Exam Code: CSA
Exam Name: ServiceNow Certified System Administrator

QUESTION 1
Which type of tables may be extended by other tables, but do not extend another table?

A. Base Tables
B. Core Tables
C. Extended Tables
D. Custom Tables

Correct Answer: A
Section:

QUESTION 2
Which of the following statement describes the purpose of an Order Guide?

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

Correct Answer: C
Section:

QUESTION 3
Which tool is used to have conversations with logged-in users in real-time?

A. Connect Chat
B. Now Messenger
C. User Presence
D. Comments

Correct Answer: A
Section:

QUESTION 4
Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

A. Banner Image
B. Record Number Format
C. Browser Tab Title
D. System Date Format
E. Form Header Size

Correct Answer: A, C, D
Section:
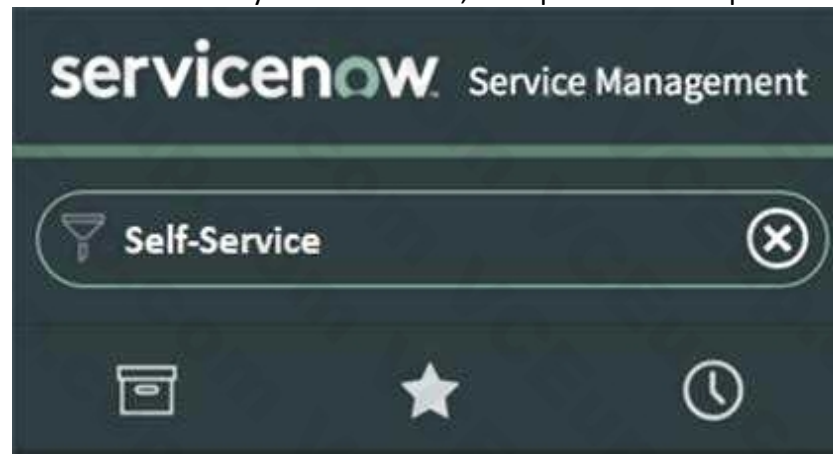
QUESTION 5
What is the function of user impersonation?

A. Testing and visibility
B. Activate verbose logging
C. View custom perspectives
D. Unlock Application master list

Correct Answer: A
Section:

QUESTION 6
Which icon would you double click, to expand and collapse the list of all Applications and Modules?

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

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-userinterface/page/administer/navigation-and-ui/task/ui16-navigator-tasks.html

QUESTION 7
What do you call any component that needs to be managed in order to deliver services?

A. CSDM Items
B. CMDB
C. Configuration item
D. Service Offerings
E. Asset

Correct Answer: C
Section:
Explanation:
Reference: https://infocenter.io/servicenow-cmdb-implementation/

QUESTION 8
A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

A. Specify the Dept_Mgr role on the catalog content block
B. Add the Department Manager group to the catalog item's user criteria
C. Add the Department Manager group to the catalog item's ACL
D. Only publish the item in the HR service catalog
E. Use a Dept_Mgr ACL on the HR service catalog

Correct Answer: C
Section:

QUESTION 9
A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:
Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

A. Define the first condition; click AND button; define second condition; click Run
B. Define the first condition; click AND button; define second condition; press enter
C. Define the first condition; click OR button; define second condition; press enter
D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

Correct Answer: A
Section:

QUESTION 10
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

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

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/contextual-security/concept/acl-rule-types.html

QUESTION 11

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.

C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.

D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Correct Answer: C
Section:

QUESTION 12
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

A. Select Normal role

B. Log out and back in

C. Use System Administration > Normal Security module

D. Select Global Update Set

E. End Impersonation

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/security/concept/c_HighSecuritySettings.html

QUESTION 13
What type of field allows you to look up values from one other table?

A. Reference

B. Verity

C. Options

D. Selections

E. Dot walk

F. Lookup

Correct Answer: A
Section:
Explanation:
Reference: https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbdd60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table

QUESTION 14
What information does the System Dictionary contain?

A. The human-readable labels and language settings

B. The definition for each table and column
C. The information on how tables relate to each other
D. The language dictionary used for spell checking

Correct Answer: B
Section:

QUESTION 15
When working on a form, what is the difference between Insert and Update operations?

A. Insert creates a new record and Update saves changes, both remain on the form
B. Insert creates a new record and Update saves changes, both exit the form
C. Insert saves changes and exits the form, Update saves changes and remains on the form
D. Insert saves changes and remains on the form, Update saves changes and exits the form

Correct Answer: B
Section:

QUESTION 16
How is the Event Log different from the Event Registry?

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

Correct Answer: A
Section:

QUESTION 17
What is a Dictionary Override?

A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
C. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue
D. A Dictionary Override sets field properties in extended tables

Correct Answer: D
Section:

QUESTION 18
Which group of permissions is used to control Application and Module access?

A. Access Control Rules
B. UI Policies
C. Roles
D. Assignment Rules

Correct Answer: C
Section:

QUESTION 19
What is a Record Producer?

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services

B. A Record Producer creates user records

C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests

D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Correct Answer: D
Section:

QUESTION 20
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

A. They direct the user to a record producer

B. They direct the user to a catalog property

C. They direct the user to a catalog UI policy

D. They direct the user to a catalog client script

Correct Answer: A
Section:

QUESTION 21
What is the Import Set Table?

A. A table where data will be placed, post-transformation

B. A table that determines relationships

C. A staging area for imported records

D. A repository for Update Set information

Correct Answer: C
Section:

QUESTION 22
What is a characteristic of importing data into ServiceNow?

A. An existing Transform Map can be used one time on the same import set

B. Coalesce fields are used only after running Transform

C. Any user can manage and set up import sets

D. An existing Transform Map can be used multiple times on the same import set

Correct Answer: D
Section:

QUESTION 23
What module in the Service Catalog application does an Administrator access to begin creating a new item?

A. Maintain Categories
B. Maintain Items
C. Content Items
D. Items

Correct Answer: B
Section:

QUESTION 24
What is a schema map?

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

Correct Answer: D
Section:

QUESTION 25
Which one of the following statements best describes the purpose of an Update Set?

A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
B. By default, an Update Set includes customizations, Business Rules, and homepages
C. An Update Set is a group of customizations that is moved from Production to Development
D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A
Section:

QUESTION 26
A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars
B. Order Guides, Catalog Items, and Interceptors
C. Catalog Items, Asset Contracts, Task Surveys
D. Record Producers, Order Guides, and Catalog Items

Correct Answer: D
Section:

QUESTION 27
Which one of the following statements applies to a set of fields when they are coalesced during an import?

A. If a match is found using the coalesce fields, the existing record is updated with the information being imported

B. If a match is not found using the coalesce fields, the system does not create a Transform Map

C. If a match is found using the coalesce fields, the system creates a new record

D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Correct Answer: A
Section:

QUESTION 28
As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

A. A metric is a report gauge used on homepages to display real-time data

B. A metric is a time measurement used to report the effectiveness of workflows and SLAs

C. A metric is used to measure and evaluate the effectiveness of IT service management processes

D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Correct Answer: C
Section:

QUESTION 29
The display sequence is controlled in a Service Catalog Item using which of the following?

A. The Default Value field in the Catalog Item form

B. The Sequence field in the Catalog Item form

C. The Order field in the Variable form

D. The Choice field in the Variable form

Correct Answer: C
Section:

QUESTION 30
Reports can be created from which different places in the platform? (Choose two.)

A. List column heading

B. Metrics module

C. Statistics module

D. View / Run module

Correct Answer: A, D
Section:

QUESTION 31
Knowledge Base Search results can be sorted by which of the following? (Choose three.)

A. Most recent update

B. Popularity

C. Relevancy

D. Manager assignment

E. Number of views

Correct Answer: A, C, E
Section:

QUESTION 32
What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)

B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)

C. REQ (Number)>RITM (Number)>TASK (Number)

D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C
Section:

QUESTION 33
Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb

B. Favorite

C. Tag

D. Bookmark

Correct Answer: B
Section:

QUESTION 34
What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request

B. An Order Guide

C. A request

D. An SLA

Correct Answer: C
Section:

QUESTION 35
From the User menu, which actions can a user select? (Choose three.)

A. Send Notifications

B. Log Out ServiceNow

C. Elevate Roles

D. Impersonate Users

E. Order from Service Catalog

F. Approve Records

Correct Answer: B, C, D
Section:

QUESTION 36
Buttons, form links, and context menu items are all examples of what type of functionality?

A. Business Rule
B. UI Action
C. Client Script
D. UI Policy

Correct Answer: B
Section:

QUESTION 37
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Correct Answer: B
Section:

QUESTION 38
Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name
B. table name, parent table name, any table name (wildcard)
C. parent table name, table name, any table name (wildcard)
D. any table name (wildcard), table name, parent table name

Correct Answer: B
Section:

QUESTION 39
What is the platform name for the User table?

A. u_users
B. sys_users
C. x_users
D. sys_user

Correct Answer: D

Section:

QUESTION 40
A REQ number in the Service Catalog represents...

A. the order number.
B. the stage.
C. the task to complete.
D. the individual item in the order.

Correct Answer: A
Section:

QUESTION 41
Which would NOT appear in the History section of the Application Navigator?

A. Records
B. UI Pages
C. Lists
D. Forms

Correct Answer: B
Section:

QUESTION 42
Which one of the following statements is a recommendation from ServiceNow about Update Sets?

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

Correct Answer: A
Section:

QUESTION 43
Which of the following is used to initiate a flow?

A. A Trigger
B. Core Action
C. A spoke
D. An Event

Correct Answer: A
Section:

QUESTION 44

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

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

Correct Answer: D
Section:

QUESTION 45
Which one of the following statements is true about Column Context Menus?

A. It displays actions such as creating quick reports, configuring the list, and exporting data
B. It displays actions related to filtering options, assigning tags, and search
C. It displays actions related to viewing and filtering the entire list
D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A
Section:

QUESTION 46
Which one statement correctly describes Access Control rule evaluation?

A. Rules are evaluated using roles. The role with the most permissions evaluates the rules first
B. If more than one rule applies to a row, the older rule is evaluated first
C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
D. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Correct Answer: C
Section:

QUESTION 47
When using the Load Data and Transform Map process, what is the Mapping Assist used for?

A. Mapping fields using the Import Log
B. Mapping fields using Transform History
C. Mapping fields using an SLA
D. Mapping fields using a Field Map

Correct Answer: D
Section:

QUESTION 48
Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

A. The CMDB contains data about tangible and intangible business assets

B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company

C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics

D. The CMDB contains ITIL process data pertaining to configuration items

Correct Answer: A
Section:

QUESTION 49
In what order should filter elements be specified?

A. Field, Operator, then Value

B. Field, Operator, then Condition

C. Operator, Condition, then Value

D. Value, Operator, then Field

Correct Answer: A
Section:

QUESTION 50
Which statement is true about business rules?

A. A business rule must run before a database action occurs

B. A business rule can be a piece of Javascript

C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

Correct Answer: B
Section:

QUESTION 51
Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

A. onSubmit

B. onUpdate

C. onCellEdit

D. onLoad

E. onEdit

F. onChange

G. onSave

Correct Answer: A, C, D, F
Section:

QUESTION 52
Which of the following allows a user to edit field values in a list without opening the form?

A. Data Editor

B. Edit Menu

C. List Editor

D. Form Designer

Correct Answer: C
Section:

QUESTION 53
Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered

B. True/False, Checkbox, and Number List

C. Number List, Single Line Text, and Reference

D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D
Section:

QUESTION 54
How are Workflows moved between instances?

A. Workflows are moved using Update Sets

B. Workflows are moved using Transform Maps

C. Workflows are moved using Application Sets

D. Workflows cannot be moved between instances

Correct Answer: A
Section:

QUESTION 55
The baseline Service Catalog homepage contains links to which of the following components?

A. Record Producers, Order Guides, and Catalog Items

B. Order Guides, Item Variables, and Workflows

C. Order Guides, Catalog Items, and Workflows

D. Record Producers, Order Guides, and Item Variables

Correct Answer: A
Section:

QUESTION 56
Which of the following statements is true when a new table is created by extending another table?

A. The new table archives the parent table and assumed its roles in the database

B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields

C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself

D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Correct Answer: C
Section:

QUESTION 57
Where can Admins check which release is running on an ServiceNow instance?

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

Correct Answer: B
Section:

QUESTION 58
A knowledge article must be which of the following states to display to a user?

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

Correct Answer: A
Section:

QUESTION 59
What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

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

Correct Answer: C
Section:

QUESTION 60
What is the purpose of a Related List?

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

Correct Answer: D
Section:

QUESTION 61
Which one of the following statements describes the purpose of a Service Catalog workflow?

A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Correct Answer: C
Section:

QUESTION 62
Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

A. report
B. workflow
C. event
D. task

Correct Answer: D
Section:

QUESTION 63
What refers to an application or system that accesses a remote service or another computer system, known as a server?

A. Server
B. Client
C. Script
D. Policies

Correct Answer: B
Section:

QUESTION 64
FILL IN THE BLANK

Correct Answer: S, E, R, V, E, R
Section:

QUESTION 65
Database live at the Data Center.

A. True
B. False

Correct Answer: A
Section:

QUESTION 66
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Correct Answer: B
Section:

QUESTION 67
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Correct Answer: A
Section:

QUESTION 68
Which are states that you can make a field on a form using UI Policy?

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

Correct Answer: A, D, F
Section:

QUESTION 69
Data Policy can enforce mandatory data on import.

A. True
B. False

Correct Answer: A
Section:

QUESTION 70
UI Action can prompt that an Incident has been successfully submitted.

A. True
B. False

Correct Answer: A
Section:

QUESTION 71
What is the difference between UI Policy and UI Action?

A.   UI Action can make fields read-only, mandatory, or hidden. while UI Policy can make a save button visible for appropriate users.
B.   UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users.

Correct Answer: B
Section:

QUESTION 72
Which one of the following statements describes a characteristic of role assignment?

A.   Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
B.   Users can click on the Personalize Role feature to try different roles
C.   A role is granted to a user by the System Administrator
D.   Each user has a role in the ServiceNow platform

Correct Answer: A
Section:

QUESTION 73
What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

A.   You should never assign roles to groups.
B.   You should assign roles to users.
C.   You should assign roles to groups
D.   You should add users to groups

Correct Answer: C, D
Section:

QUESTION 74
Which configuration allows you to use a script to coalesce data in Import Sets?

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

Correct Answer: C
Section:

QUESTION 75
Which one of the following modules can be used to view field settings for a table?

A.   Tables & Columns
B.   Access Control

C. Columns and Fields

D. Tables and Fields

Correct Answer: A
Section:

QUESTION 76
What is a role in ServiceNow?

A. A role is one record m the Role [sys_user_role] table

B. A role is one record in the Role Iuser_sys_role] table

C. A role is a persona used In Live Feed Chat

D. A role Is a set of modules for a particular application

Correct Answer: A
Section:

QUESTION 77
What are the three components of a filter condition?

A. Field. Operator and Value

B. Condition. Operator, and Value

C. Field, Condition, and Value

D. Variable, Field, and Value

Correct Answer: A
Section:

QUESTION 78
Which one of the following statements is true?

A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field

B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident

C. When an incident form is saved, the impact field is calculated by adding the Prion:, and Urgency values

D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Correct Answer: D
Section:

QUESTION 79
What kind of data can Import Sets use to populate tables in ServiceNow?

A. CSS, SOAP, and Excel

B. XML. CSV, and Excel

C. SOAP, REST, and XML

D. XML, SOAP, and CSS

Correct Answer: B
Section:
Explanation:
Explanation:
https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/importsets/concept/c_ImportDataUsingImportSets.html

QUESTION 80
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Correct Answer: B
Section:

QUESTION 81
Which one of the following is NOT a type of Visual Task Board?

A. Feature
B. Guided boards
C. Flexible
D. Freeform

Correct Answer: A
Section:
Explanation:
Explanation:
https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-taskboards/reference/r_BoardStructure.html

QUESTION 82
What is the purpose of a Data Policy?

A. Data Policies enforce security
B. Data Policies standardize data in Update Sets
C. Data Policies enforce data consistency
D. Data Policies apply to lists to standard data

Correct Answer: C
Section:

QUESTION 83
A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken''

A. Go to the Number Maintenance application and change the prefix to "IN" for incident
B. Create a Business Rule that modifies the prefix before the Insert operation

C. The prefix of an incident cannot be changed because it is a built-in feature

D. Submit a Change Request to ServiceNow Technical Support

Correct Answer: A
Section:

QUESTION 84
How do you make a list filter available to everyone?

A. Make active, set visibility, and save

B. Assign a name, set visibility, and save

C. Assign a group, set visibility, and save

D. Make active, assign a name, and save

Correct Answer: B
Section:

QUESTION 85
What is NOT an example of a UI Action?

A. Search

B. Form buttons

C. list Buttons

D. Related Links

Correct Answer: C
Section:

QUESTION 86
In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

A. personal ize.control

B. personal_list

C. ul_page_admin

D. ui_action_admin

Correct Answer: A
Section:

QUESTION 87
What is the purpose of the Event Registry?

A. The Event Registry lists all Events that have successfully completed within a 24-hour period

B. The Event Registry is a list of all Events that originate through an integration

C. The Event Registry is a module that provides Event definitions

D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Correct Answer: A
Section:

QUESTION 88
What Is the purpose of the Fitter navigator In the Application Navigator?

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

Correct Answer: C
Section:

QUESTION 89
What is the difference between a Ul Policy and Data Policy?

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

Correct Answer: D
Section:

QUESTION 90
What is an Event in ServiceNow?

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

Correct Answer: B
Section:

QUESTION 91
Which one of the following is an accurate list of changes that are captured in an Update Set?

A. Changes made to tables, forms, schedules, and client scripts
B. Changes made to tables, forms, views, and fields
C. Changes made to: tables, forms. Business Rules, and data records
D. Changes made to: tables. forms groups, and configuration items (Cls)

Correct Answer: A
Section:

QUESTION 92
What are the three permission requirements that must evaluate to true for an access control rule to apply?
Choose 3 answers

A. Conditions
B. table.
C. Roles
D. Script
E. table."
F. table.none

Correct Answer: C, D, E
Section:

QUESTION 93
When does the Submit button appear on a form?

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

Correct Answer: B
Section:

QUESTION 94
New records, new groups, and modified configuration Items (Cls): what do they have in common?

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

Correct Answer: A
Section:

QUESTION 95
When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

A. Long-term signals
B. Non-signals
C. Anti-signals
D. Stability signals

Correct Answer: C
Section:

QUESTION 96
Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

A. Sourcing fields

B. Function fields

C. Computational fields

D. Calculation fields

Correct Answer: B
Section:

QUESTION 97
The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

A. Incident Auto-Resolution

B. Ticket Resolver

C. Virtual Agent Helper

D. Web Intelligence

Correct Answer: A
Section:

QUESTION 98
Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install

B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install

C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install

D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

Correct Answer: B
Section:

QUESTION 99
How can administrators utilize the same content for different notification channels?

A. Configure Default notification content

B. Enable Actionable notification content

C. Provide Common notification content

D. Set up Related notification content

Correct Answer: C
Section:

QUESTION 100
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

A.   Extended Validation Access (EVA)

B.   Organization Verification Card (OVC)

C.   Common Access Card (CAC)

D.   Domain Authentication Card (DAC)

E.   Personal Identify Verification (PIV)

Correct Answer: C, E
Section:

QUESTION 101
Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

A.   Localization Framework plugin
     (com.glide.localization_framework)

B.   Translation Framework plugin (com.glide.translation_framework)

C.   Multiple Language Framework plugin (com.glide.multiple.language_framework)

D.   Language Al Framework plugin (com .g I id e. language.ai _framework)

Correct Answer: A
Section:

QUESTION 102
Where in Flow Designer can users access information about actions that are added to the flow?

A.   Virtual Agent Help

B.   Local Action Help

C.   Help Panel

D.   Flow Assistant

Correct Answer: C
Section:

QUESTION 103
How are local flow variables accessed in the Flow Designer Data panel?

A.   As newly generated icons

B.   As scratchpad variables

C.   As new tabs

D.   As data pills

Correct Answer: D
Section:

QUESTION 104
Which section of the ServiceNow UI allows you to perform a global search?

A.   Application Navigator

B. Banner frame

C. List pane

D. Content frame

Correct Answer: B
Section:

QUESTION 105
When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

A. Make sure the latest flows are activated.

B. Use the instance Incognito setting to quickly toggle between requester and approver.

C. Impersonate the requester to ensure the form works.

D. Make sure the requester's user record has a manager specified.

E. Create and select your Testing Update Set, before starting the test cases.

F. Use your Admin account, so you can approve the items quickly.

Correct Answer: D, E, F
Section:

QUESTION 106
What is a no-code approach to control the mandatory or read-only state of a form field?

A. UI Action

B. Client Script

C. UI Script

D. UI Rule

E. UI Policy

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/field-administration/concept/c_DataPolicy.html

QUESTION 107
When moving multiple update sets at one time, what might you do to facilitate the move?

A. Batch

B. Verify

C. Test

D. Preview

Correct Answer: A
Section:
Explanation:

QUESTION 108
What is specified in an Access Control rule?

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

Correct Answer: C
Section:
Explanation:
Reference: https://www.servicenowelite.com/blog/2019/10/2/accesscontrols#:~:text=An%20instance%20uses%20access%20control,object%20and%20operation%20being%20secured

QUESTION 109
Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

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

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenowplatform/page/administer/process-automation-designer/concept/getting-started-processautomation.html

QUESTION 110
Which module is used as the first step for importing data?

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

Correct Answer: D
Section:
Explanation:

QUESTION 111
When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

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

E. Workflow Designer

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenowplatform/page/product/orchestration/reference/r-orchestration-introduction.html

QUESTION 112
When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

A. Look up their password, so you can login with their account
B. Initiate a Connect Chat session
C. Install the Bomgar plug-in
D. Impersonate the user
E. Launch a NowChat window

Correct Answer: B
Section:

QUESTION 113
What is a key difference between Reporting and Performance Analytics?

A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
B. Performance Analytics can show trends; Reports cannot.
C. Reports can be run on a scheduled basis; Performance Analytics cannot.
D. Performance Analytics data can be published to Dashboards; Reports cannot.
E. Performance Analytics shows KPIs; Reporting does not.

Correct Answer: B
Section:

QUESTION 114
While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?
Right click on Priority and select what?

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

Correct Answer: F
Section:

QUESTION 115
Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

A. System Notification > Email > Notifications

B. Administration > Notification Overview

C. System Properties > Email > Settings

D. User Preferences > Email > Notifications

E. Click Gear > Notifications > New

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenowplatform/page/administer/notification/task/t_CreateANotification.html

QUESTION 116
When designing a flow, how do you reference data from a record, in that flow?

A. Drag the table icon onto the flow definition

B. Use the condition builder to specify the desired values

C. Specify the source table on the data pill related list

D. Drag the data pill onto the flow definition

E. Add the table reference using the slush bucket

Correct Answer: D
Section:
Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learningplans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

QUESTION 117
On the Reports page, what sections allow you to see which reports are visible to different audiences?
(Choose four.)

A. Group

B. Department

C. My reports

D. Team

E. Dashboards

F. Global

G. Admin

H. Analytics

I. All

J. Company

Correct Answer: A, E, F, G
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-nowintelligence/page/use/reporting/task/t_ShareASetting.html

QUESTION 118
Which tool is used to define relationships between fields in an import set table and a target table?

A. Transform Schema
B. Schema Map
C. Dictionary Map
D. Transform Map
E. Field Transformer
F. Import Designer

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

QUESTION 119
Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

A. Agent Workspace
B. Chat bot
C. Virtual Agent
D. Knowledge Chat
E. Now Support

Correct Answer: C
Section:

QUESTION 120
Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

A. Flows
B. Action Sequences
C. Action Sets
D. Task Flows
E. Flow Diagrams

Correct Answer: E
Section:
Explanation:

QUESTION 121
From a form, what would you click to add additional fields to the form? (Choose two.)

A. Context Menu > Form > Layout
B. Context Menu > Configure > Form Layout
C. Context Menu > Configure > Form Design

D. Right click on header > Add > Field

E. Context Menu > Form > Designer

F. Right click on header > Configure > UX Dashboard

Correct Answer: B, D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-it-servicemanagement/page/product/change-management/task/t_CreateCustomField.html

QUESTION 122
What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

A. Database View

B. Many to Many

C. One to Many

D. Extended

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/managing-data/concept/c_DataManagement.html

QUESTION 123
On a Form header, what is the three bar icon called?

A. Pancake icon

B. Additional Actions or Context Menu

C. Hamburger icon

D. Cake icon

Correct Answer: B
Section:
Explanation:

QUESTION 124
Group records are stored in which table?

A. Group [sn_user_group]

B. Group [sys_user_group]

C. Group [s_sys_group]

D. Group [u_sys_group]

Correct Answer: B
Section:
Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

QUESTION 125
What function do you use to add buttons, links, and context menu items on forms and lists?

A. UI Policies

B. UI Settings

C. UI Actions

D. UI Config

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/list-administration/concept/c_UIActions.html

QUESTION 126
On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

A. Before, After, Async, Display

B. Prior to, Synchronous, on Update

C. Insert, Update, Delete, Query

D. Before, Synchronous, Scheduled Job, View

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-applicationdevelopment/page/script/business-rules/reference/r_HowBusinessRulesWork.html

QUESTION 127
What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

A. Local Sources (i.e. XML, CSV, Excel)

B. Implementation Spoke

C. DataHub

D. JDBC Connection

E. Network Server

F. LDAP Connection

Correct Answer: A, C, D, F
Section:
Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learningplans/quebec/servicenow_administrator/app_store_learnv2_importingdata_quebec_data_sources

QUESTION 128
What are the components that make up a filter condition? (Choose three.)

A. Operator

B. Match Criteria

C. Value

D. Column

E. Field

Correct Answer: A, C, E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/usinglists/concept/c_Filters.html

QUESTION 129
When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

A. Turn your computer off and on again

B. Clear browser cache

C. End Impersonation

D. Log out and back in

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

QUESTION 130
What controls the publishing and retiring process for knowledge articles?

A. Approval Policies

B. Approval Definitions

C. Workflow Designer

D. Workflows

E. State Lifecycle

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenowplatform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

QUESTION 131
In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

A. Field Icon

B. Field Value

C. Data Pill

D. Data Element

E. Data Trigger

Correct Answer: D
Section:

QUESTION 132
On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

A. Self Service Module
B. Application Navigator
C. Service Desk Homepage
D. Favorites

Correct Answer: B
Section:

QUESTION 133
For your implementation, the following tables. are extended fram each ofher:
* Incident table is extended from Task table.
* Super Incident table is extended from Incident table,
In this situation, which table(s) are Parent, Child and Base tables?
Choose 5 answers

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

Correct Answer: B, C, D, G, H
Section:

QUESTION 134
When you seta policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

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

Correct Answer: B
Section:

QUESTION 135
When moving a homepage or dashboard between instances, what must you remember?

A. Create a separate update set for them

B. They are automatically added to the update set
C. Manually add them to the update set
D. They cannot be moved via update set

Correct Answer: C
Section:

QUESTION 136
What tool is used to import data from various data sources, and map that data into ServiceMow tables?

A. Import Set
B. Update Set
C. Data Pack
D. Transform Set

Correct Answer: A
Section:

QUESTION 137
Access controls are evaluated in this order:

A. Match object against table ACL
   2, Match the object against field ACL
   Within step 1 above, what order are the table ACLs evaluated?
B. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
C. Bottom to top: Table ACL. Table.Field ACL, Parent Table. Field ACL
D. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
E. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
F. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Correct Answer: E
Section:

QUESTION 138
What table acts as a staging area for records imported from a data source?

A. Transform Table
B. Staging Table
C. Import Set Row Table
D. Temp Table

Correct Answer: C
Section:

QUESTION 139
Which modules can you use to create a new table?
Choose 2 answers

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

Correct Answer: A, D
Section:

QUESTION 140
When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

A. On the Iist, locate and right click on the value Hardware, select Show Matching
B. Click Funnel ten, type Hardware and click enter
C. On the Category column header, right click and select Show > Hardware
D. Right dick on magnifier, type Hardware and click enter
E. On Breadcrumb, click > icon, type Hardware and click enter

Correct Answer: A
Section:

QUESTION 141
When managing tags, you can adjust who is able to see iL What are the visibility options?
Choose 3 answers

A. Admins
B. Everyone
C. Groups and Users
D. Roles and Permissions
E. Me

Correct Answer: B, C, E
Section:

QUESTION 142
Which one of the following describes the primary operations performed against tables in the Service Now platform?

A. Create, Rate, Update, Delete
B. Create, Read, Upload, Delete
C. Create, Read, Write, Delete
D. Capture, Rate, Write, Develop

Correct Answer: C
Section:

QUESTION 143
What is the primary objective of the Display Business Rule?

A. To monitor fields on a form, and provide feedback

B. To use a shared g_scratchpad object, which can be sent to the client, as part of the form

C. To set files to mandatory, hidden, and read-only

D. To define what happens on a form, when a particular fled changes

Correct Answer: B
Section:

QUESTION 144
What icon do you use to change the icon and color on a Favorite'?

A. Star

B. Triangle

C. Pencil

D. Clock

Correct Answer: C
Section:

QUESTION 145
What are the three key tables in an enterprise CMDB? Choose 3 answers.

A. omadb_rel_ci

B. sn_emdb

C. sn_emdb_ci

D. Ey omdb

E. sn_emdb_bak

F. omdb_ci

G. emdb_bak

Correct Answer: A, D, F
Section:

QUESTION 146
On Access Control Definitions, what are ways you can set the permissions on a Table?
Choose 3 answers

A. Groups

B. CRUD

C. Roles

D. Script that sets the answer variable to true or false

E. Conditional Expressions

Correct Answer: C, D, E
Section:

QUESTION 147
When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

A. Field Matching

B. Load Data

C. Select Data Source

D. Schedule Transform

E. Create Transform Map

Correct Answer: E
Section:

QUESTION 148
What module enables an administrator to define destinations for imported data on any ServiceNow table?

A. Field Transform

B. Transform Map

C. Schema Map

D. Import Map

Correct Answer: B
Section:

QUESTION 149
When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables?

A. Arrows

B. Plus, Minus

C. Ctrl c, Ctrl

D. Ctrl <, Ctrl >

E. Shift F4, Shit FS

Correct Answer: A
Section:

QUESTION 150
What access does a user need to be able to import anicies to a knowledge base?

A. Can contribute

B. sn_knowledge_contripute

C. sn_knowledge_import

D. Can import

Correct Answer: A
Section:

QUESTION 151

From a related list, what would a user click for personalize the layout of the columns?

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

Correct Answer: D
Section:

QUESTION 152
On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

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

Correct Answer: C
Section:

QUESTION 153
What section on a task record would you use to see the most recent update made to a record?

A. Timeline
B. Journal
C. Audit Log
D. Activity

Correct Answer: D
Section:

QUESTION 154
When looking at a long list of records, you want to quickly filler, to show only those which have Shon Description containing email How might you do that?

A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
B. Click List Magnifier to expand column search, on Short Description, lype *email, click enter
C. Click List Magnifier to expand column search, on Short Description, type email, click enter
D. On Search box, select text, type email, click enter

Correct Answer: A
Section:

QUESTION 155
What are the three key tables in an enterprise CMDO?
Choose 3 angwers

A. sn_cmdt_bak
B. Sh_emdb_ci
C. cmap_ret_ci
D. cmdb_bak
E. cmdb_ci
F. sh_eomdb
G. cmap

Correct Answer: C, E, G
Section: