



# ServiceNow

## Exam Questions CAD

Certified Application Developer-ServiceNow

### NEW QUESTION 1

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

- A. source\_control
- B. source\_control\_admin
- C. admin
- D. git\_admin

**Answer:** AC

#### Explanation:

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

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

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

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

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

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

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 2

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

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

**Answer:** D

#### Explanation:

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

Reference: <https://developer.servicenow.com/dev.do#!/learn/courses/newyork/>

[app\\_store\\_learnv2\\_rest\\_newyork\\_rest\\_integrations/](#) [app\\_store\\_learnv2\\_rest\\_newyork\\_inbound\\_rest\\_integrations/](#)

[app\\_store\\_learnv2\\_rest\\_newyork\\_introduction\\_to\\_the\\_rest\\_api\\_explorer](#)

### NEW QUESTION 3

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

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

**Answer:** C

#### Explanation:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow\\_administrator/app\\_store\\_learnv2\\_automatingapps\\_quebec\\_scheduled\\_script\\_execution\\_scripts](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_automatingapps_quebec_scheduled_script_execution_scripts)

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

### NEW QUESTION 4

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

- A. g\_form.showInfoMessage()
- B. g\_form.showFieldMsg()
- C. g\_form.addInfoMessage()
- D. g\_form.addFieldMsg()

**Answer:** B

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r\\_DisplayFieldMessages.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html)

#### NEW QUESTION 5

What are Application Files in a ServiceNow application?

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 6

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

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

**Answer: B**

#### Explanation:

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

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

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

#### NEW QUESTION 7

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 8

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

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

**Answer: A**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r\\_ScriptActions.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r_ScriptActions.html)

#### NEW QUESTION 9

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

- A. Any user with the protected\_edit role can see and edit the Script Include
- B. The Protection policy option can only be enabled by a user with the admin role
- C. The Protection Policy is applied only if the glide.app.apply\_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

**Answer: D**

#### Explanation:

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

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

? The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that

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

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

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

? The Protection policy option can only be enabled by a user with the admin role.

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

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

#### 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 10

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

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

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 15

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 19

Which of the following statements must evaluate to true for a user to pass an Access Control?

Choose 3 answers

- A. Other matching Access Controls for the records evaluate to true.
- B. Conditions configured in the Access Control must evaluate to true.
- C. The user must be granted access through a business rule.
- D. The user has one of the roles specified in the Required roles related list.
- E. Scripts configured in the Access Control must evaluate to true.

**Answer:** BDE

#### Explanation:

The statements that must evaluate to true for a user to pass an Access Control are:

? Conditions configured in the Access Control must evaluate to true.

? The user has one of the roles specified in the Required roles related list.

? Scripts configured in the Access Control must evaluate to true.

An Access Control is a rule that determines whether a user can access a particular object or operation in ServiceNow. An Access Control consists of three elements: Conditions, Roles, and Script. Each element specifies a requirement that the user must meet to access the object or operation. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Therefore, for a user to pass an Access Control, all three elements must evaluate to true.

The other statements are not required for a user to pass an Access Control. Other matching Access Controls for the records do not need to evaluate to true, as

only one matching Access Control needs to return true for access to be granted. The user does not need to be granted access through a business rule, as business rules are not part of Access Controls and do not affect their evaluation. Reference: Access control rules, Access Controls

#### NEW QUESTION 22

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 26

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 30

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 34

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 36

Which of the following are configured in an Email Notification?

- a)Who will receive the notification.
- b)What content will be in the notification.
- c)When to send the notification.
- d)How to send the notification.

A. a, b and c



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

**Answer:** A

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t\\_CreateANotification.html](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html)

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0712569](https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569)

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. References: Email Notifications, Get Started with Notifications

**NEW QUESTION 38**

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\\_securingsapps\\_paris\\_access\\_controls\\_evaluation\\_order](https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new_to_servicenow/app_store_learnv2_securingsapps_paris_access_controls_evaluation_order)

**NEW QUESTION 41**

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

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 43**

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 45

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

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

**Answer:** A

#### Explanation:

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

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

? [Automated Test Framework overview]

? [Automated Test Framework test steps]

? [Create a user test step]

? [Impersonate a user test step]

#### NEW QUESTION 47

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 50

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

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

**Answer:** B

#### Explanation:

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

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

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

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

? `g_form.hasRoleExactly('admin')`. This is not correct because `g_form` is the

GlideForm object, which provides methods for manipulating forms, and `hasRoleExactly` is a method that checks if the current user has exactly the specified role and no other roles. For example, `g_form.hasRoleExactly('admin')` will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.

? `g_form.hasRole('admin')`. This is not correct because `g_form` is the GlideForm object, which provides methods for manipulating forms, and `hasRole` is a method

that checks if the current user has the specified role or any role that contains the specified role. For example, `g_form.hasRole('admin')` will return true if the current user has the admin role or any role that contains the admin role, such as `admin_ui` or `admin_script`.

? `gs.hasRoleExactly('admin')`. This is not correct because `gs` is the GlideSystem

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

#### NEW QUESTION 53

- \* a. To replace outdated, inadequate, custom business applications and processes
- \* b. To extend service delivery and management to all enterprise departments
- \* c. To allow users full access to all ServiceNow tables, records, and fields
- \* d. To extend the value of ServiceNow

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

**Answer:** D

**Explanation:**

The correct combination of statements is a, b, and d. These are possible reasons to build custom applications on ServiceNow:

? To replace outdated, inadequate, custom business applications and processes.

Building custom applications on ServiceNow can help digitize and automate manual or legacy processes that are not covered by existing ServiceNow solutions.

This can improve efficiency, data quality, user experience, and innovation.

? To extend service delivery and management to all enterprise departments.

Building custom applications on ServiceNow can help provide consistent and scalable services across different functions and teams in the organization. This can enhance collaboration, visibility, productivity, and customer satisfaction.

? To extend the value of ServiceNow. Building custom applications on ServiceNow

can help leverage the capabilities and benefits of the Now Platform®, such as low- code development tools, workflow automation engine, AI-powered insights, security operations, etc. This can increase agility, resilience, performance, and value.

The statement c is not a valid reason to build custom applications on ServiceNow:

? To allow users full access to all ServiceNow tables, records, and fields. Building custom applications on ServiceNow does not imply granting users full access to all data and objects in ServiceNow. Access control rules still apply to custom applications and their components to ensure security and compliance.

Reference: Build Custom Apps in ServiceNow – eBook

**NEW QUESTION 56**

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

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

**Answer:** BEF

**Explanation:**

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

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

Also see:

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

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

**NEW QUESTION 61**

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

- A. g\_user.hasRole() and current.isNewRecord()
- B. gs.hasRole() and current.isNewRecord()
- C. g\_user.hasRole() and current.isNew()
- D. gs.hasRole() and current.isNew()

**Answer:** B

**Explanation:**

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

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

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

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

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

? [Access Control scripts]

? [GlideSystem methods]

? [GlideRecord methods]

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

**NEW QUESTION 66**

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

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

**Answer:** B

**Explanation:**

User-defined non-inherited fields can be deleted from a table in ServiceNow. These are fields that are created by users on a specific table and are not inherited from a parent table. Inherited fields cannot be deleted from a table, as they are defined on a parent table and shared by all child tables. Any field on a table cannot



be deleted, as some fields are system-defined and essential for the table functionality. Table records are not deleted when a field is deleted, as the field deletion only affects the table structure and not the data. Reference: Delete fields

#### NEW QUESTION 70

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

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

**Answer:** A

#### Explanation:

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

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

NO:&sys\_id=e017cbe5db1cdbc01dcaf3231f9619a3

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

`event.<propertyname>`. This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as `event.name`, `event.parm1`, or `event.parm2`. For example, `{event.parm1}` will display the value of the first parameter of the event.

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

`current.<propertyname>`. This is the syntax to access the properties of the current record that is associated with the event, such as `current.number`, `current.short_description`, or `current.state`. For example, `{current.short_description}` will display the short description of the current record.

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

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

#### NEW QUESTION 72

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 76

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

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 79

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

a) You can repurpose existing fields by simply changing the label. b) Use existing fields with no modifications.

c) Existing logic from the parent table will be automatically applied to the new table. d) All of the parent table records are copied to the new table.

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

D. a, b, and c

**Answer:** D

**Explanation:**

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

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

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

? Existing logic from the parent table will be automatically applied to the new table.

For example, you can inherit the Business Rules, Client Scripts, and UI Policies from the Task table for your new table.

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

References:

? [Extend a table]

? [Task table]

**NEW QUESTION 82**

Which one of the following is NOT part of the Form Designer?

A. Form layout

B. Page header

C. Schema map

D. Field navigator

**Answer:** C

**Explanation:**

[https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_learn\\_more/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_form\\_and\\_list\\_layouts/app\\_store\\_learnv2\\_learnmore\\_sandiego\\_what\\_is\\_form\\_designer](https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_learnmore_sandiego_learn_more/app_store_learnv2_learnmore_sandiego_form_and_list_layouts/app_store_learnv2_learnmore_sandiego_what_is_form_designer)

The Form Designer is a tool that allows you to create and customize forms on the ServiceNow platform. The Form Designer has four main components:

? Form layout: The form layout shows the preview of the form and allows you to drag

and drop fields, sections, and related lists onto the form. You can also resize, reorder, and delete the elements on the form layout.

? Page header: The page header shows the name of the table and the form that you

are editing. You can also access the form properties, save the form, and switch to the form view from the page header.

? Field navigator: The field navigator shows the list of available fields for the table

and allows you to search, filter, and add fields to the form. You can also create new fields and edit existing fields from the field navigator.

? Schema map: The schema map is not part of the Form Designer. The schema

map is a separate tool that shows the relationships between tables and fields on the platform. You can access the schema map from the System Definition > Tables module or from the context menu of a table.

References:

? [Form Designer]

? [Schema map]

**NEW QUESTION 85**

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