



## **ServiceNow**

### **Exam Questions CAD**

Certified Application Developer-ServiceNow

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#### NEW QUESTION 1

Why would you build a custom app?

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

**Answer:** A

#### Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

#### NEW QUESTION 2

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

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

**Answer:** B

#### Explanation:

"By default, all application scope scripts can read the table's records but cannot perform any other database operations." [https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow\\_administrator/app\\_store\\_learnv2\\_securingapps\\_tokyo\\_application\\_access\\_database\\_settings](https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings)

#### NEW QUESTION 3

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.

**Answer:** A

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

#### NEW QUESTION 4

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

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

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 5

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

**Answer:** B

#### 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]

#### NEW QUESTION 6

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

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

**Answer: C**

#### Explanation:

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

Reference: [https://community.servicenow.com/community?id=community\\_QUESTIONNO:&sys\\_id=69fc8369db9cdb01dc01dcaf3231f961935](https://community.servicenow.com/community?id=community_QUESTIONNO:&sys_id=69fc8369db9cdb01dc01dcaf3231f961935)

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

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

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

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

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

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

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

#### NEW QUESTION 7

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

**Answer: A**

#### 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>

#### NEW QUESTION 8

Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 9

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

**Answer: B**

#### 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]

#### NEW QUESTION 10

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

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

**Answer: D**

#### Explanation:

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

#### NEW QUESTION 10

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

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 14

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

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

**Answer: D**

#### Explanation:

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

#### NEW QUESTION 19

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

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

**Answer: B**

#### Explanation:

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

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

#### NEW QUESTION 20

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

**Answer: D**

#### 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

#### NEW QUESTION 23

In a Business Rule, which one of the following returns the sys\_id of the currently logged in user?

- A. g\_form getUserID()
- B. g\_form getUserSysy
- C. gs.getUserSysID()
- D. gs.getUserID()

**Answer: D**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev\\_portal/API\\_reference/glideSystemScoped/concept/c\\_GlideSystemScopedAPI.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideSystemScoped/concept/c_GlideSystemScopedAPI.html)

#### NEW QUESTION 24

Which one of the following is NOT true for Modules?

- A. Access to Modules is controlled with roles
- B. Modules open content pages
- C. Every Module must be associated with a table
- D. Every Module must be part of an Application Menu

**Answer: C**

#### Explanation:

The statement that is not true for Modules is that every Module must be associated with a table. A Module is the functionality within an Application Menu that opens a content page in the content frame or a separate tab or window. A Module can be associated with a table, a list, a form, a report, a script, or any other type of page. For example, the Open Module under the Incident Application Menu opens a list of incident records from the Incident table, while the Overview Module under the Performance Analytics Application Menu opens a dashboard page with various charts and widgets. The other statements are true for Modules. Access to Modules is controlled with roles, as each Module can have one or more roles specified in its definition that determine who can see and access it. Modules open content pages, as they are links to different types of pages that provide information and functionality to users. Every Module must be part of an Application Menu, as they are the second-level navigation options for Applications. Reference: Modules

#### NEW QUESTION 28

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()

**Answer: A**

#### Explanation:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new\\_to\\_servicenow/app\\_store\\_learnv2\\_automatingapps\\_tokyo\\_use\\_application\\_properties](https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_application_properties)

#### NEW QUESTION 30

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

**Answer: AD**

#### 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]

#### NEW QUESTION 35

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

**Answer: B**

#### 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]

### NEW QUESTION 37

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

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

**Answer: B**

#### Explanation:

The Field Watcher is a debugging tool that allows you to monitor the values of fields on a form as they change due to scripts or other actions. It can be used to debug Business Rules, Client Scripts, and Access Controls, but not Script Includes. Script Includes are server-side scripts that define reusable functions and classes. They are not associated with any specific field or form, and therefore cannot be watched by the Field Watcher. References:

? Field Watcher

? Script Includes

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/script/debugging/concept/c\\_FieldWatcher.html](https://docs.servicenow.com/bundle/orlando-application-development/page/script/debugging/concept/c_FieldWatcher.html)

### NEW QUESTION 39

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

**Answer: C**

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

### NEW QUESTION 42

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

**Answer: B**

#### 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](https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r_ManagingApplications.html)

### NEW QUESTION 46

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()

**Answer: B**

**Explanation:**

From: [https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r\\_ScriptingAlertInfoAndErrorMsgs.html](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()]

**NEW QUESTION 48**

Which one of the following is true for GlideUser (g\_user) methods?

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

**Answer: C**

**Explanation:**

The following is true for GlideUser (g\_user) methods:  
? Can be used in Client Scripts, UI Policies, and UI Actions. This is true because GlideUser (g\_user) methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.  
The following are not true for GlideUser (g\_user) methods:  
? Can be used in Client Scripts and UI Policies only. This is false because GlideUser (g\_user) methods can also be used in UI Actions, which are another type of client-side scripts that can be triggered by a user's click on a button, link, or choice.  
? Can be used in Business Rules only. This is false because GlideUser (g\_user) methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is GlideSystem (gs).  
? Can be used in Business Rules, and Scripts Includes. This is false because GlideUser (g\_user) methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use GlideSystem (gs) to access the current user information. References: Client-Side Scripting APIs, GlideUser, Business Rules, Script Includes  
Reference: [https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c\\_GlideUserAPI](https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI)

**NEW QUESTION 50**

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

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

**Answer: C**

**Explanation:**

The source control operation used to store local changes on an instance for later application is called a stash. A stash is a temporary storage area for uncommitted changes that are not ready to be pushed to a remote repository. Developers can use stashes to save their work in progress without committing it to the local repository or discarding it. Stashes can be applied later to restore the changes to the working directory, or dropped if they are no longer needed. References: [ServiceNow Docs - Stash local changes], [ServiceNow Docs - Source control]  
Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\\_StashLocalChanges.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StashLocalChanges.html)

**NEW QUESTION 55**

Client-side scripts manage what?

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

**Answer: C**

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/server-scripting/concept/c\\_ServerScripting.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/server-scripting/concept/c_ServerScripting.html)

**NEW QUESTION 57**

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

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

**Answer: A**

**Explanation:**

The Automated Test Framework (ATF) is a tool that allows you to create and run automated tests on the ServiceNow platform. The ATF uses test steps to define the actions and validations for each test. The test step that allows you to create a user with specified roles and groups for the test is the Create a user test step.



This test step creates a temporary user record that is deleted at the end of the test. You can specify the user name, password, roles, and groups for the user. You can also use the Impersonate a user test step to switch to the created user and perform actions as that user.

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

? [Automated Test Framework overview]

? [Automated Test Framework test steps]

? [Create a user test step]

? [Impersonate a user test step]

#### NEW QUESTION 59

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

**Answer:** A

#### 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>

#### NEW QUESTION 64

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

A. COPY

B. POST

C. GET

D. DELETE

**Answer:** A

#### 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]

#### NEW QUESTION 67

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

**Answer:** B

#### Explanation:

[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_ApplicationScope.html](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]

#### NEW QUESTION 68

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

A. gs.log()

B. gs.error()

C. gs.warn()

D. gs.debug()

**Answer:** A

**Explanation:**

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

Reference: [https://community.servicenow.com/community? id=community\\_QUESTION](https://community.servicenow.com/community? id=community_QUESTION)

NO:&sys\_id=bd71cb29db98dbc01dcdf3231f9619c6

**NEW QUESTION 71**

Which of the following statements is true for the Form Designer?

- a) To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- b) 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.
- 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 add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.

A. a, b, c, and d

B. b, c, and d

C. a, b, and d

D. a, b, and c

**Answer:** D

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

The Form Designer is a graphical interface for creating and customizing forms. The following statements are true for the Form Designer:

? To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form. This will add the field to the form view without changing the table definition.

? 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. This will create a new column on the table and add the field to the form view.

? To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button. This will remove the field from the form view but not from the table definition.

The following statement is false for the Form Designer:

? To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form. This is incorrect because sections are not available in the Field Types tab. To add a section, click the Add Section button on the toolbar or right-click on the form and select Add Section. References: Introduction to App Engine Studio for Developers, ServiceNow Studio Overview, Form Designer

**NEW QUESTION 75**

How many applications menus can an application have?

- A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules
- B. As many as the application design requires
- C. 2, one for an application's user modules and one for an application's administrator modules
- D. 1, which is used for all application modules

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t\\_CreateAnApplicationMenu.html](https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAnApplicationMenu.html)

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

**NEW QUESTION 80**

Which of the following are true for reports in ServiceNow? (Choose three.)

- A. Any user can see any report shared with them.
- B. Can be a graphical representation of data.
- C. All users can generate reports on any table.
- D. Can be run on demand by authorized users.
- E. Can be scheduled to be run and distributed by email.

**Answer:** BDE

**Explanation:**

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/task/schedule-report.html> Generate and distribute scheduled reports via email.

A report is a graphical representation of data from one or more tables in ServiceNow. The following are true for reports in ServiceNow:

? Can be a graphical representation of data. This is true because reports can use various chart types, such as pie, bar, line, or gauge, to visualize data in a meaningful way.

? Can be run on demand by authorized users. This is true because reports can be accessed from the Reports menu or the Report Navigator and run by users who have the appropriate roles and permissions to view the data.

? Can be scheduled to be run and distributed by email. This is true because reports can be configured to run at a specific time and frequency and send the results to one or more email recipients.

The following are not true for reports in ServiceNow:

? Any user can see any report shared with them. This is false because users can only see reports that are shared with them if they also have access to the data source of the report. For example, a user who does not have the itil role cannot see a report based on the incident table, even if the report is shared with them.

? All users can generate reports on any table. This is false because users can only generate reports on tables that they have access to and that are enabled for reporting. For example, a user who does not have the admin role cannot generate reports on the sys\_user table, which is the table for user records. References: Reports, Report Security

**NEW QUESTION 83**

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

**Answer: C**

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

**NEW QUESTION 88**

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

**Answer: A**

**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

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0716421](https://hi.service-now.com/kb_view.do?sysparm_article=KB0716421)

**NEW QUESTION 90**

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

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

**Answer: D**

**Explanation:**

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

**NEW QUESTION 91**

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

- A. producer.field\_name
- B. producer.variablename
- C. current.variable\_name

D. current.field\_name

**Answer:** B

**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]

Reference: [https://community.servicenow.com/community?id=community\\_QUESTION\\_NO:&sys\\_id=cc3803addb1cdb01dc01dcaf3231f9619b6](https://community.servicenow.com/community?id=community_QUESTION_NO:&sys_id=cc3803addb1cdb01dc01dcaf3231f9619b6)

**NEW QUESTION 94**

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

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

**Answer:** ACE

**Explanation:**

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

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

? Each field prompts the user with a question rather than a field label: You can use the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question "What is the name of the project?" instead of the field label "Name".

The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc\_req\_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record. References:

? [Record Producers]

? [Record Producer properties]

? [Record Producer scripts]

**NEW QUESTION 96**

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

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

**Answer:** C

**Explanation:**

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

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

? Enter the name of the Application in the Global search field. This will perform a global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results.

? Open the list of Update Sets for the instance. This will show all the update sets that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

? Open the artifact records individually to verify the value in the Application field.

This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. References: Publish an Application, Application Files

**NEW QUESTION 101**

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

**Answer:** D

**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]

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\\_LinkAnApplicationToSourceControl.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html)

#### NEW QUESTION 104

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

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 108

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