACL rule, then moves to the table-level ACL rule, and finally to the global or * ACL rule. ServiceNow grants access if any of the ACL rules evaluates to true, and denies access if all of the ACL rules evaluate to false.

The following are not correct descriptions of how ServiceNow searches and evaluates Access Controls:

Only for matches on the current table. This is not correct because ServiceNow does not only look for matches on the current table, but also on the parent tables and the global or * table. For example, if there is no ACL rule for the incident table, ServiceNow will look for an ACL rule for the task table, which is the parent table of the incident table, and then for the global or * table, which is the parent table of all tables.

Only for matches on the current field. This is not correct because ServiceNow does not only look for matches on the current field, but also on the table that contains the field and the global or * table. For example, if there is no ACL rule for the short_description field on the incident table, ServiceNow will look for an ACL rule for the incident table, and then for the global or * table.

From the most generic match to the most specific match. This is not correct because ServiceNow does not follow a bottom-up approach when evaluating Access Controls, but a top-down approach, as explained above. References: Access Control Rules, ACL Evaluation Order

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new_to_servicenow/app_store_learnv2_securingapps_paris_access_controls_evaluation_order

QUESTION 18

In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

- A. `g_form.hasRoleExactly('admin')`
- B. `gs.hasRole('admin')`
- C. `g_form.hasRole('admin')`
- D. `gs.hasRoleExactly('admin')`

Correct Answer: B

Section:

Explanation:

Business Rule is server-side, so it uses GlideSystem API. `gs.hasRoleExactly` doesn't exist

In a Business Rule, the following returns true if the currently logged in user has the admin role:

`gs.hasRole('admin')`. This is the correct answer because `gs` is the GlideSystem object, which provides methods for performing system operations, and `hasRole` is a method that checks if the current user has the specified role.

For example, `gs.hasRole('admin')` will return true if the current user has the admin role, and false otherwise.

The following do not return true if the currently logged in user has the admin role in a Business Rule:

`g_form.hasRoleExactly('admin')`. This is not correct because `g_form` is the GlideForm object, which provides methods for manipulating forms, and `hasRoleExactly` is a method that checks if the current user has exactly the specified role and no other roles. For example, `g_form.hasRoleExactly('admin')` will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.

`g_form.hasRole('admin')`. This is not correct because `g_form` is the GlideForm object, which provides methods for manipulating forms, and `hasRole` is a method that checks if the current user has the specified role or any role that contains the specified role. For example, `g_form.hasRole('admin')` will return true if the current user has the admin role or any role that contains the admin role, such as `admin_ui` or `admin_script`.

`gs.hasRoleExactly('admin')`. This is not correct because `gs` is the GlideSystem object, which provides methods for performing system operations, and `hasRoleExactly` is not a valid method of the `gs` object. There is no method that checks if the current user has exactly the specified role and no other roles in the `gs` object. References: Business Rules, GlideSystem, GlideForm

QUESTION 19

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

Correct Answer: B

Section:

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

QUESTION 20

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.

Correct Answer: A

Section:

Explanation:

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only

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]

QUESTION 21

One of the uses of the ServiceNow REST API Explorer is:

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods

D. Create sample code for sending REST requests to ServiceNow

Correct Answer: D

Section:

Explanation:

One of the uses of the ServiceNow REST API Explorer is to create sample code for sending REST requests to ServiceNow. The REST API Explorer is a tool that allows you to discover and test the ServiceNow REST APIs. You can select an API endpoint, set the HTTP method, parameters, headers, and body, and then execute the request. The REST API Explorer will show you the response status, headers, and body, as well as generate sample code for various languages and frameworks, such as cURL, Java, JavaScript, Node.js, Python, Ruby, and more. References: [Use the REST API Explorer - Product Documentation: Tokyo - ServiceNow], [Introduction to Scripted REST APIs - ServiceNow Developers]

QUESTION 22

Which one of the following is true regarding Application Scope?

- A. All applications are automatically part of the Global scope
- B. Applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts
- C. Any developer can edit any application
- D. Developers can choose the prefix for a scope's namespace

Correct Answer: B

Section:

Explanation:

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

The correct statement regarding Application Scope is that applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts. Application Scope is a feature that identifies and isolates applications and their related artifacts from other applications. Each scoped application has a unique namespace identifier that consists of a prefix and a scope name. This prevents cross-application name collisions and ensures that only authorized scripts can access or modify data in a scoped application. References: [Product Documentation | ServiceNow], [How To Create a Scoped App in ServiceNow - YouTube]

QUESTION 23

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

Correct Answer: D

Section:

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]

QUESTION 24

Which one of the following is NOT a purpose of application scoping?

- A. Provide a relationship between application artifacts
- B. Provide a way of tracking the user who developed an application
- C. Provide a namespace (prefix and scope name) to prevent cross application name collisions

D. Provide controls for how scripts from another scope can alter tables in a scoped application

Correct Answer: B

Section:

Explanation:

The purpose of application scoping is NOT to provide a way of tracking the user who developed an application. Application scoping does not store or display information about the user who created or modified an application or its artifacts. The purpose of application scoping is to provide a relationship between application artifacts, provide a namespace to prevent cross-application name collisions, and provide controls for how scripts from another scope can alter tables in a scoped application. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

QUESTION 25

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

Correct Answer: A

Section:

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

QUESTION 26

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

Correct Answer: D

Section:

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

QUESTION 27

Which of the following CANNOT be debugged using the Field Watcher?

- A. Business Rules
- B. Script Includes
- C. Client Scripts
- D. Access Controls

Correct Answer: D

Section:

Explanation:



QUESTION 28

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

Correct Answer: B

Section:

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]

QUESTION 29

Which one of the following is part of the client-side scripting API?

- A. workflow.scratchpad
- B. GlideUser object (g_user)

- C. current and previous objects
- D. GlideSystem object (gs)

Correct Answer: B

Section:

Explanation:

<https://developer.servicenow.com/dev.do#!/reference/api/rome/client>

The GlideUser object (g_user) is part of the client-side scripting API that provides information about the current user and the user's preferences. It can be used in Client Scripts and UI Policies to customize the user interface based on the user's role, language, time zone, etc. The workflow.scratchpad object is only available in Workflow scripts, which are used to automate processes on the platform. The current and previous objects are only available in server-side scripts, such as Business Rules and Script Includes. The GlideSystem object (gs) is also a server-side object that provides methods for logging, debugging, date and time calculations, etc.

References:

[GlideUser object (g_user)]

[Workflow scripts]

[Business Rules]

Script Includes

[GlideSystem object (gs)]

QUESTION 30

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

Correct Answer: B

Section:

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]

QUESTION 31

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Create Branch
- B. Apply Remote Changes
- C. Stash Local Changes
- D. Edit Repository Configurations

Correct Answer: A

Section:

Explanation:

The Create Branch operation is available from both Studio and the Git Repository. This operation allows you to create a new branch from an existing branch in your Git repository. You can use branches to work on different features or versions of your application without affecting the main branch.

Reference: [Create a branch]

QUESTION 32

Which one of the following is NOT required to link a ServiceNow application to a Git repository?



- A. Password
- B. URL
- C. User name
- D. Application name

Correct Answer: D

Section:

Explanation:

The application name is not required to link a ServiceNow application to a Git repository. You only need to provide the URL, user name, and password of the Git repository, as well as the branch name and the authentication type. The application name is automatically generated based on the scope name of your application.

Reference: [Link an application to a Git repository]

QUESTION 33

Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram
- D. Bar Chart and Pie Chart

Correct Answer: D

Section:

Explanation:

The Bar Chart and Pie Chart report types can be created by right-clicking on a column header in a table's list. These report types show how individual pieces of data relate to the whole using proportional bars or slices. You can also choose different aggregation methods such as count, sum, average, min, max, or percent.

Reference: [Create reports from lists]

QUESTION 34

Which one of the following is NOT a method used for logging messages in a server-side script for a privately- scoped application?

- A. `gs.log()`
- B. `gs.error()`
- C. `gs.warn()`
- D. `gs.debug()`

Correct Answer: A

Section:

Explanation:

`gs.print()` and `gs.log()` are older and not available in scoped applications, whereas `gs.debug()`, `gs.info()`, `gs.warn()`, `gs.error()` work in both scoped applications and global are therefore are more versatile going forward in future versions.

QUESTION 35

If the Create module field is selected when creating a table, what is the new module's default behavior?

- A. Open an empty form so new records can be created
- B. Open a link to a wiki article with instructions on how to customize the behavior of the new module

- C. Display an empty homepage for the application
- D. Display a list of all records from the table

Correct Answer: D

Section:

Explanation:

When creating a table, the Create module field allows you to automatically create a module for the table in the application menu. The default behavior of the new module is to display a list of all records from the table. This can be changed later by editing the module properties and specifying a different link type, such as form, URL, or script.

References:

Create a table

Module properties

QUESTION 36

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

Correct Answer: D

Section:

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

QUESTION 37

What are some of the benefits of extending an existing table such as the Task table when creating a new application?

- a) You can repurpose existing fields by simply changing the label.
- b) Use existing fields with no modifications.
- c) Existing logic from the parent table will be automatically applied to the new table.
- d) All of the parent table records are copied to the new table.

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

Correct Answer: D

Section:

Explanation:

Extending an existing table such as the Task table when creating a new application has several benefits, such as:

You can repurpose existing fields by simply changing the label. For example, you can change the Short description field to Summary or Title for your new table.

You can use existing fields with no modifications. For example, you can use the Assigned to, Priority, and State fields for your new table without changing anything.

Existing logic from the parent table will be automatically applied to the new table. For example, you can inherit the Business Rules, Client Scripts, and UI Policies from the Task table for your new table.

The only option that is not true is d) All of the parent table records are copied to the new table. Extending a table does not copy any records from the parent table to the new table. It only creates a new table that inherits the fields and logic from the parent table.

References:

[Extend a table]

[Task table]

QUESTION 38

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. table.* will grant access to every field in a record
- B. table.None will grant access to every record on the table
- C. table.field will grant access to a specific field in a record
- D. table.id will grant access to a specific record on the table

Correct Answer: D

Section:

Explanation:

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

table.* will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.

table.None will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

table.field will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. table.id will not grant access to a specific record on the table. This is because the id is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the id of the record.

References:

[Access Control rules]

[Create an Access Control rule]

QUESTION 39

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()

Correct Answer: B

Section:

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]

QUESTION 40

Which one of the following client-side scripts apply to Record Producers?

- A. Catalog Client Scripts and Catalog UI Policies
- B. UI Scripts and UI Actions
- C. UI Scripts and Record Producer Scripts
- D. Client Scripts and UI Policies

Correct Answer: A

Section:

Explanation:

Catalog Client Scripts and Catalog UI Policies are the client-side scripts that apply to Record Producers. Catalog Client Scripts allow you to add or modify functionality on a catalog item or record producer form. Catalog UI Policies dynamically change information on a catalog item or record producer form. UI Scripts, UI Actions, Client Scripts, and UI Policies do not apply to Record Producers.

Reference:Catalog client scripts,Catalog UI policies

QUESTION 41

When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

- A. Publisher
- B. Specialist
- C. Provider
- D. Consumer

Correct Answer: D

Section:

Explanation:

When a ServiceNow instance requests information from a web service, ServiceNow is the web service consumer. A web service consumer is an application that sends requests to a web service provider and receives responses from it. A web service provider is an application that exposes its functionality as web services. A web service publisher is a person or organization that publishes web services for others to use. A web service specialist is a person who has expertise in developing or using web services.

Reference:Web services

QUESTION 42

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button
- B. Use the Record Producer module then add and configure all variables manually
- C. Open the table in the Table records and select the Add to Service Catalog Related Link
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Correct Answer: C

Section:

Explanation:

The fastest way to create and configure a Record Producer is to open the table in the Table records and select the Add to Service Catalog Related Link. This will automatically create a Record Producer with the same fields as the table and add it to the Service Catalog. You can then modify the Record Producer as needed. The other options require more steps and manual configuration.

Reference:Create a record producer

QUESTION 43

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideRecord and current
- B. GlideUser and GlideRecord
- C. GlideSystem and GlideRecord
- D. GlideSystem and current

Correct Answer: C

Section:

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_automatingapps_quebec_scheduled_script_execution_scripts

The objects that you can use in a Scheduled Script Execution (Scheduled Job) script are GlideSystem and GlideRecord. GlideSystem provides methods for performing system operations, such as logging, running background scripts, or getting system information. GlideRecord provides methods for working with records in the database, such as querying, updating, inserting, or deleting records. The current object is not available in Scheduled Script Execution scripts, as it refers to the current record on a form or list. The GlideUser object is also not available, as it refers to the current user session.

Reference:Scheduled Script Execution,GlideSystem,GlideRecord

QUESTION 44

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



Correct Answer: D

Section:

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

QUESTION 45

Which of the following is an available feature in Studio?

Choose 2 answers

- A. Push to external source control
- B. Search branch
- C. Merge branches
- D. Push to update set

Correct Answer: A, B

Section:

Explanation:

QUESTION 46

The task table is an example of which of the following?
Choose 2 answers

- A. Legacy class
- B. Child class
- C. Base class
- D. Parent class

Correct Answer: C, D

Section:

Explanation:

'A table that extends another table is called a child class, and the table it extends is the parent class' - this is about halfway down in this link below: <https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

QUESTION 47

Which of the following is true about deleting fields from a table?

- A. Any field on a table can be deleted
- B. User-defined non-inherited fields can be deleted
- C. Inherited fields can be deleted
- D. Table records are deleted when a field is deleted

Correct Answer: B

Section:

Explanation:

User-defined non-inherited fields can be deleted from a table in ServiceNow. These are fields that are created by users on a specific table and are not inherited from a parent table. Inherited fields cannot be deleted from a table, as they are defined on a parent table and shared by all child tables. Any field on a table cannot be deleted, as some fields are system-defined and essential for the table functionality. Table records are not deleted when a field is deleted, as the field deletion only affects the table structure and not the data.

Reference:Delete fields

QUESTION 48

Which of the following statements is true about Guided Application Creator?

- A. The global scope option is turned on by default
- B. A scope application user role is automatically created
- C. Default access controls are automatically created
- D. The welcome screen appears every time a new application is created

Correct Answer: D

Section:

Explanation:

The welcome screen appears every time a new application is created through the Guided Application Creator. The welcome screen provides an overview of the steps involved in creating an application, such as defining the app name, scope, and tables, configuring the app user interface, and publishing the app. The other options are not true about the Guided Application Creator. The global scope option is turned off by default, as it is recommended to create applications in their own scope for better security and performance. A scope application user role is not automatically created, as the user can choose to create one or use an existing role for the app access control. Default access controls are not automatically created, as the user can define the read, write, create, and delete permissions for each table in the app.

Reference:Guided App Creator



QUESTION 49

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

- A. Upload spreadsheet
- B. Create table from template
- C. Extend a table
- D. Create table from scratch

Correct Answer: B

Section:

Explanation:

Create table from template is not an option for creating a table through the Guided Application Creator. The other options are available for creating a table in the app. Upload spreadsheet allows you to import data from an Excel file and create a table based on the spreadsheet columns and rows. Extend a table allows you to create a child table that inherits fields and behaviors from a parent table. Create table from scratch allows you to define your own fields and data types for a new table.

Reference:Create tables

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

QUESTION 50

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

Correct Answer: A, C

Section:

Explanation:

QUESTION 51

What are the ways to designate data tables when Guided Application Creator (GAC)?

Choose 3 answers

- A. Upload an existing PDF
- B. Create a new table on the platform
- C. Use an existing table on the platform
- D. Upload an existing spreadsheet
- E. Upload an existing word processing document.
- F. Use a freeform database

Correct Answer: A, B, D

Section:

Explanation:

The Guided Application Creator (GAC) is a tool that helps you create applications on the ServiceNow platform by guiding you through the steps of defining the data model, user interface, and logic. When using the GAC, you can designate data tables in three ways:

Upload an existing PDF: You can upload a PDF file that contains the table schema and sample data. The GAC will parse the PDF and create the table and fields based on the file content.

Create a new table on the platform: You can create a new table on the platform by specifying the table name, label, and description. You can also add fields, indexes, and relationships to the table using the GAC.



Upload an existing spreadsheet: You can upload a spreadsheet file that contains the table schema and sample data. The GAC will parse the spreadsheet and create the table and fields based on the file content. The other options are not valid ways to designate data tables when using the GAC. You cannot upload an existing word processing document or use a freeform database. You can use an existing table on the platform, but you cannot designate it as a data table. You can only use it as a reference table for lookup fields.

References:

Guided Application Creator

Create a table from a PDF or spreadsheet

Create a table from scratch

QUESTION 52

Which is the base table of the configuration management database hierarchy?

- A. cmdb_rel_ci
- B. ucldb
- C. cmdb_ci
- D. cmdb

Correct Answer: C

Section:

QUESTION 53

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



Correct Answer: D

Section:

QUESTION 54

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

* Incident table is extended from Task table

* Super Incident table is extended from Incident table

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

Choose 5 answers

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

Correct Answer: A, B, D, F, G

Section:

QUESTION 55

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

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

Correct Answer: D

Section:

QUESTION 56

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Correct Answer: D

Section:



QUESTION 57

A new employee joins the IT department 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 Network group
- B. Add User Account to Hardware group
- C. Add User Account to IT Knowledgebase
- D. Create User Account
- E. Add User Account to ACL
- F. Add User Account to itil group

Correct Answer: A, B, D

Section:

QUESTION 58

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. User Menu
- B. Content Frame
- C. Application Navigator

D. Module

Correct Answer: A

Section:

QUESTION 59

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

- A. Import sets
- B. Update sets
- C. Transform maps
- D. System dictionaries

Correct Answer: B

Section:

QUESTION 60

ServiceNow contains a resource which provides the following:

- * A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
- * A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

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



Correct Answer: A

Section:

QUESTION 61

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

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

Correct Answer: C

Section:

QUESTION 62

Which allows the creation of a task-based record from Service Catalog?

- A. UI Builder
- B. Flow Designer

- C. Assignment Rule
- D. Record Producers
- E. UI Actions

Correct Answer: D

Section:

QUESTION 63

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Field Transformer
- B. Schema Map
- C. Transform Schema
- D. Transform Map

Correct Answer: D

Section:

QUESTION 64

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

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

Correct Answer: B

Section:

QUESTION 65

Which Application Access configuration field(s) are NOT available if the Can read configuration field is NOT selected?

- A. All access to this table via web services
- B. Can create, Can update, and Can delete
- C. Can read does not affect the availability of other Application Access fields
- D. Allow configuration

Correct Answer: B

Section:

Explanation:

'You must first select read access to grant any other API record operation.' https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/reference/r_TableApplicationAccessFields.html

The Application Access configuration fields control the access level for an application and its tables. The following Application Access configuration fields are not available if the Can read configuration field is not selected:

- Can create. This field determines whether users can create records on the application tables.
- Can update. This field determines whether users can update records on the application tables.
- Can delete. This field determines whether users can delete records on the application tables.

These fields are not available because they depend on the Can read field, which determines whether users can view records on the application tables. If users cannot read records, they cannot create, update, or delete them either.

The following Application Access configuration fields are available regardless of the Can read configuration field:

All access to this table via web services. This field determines whether users can access the application tables using web services, such as REST or SOAP.



Allow configuration. This field determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. References: Application Access, Certified Application Developer (CAD) Learning Path

QUESTION 66

Which of the following is NOT a trigger type in Flow Designer?

- A. Outbound Email
- B. Application
- C. Record
- D. Schedule

Correct Answer: A

Section:

Explanation:

See list of triggers on right hand side of this webpage: <https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

The trigger types in Flow Designer are Application, Record, Schedule, and Topic. Outbound Email is not a trigger type, but an action type that can be used in a flow to send an email message¹. References: Flow Designer Trigger Types

QUESTION 67

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

Correct Answer: B

Section:

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

QUESTION 68

In an Email Notification, which one of the following is NOT true for the Weight field?

- A. Only Notifications with the highest weight for the same record and recipients are sent
- B. A Weight value of zero means that no email should be sent
- C. The Weight value defaults to zero
- D. A Weight value of zero means the Notification is always sent when the Notification's When to send criteria is met

Correct Answer: B

Section:

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_automatingapps_quebec_when_to_send

The Weight field in an Email Notification determines which notification is sent when multiple notifications are triggered for the same record and recipients. Only the notification with the highest weight is sent. A weight value of zero means the notification is always sent when the notification's When to send criteria is met. A weight value of -1 means that no email should be sent³. References: Email Notification Weight

QUESTION 69

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



- A. previous
- B. GlideSystem
- C. g_scratchpad
- D. current

Correct Answer: A

Section:

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 Rules. References: Business Rule API https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html

QUESTION 70

What section on the Notes tab, shows the history of the work documented on the record?

- A. Journal
- B. Activity Stream
- C. Diary
- D. Timeline
- E. Audit Log

Correct Answer: B

Section:

QUESTION 71

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Submit Default update set to application repository
- B. You should not use the Default Update sets for moving between instances
- C. Keep Default update set to maximum of 20 records, for troubleshooting purposes
- D. Merge Default update sets before moving between instances

Correct Answer: B

Section:

QUESTION 72

While on an Incident record, how would you add a Tag for 'Special Handling' to the record?

- A. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
- B. On the Tag field, select Special Handling from the choice list
- C. On the Special Handling field check the box
- D. Click on the Context menu, select Add Tact, type Special Handling. press enter

Correct Answer: A

Section:

QUESTION 73



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

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

Correct Answer: A

Section:

QUESTION 74

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- B. Open the list of Update Sets for the instance
- C. Examine the Application Files Related List in the application to be published
- D. Open the artifact records individually to verify the value in the Application field

Correct Answer: C

Section:

Explanation:

To see what scripts, reports, and other application artifacts will be in a published application, the best option is to examine the Application Files Related List in the application to be published. This will show all the application files that belong to the application, grouped by file type and scope. You can also filter, sort, or search the list to find specific files.

The following options are not the best ways to see what application artifacts will be in a published application:

Enter the name of the Application in the Global search field. This will perform a global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results. Open the list of Update Sets for the instance. This will show all the update sets that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

Open the artifact records individually to verify the value in the Application field. This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. References: Publish an Application, Application Files

QUESTION 75

Which one of the following is NOT a debugging strategy for client-side scripts?

- A. `g_form.addInfoMessage()`
- B. Field Watcher
- C. `jslog()`
- D. `gs.log()`

Correct Answer: D

Section:

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scripts

The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:

`g_form.addInfoMessage()`. This is a client-side API that displays an information message at the top of the form.

Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.

`jslog()`. This is a client-side API that writes a message to the browser console.

The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:

gs.log(). This is a server-side API that writes a message to the system log. References: Client-Side Scripting APIs, Debugging Client Scripts

