Exam Questions CSA

ServiceNow Certified System Administrator

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

NEW QUESTION 1
- (Exam Topic 2)
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

Answer: A

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

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

Answer: B

NEW QUESTION 3
- (Exam 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 [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

Answer: A

NEW QUESTION 4
- (Exam Topic 2)
The ServiceNow platform includes which types of interfaces? (Choose three.)

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

Answer: BEF

NEW QUESTION 5
- (Exam Topic 3)
If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

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

Answer: C

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

NEW QUESTION 6
- (Exam Topic 3)
Which is the most efficient way to move large amounts of data between instances?

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

Answer: B

NEW QUESTION 7

- (Exam Topic 3)
When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

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

Answer: C

NEW QUESTION 8
- (Exam Topic 2)
On a Form header, what is the three bar icon called?

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

Answer: C

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

NEW QUESTION 9
- (Exam 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 10
- (Exam Topic 2)
Which one of the following is an accurate list of changes that are captured in an Update Set?

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

Answer: A

NEW QUESTION 10
- (Exam Topic 2)
What are three security modules often used by the System Administrator? (Choose three.)

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

Answer: AEG

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

NEW QUESTION 15
- (Exam 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 18
- (Exam Topic 2)
Which tool should be used to populate commonly used fields in a form?

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

Answer: A

NEW QUESTION 20
- (Exam 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-orchestra

NEW QUESTION 23
- (Exam 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 26
- (Exam Topic 2)
On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

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

Answer: AEFG

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

NEW QUESTION 28
- (Exam Topic 2)
What controls the publishing and retiring process for knowledge articles?

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

Answer: C

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

NEW QUESTION 33
- (Exam Topic 2)
What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

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

Answer: ACDF

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

NEW QUESTION 36
- (Exam Topic 2)
What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

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

Answer: B

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

NEW QUESTION 38
- (Exam Topic 2)
Which tool is used to define relationships between fields in an import set table and a target table?

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

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_Impor

NEW QUESTION 40
- (Exam Topic 2)
While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?
Right click on Priority and select what?

A. Configure Lists
B. Show Options
C. Configure Task
D. Show Choices
E. Show Choice List
F. Configure Options

Answer: F

NEW QUESTION 42
- (Exam Topic 2)
What is an Event in ServiceNow?

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

Answer: B

NEW QUESTION 43

- (Exam Topic 2)
What would NOT appear in the Application Navigator if "service" is typed into the filter field?

A. Configuration > Business Services
B. Self-Service > Knowledge
C. Service Portal > Widgets
D. Incident > Assigned to me

Answer: D

NEW QUESTION 47
- (Exam Topic 2)
When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

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

Answer: D

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

NEW QUESTION 52
- (Exam Topic 2)
After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

Answer: B

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

NEW QUESTION 55
- (Exam Topic 2)
Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

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

Answer: B

NEW QUESTION 57
- (Exam Topic 2)
How do you make a list filter available to everyone?

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

Answer: B

NEW QUESTION 59
- (Exam Topic 2)
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

Answer: ABEF

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t_Ed

NEW QUESTION 60
- (Exam Topic 2)
Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

A. Localization Framework plugin (com.glide.localization_framework)
B. Translation Framework plugin (com.glide.translation_framework)
C. Multiple Language Framework plugin (com.glide.multiple.language_framework)
D. Language AI Framework plugin (com .g I id
E. language.ai _framework)

Answer: A

NEW QUESTION 65
- (Exam Topic 2)
Access Control rules may provide access security for which of the following database objects?

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

Answer: D

NEW QUESTION 66
- (Exam Topic 2)
What are the three components of a filter condition?

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

Answer: A

NEW QUESTION 67
- (Exam Topic 2)
What is the difference between a UI Policy and Data Policy?

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

Answer: D

NEW QUESTION 72
- (Exam Topic 2)
Which one of the following is NOT a type of Visual Task Board?

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

Answer: A

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

NEW QUESTION 76
- (Exam Topic 2)
What do you call any component that needs to be managed in order to deliver services?

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

Answer: C

Explanation:
Reference: https://infocenter.io/servicenow-cmdb-implementation/

NEW QUESTION 80
- (Exam 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 82
- (Exam Topic 2)
What type of field allows you to look up values from one other table?

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

Answer: A

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

NEW QUESTION 87
- (Exam Topic 2)
Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

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

Answer: E

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

NEW QUESTION 90
- (Exam Topic 2)
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

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

Answer: B

NEW QUESTION 92
- (Exam Topic 2)
What are two ways to generate an Event? (Choose two.)

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

Answer: AB

NEW QUESTION 96
- (Exam Topic 1)
Buttons, form links, and context menu items are all examples of what type of functionality?

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

Answer: B

NEW QUESTION 97
- (Exam Topic 1)
What is generated from the Service Catalog once a user places an order for an item or service?

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

Answer: C

NEW QUESTION 98
- (Exam Topic 1)
Where can Admins check which release is running on an ServiceNow instance?

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

Answer: B

NEW QUESTION 101
- (Exam Topic 1)
What are the 6 methods available for user authentication?

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

Answer: ABCDEF

NEW QUESTION 103
- (Exam Topic 1)
Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

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

Answer: ACDE

NEW QUESTION 105
- (Exam Topic 1)
Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Answer: C

NEW QUESTION 110
- (Exam Topic 1)
What is a Record Producer?

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

Answer: D

NEW QUESTION 112
- (Exam Topic 1)
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

Answer: ADF

NEW QUESTION 115
- (Exam 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 116
- (Exam Topic 1)
Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

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

Answer: C

NEW QUESTION 118
- (Exam 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 122
- (Exam Topic 1)
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 127
- (Exam Topic 1)
Reports can be created from which different places in the platform? (Choose two.)

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

Answer: AD

NEW QUESTION 130
- (Exam Topic 1)
UI Policy can make fields read-only, mandatory, or hidden.

A. True
B. False

Answer: A

NEW QUESTION 131
- (Exam Topic 1)
Record numbers have to be manually incremented

A. True
B. False

Answer: B

NEW QUESTION 136
- (Exam Topic 1)
Which configuration allows you to use a script to coalesce data in Import Sets?

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

Answer: C

NEW QUESTION 139
- (Exam Topic 1)
Which of the following statement describes the purpose of an Order Guide?

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

Answer: C

NEW QUESTION 141
- (Exam Topic 1)
When using the Load Data and Transform Map process, what is the Mapping Assist used for?

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

Answer: D

NEW QUESTION 143
- (Exam Topic 1)
What is the platform name for the User table?

A. u_users
B. sys_users
C. x_users
D. sys_user

Answer: D

NEW QUESTION 148
- (Exam Topic 1)
What are the two aspects to LDAP Integration?

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

Answer: AD

NEW QUESTION 152
- (Exam Topic 1)
Which type of tables may be extended by other tables, but do not extend another table?

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

Answer: A

NEW QUESTION 154
- (Exam Topic 1)
What information does the System Dictionary contain?

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

Answer: B

NEW QUESTION 158
- (Exam Topic 1)
database live at the Data Center.

A. True
B. False

Answer: A

NEW QUESTION 163
- (Exam 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 165
- (Exam Topic 1)
Which are valid Service Now User Authentication Methods? (Choose three.)

A. XML feed
B. Local database
C. LDAP
D. SSO
E. FTP authentication

Answer: BCD

NEW QUESTION 168
- (Exam Topic 1)
What are the 5 provided Roles by ServiceNow?

A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

NEW QUESTION 171
- (Exam Topic 1)
How are Workflows moved between instances?

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

Answer: A

NEW QUESTION 174
- (Exam Topic 1)
ServiceNow is a single-instance, multiple tenant architecture?

A. True

B. False

Answer: B

NEW QUESTION 175
- (Exam Topic 1)
Which one of the following statements is true about Column Context Menus?

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

Answer: A

NEW QUESTION 179
- (Exam Topic 1)
When searching using the App Navigator search field, what can be returned? (Choose four.)

A. Names of Applications and Modules
B. Names of Modules
C. Names of Applications
D. Favorites
E. History Records
F. Titles of Dashboard Gauges

Answer: ABCD

NEW QUESTION 182
- (Exam Topic 1)
Which one of the following modules can be used to view field settings for a table?

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

Answer: A

NEW QUESTION 185
- (Exam Topic 1)
What is the Import Set Table?

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

Answer: C

NEW QUESTION 188
- (Exam Topic 1)
Which of the following statements is true when a new table is created by extending another table?

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

Answer: C

NEW QUESTION 191
- (Exam Topic 1)
What is the master table that contains a record for each table in the database?

A. [sys_master_db]
B. [sys_db_object]
C. [sys_master_object]
D. [sys_object_db]

Answer: B

NEW QUESTION 192
- (Exam 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 197
- (Exam Topic 3)
That access does a user need to be able to import articles to a knowledge base?

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

Answer: C

NEW QUESTION 198
- (Exam Topic 3)
What are the main components of the Form Design interface? (Choose three.)

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

Answer: BCE

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

NEW QUESTION 202
- (Exam Topic 3)
What module do you use to access the reports that are available to you?

A. Report > View /Run
B. Reports > Homepage
C. Self-Service>My Reports
D. Report > Overview

Answer: B

NEW QUESTION 203
- (Exam Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role. What type of rules (s) would you use to implement this requirement?

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

Answer: CE

NEW QUESTION 208
- (Exam Topic 3)
What are the three key tables in an enterprise CMDB? Choose 3 answers.

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

Answer: ADF

NEW QUESTION 211
- (Exam Topic 3)
Which allows the creation of a task-based record from Service Catalog?

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

Answer: D

NEW QUESTION 213
- (Exam Topic 3)
What are advantages of using Flow Designer? (Choose three.)

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

Answer: ADE

NEW QUESTION 218
- (Exam Topic 3)
A Role is defined as what?

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

Answer: A

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

NEW QUESTION 223
- (Exam 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 226
- (Exam Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

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

Answer: C

NEW QUESTION 227
- (Exam Topic 3)
What setting allows users to view a Knowledge Base article even if the are not logged in?

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

Answer: C

NEW QUESTION 232
- (Exam Topic 3)
Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

A. Flow Designer
B. Process Automation Designer
C. Process Workflow Designer

D. Workflow Editor

Answer: B

NEW QUESTION 234
- (Exam Topic 3)
What are examples of Core tables in the ServiceNow platform?

A. Configuration, Connect, Chat
B. Team, Party, Awards
C. User, Task, Incident
D. Work, Caller, Timecard

Answer: C

Explanation:
Reference: https://www.basicoservicenowlearning.in/2019/12/create-table-in-servicenow.html

NEW QUESTION 236
- (Exam Topic 3)
What section on the notes tab, shows the history of the work documented on the record?

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

Answer: B

NEW QUESTION 240
- (Exam 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 243
- (Exam Topic 3)
What is the platform name for the Group table?

A. SyS_USer_group
B. Sys_group
C. group
D. sys_groups

Answer: A

NEW QUESTION 245
- (Exam Topic 3)
What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

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

Answer: AB

NEW QUESTION 247
- (Exam Topic 3)
How would you navigate to the Schema map for a table?

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

Answer: B

NEW QUESTION 251

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

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

Answer: AD

NEW QUESTION 252
- (Exam Topic 3)
On the Form header, which icon do you use to access form templates?

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

Answer: D

NEW QUESTION 253
- (Exam Topic 3)
Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

A. Schema Map
B. Dependency View
C. Dependency Map
D. Database View

Answer: B

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

NEW QUESTION 254
- (Exam Topic 3)
One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

A. Publish
B. New
C. Ada
D. Manage
E. Edit

Answer: BCE

NEW QUESTION 256
- (Exam Topic 3)
What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

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

Answer: C

NEW QUESTION 260
- (Exam Topic 3)
Access controls are evaluated in this order:
* 1. Match object against table ACL
* 2, Match the object against field ACL
Within step 1 above, what order are the table ACLs evaluated?

A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
B. Bottom to top: Table AC
C. Table.Field ACL, Parent Tabl
D. Field ACL
E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 265

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

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

Answer: ACF

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb243

NEW QUESTION 267
- (Exam Topic 3)
What is used to determine user access to knowledge bases or a knowledge article?

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

Answer: D

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

NEW QUESTION 272
- (Exam Topic 3)
When looking at a long list of records, you want to quickly filler, to show only those which have Shon Description containing email
How might you do that?

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

Answer: A

NEW QUESTION 273
- (Exam Topic 3)
To apply a UI Policy to all views, which field should be set to true in its definition record?

A. Inherit
B. Reverse if false
C. On lowed
D. Global

Answer: A

NEW QUESTION 277
- (Exam Topic 3)
Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

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

Answer: BDE

NEW QUESTION 281
- (Exam Topic 3)
In what order are Access Controls evaluated?

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

Answer: D

NEW QUESTION 283
- (Exam Topic 3)
A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

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

Answer: E

Explanation:
Reference: https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492

NEW QUESTION 288
- (Exam Topic 3)
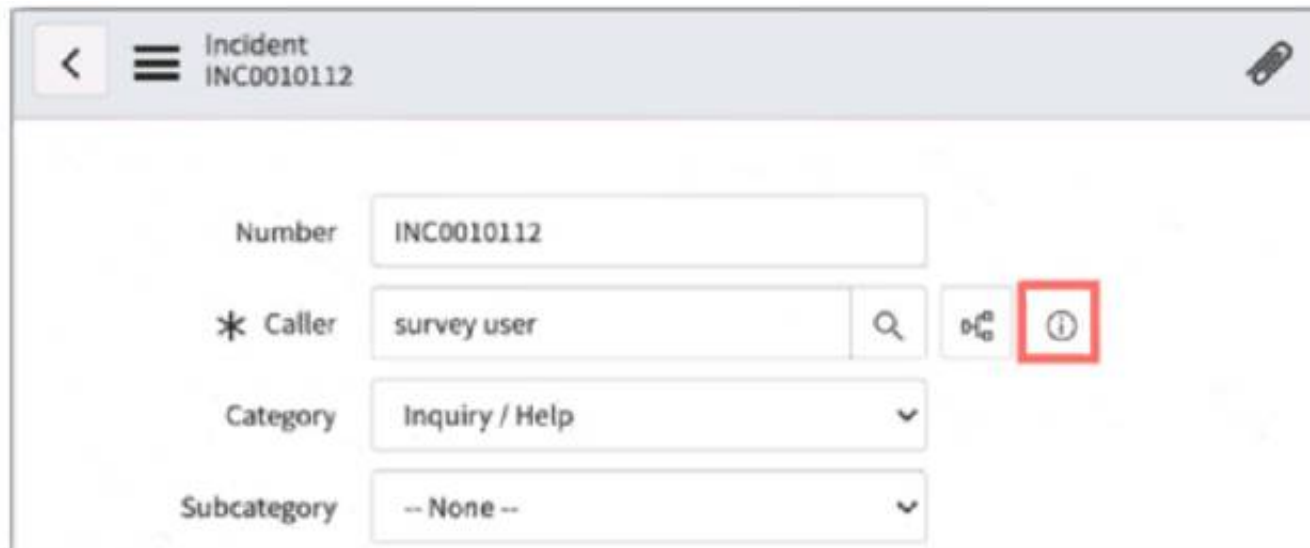What is the name of the string that display filter criteria?

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

Answer: C

NEW QUESTION 290
- (Exam Topic 3)
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?

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

Answer: F

NEW QUESTION 294
- (Exam Topic 3)
What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

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

Answer: D

Explanation:
Reference:
https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/

NEW QUESTION 299
- (Exam Topic 3)
What module enables an administrator to define destinations for imported data on any ServiceNow table?

A. Field Transform
B. Transform Map
C. Schema Map

D. Import Map

Answer: B

NEW QUESTION 300
- (Exam Topic 3)
What is the language used for scriptingin ServiceNow?

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

Answer: A

NEW QUESTION 305
- (Exam Topic 3)
What options can you see, when you fight click on a CI, from the CI dependency view map? Choose 3 answers

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

Answer: ABC

NEW QUESTION 309
- (Exam Topic 3)
On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

A. Groups
B. CRUD
C. Roles
D. Script that sets the answer variable to true or false
E. Conditional Expressions

Answer: CDE

NEW QUESTION 314
- (Exam Topic 3)
When moving a homepage or dashboard between instances, what must you remember?

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

Answer: C

NEW QUESTION 317
- (Exam Topic 3)
Which component of a table contains a piece of data for one record?

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

Answer: B

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

NEW QUESTION 321
- (Exam Topic 3)
The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

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

Answer: C

NEW QUESTION 325
- (Exam Topic 3)
A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment
What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

A. Click Context menu > Work Notes View
B. Click Personalize icon and select Activity Stream
C. Right click form header > Form Layout > Add Work Notes Section
D. Click Funnel icon and select only work notes
E. Click Context menu > History

Answer: D

NEW QUESTION 327
- (Exam Topic 3)
The customer has asked that your change the default layout of the task list.
* Number
* Task Type
* Parent
* Short Description
* Assignment Group
* Assignment
* Updated
After navigation to the list, where would you click, to meet this requirement?

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

Answer: B

NEW QUESTION 330
- (Exam Topic 3)
When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Load Data
B. Run Data Scrubber
C. Set Coalesce
D. Define Data Source
E. Select Import Set

Answer: A

NEW QUESTION 332
- (Exam Topic 3)
What are the steps for importing data using an import set?

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

Answer: D

NEW QUESTION 334
- (Exam Topic 3)
Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporing that service have active issues?

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

Answer: B

NEW QUESTION 336
- (Exam Topic 3)
When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables?

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

Answer: A

NEW QUESTION 340
- (Exam Topic 3)
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

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

Answer: D

NEW QUESTION 342
- (Exam Topic 3)
Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

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

Answer: BCDF

NEW QUESTION 345
- (Exam Topic 3)
When adding a related list to a form, you choose the related list from the list callector, 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

Answer: BCE

NEW QUESTION 346
- (Exam Topic 3)
Which type of scripts nun in the browser?

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

Answer: D

NEW QUESTION 347
- (Exam Topic 3)
Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

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

Answer: B

NEW QUESTION 349
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