

## CSA Dumps

### ServiceNow Certified System Administrator

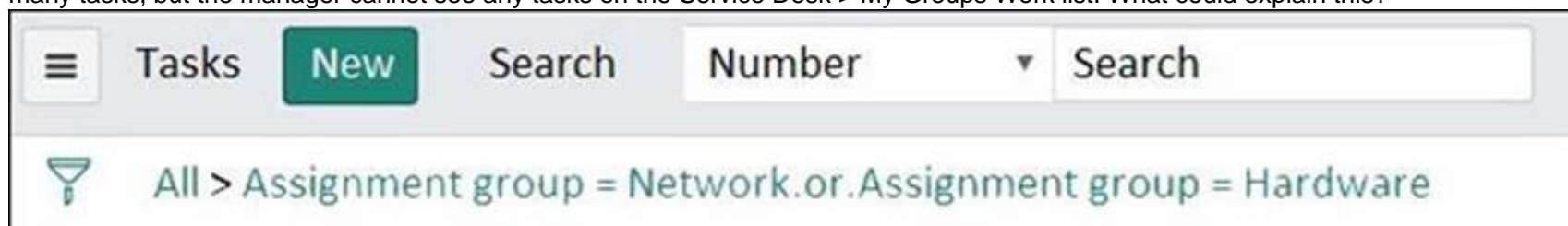
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**NEW QUESTION 1**

- (Exam 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\\_Cre](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_Cre)

**NEW QUESTION 2**

- (Exam 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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654)

**NEW QUESTION 3**

- (Exam 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:** A

**NEW QUESTION 4**

- (Exam 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 itil 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 5**

- (Exam Topic 3)

Which type of scripts run in the browser?

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

**Answer:** A

**NEW QUESTION 6**

- (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 7**

- (Exam Topic 2)

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, schedules, and client scripts
- B. Changes made to tables, forms, views, and fields
- C. Changes made to: tables, form
- D. Business Rules, and data records
- E. Changes made to: table
- F. forms groups, and configuration items (CIs)

**Answer:** A

**NEW QUESTION 8**

- (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\\_Im](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_Im)

**NEW QUESTION 9**

- (Exam Topic 2)

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data
- C. Published Workflows
- D. Business Rules
- E. Schedules
- F. Database changes
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs
- J. Client Scripts
- K. Views

**Answer:** ABEF

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/workflow-administration/conce>

**NEW QUESTION 10**

- (Exam 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/co>

**NEW QUESTION 10**

- (Exam 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 14**

- (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 15**

- (Exam Topic 2)

What is a quick way to create a report from a list view?

- A. Click on filter breadcrumb, drag and drop on the Report > Create New module
- B. Click Funnel, define filter conditions, click Create Report
- C. Click Context Menu, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Apply filter, right click on column header, select Create Report

**Answer:** B

**Explanation:**

Reference: [https://ut.service-now.com/sp?id=kb\\_article&number=KB0014148](https://ut.service-now.com/sp?id=kb_article&number=KB0014148)

**NEW QUESTION 18**

- (Exam Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

**Answer:** AEFG

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t\\_ShareASetting.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html)

**NEW QUESTION 23**

- (Exam Topic 2)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

**Answer:** A

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r\\_HowB](https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowB)

**NEW QUESTION 24**

- (Exam Topic 2)

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

**Answer:** C

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference>

**NEW QUESTION 27**

- (Exam Topic 2)

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

**Answer:** D

**NEW QUESTION 28**

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548)

**NEW QUESTION 32**

- (Exam Topic 2)

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. Local Sources (i.
- B. XML, CSV, Excel)
- C. Implementation Spoke
- D. DataHub
- E. JDBC Connection
- F. Network Server
- G. LDAP Connection

**Answer:** ACDF

**Explanation:**

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow\\_administrator/app\\_store\\_lea](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_lea)

**NEW QUESTION 36**

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

**NEW QUESTION 37**

- (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 41**

- (Exam Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

**Answer:** D

**Explanation:**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c\\_ImportSet.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSet.html)

**NEW QUESTION 45**

- (Exam 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 49**

- (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 52**

- (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 57**

- (Exam Topic 2)

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn\_app\_trigger\_write] to SME
- E. Activate application plugins only

**Answer:** B

**NEW QUESTION 61**



- (Exam Topic 2)

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

**Answer:** C

#### NEW QUESTION 62

- (Exam 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\\_](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_)

#### NEW QUESTION 63

- (Exam 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\\_HighSec](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSec)

#### NEW QUESTION 67

- (Exam Topic 2)

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

- A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
- B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

**Answer:** B

#### NEW QUESTION 71

- (Exam 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 72

- (Exam Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- 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](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 77**

- (Exam Topic 2)

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization\_framework)
- B. Translation Framework plugin (com.glide.translation\_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Language AI Framework plugin (com .g l id
- E. language.ai \_framework)

**Answer:** A

**NEW QUESTION 79**

- (Exam 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 83**

- (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 86**

- (Exam 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 Prior:, 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 90**

- (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](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_Crea)

**NEW QUESTION 95**

- (Exam 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 97**

- (Exam Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**Answer:** DEF

**NEW QUESTION 100**

- (Exam Topic 2)

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions. For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

**Answer:** C

**NEW QUESTION 103**

- (Exam Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

**Answer:** E

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

**NEW QUESTION 108**

- (Exam Topic 1)

What are the three components of a filter condition?

- A. Table
- B. Value
- C. Field
- D. Operator

**Answer:** BCD

**NEW QUESTION 111**

- (Exam Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

**Answer:** C

**NEW QUESTION 116**

- (Exam Topic 1)

Configuration will not affect what others see on their forms.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 118**

- (Exam Topic 1)

UI Action can prompt that an Incident has been successfully submitted.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 123**

- (Exam Topic 1)

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as “Complete”, change it back to “In Progress” until it is applied to another instance

**Answer:** A

**NEW QUESTION 127**

- (Exam Topic 1)

What are the 6 methods available for user authentication?

- A. Local Database: The user name and password in their user record in the instance database.
- B. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
- C. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- D. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
- E. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- F. Digest Token: An encrypted digest of the user name and password in the user record.

**Answer:** ABCDEF

**NEW QUESTION 129**

- (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 131**

- (Exam 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 135**

- (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 140**

- (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 143**

- (Exam Topic 1)

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

**Answer:** ABD

**NEW QUESTION 147**

- (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 148**

- (Exam Topic 1)

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

**Answer:** C

**NEW QUESTION 151**

- (Exam Topic 1)

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

**Answer:** AD

**NEW QUESTION 152**

- (Exam Topic 1)

UI Policy can make fields read-only, mandatory, or hidden.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 156**

- (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 158**

- (Exam Topic 1)

Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a record producer
- B. They direct the user to a catalog property
- C. They direct the user to a catalog UI policy
- D. They direct the user to a catalog client script

**Answer:** A

**NEW QUESTION 159**

- (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 161**

- (Exam 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 162**

- (Exam Topic 1)

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

**Answer:** A

**NEW QUESTION 164**

- (Exam 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 166**

- (Exam Topic 1)

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

**Answer:** D

**NEW QUESTION 167**

- (Exam 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 171**

- (Exam Topic 1)

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

**Answer:** B

**NEW QUESTION 173**

- (Exam Topic 1)

What are the two aspects to LDAP Integration?

- A. Data Population
- B. Data formatting
- C. Authorization
- D. Authentication

**Answer:** AD

**NEW QUESTION 178**

- (Exam 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 181**

- (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 182**

- (Exam 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 183**

- (Exam 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 188**

- (Exam 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 192**

- (Exam Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 196**

- (Exam Topic 1)

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

**Answer:** D

**NEW QUESTION 199**

- (Exam 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 204**

- (Exam Topic 1)

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

**Answer:** A

**NEW QUESTION 206**

- (Exam 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 211**

- (Exam Topic 1)

A group is stored in which table?

- A. Group[user\_group]
- B. Group[sys\_user]
- C. Group[sys\_user\_group]
- D. Group[sys\_user\_group\_profile]



**Answer:** C

**NEW QUESTION 216**

- (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 218**

- (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 220**

- (Exam Topic 1)

A User is stored in which table?

- A. User [sys\_user]
- B. User [ sys\_user\_group]
- C. User [ syst\_user\_profile]
- D. User [user\_profile]

**Answer:** A

**NEW QUESTION 223**

- (Exam Topic 1)

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

**Answer:** C

**NEW QUESTION 227**

- (Exam Topic 1)

What is the master table that contains a record for each table in the database?

- A. [sys\_master\_db]
- B. [sys\_db\_object]
- C. [sys\_master\_object]
- D. [sys\_object\_db]

**Answer:** B

**NEW QUESTION 228**

- (Exam Topic 1)

Tables are made up of which of the following?

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

**Answer:** AD

**NEW QUESTION 230**

- (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 235

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

#### NEW QUESTION 237

- (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 239

- (Exam Topic 3)

That access does a user need to be able to import articles to a knowledge base?

- A. sn\_knowledge\_import
- B. sn\_knowledge contribute
- C. Can contribute
- D. Can import

**Answer:** C

#### NEW QUESTION 244

- (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 249

- (Exam 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 252**

- (Exam 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 256**

- (Exam Topic 3)

Which allows the creation of a task-based record from Service Catalog?

- A. Record Producers
- B. UI Builder
- C. Assignment Rule
- D. Flow Designer
- E. UI Actions=

**Answer:** D

**NEW QUESTION 257**

- (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 ta 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 258**

- (Exam Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

**Answer:** B

**NEW QUESTION 262**

- (Exam Topic 3)

What are advantages of using Flow Designer? (Choose three.)

- A. Supports advanced developers
- B. Enables complicated scripting
- C. Reduces technical debt
- D. Less manual scripting
- E. Smooth integration with 3rd party systems

**Answer:** ADE

**NEW QUESTION 266**

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

**NEW QUESTION 271**

- (Exam 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 272

- (Exam 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 275

- (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 279

- (Exam Topic 3)

As administrator, what must you do to access feature of High Security Settings?

- A. Select Elevate Roles
- B. Add security\_admin role to your user account
- C. Impersonate Security Admin
- D. Use System Administrator < Elevate Roles module

**Answer:** A

#### NEW QUESTION 284

- (Exam Topic 3)

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The View All setting
- B. The Allow role
- C. The ESS role
- D. The Public setting

**Answer:** C

#### NEW QUESTION 288

- (Exam 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 289

- (Exam Topic 3)

What icon do you use to change the icon and color on a Favorite?

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

**Answer:** A

**NEW QUESTION 290**

- (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 291**

- (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 295**

- (Exam Topic 3)

What is the platform name for the Group table?

- A. Sys\_USer\_group
- B. Sys\_group
- C. group
- D. sys\_groups

**Answer:** A

**NEW QUESTION 296**

- (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 301**

- (Exam Topic 3)

On the Form header, which icon do you use to access form templates?

- A. Paperclip
- B. Pages
- C. Stamp
- D. More Options {...}

**Answer:** D

**NEW QUESTION 304**

- (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 306**

- (Exam Topic 3)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map

- B. Dependency View
- C. Dependency Map
- D. Database View

**Answer:** B

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map>

**NEW QUESTION 308**

- (Exam 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 312**

- (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 316**

- (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](https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb243)

**NEW QUESTION 319**

- (Exam 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 320**

- (Exam Topic 3)

What is the primary objective of the Display Business Rule?

- A. To monitor fields on a form, and provide feedback
- B. To use a shared g\_scratchpad object, which can be sent to the client, as part of the form
- C. To set files to mandatory, hidden, and read-only
- D. To define what happens on a form, when a particular field changes

**Answer:** B

**NEW QUESTION 321**

- (Exam Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Short 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 322

- (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](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingA)

#### 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\\_](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_)

#### NEW QUESTION 326

- (Exam 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 328

- (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 333

- (Exam Topic 3)

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A. Report Dashboard > Create New
- B. Reports > Getting Started
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New

**Answer:** E

**Explanation:**

Reference: [https://kstate.service-now.com/kb\\_view.do?sysparm\\_article=KB12492](https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492)

**NEW QUESTION 335**

- (Exam Topic 3)

Which one of the following describes the primary operations performed against tables in the Service Now platform?

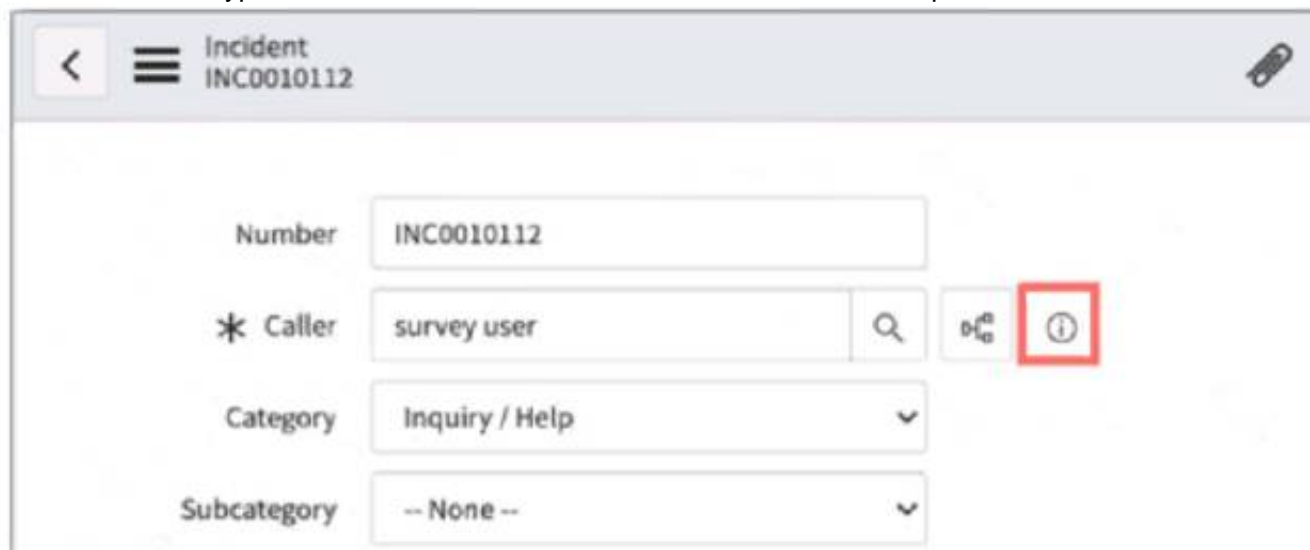
- A. Create, Rate, Update, Delete
- B. Create, Read, Upload, Delete
- C. Create, Read, Write, Delete
- D. Capture, Rate, Write, Develop

**Answer:** C

**NEW QUESTION 339**

- (Exam Topic 3)

On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?



The screenshot shows a ServiceNow form for Incident INC0010112. The form has a header bar with a back arrow, a menu icon, and the incident title. Below the header, there are four input fields: Number (INC0010112), Caller (survey user), Category (Inquiry / Help), and Subcategory (-- None --). To the right of the Caller field, there is a small icon of a person with an information icon (i) inside a red square, which is the icon mentioned in the question.

- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview
- E. Snapshot
- F. Reference:

**Answer:** F

**NEW QUESTION 341**

- (Exam Topic 3)

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

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

**Answer:** D

**Explanation:**

Reference:

<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdlm-implementation/reference/>

**NEW QUESTION 345**

- (Exam Topic 3)

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Transform Map
- C. Schema Map
- D. Import Map

**Answer:** B

**NEW QUESTION 350**

- (Exam 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 351

- (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 356

- (Exam Topic 3)

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn\_log\_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log\_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

**Answer:** C

#### Explanation:

Reference [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0717055](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055)

#### NEW QUESTION 358

- (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 363

- (Exam Topic 3)

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

**Answer:** D

#### NEW QUESTION 366

- (Exam Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

**Answer:** C

#### NEW QUESTION 370

- (Exam 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\\_D](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_D)

**NEW QUESTION 375**

- (Exam Topic 3)

The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

- A. Properties
- B. Data
- C. Configure
- D. Type
- E. Sources

**Answer:** C

**NEW QUESTION 379**

- (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 380**

- (Exam Topic 3)

When a custom table is created, which access control rules are automatically created? Choose 4 answers

- A. delete
- B. create
- C. execute
- D. read
- E. update
- F. write

**Answer:** ABDF

**NEW QUESTION 382**

- (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 387**

- (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 388**

- (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 391

- (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](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelated)

#### NEW QUESTION 396

- (Exam 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-s>

#### NEW QUESTION 400

- (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 402

- (Exam Topic 3)

Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporing that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

**Answer:** B

#### NEW QUESTION 404

- (Exam Topic 3)

What type of field has a drop down list, from which you can pick from pre-defined options?

- A. Choice
- B. Picker
- C. Drop down
- D. Option

**Answer:** A

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0538947](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0538947)

**NEW QUESTION 405**

- (Exam 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 406**

- (Exam 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 407**

- (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 408**

- (Exam Topic 3)

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

**Answer:** AEF

**NEW QUESTION 409**

- (Exam Topic 3)

ServiceNow contains over 25 different report types. What are some of the types? Choose 5 answers

- A. Pie
- B. Speedometer
- C. Odometer
- D. Thermometer
- E. Horizontal Bar
- F. Semi-Donut
- G. Donut

**Answer:** ABEFG

**NEW QUESTION 410**

- (Exam Topic 3)

You have been asked to configure a form so an employee could a tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take? Choose 3 answers



- A. Create Catalog item for the tablet, and on the form, add a check box variable for each accessory option.
- B. Create Catalog item for the tablet, and add a variable set to the form, for the accessory options.
- C. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
- D. Create a Records producer, and on the form, add a check box variable for each accessory option.
- E. On shopping Cart configuration, select option to show the Add Accessories button.

**Answer:** ABC

**NEW QUESTION 414**

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