

ServiceNow.CSA.vMar-2024.by.Lena.160q

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**Exam Code: CSA**

**Exam Name: ServiceNow Certified System Administrator**



## Exam A

### QUESTION 1

What is a role in ServiceNow?

- A. A role is one record in the Role [sys\_user\_role] table
- B. A role is one record in the Role [user\_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

**Correct Answer: A**

**Section:**

### QUESTION 2

What are the three components of a filter condition?

- A. Field, Operator, and Value
- B. Condition, Operator, and Value
- C. Field, Condition, and Value
- D. Variable, Field, and Value

**Correct Answer: A**

**Section:**

### QUESTION 3

What does Natural Language Query allow you to do on a list?

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

**Correct Answer: A**

**Section:**

### QUESTION 4

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

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**Correct Answer: C**

**Section:**

**QUESTION 5**

What Service Catalog feature do you use to organize items into logical groups?

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

**Correct Answer: A**

**Section:**

**QUESTION 6**

A customer requests the following data quality measures be added:

- A. Incident numbers should be read-only on all lists and forms, for all users.
- B. Short Description field should be mandatory, on all records, across all applications, on insert.  
Which type of policy would you use to meet this requirement?
- C. Data policy
- D. Dictionary Design Policy
- E. Data Quality Policy
- F. Field Criteria Policy

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**Correct Answer: A**

**Section:**

**QUESTION 7**

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

**Correct Answer: A, C, D**

**Section:**

**Explanation:**

**QUESTION 8**

Which type of ServiceNow script runs on the web browser?

- A. Server script

- B. Local script
- C. Database script
- D. Client script

**Correct Answer: D**

**Section:**

**QUESTION 9**

When would you use the following steps?

1, Homepage Admin > Pages

- A. Right click on Homepage record
- B. Select Unioad Portal Page
- C. To publish a Homepage to the Portal
- D. To retire a Homepage
- E. To delete a Homepage
- F. o To add a Homepage to an update set

**Correct Answer: D**

**Section:**

**QUESTION 10**

What is the platform name for the Group table?

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

**Correct Answer: A**

**Section:**

**QUESTION 11**

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

Choose 3 answers

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

**Correct Answer: A, B, D**

**Section:**

**QUESTION 12**

Farm a form, what would you click, to modify the order of the fields on the form?

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Choose 2 answers

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

**Correct Answer: A, C**

**Section:**

#### QUESTION 13

On a form header, what icon would you click to access Template features?

- A. Paper clip
- B. More options (...)
- C. Stamp
- D. Context Menu

**Correct Answer: B**

**Section:**

#### QUESTION 14

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 Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

**Correct Answer: D**

**Section:**

#### QUESTION 15

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

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

**Correct Answer: B**

**Section:**

**Explanation:**

Explanation:

[https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/importsets/concept/c\\_ImportDataUsingImportSets.html](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/importsets/concept/c_ImportDataUsingImportSets.html)

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**QUESTION 16**

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

**Correct Answer: B**

**Section:**

**QUESTION 17**

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

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

**Correct Answer: A**

**Section:**

**Explanation:**

Explanation:

[https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-taskboards/reference/r\\_BoardStructure.html](https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-taskboards/reference/r_BoardStructure.html)

**QUESTION 18**

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

**Correct Answer: C**

**Section:**

**QUESTION 19**

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken?"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

**Correct Answer: A**

**Section:**

**QUESTION 20**

What is a sys\_id?

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

**Correct Answer: A**

**Section:**

**QUESTION 21**

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

**Correct Answer: C**

**Section:**

**QUESTION 22**

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

**Correct Answer: A**

**Section:**

**QUESTION 23**

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.

**Correct Answer: C**

**Section:**

**QUESTION 24**

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

**Correct Answer: C**

**Section:**

**QUESTION 25**

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

**Correct Answer: A, D**

**Section:**

**QUESTION 26**

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

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

**Correct Answer: A, C, E**

**Section:**

**QUESTION 27**

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)

**Correct Answer: C**

**Section:**

**QUESTION 28**

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

**Correct Answer: B**  
**Section:**

**QUESTION 29**

What is generated from the Service Catalog once a user places an order for an item or service?

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

**Correct Answer: C**  
**Section:**

**QUESTION 30**

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

**Correct Answer: B, C, D**  
**Section:**

**QUESTION 31**

Buttons, form links, and context menu items are all examples of what type of functionality?

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

**Correct Answer: B**  
**Section:**

**QUESTION 32**

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.

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D. They provide options.

**Correct Answer: B**

**Section:**

**QUESTION 33**

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

**Correct Answer: B**

**Section:**

**QUESTION 34**

What is the platform name for the User table?

- A. u\_users
- B. sys\_users
- C. x\_users
- D. sys\_user

**Correct Answer: D**

**Section:**

**QUESTION 35**

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.

**Correct Answer: A**

**Section:**

**QUESTION 36**

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

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

**Correct Answer: B**

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**Section:**

**QUESTION 37**

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

**Correct Answer: A**

**Section:**

**QUESTION 38**

Which of the following is used to initiate a flow?

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

**Correct Answer: A**

**Section:**

**QUESTION 39**

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

**Correct Answer: D**

**Section:**

**QUESTION 40**

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

**Correct Answer: A**

**Section:**

**QUESTION 41**

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Which one statement correctly describes Access Control rule evaluation?

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

**Correct Answer: C**

**Section:**

#### QUESTION 42

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

**Correct Answer: D**

**Section:**

#### QUESTION 43

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

**Correct Answer: A**

**Section:**

#### QUESTION 44

In what order should filter elements be specified?

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

**Correct Answer: A**

**Section:**

#### QUESTION 45

Which statement is true about business rules?

- A. A business rule must run before a database action occurs

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

**Correct Answer: B**

**Section:**

**QUESTION 46**

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

**Correct Answer: A, C, D, F**

**Section:**

**QUESTION 47**

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

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

**Correct Answer: A**

**Section:**

**QUESTION 48**

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

**Correct Answer: C**

**Section:**

**QUESTION 49**

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

**Correct Answer: A**

**Section:**

**QUESTION 50**

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

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

**Correct Answer: A, C, D**

**Section:**

**QUESTION 51**

What is the function of user impersonation?

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

**Correct Answer: A**

**Section:**

**QUESTION 52**

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

**Correct Answer: B**

**Section:**

**QUESTION 53**

When working on a form, what is the difference between Insert and Update operations?

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

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D. Insert saves changes and remains on the form, Update saves changes and exits the form

**Correct Answer: B**

**Section:**

**QUESTION 54**

Tables are made up of which of the following?

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

**Correct Answer: A, D**

**Section:**

**QUESTION 55**

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

**Correct Answer: A**

**Section:**

**QUESTION 56**

Record numbers have to be manually incremented

- A. True
- B. False

**Correct Answer: B**

**Section:**

**QUESTION 57**

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]

**Correct Answer: B**

**Section:**

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**QUESTION 58**

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

**Correct Answer: A**

**Section:**

**QUESTION 59**

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

**Correct Answer: A**

**Section:**

**QUESTION 60**

What are the four knowledge workflows available in the ServiceNow base instance?

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

**Correct Answer: A**

**Section:**

**QUESTION 61**

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark
- D. On Hold

**Correct Answer: A**

**Section:**

**QUESTION 62**

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



**Correct Answer: A, D**

**Section:**

**QUESTION 63**

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- B. Allow a user to submit feedback about an article
- C. Reporting an error

**Correct Answer: B**

**Section:**

**QUESTION 64**

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

**Correct Answer: C**

**Section:**

**QUESTION 65**

Where would you go in ServiceNow to order services and products offered by various departments?

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

**Correct Answer: A**

**Section:**

**QUESTION 66**

What refers to an application or system that accesses a remote service or another computer system, known as a server?

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

**Correct Answer: B**

**Section:**

**QUESTION 67**

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FILL IN THE BLANK

**Correct Answer: S, E, R, V, E, R**  
**Section:**

**QUESTION 68**

Database live at the Data Center.

- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 69**

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

- A. True
- B. False

**Correct Answer: B**  
**Section:**

**QUESTION 70**

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

- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 71**

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

**Correct Answer: A, D, F**  
**Section:**

**QUESTION 72**

Data Policy can enforce mandatory data on import.

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- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 73**

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

- A. True
- B. False

**Correct Answer: A**  
**Section:**

**QUESTION 74**

What is the difference between UI Policy and UI Action?

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

**Correct Answer: B**  
**Section:**

**QUESTION 75**

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

**Correct Answer: A**  
**Section:**

**QUESTION 76**

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

**Correct Answer: C, D**  
**Section:**

**QUESTION 77**

Which configuration allows you to use a script to coalesce data in Import Sets?

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

**Correct Answer: C**

**Section:**

**QUESTION 78**

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

**Correct Answer: A**

**Section:**

**QUESTION 79**

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

**Correct Answer: D**

**Section:**

**QUESTION 80**

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

**Correct Answer: C**

**Section:**

**QUESTION 81**

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

**Correct Answer: B**

**Section:**

#### QUESTION 82

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

**Correct Answer: D**

**Section:**

#### QUESTION 83

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. Information Technology Infrastructure Library (ITIL)

**Correct Answer: A**

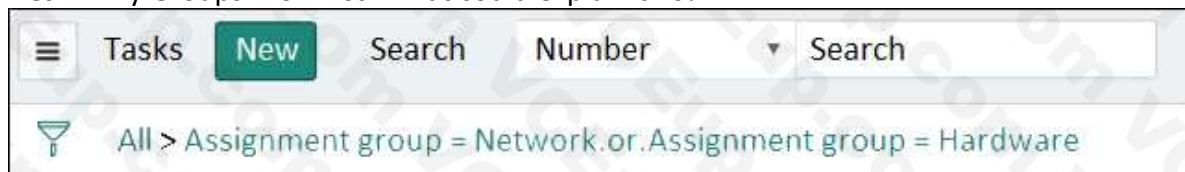
**Section:**

**Explanation:**

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doctype/resource-center/solution-brief/sbr-servicenow-common-service-data-model.pdf>

#### QUESTION 84

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.

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/users-and-groups/task/t\\_CreateAGroup.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/users-and-groups/task/t_CreateAGroup.html)

**QUESTION 85**

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

**Correct Answer: B**

**Section:**

**QUESTION 86**

The ServiceNow platform includes which types of interfaces? (Choose three.)

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

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**Correct Answer: A, D, E**

**Section:**

**QUESTION 87**

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

**Correct Answer: A, B, E, F**

**Section:****Explanation:**

Reference: [https://docs.servicenow.com/bundle/paris-servicenowplatform/page/administer/workflowadministration/concept/c\\_WorkflowMovementWithUpdateSets.html](https://docs.servicenow.com/bundle/paris-servicenowplatform/page/administer/workflowadministration/concept/c_WorkflowMovementWithUpdateSets.html)

**QUESTION 88**

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

**Correct Answer: B, C**

**Section:****Explanation:****QUESTION 89**

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)

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**Correct Answer: A**

**Section:****Explanation:**

Reference: <https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdmimplementation/concept/csdm-basics.html>

**QUESTION 90**

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

**Correct Answer: D**

**Section:****Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/plugins/concept/c\\_ServiceNowPlugins.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/plugins/concept/c_ServiceNowPlugins.html)

**QUESTION 91**

What field contains a record's 32-character, unique identifier?

- A. sn\_rec\_id
- B. rec\_id
- C. u\_id
- D. sys\_id
- E. sn\_gu\_id
- F. sn\_sys\_id
- G. id

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/table-administration/concept/c\\_UniqueRecordIdentifier.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html)

#### QUESTION 92

Your company is giving all first line workers a special T-shirt as a recognition for their hard work.

Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

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

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/service-catalog-management/task/t\\_AppUserCritItemsCat.html](https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html)

#### QUESTION 93

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

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

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-it-operationsmanagement/page/product/service-mapping/task/export-patterns.html>

#### QUESTION 94

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0781451](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451)

#### QUESTION 95

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing
- I. Condition to evaluate

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**Correct Answer: A, B, E, F**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/list-administration/task/t\\_EditingAUIAction.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/list-administration/task/t_EditingAUIAction.html)

#### QUESTION 96

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

**Correct Answer: A, E, F, G**

**Section:**

**Explanation:**

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

**QUESTION 97**

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

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/import-sets/concept/c\\_ImportSetsKeyConcepts.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html)

**QUESTION 98**

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

**Correct Answer: C**

**Section:**

**QUESTION 99**

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

**Correct Answer: E**

**Section:**

**Explanation:**

**QUESTION 100**

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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

**Correct Answer: B, D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-it-servicemanagement/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/rome-it-servicemanagement/page/product/change-management/task/t_CreateCustomField.html)

#### QUESTION 101

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

- A. Database View
- B. Many to Many
- C. One to Many
- D. Extended

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/managing-data/concept/c\\_DataManagement.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/managing-data/concept/c_DataManagement.html)

#### QUESTION 102

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

**Correct Answer: B**

**Section:**

**Explanation:**

#### QUESTION 103

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]

**Correct Answer: B**

**Section:**

**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)

#### QUESTION 104

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/list-administration/concept/c\\_UIActions.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/list-administration/concept/c_UIActions.html)

#### QUESTION 105

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

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**Correct Answer: A**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-applicationdevelopment/page/script/business-rules/reference/r\\_HowBusinessRulesWork.html](https://docs.servicenow.com/bundle/rome-applicationdevelopment/page/script/business-rules/reference/r_HowBusinessRulesWork.html)

#### QUESTION 106

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

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

**Correct Answer: A, C, D, F**

**Section:**

**Explanation:**

Reference: [https://developer.servicenow.com/dev.do#!/learn/learningplans/quebec/servicenow\\_administrator/app\\_store\\_learnv2\\_importingdata\\_quebec\\_data\\_sources](https://developer.servicenow.com/dev.do#!/learn/learningplans/quebec/servicenow_administrator/app_store_learnv2_importingdata_quebec_data_sources)

#### QUESTION 107

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

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

**Correct Answer: A, C, E**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/usinglists/concept/c\\_Filters.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/usinglists/concept/c_Filters.html)

#### QUESTION 108

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

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/rome-platformadministration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)

#### QUESTION 109

What controls the publishing and retiring process for knowledge articles?

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-servicenowplatform/page/product/knowledge-management/reference/r\\_KnowledgeWorkflows.html](https://docs.servicenow.com/bundle/rome-servicenowplatform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html)

#### QUESTION 110

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

**Correct Answer: A**

**Section:**

**QUESTION 111**

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

**Correct Answer: B, D, E**

**Section:**

**QUESTION 112**

On a filter condition, which component is always a choice list?

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/commonui-elements/concept/c\\_ConditionBuilder.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/commonui-elements/concept/c_ConditionBuilder.html)

**QUESTION 113**

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

**Correct Answer: A**

**Section:**

**Explanation:**

**QUESTION 114**

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

**Correct Answer: D**

**Section:**

**QUESTION 115**

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

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdmimplementation/reference/cmdmb-use-case.html>

**QUESTION 116**

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

**Correct Answer: D**

**Section:**

**Explanation:**

**QUESTION 117**

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

**Correct Answer: C, D, E**

**Section:**

**Explanation:**

**QUESTION 118**

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 table. Parent class tables may be extended from another table.
- C. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- D. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

**Correct Answer: B**

**Section:**

**QUESTION 119**

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

Choose 2 answers

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

**Correct Answer: A, B**

**Section:**

**QUESTION 120**

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

**Correct Answer: A, C, D**

**Section:**

**QUESTION 121**

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

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

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**Correct Answer: B**

**Section:**

**QUESTION 122**

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

**Correct Answer: A, B, D, F**

**Section:**

**QUESTION 123**

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

**Correct Answer: C**

**Section:**

**QUESTION 124**

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

**Correct Answer: A**

**Section:**

**QUESTION 125**

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

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**Correct Answer: C**

**Section:**

**QUESTION 126**

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.

**Correct Answer: A**

**Section:**

**QUESTION 127**

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

**Correct Answer: B**

**Section:**

**QUESTION 128**

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.

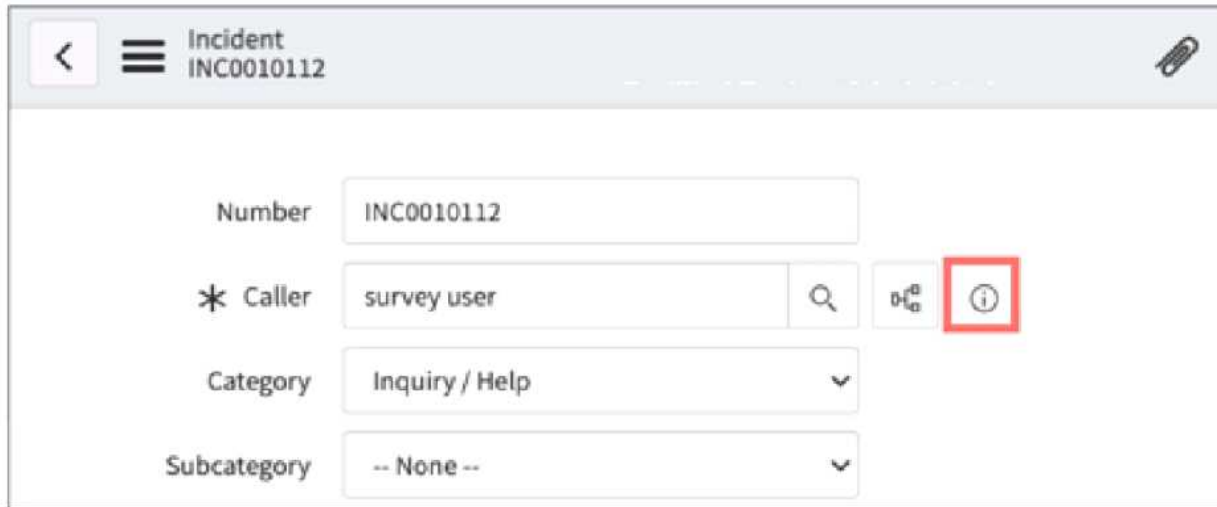
**Correct Answer: C, D**

**Section:**

**QUESTION 129**

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

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

**Correct Answer: F**

**Section:**

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#### QUESTION 130

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

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

**Correct Answer: B**

**Section:**

#### QUESTION 131

Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

**Correct Answer: B**

**Section:**

**QUESTION 132**

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

**Correct Answer: D**

**Section:**

**QUESTION 133**

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Relationship Editor
- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

**Correct Answer: D**

**Section:**

**QUESTION 134**

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 web services, 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

**Correct Answer: C**

**Section:**

**QUESTION 135**

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

**Correct Answer: C**

**Section:**

**QUESTION 136**

When adding a related list to a form, you choose the related list from the list collector, What is an example of a related list you might see on the list collector? Choose 3 answers:

- A. Release Phase==Parent
- B. Catalog Task->Parent
- C. HR Case==Parent
- D. Problem==Parent
- E. Outage->Task number

**Correct Answer: B, C, E**  
**Section:**

**QUESTION 137**

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

**Correct Answer: B, C, D, F**  
**Section:**

**QUESTION 138**

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

**Correct Answer: D**  
**Section:**

**QUESTION 139**

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

**Correct Answer: C**  
**Section:**

**QUESTION 140**

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?  
Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

**Correct Answer: B, D, E, F**  
**Section:**

**QUESTION 141**

What section on the notes tab, shows the history of the work documented on the record?

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

**Correct Answer: B**  
**Section:**  
**Explanation:**

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**QUESTION 142**

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

**Correct Answer: C**  
**Section:**

**QUESTION 143**

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

**Correct Answer: B**

**Section:****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.

Reference 1: Access control list rules - Product Documentation: Utah - ServiceNow 4: Access Controls --- ServiceNow Elite

**QUESTION 144**

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

- A. Update sets
- B. Transform maps
- C. System dictionaries
- D. Import sets

**Correct Answer: A**

**Section:****Explanation:**

Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

Reference 1: Get started with update sets - ServiceNow - Now Support 2: Product Documentation | ServiceNow 3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ... 4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning 5: Retrieving and committing update sets between different ... - ServiceNow

**QUESTION 145**

Which set of steps is used to import spreadsheet data into a ServiceNow table?

- A. Load Data, Create Transform Map, Run Transform
- B. Select Import Set, Select Transform Map, Run Transform
- C. Select Data Source, Schedule Transform
- D. Define Data Source, Select Transform Map, Run Transform

**Correct Answer: A**

**Section:****Explanation:**

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation<sup>1</sup> and the video tutorial<sup>2</sup>. The other options are either incomplete or incorrect.

Reference 1: Import a spreadsheet - Product Documentation: Utah - Now Support Portal 2: How To Import Data Into ServiceNow - YouTube

**QUESTION 146**

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

**Correct Answer: D**

**Section:**

**Explanation:**

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system<sup>1</sup>.  
Reference Import and export resources page

**QUESTION 147**

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

**Correct Answer: B**

**Section:**

**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 fields<sup>1</sup>.  
Reference Data policies

**QUESTION 148**

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

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

**Correct Answer: A**

**Section:**

**Explanation:**

The object name for a rule that applies to the entire Incident table is incident.\* , which means any field on the incident table. The other options are not valid object names for access control rules.

Reference Access control list rules Access Control List in ServiceNow Access Controls

Access control list rules

Access Control List in ServiceNow

Reference Access control list rules Access Control List in ServiceNow Access Controls

**QUESTION 149**

On a list, what does each row show?

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

**Correct Answer: B**

**Section:**

**Explanation:**



A list is a collection of records from a table. Each row in a list represents a record in that table<sup>1</sup>.

Reference Identifying the view used on a list or form ServiceNow: List Views for Beginners How Do I See A List Of Users And Their Roles In ServiceNow

#### QUESTION 150

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys\_form\_properties.list and set the property glide.ui.enable\_personalize\_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
- D. Navigate to sys\_properties.list find the property glide.ui.personalize\_form.role and set the Value to admin.

**Correct Answer: D**

**Section:**

**Explanation:**

This action allows only users with the admin role to personalize forms by using the Personalize Form button<sup>1</sup>. The other options are either invalid or do not restrict personalization to the admin role only.

Reference Personalize a form UI settings and personalization Personalization

#### QUESTION 151

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

**Correct Answer: C**

**Section:**

**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 notes<sup>1</sup>.

Reference Formatters and Related Lists

#### QUESTION 152

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

**Correct Answer: B**

**Section:**

**Explanation:**

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in<sup>1</sup>. This can be useful for testing purposes or for providing support to other users<sup>2</sup>.

Reference Impersonate a user Roles and permissions

#### QUESTION 153

Which tables are available by default in a ServiceNow instance?

Choose 3 answers

- A. User
- B. Incident
- C. Item
- D. Issue
- E. Project
- F. Task

**Correct Answer: A, B, F**

**Section:**

**Explanation:**

These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.

Reference 1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow 2: ServiceNow -- The List of All Tables (sys\_db\_object) 3: How To Set A Default Field Value in ServiceNow? - The Snowball

#### QUESTION 154

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

**Correct Answer: B**

**Section:**

**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.

Reference Client scripts Client script types

#### QUESTION 155

Which feature can be used to categorize a set of records from a list and make them visible to other users?

- A. Tags
- B. History
- C. Favorites
- D. Activity Formatter

**Correct Answer: A**

**Section:**

**Explanation:**

Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records.You can also share tags with other users to make them visible to others1.

Reference Using tags

#### QUESTION 156

Which role(s) are required to impersonate a user?

Choose 2 answers

- A. admin
- B. sys\_admin
- C. security\_admin
- D. sys\_user
- E. impersonator

**Correct Answer: A, E**

**Section:**

**Explanation:**

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality.

Reference: 1: Impersonate a user - Product Documentation: San Diego - ServiceNow 2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys\_user\_has\_role' records like '[user: null; role: admin]'. - Support and Troubleshooting - ServiceNow

#### QUESTION 157

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement?

Choose 3 answers

- A. Performance Analytics
- B. Configuration Management (CMDB)
- C. Financial Management
- D. Discovery
- E. Service Mapping

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**Correct Answer: B, D, E**

**Section:**

**Explanation:**

Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships<sup>1</sup>. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes<sup>1</sup>.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes<sup>2</sup>. Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes<sup>2</sup>.

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce<sup>3</sup>. Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface<sup>3</sup>.

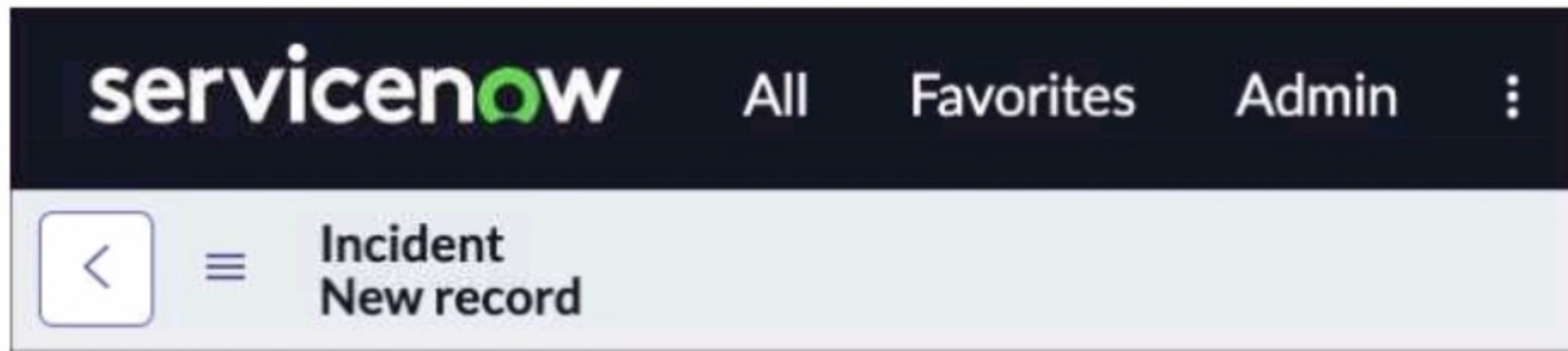
Configuration Management Database (CMDB) - ServiceNow<sup>1</sup>

Discovery - ServiceNow<sup>2</sup>

Service Mapping - ServiceNow<sup>3</sup>

#### QUESTION 158

Refer to the exhibit.



You are editing a new incident record and would like the Save' Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

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

**Correct Answer: C**

**Section:**

**Explanation:**

To add the Save button to the form header, users need to turn on the system property glide.ui.save\_button, which enables the Save button on all forms<sup>1</sup>. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true<sup>1</sup>. Alternatively, users can use the sys\_properties.list URL suffix and filter by the property name<sup>1</sup>.

How to add or enable Save Button on all the forms across a ServiceNow Instance - Support and Troubleshooting - Now Support Portal

#### QUESTION 159

Which low components allow you to specify when a flow should be run?

- A. Trigger and Condition Pill
- B. Scope and Trigger Condition
- C. Trigger and Condition
- D. Trigger Criteria and Clock
- E. Condition and Table

**Correct Answer: C**

**Section:**

**Explanation:**

Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.

ServiceNow Product Documentation: Flow Designer - Overview - <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

ServiceNow Product Documentation: Flow triggers - <https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

#### QUESTION 160

When using Flow Designer what is the Flow Execution initiated by?

- A. A trigger
- B. An existing subflow

- C. Allow logic
- D. An execution data pill

**Correct Answer: A**

**Section:**

**Explanation:**

A trigger is an activity that, once specified, automatically initiates a flow<sup>1</sup>. A trigger specifies the conditions that start running the flow, such as creating a record in a specified table, receiving an inbound email, or reaching an SLA target<sup>1</sup>.

Flow trigger types - Product Documentation: San Diego - ServiceNow<sup>1</sup>

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