

ServiceNow

Exam Questions CAD

Certified Application Developer-ServiceNow



NEW QUESTION 1

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

NEW QUESTION 2

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 3

Modules must have a Link type. Which one of the following is a list of Link types?

- A. List of Records, Separator, Catalog Type, Roles
- B. Assessment, List of Records, Separator, Timeline Page
- C. List of Records, Content Page, Order, URL (from arguments:)
- D. Assessment, List of Records, Content Page, Roles

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/geneva-servicenow-platform/page/administer/navigation_and_ui/reference/r_ModuleLinkTypes.html

A module is a navigation item that provides access to a feature or functionality in ServiceNow. Modules must have a link type, which determines how the module behaves when clicked. The following is a list of link types:

Assessment. This is a link type that opens an assessment, which is a survey or questionnaire that measures the effectiveness of a process or service.

List of Records. This is a link type that opens a list of records from a table or a saved filter. Separator. This is a link type that creates a horizontal line to separate modules in the application menu.

Timeline Page. This is a link type that opens a timeline page, which is a graphical representation of the duration and sequence of events or tasks.

The following are not link types, but other module attributes or field types:

List of Records, Separator, Catalog Type, Roles. These are not link types, but a combination of a link type (List of Records), a module attribute (Separator), a field type (Catalog Type), and a user attribute (Roles).

List of Records, Content Page, Order, URL (from arguments:). These are not link types, but a combination of a link type (List of Records), a module attribute (Content Page), a field name (Order), and a link type argument (URL).

Assessment, List of Records, Content Page, Roles. These are not link types, but a combination of a link type (Assessment), a link type (List of Records), a module attribute (Content Page), and a user attribute (Roles). References: Modules, Create a Module

NEW QUESTION 4

Which of the following GlideRecord methods run a query against a database table? Choose 3 answers

- A. -query()
- B. runQuery()
- C. query()
- D. -get()
- E. get()

Answer: ACE

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/GlideQuery/concept/GlideQueryGlobalAPI.html#GlideQueryAPI
https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideRecordScoped/concept/c_GlideRecordScopedAPI.html

NEW QUESTION 5

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access Control list for table:

table.None read Access Control for users with the admin and itil roles

table.field3 read Access Control for users with the admin role

Which field or fields can a user with the itil role read?

- A. field3 only
- B. field1 and field3
- C. All fields
- D. All fields except field3

Answer: D

Explanation:

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

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=69fc8369db9cdbc01dcaf3231f961935

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

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

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

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: https://community.servicenow.com/community? id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

NEW QUESTION 8

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 9

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

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 10

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

NEW QUESTION 10

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 11

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 13

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 17

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

NEW QUESTION 21

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 22

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 27

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

- A. Open an empty form so new records can be created
- B. Open a link to a wiki article with instructions on how to customize the behavior of the new module
- C. Display an empty homepage for the application
- D. Display a list of all records from the table

Answer: D

Explanation:

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

References:

? Create a table

? Module properties

NEW QUESTION 29

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

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

Answer: A

Explanation:

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

designer/reference/flow- triggers.html

The trigger types in Flow Designer are Application, Record, Schedule, and

NEW QUESTION 34

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

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

Answer: B

Explanation:

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

Reference: https://community.servicenow.com/community? id=community_QUESTION

NO:&sys_id=dff705e6db7757c0d58ea345ca96196b

NEW QUESTION 38

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.ht ml

NEW QUESTION 40

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

Answer: A

Explanation:

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

Reference: https://docs.servicenow.com/bundle/orlando-application- development/page/build/applications/ concept/c_DelegatedDevelopment.html

The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. References: [Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

NEW QUESTION 43

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 48

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

NEW QUESTION 52

For Application Access there is a configuration option called Allow access to this table via web services. Which one of the following statements is true when this option is selected?

- A. This option restricts the ability to delete records via web services but records can always be read
- B. The user performing the query via web services must have the correct permissions to access the table's records
- C. Even when not selected, users with the correct permissions can use web services to access the table's records
- D. This option restricts access only to SOAP web services but does not apply to REST

Answer: B

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By selecting the Allow access to this table via web services option, you can enable other application scopes to access your data tables using web services, such as SOAP or REST. However, the user performing the query via web services must have the correct permissions to access the table's records. The user must have the appropriate roles and access controls to perform the operations on the table, such as create, read, write, or delete.

The other statements are not true when this option is selected. This option does not restrict the ability to delete records via web services, nor does it allow records to be always read. The access to the records depends on the user's permissions and the web service method. This option also does not restrict access only to SOAP web services, but applies to both SOAP and REST web services. Finally, this option is not the only way to enable web service access to the table's records. Even when this option is not selected, users with the correct permissions can use web services to access the table's records, as long as they specify the application scope in the web service request.

References:

? Application Access

? Web service access to scoped applications

NEW QUESTION 53

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

NEW QUESTION 55

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script
- D. Script, Conditions, Roles

Answer: C

Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link: <https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/m-p/1311962/highlight/true#M6538>

NEW QUESTION 58

What is the purpose of the Application Picker?

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

Answer: C

Explanation:

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

NEW QUESTION 62

When configuring a REST Message, the Endpoint is:

- A. The commands to the REST script to stop execution
- B. The URI of the data to be accessed, queried, or modified
- C. Information about the format of the returned data
- D. The response from the provider indicating there is no data to send back

Answer: B

Explanation:

When configuring a REST Message, the Endpoint is:

? The URI of the data to be accessed, queried, or modified. This is the correct answer because the Endpoint is the part of the REST Message that specifies the location and the resource of the REST provider. The Endpoint is composed of the base URL and the resource path, which can include query parameters or variables. For example, the Endpoint for a REST Message that retrieves the weather information for a city from a web service could be <https://api.openweathermap.org/data/2.5/weather?q=London>.

The following are not correct definitions of the Endpoint when configuring a REST Message:

? The commands to the REST script to stop execution. This is not correct because

the commands to the REST script to stop execution are not part of the REST Message, but of the Scripted REST API, which is a feature that allows users to create custom REST endpoints on the ServiceNow platform. The commands to the REST script to stop execution are methods of the RESTAPIResponse object, such as `setStatusCode`, `setError`, or `complete`.

? Information about the format of the returned data. This is not correct because the

information about the format of the returned data is not part of the Endpoint, but of the HTTP headers or the Accept field of the REST Message. The HTTP headers or the Accept field can be used to specify the content type of the response, such as JSON, XML, or HTML.

? The response from the provider indicating there is no data to send back. This is

not correct because the response from the provider indicating there is no data to send back is not part of the Endpoint, but of the HTTP status code or the response body of the REST Message. The HTTP status code or the response body can be used to indicate the result of the REST request, such as 200 OK, 404 Not Found, or 500 Internal Server Error. References: REST Messages, Scripted REST APIs

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/outbound-rest/reference/r_RESTMessageElements.html

NEW QUESTION 67

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 70

Which objects can be used in Inbound Action scripts?

- A. current and previous
- B. current and email
- C. current and event

D. current and producer

Answer: B

Explanation:

Inbound Action scripts are server-side scripts that run when an email is received by the system. They can use the current object to access the record that is created or updated by the email, and the email object to access the properties and methods of the email message. The previous and event objects are not available in Inbound Action scripts. The producer object is only available in Record Producer scripts, which are used to create records from a service catalog item.

References:

? Inbound Action scripts

? [Record Producer scripts]

NEW QUESTION 72

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 are more versatile going forward in future versions.

Reference: https://community.servicenow.com/community?id=community_QUESTION

NO:&sys_id=bd71cb29db98dbc01dcaf3231f9619c6

NEW QUESTION 76

* 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 77

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 78

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

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 83

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

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 86

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

References:

? Application Access

? [Application scope]

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingapps_rome_application_access

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

NEW QUESTION 88

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

- A. workflow.scratchpad
- B. GlideUser object (g_user)
- C. current and previous objects
- D. GlideSystem object (gs)

Answer: B

Explanation:

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

References:

- ? [GlideUser object (g_user)]
- ? [Workflow scripts]
- ? [Business Rules]
- ? Script Includes
- ? [GlideSystem object (gs)]

NEW QUESTION 90

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

NEW QUESTION 93

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

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

Answer: D

Explanation:

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

NEW QUESTION 97

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

NO:&sys_id=e017cbe5db1cd5bc01dcaf3231f9619a3

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.

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.

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.

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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.

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.

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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.

NEW QUESTION 102

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

NEW QUESTION 103

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 107

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. What are some of the considerations to document as part of the business process?

- A. Business problem, data input/output, users/stakeholders, and process steps
- B. Business problem, data input/output, project schedule, and process steps
- C. Business problem, data input/output, users/stakeholders, and database capacity
- D. Business problem, users/stakeholders, available licenses, and database capacity

Answer: A

Explanation:

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. The following are some of the considerations to document as part of the business process:

? Business problem. This is the description of the problem or opportunity that the application is intended to address or exploit. It should include the background, context, scope, and objectives of the problem or opportunity.

? Data input/output. This is the specification of the data that the application will need to collect, store, manipulate, and display. It should include the data sources, formats, validations, transformations, and integrations of the data.

? Users/stakeholders. This is the identification of the users and stakeholders who will be involved in or affected by the application. It should include the roles, responsibilities, expectations, and needs of the users and stakeholders.

? Process steps. This is the definition of the steps and activities that the application will perform or support. It should include the inputs, outputs, triggers, conditions, and outcomes of each step or activity.

The following are not some of the considerations to document as part of the business process:

? Project schedule. This is the estimation of the time and resources required to complete the application development project. It should include the milestones, deliverables, dependencies, and risks of the project. This is not part of the business process, but part of the project management plan.

? Database capacity. This is the measurement of the amount of data that the application will generate and store in the database. It should include the data volume, growth rate, retention policy, and backup strategy of the data. This is not part of the business process, but part of the technical design and architecture of the application.

? Available licenses. This is the number and type of licenses that the application will consume or require from the ServiceNow platform. It should include the license model, cost, and allocation of the licenses. This is not part of the business process, but part of the financial and legal aspects of the application.

References: Application Development Process, Business Process Analysis

NEW QUESTION 110

What is the ServiceNow store?

- A. The source for ServiceNow Community created developer content
- B. Marketplace for free and paid certified ServiceNow applications and integrations
- C. Downloadable content ServiceNow script archive

D. Alternate name for the ServiceNow Developer Share site

Answer: B

Explanation:

The ServiceNow Store is a marketplace for free and paid certified ServiceNow applications and integrations. The ServiceNow Store provides customers with access to Now Certified enterprise workflow apps from partners that complement and extend ServiceNow products and solutions. Customers can browse, try, buy, and deploy apps and integrations that suit their needs and enhance their ServiceNow experience. The ServiceNow Store is not the source for ServiceNow Community created developer content, as that is available on the Developer Portal or the Share site. The ServiceNow Store is not a downloadable content ServiceNow script archive, as that is available on the Script Library or the Script Repository. The ServiceNow Store is not an alternate name for the ServiceNow Developer Share site, as that is a separate site where developers can share applications, code snippets, UI pages, etc. Reference: ServiceNow Store

NEW QUESTION 111

Tables that extend a table do what?

- A. Sometimes inherit the parent's fields
- B. Automatically update the application scope
- C. Do not inherit the parent's fields
- D. Inherit the parent's fields

Answer: D

Explanation:

Tables that extend a table inherit the parent's fields. Extending a table means creating a child table that shares the same columns and business logic as the parent table. For example, the Incident table extends the Task table, which means that all fields defined on the Task table are also available on the Incident table. Extending a table allows for reusing existing fields and behaviors without duplicating them on multiple tables. Reference: Table extension and classes

NEW QUESTION 112

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

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

Answer: A

Explanation:

Catalog Client Scripts and Catalog UI Policies are the client-side scripts that apply to Record Producers. Catalog Client Scripts allow you to add or modify functionality on a catalog item or record producer form. Catalog UI Policies dynamically change information on a catalog item or record producer form. UI Scripts, UI Actions, Client Scripts, and UI Policies do not apply to Record Producers. Reference: Catalog client scripts, Catalog UI policies
Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/script/client-scripts/concept/c_CatalogClientScriptCreation.html

NEW QUESTION 116

Why create Applications in ServiceNow?

- 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

NEW QUESTION 118

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