ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 1
- (Topic 3)
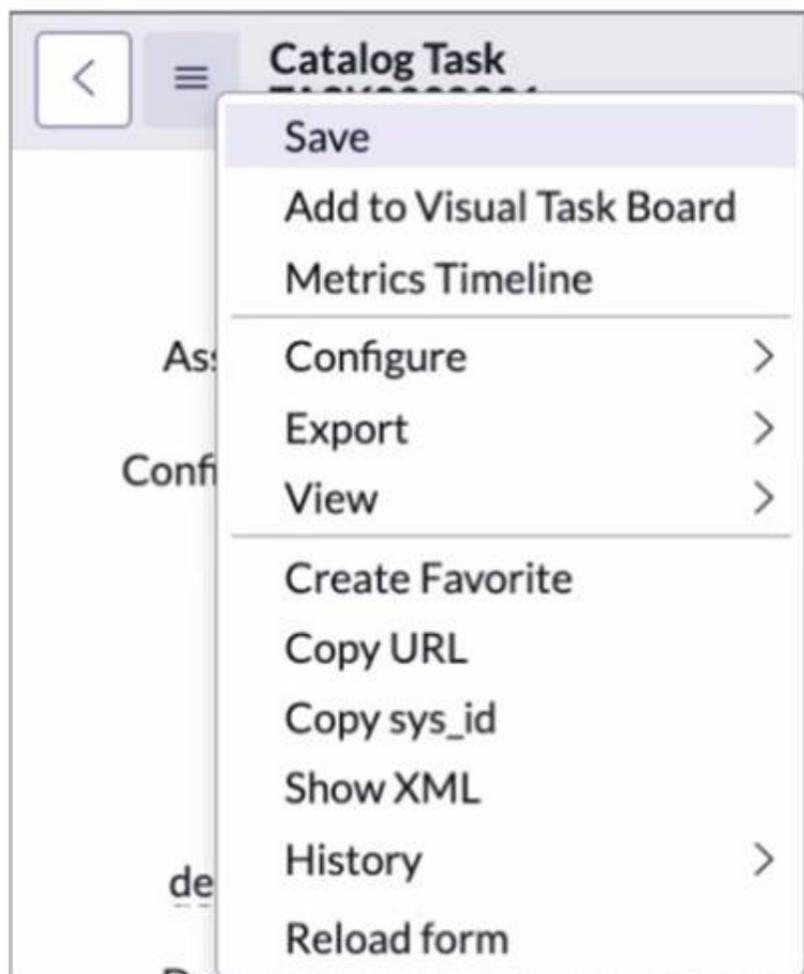
Which path would you take to access the table configuration page from a form?

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

Answer: B

NEW QUESTION 2
- (Topic 3)
In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

A. Field Icon
B. Field Value
C. Data Pill
D. Data Element
E. Data Trigger

Answer: D

NEW QUESTION 3
- (Topic 3)
What tool is used to import data from various data sources, and map that data into ServiceMow tables?

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

Answer: A

NEW QUESTION 4
- (Topic 3)
When building an extended table from a base table, which fields do you need to create? Choose 2 answers

A. The mandatory fields for the base table.
B. The reference fields for the base table.
C. The fields that are not in the base table.
D. The fields that are specific to the extended table.

Answer: CD

NEW QUESTION 5
- (Topic 3)
Which type of ServiceNow script runs on the web browser?

A. Server script
B. Local script
C. Database script
D. Client script

Answer: D

NEW QUESTION 6
- (Topic 3)
Which type of scripts nun in the browser?

A. Script include Scripts
B. Business Rule Scripts
C. Access Contra! Scripts
D. UI Policies and Client Scripts

Answer: D

NEW QUESTION 7
- (Topic 3)
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

A. Click Personalize List
B. Right click on any column heade
C. Context Menu > Configure > List Layout
D. Click List Context Menu > Personalize List
E. Click List Content Menu > Configure > List Layout

Answer: B

Explanation:
 To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu2. This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons2. Users can also drag and drop the fields to change the order of the columns2.
References
? How To Configure List and Form Layouts | by ServiceNow Scholar - Medium2

NEW QUESTION 8
- (Topic 3)
What role enables someone to authorize a request, with no other permissions on the platform?

A. Approver [approver-user]
B. Authorize [authorize-user]
C. Reviewer [reviewer_user]
D. Approver Group [approval_group]
E. Verification [verify_user]

Answer: A

NEW QUESTION 9
- (Topic 3)
What section on a task record is used to see the most recent updates made to a record?

A. Related List
B. Activity Stream
C. Audit Log
D. Timeline

Answer: B

NEW QUESTION 10
- (Topic 3)
What section on a task record would you use to see the most recent update made to a record?

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

Answer: D

NEW QUESTION 10

- (Topic 3)
Here is an example of the criteria set for a knowledge base:
* Companies: ACME North America
* Department: HR
* Groups: ACME Manager
* Match All: Yes
In this example, what users would have access to this knowledge base?

A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

NEW QUESTION 14
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against me data?

A. Style
B. Format
C. Data
D. Configure
E. Group by

Answer: D

NEW QUESTION 16
- (Topic 3)
For your implementation, the following tables. are extended fram each ofher:
* Incident table is extended from Task table.
* Super Incident table is extended from Incident table,
In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

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

Answer: BCDGH

NEW QUESTION 19
- (Topic 3)
Which modules can you use to create a new table? Choose 2 answers

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

Answer: AD

NEW QUESTION 21
- (Topic 3)
Which feature ensures data consistency white importing data using import sets and web services?

A. Client Script
B. UI Policy
C. Data Policy
D. CSDM
E. Business Rule

Answer: C

Explanation:
 Data policies are used to define rules that govern the creation, modification, and deletion of data in ServiceNow. These policies can be used to ensure data consistency by enforcing data quality standards and preventing invalid or inaccurate data from being imported.
References:
? ServiceNow Product Documentation: Data policies overview - https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 24

- (Topic 3)
A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access? Choose 3 answers

A. Add User Account to itll group
B. Add User Account to ACL
C. Add User Account to network group
D. Add User Account to IT Knowledgebase
E. Create User Account
F. Add User Account to Hardware group

Answer: BCF

NEW QUESTION 26
- (Topic 3)
What options can you see, when you fight click on a CI, from the CI dependency view map? Choose 3 answers

A. View Affected Cis
B. View Related Tasks
C. View Recent Outages
D. View Cases
E. View Knowledge

Answer: ABC

NEW QUESTION 31
- (Topic 3)
What section on the notes tab, shows the history of the work documented on the record?

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

Answer: B

NEW QUESTION 32
- (Topic 3)
What are the components that make up a filer condition? Choose 3 answers

A. Column
B. Match Criteria
C. Field
D. Value
E. Operator

Answer: C

NEW QUESTION 37
- (Topic 3)
When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

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

Answer: B

NEW QUESTION 39
- (Topic 3)
Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

A. One Approval can have many Requests
B. One Request can have many Requested Items
C. One Requested Item can have many Approvals
D. One Requested Item can have many Catalog Tasks
E. One Cart can have many Requests

Answer: BDE

NEW QUESTION 42
- (Topic 3)
On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

A. Insert, Update, Delet

B. Query
C. 4G} Before, After, Async, Display
D. Prior to, Synchronous, on Update
E. Before, Synchronous, Scheduled Job, View

Answer: B

NEW QUESTION 44
- (Topic 3)
Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

A. Requests can contain many items; and Items can be any item from the catalog.
B. Vendors can sell multiple products; and products can be sold by multiple vendors.
C. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

Answer: B

NEW QUESTION 48
- (Topic 3)
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

A. Analytics Reports
B. Performance Analytics
C. Scheduled Reports
D. Reporting

Answer: B

NEW QUESTION 53
- (Topic 3)
What are the three key tables in an enterprise CMDB? Choose 3 answers.

A. omadb_rel_ci
B. sn_emdb
C. sn_emdb_ci
D. Ey omdb
E. sn_emdb_bak
F. omdb_ci
G. emdb_bak

Answer: ADF

NEW QUESTION 58
- (Topic 3)
What feature do you use to specify which users are able to access a Service Catalog Item?

A. Can Read Role
B. Catalog User Role
C. Can Order Tab
D. User Criteria

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow- platform/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION 59
- (Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

A. Dictionary Design
B. Field Limiter
C. UI Policy
D. UI Design
E. Form Constraint

Answer: D

NEW QUESTION 61
- (Topic 3)
Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board
Interface?

A. Flow Designer

B. Process Automation Designer
C. Process Workflow Designer
D. Workflow Editor

Answer: B

NEW QUESTION 63
- (Topic 3)
Which tables are children of the Task table and come with the base system? Choose 3 answers

A. Incident
B. Problem
C. Change Request
D. Config
E. Dictionary
F. cmdb

Answer: ABC

Explanation:
The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.
References
? https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html
? https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982
? https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247

NEW QUESTION 66
- (Topic 3)
When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

A. Run Transform
B. Run Import
C. Import Dataset
D. Execute Transform
E. Schedule Transform

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html

NEW QUESTION 71
- (Topic 3)
What Service Catalog feature do you use to organize items into logical groups?

A. Variable sets
B. Catalog items
C. Sections
D. Categories

Answer: A

NEW QUESTION 74
- (Topic 3)
Which component of a table contains a piece of data for one record?

A. Factor
B. Field
C. Datapoint
D. Element
E. Item

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataDictionaryTables.html

NEW QUESTION 78
- (Topic 3)
Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

A. Context Menu > Configure > Form Layout
B. Context Menu > Form > Layout
C. Right click on header > Configure > Form Design
D. Context Menu > Configure > Form Designer
E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 82
- (Topic 3)
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?
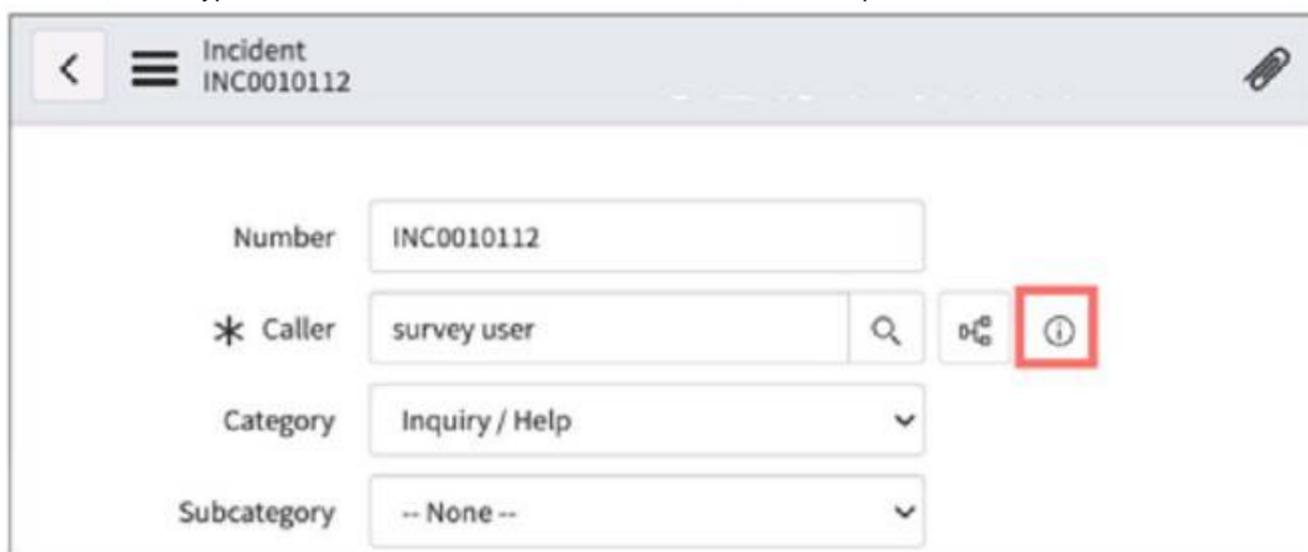
A. Drilkdown
B. Lookup
C. Quickview
D. Preview
E. Snapshot
F. Reference:

Answer: F

NEW QUESTION 84
- (Topic 3)
Which type of scripts run in the browser?

A. Policies and Client Scripts
B. Access Contral Scripts
C. script Include Scripts
D. Business Rule Scripts

Answer: A

NEW QUESTION 87
- (Topic 3)
What icon do you use to change the icon and color on a Favorite'?

A. Star
B. Triangle
C. Pencil
D. Clock

Answer: C

NEW QUESTION 91
- (Topic 3)
If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?
Choose 2 answers

A. Select the record using the check box, then select the Person icon
B. Double click on the Assigned to value, type the name of the user, and select the green check
C. Select the record using the check box then select the Assign To Me UI action on the List Header
D. Right click on the Task number and select the Assign to me option in the menu
E. Select the Task number, and select the Assign to me UI action on the form

Answer: DE

NEW QUESTION 93
- (Topic 3)
The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

A. Request + Response
B. Save + Update
C. Write + Read
D. Submit + Query
E. Insert + Verify

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-script-best-practices.html

NEW QUESTION 98
- (Topic 3)
Which best describes a field in a SeniceNow table?

A. A field is a table cell that stores data
B. A field is a table row
C. A field is an item that appears in a menu list
D. A field is a record in a table

Answer: C

NEW QUESTION 102
- (Topic 3)
What are the steps for importing data using an import set?

A. Select source file; Run automap; Transform data; Clean up target table
B. Set up LDAP; Test map: Create update set; Run import: Apply update set
C. Identify source; Import transform map: Run transformer; Verity import
D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 104
- (Topic 3)
When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

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

Answer: BCE

NEW QUESTION 107
- (Topic 3)
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

A. incident .*
B. incident.all
C. incident .!
D. incident.None

Answer: A

Explanation:
 The object name for a rule that applies to the entire Incident table is incident
.* , which means any field on the incident table. The other options are not valid object names for access control rules.
ReferencesAccess control list rulesAccess Control List in ServiceNowAccess Controls

NEW QUESTION 112
- (Topic 3)
What instance resource allows you to access guided tours, information about actions, and instructions an how to use inputs and outputs in your flaw?

A. Community
B. Help Panel (question mark icon)
C. Docs
D. Wiki

Answer: B

NEW QUESTION 115
- (Topic 3)
What is the most common role that has access to almost all platform features, functions, and data?

A. Security Admin [security_admin]
B. Sys Admin [sys_admin]
C. Admin [sn_admin]
D. System Administrator [admin]
E. Base Admin [base_admin]

Answer: C

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary

NEW QUESTION 117
- (Topic 3)
What is used to determine user access to knowledge bases or a knowledge article?

A. sn_kb_read, sn_article_read
B. Privacy Settings
C. Read Access Flag
D. User Criteria

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html

NEW QUESTION 120
- (Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Read
B. Can Write
C. Can Contribute
D. Can Author
E. Cannot Author

Answer: C

NEW QUESTION 125
- (Topic 3)
Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

A. Access List
B. Can Access
C. Accessible to
D. Can Read

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 127
- (Topic 3)
What is the definition of a group?

A. An escalation pod
B. A department
C. A collection of users
D. A collection of subject matter experts
E. A team of users

Answer: C

NEW QUESTION 132
- (Topic 3)
When importing data, what happens to imported rows, if no coalesce field is specified?

A. All rows are rejected from the import, as coalesce field is required.
B. All rows are treated as new record
C. No existing records are updated.
D. Duplicate rows are rejected from the import.
E. All rows are treated as new records, but errors will be flagged in the import log.

Answer: D

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION 133
- (Topic 2)
When creating a global custom table named "abc", what is the table name that is automatically assigned by the platform?

A. snc_abc
B. abc
C. u_abc
D. sys_abc

Answer: C

NEW QUESTION 134
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: D

NEW QUESTION 137
- (Topic 2)
What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security
B. Utilities > Migrate Security
C. System Security > Security
D. Self-Service > My Access
E. System Security > Access Control (ACL)
F. Password Management > Security Questions
G. System Security > High Security Settings

Answer: AEG

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html

NEW QUESTION 139
- (Topic 2)
What are the three components of a filter condition?

A. Fiel
B. Operator and Value
C. Conditio
D. Operator, and Value
E. Field, Condition, and Value
F. Variable, Field, and Value

Answer: A

NEW QUESTION 144
- (Topic 2)
Which of the following is used to categorize, flag, and locate records?

A. Search
B. Favorites
C. Tags
D. Bookmarks

Answer: C

NEW QUESTION 149
- (Topic 2)
From a form, what would you click to add additional fields to the form? (Choose two.)

A. Context Menu > Form > Layout
B. Context Menu > Configure > Form Layout
C. Context Menu > Configure > Form Design
D. Right click on header > Add > Field
E. Context Menu > Form > Designer
F. Right click on header > Configure > UX Dashboard

Answer: BD

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html

NEW QUESTION 150

- (Topic 2)
What is a key difference between Reporting and Performance Analytics?

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

Answer: B

NEW QUESTION 151
- (Topic 2)
A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

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

Answer: C

NEW QUESTION 155
- (Topic 2)
Which tool should be used to populate commonly used fields in a form?

A. Template
B. Reference Qualifier
C. Formatter
D. Assignment Rule

Answer: A

NEW QUESTION 160
- (Topic 2)
How do you make a list filter available to everyone?

A. Make active, set visibility, and save
B. Assign a name, set visibility, and save
C. Assign a group, set visibility, and save
D. Make active, assign a name, and save

Answer: B

NEW QUESTION 162
- (Topic 2)
Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

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

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html

NEW QUESTION 165
- (Topic 2)
What is a no-code approach to control the mandatory or read-only state of a form field?

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

Answer: E

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 170
- (Topic 2)
Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non- managers) can submit the order?

A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
B. Create Catalog Item and use the Not Available list to specify the Manager Group
C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION 172
- (Topic 2)
New records, new groups, and modified configuration Items (Cls): what do they have in common?

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

Answer: A

NEW QUESTION 176
- (Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

A. Select Normal role
B. Log out and back in
C. Use System Administration > Normal Security module
D. Select Global Update Set
E. End Impersonation

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSecuritySettings.html

NEW QUESTION 179
- (Topic 2)
When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

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

Answer: C

NEW QUESTION 183
- (Topic 2)
Which one of the following statements is true?

A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
C. When an incident form is saved, the impact field is calculated by adding the Prion:, and Urgency values
D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: D

NEW QUESTION 184
- (Topic 2)
When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

A. Turn your computer off and on again
B. Clear browser cache
C. End Impersonation
D. Log out and back in

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

NEW QUESTION 185
- (Topic 2)
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Answer: B

NEW QUESTION 187
- (Topic 2)
Where in Flow Designer can users access information about actions that are added to the flow?

A. Virtual Agent Help
B. Local Action Help
C. Help Panel
D. Flow Assistant

Answer: C

NEW QUESTION 189
- (Topic 2)
Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

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

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

NEW QUESTION 190
- (Topic 2)
The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

A. Incident Auto-Resolution
B. Ticket Resolver
C. Virtual Agent Helper
D. Web Intelligence

Answer: A

NEW QUESTION 192
- (Topic 2)
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

A. Extended Validation Access (EVA)
B. Organization Verification Card (OVC)
C. Common Access Card (CAC)
D. Domain Authentication Card (DAC)
E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 197
- (Topic 2)
A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:
Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

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

Answer: A

NEW QUESTION 199
- (Topic 2)
What is a sys_id?

A. Unique 32-character identifier that is assigned to every record
B. A client-side Business Rule
C. A server-side Business Rule
D. Unique 64-character identifier that is assigned to every record

Answer: A

NEW QUESTION 203
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: C

NEW QUESTION 206
- (Topic 2)
The ServiceNow platform includes which types of interfaces? (Choose three.)

A. Now Mobile Apps
B. Agent Control Center
C. Back Office Dashboard
D. Service Portals
E. Now Platform® User Interfaces
F. Field Service Taskboard

Answer: ADE

Explanation:
 A. https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html D and E.
https://www.servicenow.com/products/service-portal.html

NEW QUESTION 209
- (Topic 2)
Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user
B. A column is one field and a record is one row
C. A column is one field and a record is one column
D. A column contains data from one user and a record is one set of fields

Answer: A

NEW QUESTION 214
- (Topic 2)
Which section of the ServiceNow UI allows you to perform a global search?

A. Application Navigator
B. Banner frame
C. List pane
D. Content frame

Answer: B

NEW QUESTION 216
- (Topic 2)
An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?
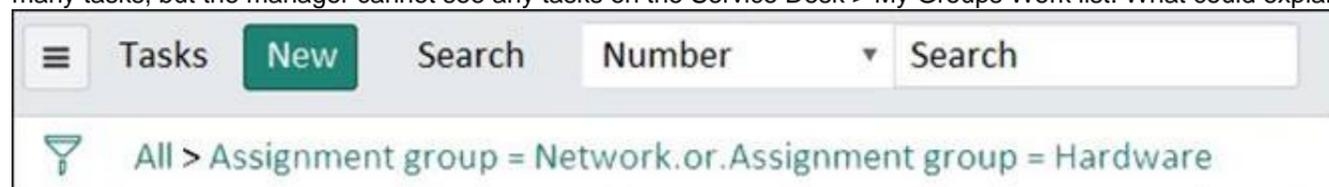
A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
B. The manager does not have the itil role.

C. The manager is not a member of the Service Desk group.
D. The manager is not a member of the Network and Hardware groups.
E. The Assignment Group manager field is empty.

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_CreateAGroup.html

NEW QUESTION 219
- (Topic 2)
Which module is used as the first step for importing data?

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

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm

NEW QUESTION 224
- (Topic 2)
Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

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

Answer: C

NEW QUESTION 228
- (Topic 1)
database live at the Data Center.

A. True
B. False

Answer: A

NEW QUESTION 231
- (Topic 2)
What is a role in ServiceNow?

A. A role is one record m the Role [sys_user_role] table
B. A role is one record in the Role Iuser_sys_role] table
C. A role is a persona used In Live Feed Chat
D. A role Is a set of modules for a particular application

Answer: A

NEW QUESTION 235
- (Topic 2)
What function do you use to add buttons, links, and context menu items on forms and lists?

A. UI Policies
B. UI Settings
C. UI Actions
D. UI Config

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html

NEW QUESTION 238
- (Topic 1)
What are the 5 provided Roles by ServiceNow?

A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services

C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 240
- (Topic 1)
What information does the System Dictionary contain?

A. The human-readable labels and language settings
B. The definition for each table and column
C. The information on how tables relate to each other
D. The language dictionary used for spell checking

Answer: B

NEW QUESTION 245
- (Topic 1)
A knowledge article must be which of the following states to display to a user?

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

Answer: A

NEW QUESTION 246
- (Topic 1)
What is the Import Set Table?

A. A table where data will be placed, post-transformation
B. A table that determines relationships
C. A staging area for imported records
D. A repository for Update Set information

Answer: C

NEW QUESTION 251
- (Topic 1)
Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

A. Service Processes
B. User Permissions
C. Tables and Fields
D. A Database
E. The Dependency View

Answer: ACDE

NEW QUESTION 252
- (Topic 1)
When working on a form, what is the difference between Insert and Update operations?

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

Answer: B

NEW QUESTION 257
- (Topic 1)
What are the four knowledge workflows available in the ServiceNow base instance?

A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
B. Instant Publish: Immediately publishes a draft article without requiring an approval
C. Instant Retire: Immediately retires a published article without requiring an approval
D. Retire Knowledge: Moves a knowledge article to the retired state.

Answer: A

NEW QUESTION 261

- (Topic 1)
Which of the following statement describes the purpose of an Order Guide?

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

Answer: C

NEW QUESTION 264
- (Topic 1)
Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Answer: C

NEW QUESTION 269
- (Topic 1)
What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request
B. An Order Guide
C. A request
D. An SLA

Answer: C

NEW QUESTION 273
- (Topic 1)
Tables are made up of which of the following?

A. records
B. lists
C. forms.
D. fields

Answer: AD

NEW QUESTION 274
- (Topic 1)
Knowledge articles within a knowledge base are grouped by category.

A. True
B. False

Answer: A

NEW QUESTION 275
- (Topic 1)
Where would you go in ServiceNow to order services and products offered by various departments?

A. Service Catalog
B. Self Service
C. Service Department
D. Customer Service

Answer: A

NEW QUESTION 277
- (Topic 1)
What refers to an application or system that accesses a remote service or another computer system, known as a server?

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

Answer: B

NEW QUESTION 281

- (Topic 1)
The display sequence is controlled in a Service Catalog Item using which of the following?

A. The Default Value field in the Catalog Item form
B. The Sequence field in the Catalog Item form
C. The Order field in the Variable form
D. The Choice field in the Variable form

Answer: C

NEW QUESTION 282
- (Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

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

Answer: C

NEW QUESTION 287
- (Topic 1)
Which of the following is used to initiate a flow?

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

Answer: A

NEW QUESTION 290
- (Topic 1)
Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

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

Answer: D

NEW QUESTION 293
- (Topic 1)
As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

A. A metric is a report gauge used on homepages to display real-time data
B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
C. A metric is used to measure and evaluate the effectiveness of IT service management processes
D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

NEW QUESTION 295
- (Topic 1)
Which one of the following modules can be used to view field settings for a table?

A. Tables & Columns
B. Access Control
C. Columns and Fields
D. Tables and Fields

Answer: A

NEW QUESTION 298
- (Topic 1)
What is a formatter? Select one of the following.

A. A formatter allows you to configure applications on your instance
B. A formatter is a form element used to display information that is not a field in the record
C. A formatter allows you to populate fields automatically
D. A formatter is a set of conditions applied to a table to help find and work with data

Answer: B

NEW QUESTION 299
- (Topic 1)
In what order should filter elements be specified?

A. Field, Operator, then Value
B. Field, Operator, then Condition
C. Operator, Condition, then Value
D. Value, Operator, then Field

Answer: A

NEW QUESTION 302
- (Topic 1)
Record numbers have to be manually incremented

A. True
B. False

Answer: B

NEW QUESTION 306
- (Topic 1)
How are Workflows moved between instances?

A. Workflows are moved using Update Sets
B. Workflows are moved using Transform Maps
C. Workflows are moved using Application Sets
D. Workflows cannot be moved between instances

Answer: A

NEW QUESTION 310
- (Topic 1)
Which of the following allows a user to edit field values in a list without opening the form?

A. Data Editor
B. Edit Menu
C. List Editor
D. Form Designer

Answer: C

NEW QUESTION 311
- (Topic 1)
Knowledge Base Search results can be sorted by which of the following? (Choose three.)

A. Most recent update
B. Popularity
C. Relevancy
D. Manager assignment
E. Number of views

Answer: ACE

NEW QUESTION 313
- (Topic 1)
Buttons, form links, and context menu items are all examples of what type of functionality?

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

Answer: B

NEW QUESTION 315
- (Topic 1)
A REQ number in the Service Catalog represents…

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

Answer: A

NEW QUESTION 320
- (Topic 1)
Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

A. onSubmit
B. onUpdate
C. onCellEdit
D. onLoad
E. onEdit
F. onChange
G. onSave

Answer: ACDF

NEW QUESTION 324
- (Topic 1)
How is the Event Log different from the Event Registry?

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

Answer: A

NEW QUESTION 325
FILL IN THE BLANK - (Topic 1)
FILL IN THE BLANK
_____ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Server

NEW QUESTION 329
- (Topic 1)
A Service Catalog may include which of the following components?

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

Answer: D

NEW QUESTION 331
- (Topic 3)
What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared oy the entire organization?

A. Self Service Management
B. Knowledge Management
C. Knowledge-Centered Management
D. Information Portal Management
E. Business Information Management

Answer: B

Explanation:
Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization1. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction1.
References
? Knowledge Management - ServiceNow1

NEW QUESTION 335
- (Topic 3)
What ServiceNow feature allows you to include data from a secondary related table on a report?

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

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelatedTables.html

NEW QUESTION 336
- (Topic 3)
What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

A. On list Context Menu, select Group By > Category
B. On the Filter Menu, select Group By > Category
C. Click Group On icon, select Category
D. On Navigator Filter, type tablename.group.category and press enter
E. On the Category column title, click Context menu > Group By Category

Answer: AE

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html

NEW QUESTION 338
- (Topic 3)
What actions are taken to filter a long list of records to show only those with the Category of Hardware?

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

Answer: C

NEW QUESTION 343
- (Topic 3)
What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

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

Answer: C

NEW QUESTION 345
- (Topic 3)
What does Natural Language Query allow you to do on a list?

A. Automatically select a filter, based on keywords
B. Filter list by typing in a phrase
C. Predict the filter desired by the user
D. Speak to the condition builder
E. Set list filter, using audible commands

Answer: A

NEW QUESTION 346
- (Topic 3)
Which admin role is required to make changes to High Security Settings?

A. security _admin
B. sn_ad_admin
C. high_sec_admin
D. admin

Answer: A

NEW QUESTION 347
- (Topic 3)
You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which
workflow would you update to make this change?

A. Services Approval Processing
B. 6 Services Catalog Item Request
C. Service Catalog Request
D. Purchasing Process Flow

Answer: C

NEW QUESTION 348
- (Topic 3)
What are the three key tables in an enterprise CMDB? (Choose three.)

A. cmdb
B. sn_cmdb_bak
C. cmdb_rel_ci
D. sn_cmdb
E. cmdb_bak
F. cmdb_ci
G. sn_cmdb_ci

Answer: ACF

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5 dbf20498d82ffb2439961938

NEW QUESTION 351
- (Topic 3)
Which one of the following describes the primary operations performed against tables in the Service Now platform?

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

Answer: C

NEW QUESTION 354
- (Topic 3)
When looking at a long list of records, you want to quickly filler, to show only those which have Shon Description containing email
How might you do that?

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

Answer: A

NEW QUESTION 356
- (Topic 3)
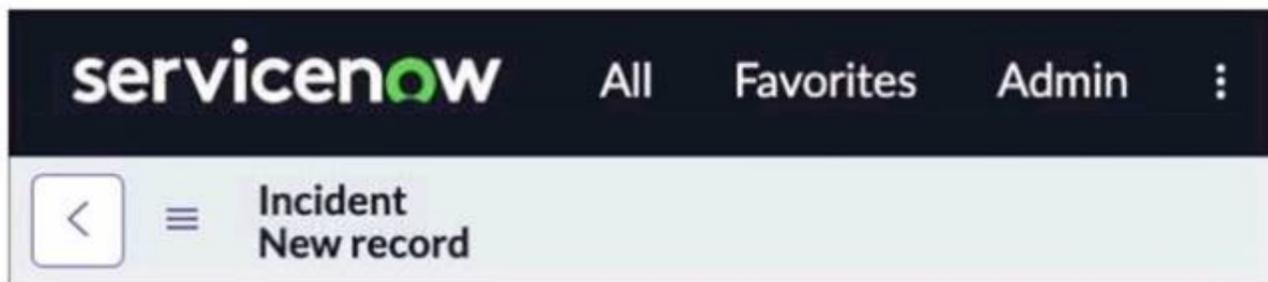
You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property
B. Context Menu > Form Design > add the Save'' button
C. All > System Properties > UI Properties > Turn on the Save" button
D. Context Menu > Form Layout > add the Save* button.

Answer: C

Explanation:
To add the Save button to the form header, users need to turn on the system property glide.ui.save_button, which enables the Save button on all forms1. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true1. Alternatively, users can use the sys_properties.list URL suffix and filter by the property name1.
References
? How to add or enable Save Button on all the forms across a Servicenow Instance - Support and Troubleshooting - Now Support Portal

NEW QUESTION 360
- (Topic 3)

An order from the Service Catalog has been placed. Two records in the Platform are
created as a result. Which two records are associated with tins newly ordered item? Choose 2 answers

A. A record of sc_task
B. A record of sc_req_llem table
C. A change record
D. An Incident record
E. A problem record

Answer: AB

NEW QUESTION 361
- (Topic 3)
Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions
to create Items and Services?

A. item Admin [sn_item_admin]
B. Sys Admin [sys_admln]
C. Catalog Admin [catalog_admin]
D. Catalog Auinor (sn_cataiog_write]

Answer: C

NEW QUESTION 365
- (Topic 3)
What access does a user need to be able to import anicies to a knowledge base?

A. Can contribute
B. sn_knowledge_contripute
C. sn_knowledge_import
D. Can import

Answer: A

NEW QUESTION 370
- (Topic 3)
When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

Answer: A

NEW QUESTION 374
- (Topic 3)
What icon do you use to change the boon and color on a Favorite?

A. Pencil
B. Star
C. Clack
D. Tringle

Answer: A

NEW QUESTION 375
- (Topic 3)
What are the steps for applying an update set to an instance?

A. Retrieve, Preview, Commit
B. Specify, Transform, Apply

C. Retrieve, Assess, Apply
D. Get, Test, Push
E. Pull, Review, Push

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier- overview.html#us-hier-overview

NEW QUESTION 377
- (Topic 3)
An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?
Choose 2 answers

A. His user account failed LDAP authentication
B. His user account does not Belong to any groups, which contain the ITIL role
C. His user account was not approved by his manager
D. His user account does not have ITIL role
E. His user account Is not logged in properly

Answer: BE

NEW QUESTION 381
- (Topic 3)
Which system property is added and set to true in order to see impersonation events in the System Log?

A. glide user_setting
B. glide sys all_jmpersonation
C. glide sys log_jmpersonabon
D. glide.impersonation_setting
E. glide sys admin_login

Answer: C

Explanation:
 The system property glide.sys.log_impersonation is added and set to true in order to see impersonation events in the System Log2. This property enables logging of
impersonation events in the Event [sysevent] table, which can be accessed by navigating to System Logs > Events2.
References
? How to find the history of impersonations - Support and Troubleshooting - ServiceNow

NEW QUESTION 386
- (Topic 3)
If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

A. itil users
B. Any user with an article's permalink
C. Any active user
D. No users
E. Users with kb_user role

Answer: C

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654

NEW QUESTION 391
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

A. Format
B. Layout
C. Style
D. Configure

Answer: C

NEW QUESTION 395
- (Topic 3)
On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

A. Attribute
B. Label
C. Field
D. Column

E. Data Element

Answer: C

NEW QUESTION 398
- (Topic 3)
On a list, what does each row show?

A. A filter
B. A record
C. A table
D. A field

Answer: B

Explanation:
 A list is a collection of records from a table. Each row in a list represents a record in that table1.
ReferencesIdentifying the view used on a list or formServiceNow: List Views for BeginnersHow Do I See A List Of Users And Their Roles In ServiceNow

NEW QUESTION 403
- (Topic 3)
What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

A. Group members can choose their tasks from My Groups Work
B. Groups can assign tasks to users based on on-call schedules
C. Site support members can pick tasks, based on Location
D. Groups can assign tasks to users based on skills
E. Group members can avoid tasks, which are nearing SLA breach
F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 405
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