



ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 1

- (Exam Topic 3)

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository
- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/reference/def>

NEW QUESTION 2

- (Exam Topic 3)

Which is the most efficient way to move large amounts of data between instances?

- A. Export to Data Package
- B. Export to XML
- C. Update Sets
- D. Export to Zip

Answer: B

NEW QUESTION 3

- (Exam Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

Answer: A

NEW QUESTION 4

- (Exam Topic 3)

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

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

Answer: C

NEW QUESTION 5

- (Exam Topic 2)

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

- A. Pancake icon
- B. Additional Actions or Context Menu
- C. Hamburger icon
- D. Cake icon

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContex

NEW QUESTION 6

- (Exam Topic 2)

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

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

Answer:

B

Explanation:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_lm

NEW QUESTION 7

- (Exam 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_General

NEW QUESTION 8

- (Exam 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 9

- (Exam 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/t>

NEW QUESTION 10

- (Exam 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 10

- (Exam Topic 2)

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 15

- (Exam Topic 2)

What is used frequently to move customizations from one instance to another?

- A. Update Sets
- B. Code Sets
- C. Update Packs
- D. Configuration Logs
- E. Remote Sets
- F. Local Sets
- G. Code Packs

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export>

NEW QUESTION 19

- (Exam Topic 2)

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [sys_user_group]
- C. Group [s_sys_group]
- D. Group [u_sys_group]

Answer: B

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION 23

- (Exam Topic 2)

What is NOT an example of a UI Action?

- A. Search
- B. Form buttons
- C. list Buttons
- D. Related Links

Answer: C

NEW QUESTION 24

- (Exam Topic 2)

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

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

Answer: D

NEW QUESTION 29

- (Exam Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_Tools

NEW QUESTION 31

- (Exam 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 32

- (Exam Topic 2)

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

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

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/>

NEW QUESTION 36

- (Exam Topic 2)

How is a group defined in ServiceNow?

- A. A group is one record stored in the Group Type [sys_user_group_type] table
- B. A group is one record stored in the Group [sys_user_group] table
- C. A group defines a set of users that share the same location
- D. A group defines a set of users that share the same job title

Answer: B

NEW QUESTION 40

- (Exam 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 45

- (Exam Topic 2)

What is an Event in ServiceNow?

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

Answer: B

NEW QUESTION 49

- (Exam Topic 2)

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

- A. personal.ize.control
- B. personal_list
- C. ul_page_admin
- D. ui_action_admin

Answer: A

NEW QUESTION 53

- (Exam Topic 2)

What is specified in an Access Control rule?

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

Answer: C

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Answer: A

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION 76

- (Exam Topic 2)

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
- C. Define Data Source, Select Transform Map, Run Transform
- D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 81

- (Exam Topic 2)

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

Answer: D

NEW QUESTION 85

- (Exam Topic 2)

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry is a module that provides Event definitions
- D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 88

- (Exam Topic 2)

What is the purpose of a Data Policy?

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

Answer: C

NEW QUESTION 92

- (Exam Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csd>

NEW QUESTION 95

- (Exam Topic 2)

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

- A. Feature

- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_Board

NEW QUESTION 97

- (Exam Topic 2)

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

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

Answer: C

Explanation:

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>

NEW QUESTION 100

- (Exam 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>

NEW QUESTION 104

- (Exam Topic 2)

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack
- C. Patch
- D. Plugin
- E. App Updated Set

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceN

NEW QUESTION 107

- (Exam 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_Crea

NEW QUESTION 111

- (Exam Topic 2)

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

- A. Reference

- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

Answer: A

Explanation:

Reference:

<https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f%20Orders%20table>

NEW QUESTION 113

- (Exam Topic 2)

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

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

Answer: ACE

Explanation:

Reference:

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

NEW QUESTION 117

- (Exam 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>

NEW QUESTION 119

- (Exam 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 Incident
- C. Problem
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in 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 120

- (Exam Topic 2)

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: AB

NEW QUESTION 124

- (Exam 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 127

- (Exam Topic 1)

What are the main UI component(s) of the ServiceNow Platform?

- A. Banner Navigator
- B. Banner Frame
- C. Application Frame
- D. Application Navigator
- E. Content Menu
- F. Content Frame

Answer: BDF

NEW QUESTION 130

- (Exam 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 133

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 137

- (Exam 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 140

- (Exam 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 143

- (Exam 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 146

- (Exam Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking

- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

NEW QUESTION 148

- (Exam Topic 1)

What is the function of user impersonation?

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

Answer: A

NEW QUESTION 149

- (Exam Topic 1)

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

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 152

- (Exam Topic 1)

Data Policy can enforce mandatory data on import.

- A. True
- B. False

Answer: A

NEW QUESTION 153

- (Exam Topic 1)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Answer: D

NEW QUESTION 156

- (Exam Topic 1)

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

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

Answer: ACD

NEW QUESTION 161

- (Exam Topic 1)

What is a Dictionary Override?

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

Answer: D

NEW QUESTION 164

- (Exam Topic 1)

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

Answer: C

NEW QUESTION 167

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 172

- (Exam Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 176

- (Exam Topic 1)

What is the difference between UI Policy and UI Action?

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

Answer: B

NEW QUESTION 179

- (Exam Topic 1)

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

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

Answer: CD

NEW QUESTION 183

- (Exam Topic 1)

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

NEW QUESTION 186

- (Exam Topic 1)

Which one statement correctly describes Access Control rule evaluation?

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

Answer: D

NEW QUESTION 191

- (Exam Topic 1)

What is the platform name for the User table?

- A. u_users

- B. sys_users
- C. x_users
- D. sys_user

Answer: D

NEW QUESTION 195

- (Exam Topic 1)

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 198

- (Exam Topic 1)

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

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

Answer: A

NEW QUESTION 199

- (Exam 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 200

- (Exam 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 204

- (Exam Topic 1)

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 208

- (Exam Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

NEW QUESTION 210

- (Exam Topic 1)

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

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

Answer: B

NEW QUESTION 212

- (Exam 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 215

- (Exam Topic 3)

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that?
Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Answer: AC

NEW QUESTION 217

- (Exam Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

Answer: ABDGH

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Con

NEW QUESTION 220

- (Exam Topic 3)

What are the components that make up a filter condition? Choose 3 answers

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

Answer: C

NEW QUESTION 225

- (Exam Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Answer: BCE

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept>

NEW QUESTION 230

- (Exam Topic 3)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

- A. CSDM Schema
- B. Business Service Map
- C. Dependency View
- D. CI Class Map

Answer: C

NEW QUESTION 231

- (Exam Topic 3)

Which testing framework is used to test ServerNew Applications?

- A. Selenium
- B. Test Driven Framework (TDF)
- C. Junit
- D. Automated test Framework (ATF)

Answer: D

NEW QUESTION 235

- (Exam Topic 3)

After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able to see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

Answer: CD

NEW QUESTION 239

- (Exam Topic 3)

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html

NEW QUESTION 244

- (Exam 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 247

- (Exam Topic 3)

When selecting the Target table for an import, which tables can you select? Choose 3 answers

- A. Tables within the global scope
- B. Tables within the existing application scope
- C. Tables outside of ServiceNow
- D. Tables which allow write access to other applications
- E. Related tables, using Dot Walk

Answer: ABD

NEW QUESTION 251

- (Exam 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 255

- (Exam 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 260

- (Exam 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 264

- (Exam 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 269

- (Exam Topic 3)

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
- B. A Client Script executes on the server and a Business Rule executes on the client
- C. A Client Script executes on the client and a Business Rule executes on the server
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361db5cdbc01dcaf3231

NEW QUESTION 273

- (Exam Topic 3)

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Create New module has a broken link
- B. Known intermittent issue with U115
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

Answer: D

NEW QUESTION 278

- (Exam 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 282

- (Exam Topic 3)

What framework can be used to manage the tables and CIs associated with a use case?

- A. Common Service Data Model (CSDM) product view
- B. Scename Dashboard
- C. CMDB Use Case Modeler
- D. CI Use Case Modeler

Answer: A

NEW QUESTION 286

- (Exam Topic 3)

What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams.

Answer: AB

NEW QUESTION 290

- (Exam Topic 3)

How would you navigate to the Schema map for a table?

- A. System Dictionary > Show Schema Map; Select Table
- B. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

Answer: B

NEW QUESTION 291

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to impersonate User?

- A. Module
- B. Application Navigator
- C. Banner
- D. Content Frame

Answer: C

NEW QUESTION 294

- (Exam Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

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

Answer: B

NEW QUESTION 298

- (Exam 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>

NEW QUESTION 299

- (Exam Topic 3)

One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

- A. Publish
- B. New
- C. Add
- D. Manage
- E. Edit

Answer: BCE

NEW QUESTION 300

- (Exam Topic 3)

Who would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationship with the Task table.
- B. Incident table has a one to much relationship with the Task table.
- C. Incident table is extended from task table.
- D. incident table is related to the Task table via the INC number
- E. incident table is a database view of the Task table

Answer: C

NEW QUESTION 302

- (Exam Topic 3)

Which is the base table of the configuration management database hierarchy?

- A. cmdb_d
- B. ucldb
- C. cmdb_ret_Oi
- D. cmdb

Answer: D

NEW QUESTION 303

- (Exam Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Under what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 308

- (Exam 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=7ab22ad5dbf20498d82ffb243

NEW QUESTION 312

- (Exam 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 316

- (Exam 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_CreatingA

NEW QUESTION 319

- (Exam Topic 3)

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. UI Policy
- B. Assignment Rule
- C. Action
- D. Predictive intelligence
- E. CSDM

Answer: A

NEW QUESTION 323

- (Exam Topic 3)

User records are stored in which table?

- A. User [sys_user]
- B. User [sn_user]
- C. User [u_sys_user]
- D. User [s_user]

Answer: A

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_

NEW QUESTION 325

- (Exam Topic 3)

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Module
- B. Content Frame
- C. Application Navigator
- D. Banner

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_

NEW QUESTION 327

- (Exam Topic 3)

In what order are Access Controls evaluated?

- A. Field-level - most general to most specific; then Row-level - most specific to most general
- B. Table-level - most specific to most general; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level « most specific to most general
- D. Field-level - most specific to most general; then Table-level - most specific to most general

Answer: D

NEW QUESTION 329

- (Exam 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-scri>

NEW QUESTION 330

- (Exam Topic 3)

Groups are stored in what table?

- A. Group [sys_user_group]
- B. Group [sn_sys_user_group]
- C. User Group [user_groups]
- D. User Groups [sn_user_groups]
- E. Groups [sys_user_groups]

Answer: A

NEW QUESTION 331

- (Exam Topic 3)

How would you define an Access Control, to allow a user with itil role to have permission to create incident records?

- A. Name: incident"; Permission: write; Role: itil
- B. Name: incident Any, Operation: write, Permission: itil
- C. Name: incident.*; Operation: write; Permission: itil
- D. Name: incident None, Permission: create: Role: itil
- E. Name: inciden
- F. None; Operation: create; Role: itil

Answer: D

NEW QUESTION 333

- (Exam 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 334

- (Exam Topic 3)

While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

- A. There is a business rule, excluding Bob.Smith from any approvals.
- B. Bob Smith does not have a delegate set up on his account,
- C. The Bob Smith user account, does not have a manager specified.
- D. The manager does not have a delegate assigned,
- E. Bob Smith is a VIP.

Answer: A

NEW QUESTION 336

- (Exam Topic 3)

You have heard about a new application released by SericeNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 340

- (Exam 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 345

- (Exam 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_

NEW QUESTION 347

- (Exam Topic 3)

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager
- * Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

NEW QUESTION 348

- (Exam Topic 3)

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys_user_preference] table
- B. A User is a record stored in the Profile [sys_user_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys_user] table

Answer: A

NEW QUESTION 349

- (Exam Topic 3)

The customer has asked that you change the default layout of the task list.

- * Number
- * Task Type
- * Parent
- * Short Description
- * Assignment Group
- * Assignment
- * Updated

After navigation to the list, where would you click, to meet this requirement?

- A. Right click on any column header, Context menu > Configure > List Layout
- B. Right click List Gear icon > Configure > Columns
- C. Click List Context Menu > Personalize List
- D. Click List Context Menu > Configure Columns

Answer: B

NEW QUESTION 350

- (Exam Topic 3)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
- B. On the Special Handling field, check the box
- C. On the Tag field, select Special Handling from the choice list

D. Click on the Context menu, select Add Tag, type Special Handling, press enter

Answer: A

NEW QUESTION 351

- (Exam Topic 3)

What are examples of UI Actions, relating to Lists? Choose 4 answers

- A. List Links
- B. List Control
- C. List Buttons
- D. List Context Menu
- E. List Override
- F. List Choices

Answer: ACDF

NEW QUESTION 353

- (Exam 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_HowToAccessRelated

NEW QUESTION 355

- (Exam Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

Answer: D

NEW QUESTION 360

- (Exam 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; Verify import
- D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

NEW QUESTION 361

- (Exam 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: E

NEW QUESTION 362

- (Exam Topic 3)

What are the three key tables in an enterprise CMDO? Choose 3 answers

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

G. cmap

Answer: CEG

NEW QUESTION 365

- (Exam Topic 3)

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

- A. Arrows
- B. Plus, Minus
- C. Ctrl c, Ctrl
- D. Ctrl <, Ctrl >
- E. Shift F4, Shift FS

Answer: A

NEW QUESTION 370

- (Exam Topic 3)

Which module would you use to customize your instances banner image, text and colors? A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION 374

- (Exam Topic 3)

Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. UI policy
- C. Predictive Intelligence
- D. Assignment Rule

Answer: D

NEW QUESTION 378

- (Exam Topic 3)

For your implementation, the following tables. are extended from each other:

* 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 379

- (Exam Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

Answer: BCDF

NEW QUESTION 380

- (Exam 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.

NEW QUESTION 385

- (Exam 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 390

- (Exam Topic 3)

Which type of scripts run in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Control Scripts
- D. UI Policies and Client Scripts

Answer: D

NEW QUESTION 392

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