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Exam A

QUESTION 1

What plugin enables the Guided Application Creator?

- A. com.glide.sn-guided-app-creator
- B. com.glide.service_creator
- C. com.glide.snc.apps_creator
- D. com.snc.apps_creator_template

Correct Answer: A

Section:

Explanation:

'Guided Application Creator is enabled via the Guided Application Creator (com.glide.sn-guided-app-creator) plugin, which is active by default in the Now Platform.' Located under 'Activation Information' section at this URL: <https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

QUESTION 2

When writing a Client Script to provide feedback targeted at a specific field, which method should be used?

- A. g_form.showInfoMessage()
- B. g_form.showFieldMsg()
- C. g_form.addInfoMessage()
- D. g_form.addFieldMsg()



Correct Answer: B

Section:

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html

QUESTION 3

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

Correct Answer: B

Section:

Explanation:

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

QUESTION 4

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 5

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 message. References: Flow Designer Trigger Types

QUESTION 6

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 7

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 8

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 Rules⁴. References: Business Rule API

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html

QUESTION 9

Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework
- B. Source Control
- C. Delegated Development
- D. Flow Designer

Correct Answer: A, D

Section:

Explanation:

Global applications can use Automated Test Framework and Flow Designer features, but not Source Control and Delegated Development features. Source Control and Delegated Development features are only available to scoped applications. References: [Global vs Scoped Applications], [Delegated Development]

QUESTION 10

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..` This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as `event.name`, `event.parm1`, or `event.parm2`. For example, `{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..` This is the syntax to access the properties of the current record that is associated with the event, such as `current.number`, `current.shortdescription`, or `current.state`. For example, `{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 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

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 29

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 30

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 31

What do you click when you have made modifications to your report, and you want to see the results without saving?

- A. Execute
- B. Preview
- C. Run
- D. Test
- E. Try it

Correct Answer: C

Section:

QUESTION 32

How would you describe the relationship between the Incident and Task table? | Incident table is extended from Task table

- A. Incident table has a one to many relationship with the Task table
- B. Incident table has a many to many relationship with the Task table
- C. Incident table is related to the Task table via the INC number
- D. Incident table is a database view of the Task table

Correct Answer: A

Section:

QUESTION 33

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. SharePoml



- C. Stack Overflow
- D. ServiceNow Wiki
- E. Knowledge NoW

Correct Answer: A

Section:

QUESTION 34

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 35

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 36

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 37

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 38

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 39

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 40

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 41

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

Correct Answer: C

Section:

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

**QUESTION 42**

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

Correct Answer: A

Section:

Explanation:

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

QUESTION 43

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

- A. Schema map

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

Correct Answer: A

Section:

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

QUESTION 44

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

Correct Answer: B

Section:

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



QUESTION 45

Which of the following is NOT a way to install an application on a ServiceNow instance?

- A. Install an application from the Application Repository
- B. Select the Copy button on the application record
- C. Download and install an application from the ServiceNow Share web site
- D. Download and install a third-party application from the ServiceNow Store

Correct Answer: B

Section:

Explanation:

There is no 'copy' button on the application record (at least I couldn't see one). Also, see here: https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r_ManagingApplications.html

QUESTION 46

What are the benefits of storing the majority of an Application's server-side script logic in a Script Include?

- a) This makes execution faster.
- b) Only run when called from a script.
- c) The script logic can be hidden when the Application is installed from the ServiceNow Store.
- d. For some changes to application logic there is only one place to make edits.

- A. a, b, and d

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

Correct Answer: C

Section:

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_scripting_tokyo_scripting_in_servicenow/app_store_learnv2_scripting_tokyo_server_side_scripting/app_store_learnv2_scripting_tokyo_script_includes

QUESTION 47

Identify the way(s) an application can respond to an Event generated by the gs.eventQueue() method.

- a) Script Action
- b) Scheduled Script Execution (Scheduled Job)
- c) UI Policy
- d) Email Notification

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

Correct Answer: C

Section:

Explanation:

'There are two possible ways to respond to events:

- Email Notification

- Script Action' - see this quote in link below:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_responding_to_events

QUESTION 48

Which of the following is NOT a caller access field option?

- A. Caller Tracking
- B. Caller Restriction
- C. None
- D. Caller Permission

Correct Answer: D

Section:

Explanation:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/set-RCA-level.html>

QUESTION 49

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access Control list for table: Which field or fields can a user with the itil role read?

- A. field3 only
- B. field1 and field3



- C. All fields
- D. All fields except field3

Correct Answer: D

Section:

Explanation:

<https://docs.servicenow.com/bundle/tokyo-platform-security/page/administer/contextual-security/concept/access-control-rules.html>

QUESTION 50

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

Correct Answer: C

Section:

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>

QUESTION 51

What are three ServiceNow table creation methods? (Choose three.)

- A. Using legacy Workflows
- B. Upload and turn a spreadsheet into a custom table
- C. Using Flow Designer
- D. Use the Now Experience Table Creator
- E. Extend a table
- F. Create a custom table

Correct Answer: B, E, F

Section:

Explanation:

'If there are no spreadsheets or existing tables to use for your application, you can create and customize a new table.' see this quote in link below:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/app-engine-studio/task/create-table.html>

Also see:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/task/gac-create-table-from-scratch.html>

Also, no search results if search on 'Now Experience Table Creator'.

QUESTION 52

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records



D. Cross-scope access records

Correct Answer: A

Section:

Explanation:

'Restricted caller access [sys_restricted_caller_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform.' <<== this is the third sentence down in the following link: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html>

QUESTION 53

How does ServiceNow match inbound email to existing records?

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

Correct Answer: A

Section:

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

QUESTION 54

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.

Correct Answer: B

Section:

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

QUESTION 55

You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on an instance, you want Table A's records to be installed as part of the application. Table A's records will be installed when:

- A. Table A is active and extends the Task table
- B. Table A's records are added to the application record using the Create Application Files context menu item
- C. Table A has an automatic number counter for new records
- D. Table A is not included in the System Clone > Exclude Tables list

Correct Answer: B



Section:

Explanation:

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

QUESTION 56

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

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

Correct Answer: A

Section:

Explanation:

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

QUESTION 57

Which script types execute on the server? (Choose three.)

- A. Business Rule
- B. Client Scripts
- C. UI Policies
- D. Script Actions
- E. Scheduled Jobs

Correct Answer: A, D, E

Section:

Explanation:

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

QUESTION 58

What is the purpose of the Application Picker?

- A. Select an application to run
- B. Select an application as a favorite in the Application Navigator
- C. Choose an application to edit and set the Application Scope
- D. Choose an application to download and install

Correct Answer: C

Section:

Explanation:

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

QUESTION 59

Which method is used to retrieve Application Property values in a script?



- A. gs.getProperty()
- B. g_form.getAppProperty()
- C. g_form.getProperty()
- D. gs.getAppProperty()

Correct Answer: A

Section:

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_application_properties

QUESTION 60

Which of the following statements is NOT true for the Form Designer?

- A. To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.
- B. To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- C. To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- D. To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.

Correct Answer: A

Section:

Explanation:

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

QUESTION 61

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records
- D. The application needs to run a client-side script at the same time every day

Correct Answer: D

Section:

Explanation:

An example of when an application might not use a Scheduled Script Execution (Scheduled Job) is when the application needs to run a client-side script at the same time every day. A Scheduled Script Execution is a server-side script that runs on a specified schedule and performs some action on the server or database. A client-side script runs on the user's browser and cannot be scheduled by ServiceNow. The other options are examples of when an application might use a Scheduled Script Execution, such as sending email reminders, running a clean up script, or querying the database for unassigned records.

Reference: Scheduled Script Execution, Client scripts

QUESTION 62

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic

Correct Answer: D

Section:

Explanation:

there are only two types of UX options: Mobile and Classic. Classic is defined as 'manage records via lists and form'

QUESTION 63

When creating a table in a privately-scoped application, which four Access Controls are created for the table?

- A. Insert, Delete, Query, Write
- B. Create, Delete, Read, Write
- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update

Correct Answer: B

Section:

Explanation:

When creating a table in a privately-scoped application, four Access Controls are automatically created for the table. These Access Controls define the permissions for the four basic operations on the table: Create, Delete, Read, and Write. The Create operation allows the user to create new records on the table. The Delete operation allows the user to delete existing records on the table. The Read operation allows the user to view the records on the table. The Write operation allows the user to modify the records on the table. By default, these Access Controls grant access to the admin role and the application scope. You can modify or delete these Access Controls as needed.

The other options are not valid Access Controls for a table. Insert, Query, and Update are not operations, but methods of the GlideRecord class that are used to manipulate records on the server-side. They are not part of the Access Control rules.

References:

[Access Control rules]

Create a table in a scoped application

[GlideRecord methods]



QUESTION 64

Which of the following methods is NOT part of the ServiceNow REST API?

- A. COPY
- B. POST
- C. GET
- D. DELETE

Correct Answer: A

Section:

Explanation:

The ServiceNow REST API is a web service that allows you to interact with the ServiceNow platform using HTTP requests and responses. The ServiceNow REST API supports the following methods:

POST: This method allows you to create a new record or execute an action on the ServiceNow platform. For example, you can use the POST method to create an incident or run a script.

GET: This method allows you to retrieve information from the ServiceNow platform. For example, you can use the GET method to get the details of a user or a table.

DELETE: This method allows you to delete a record or a resource from the ServiceNow platform. For example, you can use the DELETE method to delete an attachment or a workflow context.

PUT: This method allows you to update a record or a resource on the ServiceNow platform. For example, you can use the PUT method to update the state of a task or the value of a system property.

PATCH: This method allows you to update a record or a resource on the ServiceNow platform by sending only the changes. For example, you can use the PATCH method to update the short description of an incident or the order of a module.

The method COPY is not part of the ServiceNow REST API. There is no COPY method in the HTTP protocol. To copy a record or a resource on the ServiceNow platform, you need to use the POST method with the clone action.

References:

ServiceNow REST API overview

ServiceNow REST API methods

[ServiceNow REST API actions]

QUESTION 65

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

Correct Answer: A

Section:

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]

QUESTION 66

What is a workflow context?

- A. It is a checked out workflow which is being edited
- B. It is generated from a workflow version, executes activities, and follows transitions
- C. The table for which a workflow is defined plus any conditions such as 'Active is true'
- D. The business reason or process for which a workflow is designed

Correct Answer: B

Section:

Explanation:

A workflow is a tool that allows you to automate processes on the ServiceNow platform. A workflow consists of activities and transitions that define the logic and flow of the process. A workflow context is an instance of a workflow that is generated from a workflow version, executes activities, and follows transitions. A workflow context is associated with a specific record on a table and tracks the state and progress of the workflow. You can view and manage the workflow contexts from the Workflow Contexts module or the Workflow Contexts related list on a record.

The other options are not valid definitions of a workflow context. A checked out workflow is a workflow that is being edited by a user and has not been published yet. The table and conditions for a workflow are the criteria that determine when a workflow should run on a record. The business reason or process for a workflow is the purpose and function of the workflow.

References:

[Workflow overview]

[Workflow context]

QUESTION 67

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

Correct Answer: D

Section:

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

QUESTION 68

Which one of the following is true for this script fragment?

```
g_user.hasRole('x_my_app_user');
```

- A. The method returns true if the currently logged in user has the x_my_app_user role or the admin role
- B. The method returns false only if the currently logged in user has the x_my_app_user role
- C. There is no g_user.hasRole() method
- D. The method returns true only if the currently logged in user has the x_my_app_user role

Correct Answer: A

Section:

Explanation:

The statement that is true for this script fragment is that the method returns true if the currently logged in user has the x_my_app_user role or the admin role. The g_user.hasRole() method is a client-side method that checks whether the current user has a specified role or set of roles. If no role is specified, it returns true if the user has any role. If one or more roles are specified, it returns true if the user has any one of the specified roles. However, this method always returns true if the user has the admin role, regardless of the role parameter. Therefore, in this case, the method returns true if the user has either the x_my_app_user role or the admin role.

Reference: User Object Cheat Sheet, Checking user permissions

QUESTION 69

Which are reasons an application could be developed on the ServiceNow platform?

Choose 3 answers

- A. It uses forms extensively to interact with data.
- B. It needs workflow to manage processes.
- C. It requires reporting capabilities.
- D. It requires low-level programming libraries.
- E. It uses multimedia features.

Correct Answer: A, B, C

Section:

Explanation:

The ServiceNow platform is designed to create applications that use forms, workflow, and reporting to solve business problems. Forms are used to interact with data stored in tables, workflow is used to automate and orchestrate processes, and reporting is used to visualize and analyze data. The platform does not require low-level programming libraries or multimedia features, as it provides standard tools and technologies for application development.

Reference=ServiceNow Certified Application Developer Exam Specification, Application Development Platform -- ServiceNow

QUESTION 70

What is the ServiceNow App Repository?

- A. A Request table
- B. Another name for update sets
- C. A database containing ServiceNow apps
- D. A collection of files in a Git database

Correct Answer: C

Section:

Explanation:

The ServiceNow App Repository is a central repository for all scoped applications that are published by all ServiceNow customers. It enables ServiceNow customers to upload and distribute applications between their instances. It also provides entitlements and version control for the applications.

ServiceNow application repository

Application Development Platform -- ServiceNow

App Repo - ServiceNow Developer Blog

QUESTION 71

When a custom table is created, which access control rules are automatically created?

Choose 4 answers

- A. update
- B. read
- C. execute
- D. create
- E. delete
- F. write

Correct Answer: B, D, E, F

Section:

QUESTION 72

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The ESS role
- B. The Allow All role
- C. The Public setting
- D. The View All setting

Correct Answer: C

Section:

QUESTION 73

Which framework can automatically populate values for the Priority and Category fields based on the Short description field value?

- A. Action
- B. Assignment Rule



- C. Predictive Intelligence
- D. CSDM
- E. UI Policy

Correct Answer: B

Section:

QUESTION 74

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

- A. Class Map
- B. Flow Design
- C. Dependency View
- D. Business Service Map

Correct Answer: C

Section:

QUESTION 75

Which statement correctly describes the differences between a Client Script and a Business Rule?

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

Correct Answer: A

Section:

QUESTION 76

When selecting the Target table for an import which tables can you select?

Choose 3 answers

- A. Tables outside of ServiceNow
- B. Related tables, using Dot Walk
- C. Tables which allow write access to other applications
- D. Tables within the global scope
- E. Tables within the existing application scope

Correct Answer: C, D, E

Section:

QUESTION 77

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Projection report

- B. Scheduled Reports and Excel
- C. Key Performance Indicators
- D. Performance Analytics
- E. Scheduled Reports a custom snapshot table and a Trend report

Correct Answer: D

Section:

QUESTION 78

What module do you use to access the reports that are available to you?

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

Correct Answer: B

Section:

QUESTION 79

What are examples of UI Actions relating to forms?

Choose 3 answers

- A. Form Buttons
- B. Form Context Menu
- C. Form Columns
- D. Form View
- E. Form Links

Correct Answer: A, B, E

Section:

QUESTION 80

What are examples of UI Actions, relating to Lists?

Choose 4 answers

List Control

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

Correct Answer: A, B, D, E

Section:



QUESTION 81

What is the name of the string that displays filter criteria?

- A. Breadcrumb
- B. Choice
- C. Menu
- D. Topic

Correct Answer: A

Section:

QUESTION 82

Which set of steps is used to import spreadsheet data into a ServiceNow table?

- A. Define Data Source, Select Transform Map, Run Transform Load Data.
- B. Create Transform Map.
- C. Run Transform Select Import Set, Select Transform Map.
- D. Run Transform Select Data Source. Schedule Transform

Correct Answer: B

Section:

QUESTION 83

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

- A. incident.all
- B. incident!
- C. incidentNone
- D. incident'

Correct Answer: D

Section:

QUESTION 84

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

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

Correct Answer: D

Section:

QUESTION 85

You have heard about a new application released by ServiceNow. You want to try it out, to see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience

with the new application?

- A. install the application plugin on your personal dev instance.
- B. Install the application plugin. on your company's production instance
- C. Search the wiki for the sales demo request form
- D. Check the latest release notes at docs.servicenow.com

Correct Answer: A

Section:

QUESTION 86

A customer requests the following data quality measures be added:

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

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

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

Correct Answer: D

Section:

QUESTION 87

As administrator, what must you do to access features of High Security Settings?

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

Correct Answer: C

Section:

QUESTION 88

Which testing framework is used to test ServiceNow Applications?

- A. Automated Test Framework (ATF)
- B. Selenium
- C. Test Driven Framework (TDF)
- D. Junit

Correct Answer: A

Section:

QUESTION 89



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

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

Correct Answer: A

Section:

QUESTION 90

While showing a customer their Incident form, they ask to change the Priority field title to display their internal terminology Value. How would you do that?
Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Column
- D. Right click on Priority and select Configure Label

Correct Answer: A, D

Section:

QUESTION 91

What feature allows you to limit who is able to contribute or read knowledge within a knowledge base?

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

Correct Answer: D

Section:

QUESTION 92

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

- A. Reference
- B. Lookup
- C. Preview
- D. Quickview
- E. Drilldown
- F. Snapshot

Correct Answer: A

Section:

QUESTION 93

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Business Time Remaining
- C. Inactivity Monitor
- D. Service Level Agreements
- E. Response Time Clock

Correct Answer: D

Section:

QUESTION 94

What do you install when you want to add applications or functionality within your development instance?

- A. Patch
- B. Updated Pack
- C. App Package
- D. Plugin
- E. App Updated Set

Correct Answer: D

Section:

QUESTION 95

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

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

Correct Answer: C

Section:

QUESTION 96

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

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

Correct Answer: C

Section:



QUESTION 97

Which feature helps to automatically allocate a critical, high-priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. Predictive Intelligence
- C. Assignment Rule
- D. UI Policy

Correct Answer: C

Section:

QUESTION 98

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > Configure > Dictionary
- B. The Form Context menu > View > Table
- C. The Form Context menu > Configure > Table
- D. The Form Context menu > View > Show Table

Correct Answer: C

Section:

QUESTION 99

What is a characteristic of Modules?

- A. Every Module must be part of an Application Menu
- B. Modules cannot open forms or lists
- C. Every Module must be associated with a table
- D. Access to Modules is not controlled with roles

Correct Answer: A

Section:

Explanation:

In ServiceNow, Modules are navigation elements that provide access to various parts of the platform, such as forms, lists, reports, or other application components. They are organized within Application Menus to create a structured and intuitive navigation hierarchy.

Key characteristics of Modules:

Part of Application Menus: Every module is contained within an application menu. This organization helps users navigate to different areas of the platform efficiently. For instance, the 'Incident' application menu may contain modules like 'Create New' or 'All Incidents.'

Functionality: Modules can open various elements, including forms, lists, reports, or URLs. This flexibility allows modules to direct users to specific records, filtered lists, or external resources.

Association with Tables: While many modules are associated with specific tables (e.g., a module that displays a list of incidents is associated with the 'Incident' table), it's not a strict requirement. Some modules may link to external URLs or perform actions not directly tied to a table.

Access Control: Access to modules is controlled through roles. Administrators can define which user roles have visibility and access to specific modules, ensuring that users only see modules relevant to their responsibilities. For example, a module named 'Active Incidents' under the 'Incident' application menu might display a list of all active incident records. Access to this module can be restricted to users with the 'itil' role, ensuring that only authorized personnel can view active incidents.

