Exam Questions CSA

ServiceNow Certified System Administrator

https://www.2passeasy.com/dumps/CSA/

NEW QUESTION 1
- (Topic 3)
When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

A. Trigger runtime value
B. Sequence runtime value
C. Starting runtime value
D. Data pill runtime value
E. Input runtime value

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html

NEW QUESTION 2
- (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 3
- (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_ConfigureLogoColorsSysDfltsUI16.html

NEW QUESTION 4
- (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 5
- (Topic 3)
What tool is used to import data from various data sources, and map that data into ServiceMow tables?

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

Answer: A

NEW QUESTION 6
- (Topic 3)
An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

A. customer.all
B. customer .*

C. customer.field
D. customer.none

Answer: B

Explanation:
The customer .* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.
References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite

NEW QUESTION 7
- (Topic 3)
When building an extended table from a base table, which fields do you need to create? Choose 2 answers

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

Answer: CD

NEW QUESTION 8
- (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 9
- (Topic 3)
Which role can manage multiple knowledge bases?

A. knowledge_base_admin
B. kb_admin
C. sn_kb_admin
D. knowledge_admin

Answer: D

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

NEW QUESTION 10
- (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: CDE

NEW QUESTION 10
- (Topic 3)
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

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

Answer: B

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

NEW QUESTION 12
- (Topic 3)
On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

A. Self Service Module
B. Application Navigator
C. Service Desk Homepage
D. Favorites

Answer: B

NEW QUESTION 16
- (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 17
- (Topic 3)
On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

A. Service Tracer
B. Automapping Utility
C. Relationships
D. Transform Map

Answer: C

NEW QUESTION 19
- (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/c_FormDesign.html

NEW QUESTION 23
- (Topic 3)
What actions art taken to filter a long list of records to show only those which have "email" Short Description?

A. Click List Magnifier to expand column searc
B. on Short Description type %emai
C. click enter
D. Click List Magnifier to expand column search, on Short Description, type email, click enter
E. On Search bo
F. select text, type email, click enter
G. Click List Magnifier to expand column search, on Short Description type 'email, dick enter

Answer: D

NEW QUESTION 28
- (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 32
- (Topic 3)
What framework can be used to manage the tables and Cis associated with a use case?

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

Answer: A

NEW QUESTION 35
- (Topic 3)
Which modules can you use to create a new table? Choose 2 answers

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

Answer: AD

NEW QUESTION 38
- (Topic 3)
Which feature ensures data consistency white importing data using import sets and web services?

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

Answer: C

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

NEW QUESTION 39
- (Topic 3)
A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access?
Choose 3 answers

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

Answer: BCF

NEW QUESTION 41
- (Topic 3)
You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

A. Parent-Child Approvers.
B. Approval Chains
C. Flows
D. Approval Criteria
E. Approver Delegates

Answer: D

NEW QUESTION 46
- (Topic 3)
What are the components that make up a filer condition? Choose 3 answers

A. Column

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

Answer: C

NEW QUESTION 51
- (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 55
- (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

NEW QUESTION 58
- (Topic 3)
What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

A. Notifications
B. Alerts
C. Texts
D. Events
E. Emails

Answer: D

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

NEW QUESTION 60
- (Topic 3)
An order for new office equipment has Men placed through the Service Catalog. How would you view the lists of requests after the orders have Men placed?

A. All > Service Catalog > Open Records > Items
B. In the Navigation Filter, type 'request
C. Let' and press the Enter key.
D. All > Tables and Columns > Taste
E. All > Service Catalog > Requests

Answer: A

NEW QUESTION 65
- (Topic 3)
What action will allow you to personalize layouts of columns in a list?

A. Click Gear icon > Personalize window options > Select the appropriate columns
B. Select the column to be personalized > Click Edit icon (Penal) > Choose me options to personage
C. Context Menu > View > Personalize
D. Select the column to be personalized and right at the header > Choose the options to personalize

Answer: A

NEW QUESTION 70
- (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 71
- (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 75
- (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 80
- (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 82
- (Topic 3)
An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

A. Their user account failed LDAP authentication
B. Their user account is not logged in properly
C. Their user account was not approved by their manager
D. Their user account does not have itil role
E. Their user account does not belong to any groups, which contain the itil role

Answer: AC

NEW QUESTION 85
- (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 88
- (Topic 3)
What are advantages of using spokes for integrations? Choose 3 answers

A. Reduces the need for code
B. Features scale and control mechanisms
C. Free spokes are available in the ServiceNow Store
D. Ensures discoverability and reuse
E. Automated event management

Answer: ADE

NEW QUESTION 91
- (Topic 3)
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?
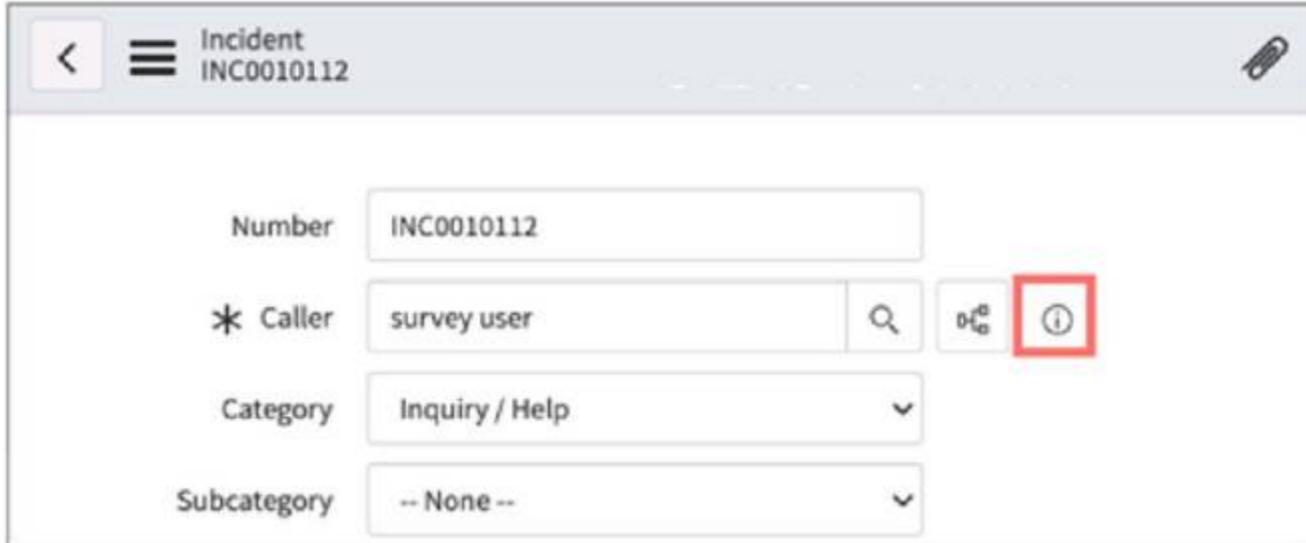
A. Drilkdown
B. Lookup
C. Quickview
D. Preview
E. Snapshot
F. Reference:

Answer: F

NEW QUESTION 94
- (Topic 3)
Which type of scripts run in the browser?

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

Answer: A

NEW QUESTION 98
- (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: CE

NEW QUESTION 103
- (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/default-update-sets.html

NEW QUESTION 106

- (Topic 3)
If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

A. A server script
B. A client script
C. A fix script
D. A business rule

Answer: B

Explanation:
A client script is a script that runs on the client side, meaning in the user's browser, and can manipulate the user interface or validate user input1. A client script can be configured to run when a form is loaded, when a field value changes, or when a form is submitted2. In this case, the script runs when the Priority field value changes and alerts the user.
ReferencesClient scriptsClient script types

NEW QUESTION 107

- (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 110

- (Topic 3)
When an administrator sets 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. Network
B. Server
C. Client
D. Browser

Answer: B

Explanation:
A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields1.
ReferencesData policies

NEW QUESTION 111

- (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 113

- (Topic 3)
What component of the ServiceNow infrastructure defines every table and field in the system?

A. Data Atlas
B. Table Class Manager
C. Schema
D. Dictionary
E. Field Map

Answer: D

NEW QUESTION 114

- (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 119
- (Topic 3)
What are the steps for importing data using an import set?

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

Answer: D

NEW QUESTION 120
- (Topic 3)
When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

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

Answer: BCE

NEW QUESTION 123
- (Topic 3)
The testing team needs to be able to perform activities in the test instance, as though they
are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

A. service_desk
B. impersonator
C. admin
D. incognito

Answer: B

Explanation:
The impersonator role allows a user to switch to another user account and act as that user without logging out and back in1. This can be useful for testing purposes or for providing support to other users2.
ReferencesImpersonate a userRoles and permissions

NEW QUESTION 124
- (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 126
- (Topic 3)
You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

A. On the list of records, locate the right-click on the Resolved value, select Exclude.
B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
C. On state column title, right-click, select Filter Out > Resolved
D. On Search, select State, type not Resolved, press enter
E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION 127
- (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: D

NEW QUESTION 128
- (Topic 3)
Which element is used to track items not saved with a field, in a record?

A. Sidebar
B. List Editor
C. Activity formatter
D. Dictionary

Answer: C

Explanation:
The activity formatter provides an easy way to track items not saved with a field in the record, such as journal fields like comments and work notes1.
ReferencesFormatters and Related Lists

NEW QUESTION 131
- (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 135
- (Topic 3)
Which data consistency settings can be achieved using UI Policy? Choose 3 answers

A. Setting fields to accept the data with 'n' number of characters
B. Setting fields hidden
C. Setting fields to accept the data in an expected format
D. Settings fields read-only
E. Setting fields mandatory

Answer: BDE

NEW QUESTION 139
- (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 141
- (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_FormContextMenu.html

NEW QUESTION 145
- (Topic 3)
When importing data, what happens to imported rows, if no coalesce field is specified?

A. All rows are rejected from the import, as coalesce field is required.

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

Answer: D

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

NEW QUESTION 147
- (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 150
- (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 155
- (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_BoardStructure.html

NEW QUESTION 156
- (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 161
- (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/csdm-basics.html

NEW QUESTION 162
- (Topic 2)
When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

A. Flow Manager
B. Flow Designer
C. Flow Editor
D. Workflow Editor
E. Workflow Designer

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestration-introduction.html

**NEW QUESTION 166**
- (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 167
- (Topic 2)
Which icon would you double click, to expand and collapse the list of all Applications and Modules?
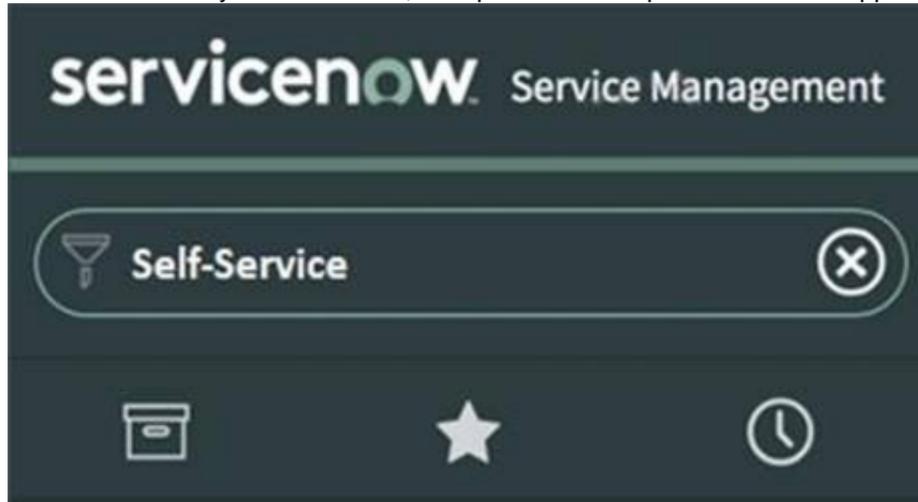
A. Star
B. Clock
C. Application
D. Funnel

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-navigator-tasks.html

NEW QUESTION 168
- (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 172
- (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/acl-rule-types.html

NEW QUESTION 173
- (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 177
- (Topic 2)
What is a no-code approach to control the mandatory or read-only state of a form field?

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

Answer: E

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

NEW QUESTION 180
- (Topic 2)
What is the primary application used to load data into ServiceNow?

A. Service Level Management
B. Configuration
C. System Import Sets
D. System Update Sets

Answer: C

NEW QUESTION 181
- (Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

Answer: B

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

NEW QUESTION 185
- (Topic 2)
When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

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

Answer: C

NEW QUESTION 188
- (Topic 2)
You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

A. Select Fields and Columns module
B. Right click on form header, select Configure > Form Layout
C. Click on context menu, select Configure > Form Designer
D. Select Field Class Manager module

Answer: BC

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

NEW QUESTION 192
- (Topic 2)
What Is the purpose of the Fitter navigator In the Application Navigator?

A. Filter applications in order of use
B. Quickly navigate to applications and modules
C. Collapse and expand applications
D. List applications In order of Top Requests

Answer: C

NEW QUESTION 196
- (Topic 2)
When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

A. Look up their password, so you can login with their account
B. Initiate a Connect Chat session
C. Install the Bomgar plug-in
D. Impersonate the user
E. Launch a NowChat window

Answer: B

NEW QUESTION 201
- (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

Explanation:
Reference: https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operati on%20being%20secured

NEW QUESTION 203
- (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 208
- (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_ServiceNowPlugins.html

NEW QUESTION 213
- (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 (Cls)

Answer: A

NEW QUESTION 214
- (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/concept/c_WorkflowMovementWithUpdateSets.html

NEW QUESTION 219
- (Topic 2)
Where in Flow Designer can users access information about actions that are added to the flow?

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

Answer: C

NEW QUESTION 221
- (Topic 2)
Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

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

Answer: A

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

NEW QUESTION 224
- (Topic 2)
What icon do you use to change the label on a Favorite?

A. Clock
B. Hamburger
C. Pencil
D. Three dots
E. Triangle.
F. Star

Answer: C

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION 227
- (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 229
- (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 234
- (Topic 2)
What is a Notification?

A. A new Knowledge article created by a Business Rule
B. A tool for alerting users that events that concern them have occurred
C. A message through Connect related to a Change Request
D. An email file attachment

Answer: B

NEW QUESTION 239
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: C

NEW QUESTION 240
- (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 245
- (Topic 2)
Which section of the ServiceNow UI allows you to perform a global search?

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

Answer: B

NEW QUESTION 246
- (Topic 2)
An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?
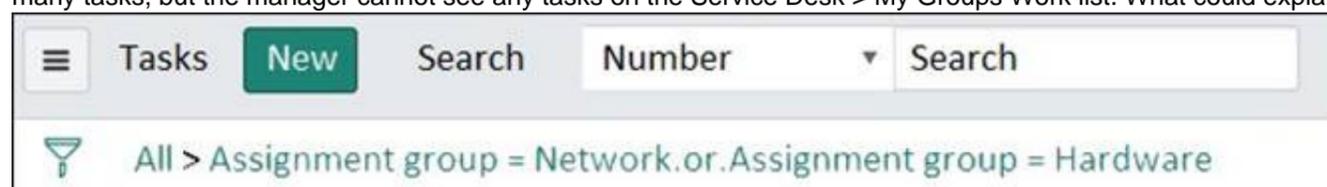
A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
B. The manager does not have the itil role.
C. The manager is not a member of the Service Desk group.
D. The manager is not a member of the Network and Hardware groups.
E. The Assignment Group manager field is empty.

Answer: C

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

NEW QUESTION 248
- (Topic 2)
A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

A. Have them clear their cache.
B. Have them use the gear icon to set the employee's time zone.
C. Recommend they use Chrome, instead of Explorer.
D. Use the system properties to correct the instance's time zone.
E. Have them correct the time zone on their computer.

Answer: E

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 251
- (Topic 2)
Which module is used as the first step for importing data?

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

Answer: D

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

NEW QUESTION 254
- (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 258
- (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 261
- (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 265

- (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 269
- (Topic 2)
What is a role in ServiceNow?

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

Answer: A

NEW QUESTION 274
- (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 279
- (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 282
- (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 284
- (Topic 1)
What are the two pathways to view feedback left on a published article?

A. Knowledge > articles > My Flagged
B. Knowledge base > my knowledge > flagged articles
C. Knowledge > My articles > Flagged
D. Knowledge > articles > published

Answer: AD

NEW QUESTION 287
- (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 290
- (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 293
- (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 298
- (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 301
- (Topic 1)
Which one of the following statements best describes the purpose of an Update Set?

A. An Update Set allows administrators to group a series of changes into a named set andthen move this set as a unit to other systems
B. By default, an Update Set includes customizations, Business Rules, and homepages
C. An Update Set is a group of customizations that is moved from Production to Development
D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

NEW QUESTION 303
- (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 304
- (Topic 1)
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 305
- (Topic 1)
What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
C. REQ (Number)>RITM (Number)>TASK (Number)
D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 310
- (Topic 1)
Configuration will not affect what others see on their forms.

A. True
B. False

Answer: B

NEW QUESTION 311
- (Topic 1)
A role is recorded in which table?

A. Role[sys_user]
B. Role[sys_user_profile]
C. Role[sys_user_record]
D. Role[sys_user_role]

Answer: A

NEW QUESTION 315
- (Topic 1)
What displays a set of records from a table?

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

Answer: D

NEW QUESTION 319
- (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 322
- (Topic 1)
Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

A. True
B. False

Answer: A

NEW QUESTION 326
- (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 329
- (Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Answer: A

NEW QUESTION 330

- (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 332
- (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 334
- (Topic 1)
What is a formatter? Select one of the following.

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

Answer: B

NEW QUESTION 335
- (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 340
- (Topic 1)
Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name
B. table name, parent table name, any table name (wildcard)
C. parent table name, table name, any table name (wildcard)
D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 342
- (Topic 1)
ServiceNow uses what term to describe all the data saved within a particular form?

A. Fields
B. Form
C. Record
D. Lists

Answer: C

NEW QUESTION 347
- (Topic 1)
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 351
- (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 352
- (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 357
- (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 358
- (Topic 1)
Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered
B. True/False, Checkbox, and Number List
C. Number List, Single Line Text, and Reference
D. Multiple Choice, Select Box, and Checkbox

Answer: D

NEW QUESTION 359
- (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 363
- (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 368
- (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 370
- (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 374
- (Topic 1)
Data Policy can enforce mandatory data on import.

A. True
B. False

Answer: A

NEW QUESTION 375
- (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 377
- (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 380
- (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 383
- (Topic 3)
A task worker asks how they can monitor any updates occurring to recands assigned to him, like responses from customers, What do you suggest?

A. Open an Agent workspace tab for each record he wants to monitor
B. Select Service Desk > My Work Dashboard
C. Click on the eyeglass icon t
D. expand the Monitor frame
E. On My Work list, select the Activity Stream icon to show a frame with live updates

Answer: D

NEW QUESTION 387
- (Topic 3)
On a form header, what icon would you click to access Template features?

A. Paper clip
B. More options (...)

C. Stamp
D. Context Menu

Answer: B

NEW QUESTION 389
- (Topic 3)
What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared oy the entire organization?

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

Answer: B

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

NEW QUESTION 392
- (Topic 3)
What ServiceNow feature allows you to include data from a secondary related table on a report?

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

Answer: B

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

NEW QUESTION 394
- (Topic 3)
What is the language used for scriptingin ServiceNow?

A. JavaScript
B. C++
C. PHP
D. Python

Answer: A

NEW QUESTION 396
- (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 400
- (Topic 3)
What table acts as a staging area for records imported from a data source?

A. Transform Table
B. Staging Table
C. Import Set Row Table
D. Temp Table

Answer: C

NEW QUESTION 403
- (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 406
- (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

NEW QUESTION 407
- (Topic 3)
How would you define an Access Control, to allow a user with iti 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 409
- (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 411
- (Topic 3)
What are examples of UI Actions relating to forms?
Choose 3 answers

A. Form Context Menu
B. Form View
C. Form Buttons
D. Form Links.
E. Form Columns

Answer: ACD

NEW QUESTION 414
- (Topic 3)
Which admin role is required to make changes to High Security Settings?

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

Answer: A

NEW QUESTION 416
- (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 420
- (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 423
- (Topic 3)
What do you click when you have made modification to your report, and your want to see the results without saving?

A. Execute
B. Try ir
C. Run
D. Test
E. Preview

Answer: D

NEW QUESTION 427
- (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 428
- (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. User Menu

Answer: D

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

NEW QUESTION 430
- (Topic 3)
When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

Answer: A

NEW QUESTION 434
- (Topic 3)
What icon do you use to change the boon and color on a Favorite?

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

Answer: A

NEW QUESTION 436
- (Topic 3)
What are the steps for applying an update set to an instance?

A. Retrieve, Preview, Commit
B. Specify, Transform, Apply
C. Retrieve, Assess, Apply
D. Get, Test, Push
E. Pull, Review, Push

Answer: A

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

NEW QUESTION 439
- (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 441
- (Topic 3)
Which system property is added and set to true in order to see impersonation events in the System Log?

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

Answer: C

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

NEW QUESTION 446
- (Topic 3)
What are the benefits of building flows using Flow Designer? Choose 3 answers

A. Supports easy integration with 3rd party systems
B. Provides IDE for complicated scripting
C. Provides natural-langauge descriptions of flow logic
D. Supports No-Code application development
E. Automatically populates SLA records
F. Provides built-in libraries /API for complex coding

Answer: ACD

Explanation:
The following are the benefits of building flows using Flow Designer:
? C. Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more
accessible to a wider range of users.
? D. Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without
writing code. This can significantly reduce development time and effort.
? A. Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to
connect your ServiceNow instance to external applications.
Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly
with external systems.
References:
? ServiceNow Product Documentation: Exploring Flow Designer - https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-

designer/concept/flow-designer.html
? ServiceNow Community: Flow Designer vs Workflow - https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094

NEW QUESTION 449
- (Topic 3)
What component causes a flow to run after a record has been created or updated?

A. Date-based trigger
B. Record-based trigger
C. On-change trigger
D. Application-based trigger
E. Updated-date trigger

Answer: B

Explanation:
A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table1. It allows users to define conditions and actions for the flow based on the record's state and values1. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority1.
References
? Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION 454
- (Topic 3)
How would you distinguish between a Base Class table and a Parent Class table?

A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
B. Base Class table is not extended from another tabl
C. Parent class tables may be extended from another table.
D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

NEW QUESTION 455
- (Topic 3)
On a filter condition, which component is always a choice list?

A. Operator
B. Filter Criteria
C. Operation
D. Match Criteria

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

NEW QUESTION 456
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

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

Answer: C

NEW QUESTION 459
- (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 462
- (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 467
- (Topic 3)
What is the name of the string that display filter criteria?

A. Topic
B. Choice
C. Breadcrump
D. Menu

Answer: C

NEW QUESTION 472
- (Topic 3)
What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

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

Answer: BCDF

NEW QUESTION 476
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