



# ServiceNow

## Exam Questions CAD

Certified Application Developer-ServiceNow

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### NEW QUESTION 1

When designing and creating a form, what do you create to organize fields on a form?

- A. Related lists
- B. Tabs
- C. Sections
- D. Buttons

**Answer: C**

#### Explanation:

When designing and creating a form, you can create sections to organize fields on a form. Sections are containers that group related fields together and provide a label and a description for the group. You can use sections to improve the readability and usability of the form. You can also collapse or expand sections to show or hide the fields within them.

The other options are not valid ways to organize fields on a form. Related lists are not fields, but lists of records that are related to the current record on the form.

Tabs are not part of the form, but part of the application menu that allows you to navigate between different modules. Buttons are not fields, but elements that perform actions on the form, such as saving, updating, or deleting the record.

References:

? [Form sections]

? [Related lists]

? [Application menus and modules]

? [Form buttons]

### NEW QUESTION 2

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

**Answer: A**

#### Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

### NEW QUESTION 3

Which of the following statements is NOT true for the Form Designer?

- A. To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.
- B. To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- C. To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- D. To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.

**Answer: A**

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

### NEW QUESTION 4

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

**Answer: A**

#### Explanation:

The step that does not belong when creating a Utils Script Include is identifying the table. A Script Include is a server-side script that can contain one or more classes or functions that can be reused by other scripts. It does not depend on a specific table, but can access any table through GlideRecord or other APIs. The other steps are part of creating a Script Include class and its prototype object. References: [ServiceNow Docs - Script Includes], [ServiceNow Docs - GlideRecord API]

### NEW QUESTION 5

Access Control debug information identification whether each element of an Access Control granted of denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles

- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

**Answer:** C

**Explanation:**

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

**NEW QUESTION 6**

When creating a table in a privately-scoped application, which four Access Controls are created for the table?

- A. Insert, Delete, Query, Write
- B. Create, Delete, Read, Write
- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update

**Answer:** B

**Explanation:**

When creating a table in a privately-scoped application, four Access Controls are automatically created for the table. These Access Controls define the permissions for the four basic operations on the table: Create, Delete, Read, and Write. The Create operation allows the user to create new records on the table. The Delete operation allows the user to delete existing records on the table. The Read operation allows the user to view the records on the table. The Write operation allows the user to modify the records on the table. By default, these Access Controls grant access to the admin role and the application scope. You can modify or delete these Access Controls as needed.

The other options are not valid Access Controls for a table. Insert, Query, and Update are not operations, but methods of the GlideRecord class that are used to manipulate records on the server-side. They are not part of the Access Control rules.

References:

- ? [Access Control rules]
- ? Create a table in a scoped application
- ? [GlideRecord methods]

**NEW QUESTION 7**

A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke
- B. Bundle
- C. Action
- D. Flow

**Answer:** A

**Explanation:**

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: [https://community.servicenow.com/community? id=community\\_blog&sys\\_id=7b3af354db93ab80afc902d5ca9619bc](https://community.servicenow.com/community? id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc)

**NEW QUESTION 8**

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

**Answer:** A

**Explanation:**

"Restricted caller access [sys\_restricted\_caller\_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform." <== this is the third sentence down in the following link: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html>

**NEW QUESTION 9**

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideRecord and current
- B. GlideUser and GlideRecord
- C. GlideSystem and GlideRecord
- D. GlideSystem and current

**Answer:** C

**Explanation:**

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow\\_administrator/app\\_store\\_learnv2\\_automatingapps\\_quebec\\_sche](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_automatingapps_quebec_sche)

duled\_script\_execution\_scripts

The objects that you can use in a Scheduled Script Execution (Scheduled Job) script are GlideSystem and GlideRecord. GlideSystem provides methods for performing system operations, such as logging, running background scripts, or getting system information. GlideRecord provides methods for working with records in the database, such as querying, updating, inserting, or deleting records. The current object is not available in Scheduled Script Execution scripts, as it refers to the current record on a form or list. The GlideUser object is also not available, as it refers to the current user session. Reference: Scheduled Script Execution, GlideSystem, GlideRecord

#### NEW QUESTION 10

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

**Answer:** B

#### Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

#### NEW QUESTION 10

From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

- A. Needs workflow to manage processes
- B. Requires “as-is” use of low-level programming libraries
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

**Answer:** B

#### Explanation:

From the list below, the following is a reason an application might not be a good fit with ServiceNow:

? Requires “as-is” use of low-level programming libraries. This is the correct answer

because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

#### NEW QUESTION 12

Which one of the following is true?

- A. A UI Policy's Actions execute before the UI Policy's Scripts
- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions
- D. A UI Policy's Actions and Scripts execute at the same time

**Answer:** A

#### Explanation:

Created UI policy on incident form, action set's cmdb\_ci field as mandatory and script as not. result, field was not mandatory.

A UI Policy's Actions execute before the UI Policy's Scripts. Actions are predefined operations that can be applied to fields or sections, such as making them mandatory, read- only, visible, or setting a default value. Scripts are custom JavaScript code that can be used to perform more complex logic or validations.

Actions are executed first, and then Scripts are executed if the UI Policy conditions are met. References: [ServiceNow Docs - UI policy actions], [ServiceNow Docs - UI policy scripts]

#### NEW QUESTION 15

Which one of the following is NOT a purpose of application scoping?

- A. Provide a relationship between application artifacts
- B. Provide a way of tracking the user who developed an application
- C. Provide a namespace (prefix and scope name) to prevent cross application name collisions
- D. Provide controls for how scripts from another scope can alter tables in a scoped application

**Answer:** B

#### Explanation:

The purpose of application scoping is NOT to provide a way of tracking the user who developed an application. Application scoping does not store or display information about the user who created or modified an application or its artifacts. The purpose of application scoping is to provide a relationship between application artifacts, provide a namespace to prevent cross-application name collisions, and provide controls for how scripts from another scope can alter tables in a scoped application. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

#### NEW QUESTION 20

Which one of the following objects CANNOT be used in a Script Action script?

- A. previous
- B. GlideRecord
- C. event
- D. current

**Answer:** A

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r\\_ScriptActions.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r_ScriptActions.html)

#### NEW QUESTION 23

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

**Answer:** A

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t\\_SelectAnAppFromTheAppPicker.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html)

#### NEW QUESTION 25

When creating an application through the Guided Application Creator, which of the following is a user experience option?

- A. Portal
- B. Mobile
- C. Self-service
- D. Workspace

**Answer:** B

**Explanation:**

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

#### NEW QUESTION 29

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

- A. Upload spreadsheet
- B. Create table from template
- C. Extend a table
- D. Create table from scratch

**Answer:** B

**Explanation:**

Create table from template is not an option for creating a table through the Guided Application Creator. The other options are available for creating a table in the app. Upload spreadsheet allows you to import data from an Excel file and create a table based on the spreadsheet columns and rows. Extend a table allows you to create a child table that inherits fields and behaviors from a parent table. Create table from scratch allows you to define your own fields and data types for a new table. Reference: Create tables

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/gac-tables.html>

#### NEW QUESTION 30

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records
- D. The application needs to run a client-side script at the same time every day

**Answer:** D

**Explanation:**

An example of when an application might not use a Scheduled Script Execution (Scheduled Job) is when the application needs to run a client-side script at the same time every day. A Scheduled Script Execution is a server-side script that runs on a specified schedule and performs some action on the server or database. A client-side script runs on the user's browser and cannot be scheduled by ServiceNow. The other options are examples of when an application might use a Scheduled Script Execution, such as sending email reminders, running a clean up script, or querying the database for unassigned records. Reference: Scheduled Script Execution, Client scripts

#### NEW QUESTION 32

If the Create module field is selected when creating a table, what is the new module's default behavior?

- A. Open an empty form so new records can be created
- B. Open a link to a wiki article with instructions on how to customize the behavior of the new module
- C. Display an empty homepage for the application



D. Display a list of all records from the table

**Answer:** D

**Explanation:**

When creating a table, the Create module field allows you to automatically create a module for the table in the application menu. The default behavior of the new module is to display a list of all records from the table. This can be changed later by editing the module properties and specifying a different link type, such as form, URL, or script.

References:

? Create a table

? Module properties

**NEW QUESTION 37**

When working in the Form Designer, configuring the label of a field in a child table changes the label on which table(s)?

- A. base table
- B. child table
- C. parent table
- D. all tables

**Answer:** B

**Explanation:**

Configuring the label of a field in a child table changes the label only on that table, not on the base table or the parent table. The base table is the table that contains the common fields for all the extended tables, and the parent table is the table that is directly extended by the child table. The label of a field on the base table or the parent table can be different from the label on the child table. References: [ServiceNow Docs - Table extension], [ServiceNow Community - How to change field label in child table]

Reference: [https://community.servicenow.com/community? id=community\\_QUESTIONNO:&sys\\_id=7ddc4462dbe2b3840be6a345ca9619af](https://community.servicenow.com/community? id=community_QUESTIONNO:&sys_id=7ddc4462dbe2b3840be6a345ca9619af)

**NEW QUESTION 40**

Which of the following is NOT a trigger type in Flow Designer?

- A. Outbound Email
- B. Application
- C. Record
- D. Schedule

**Answer:** A

**Explanation:**

See list of triggers on right hand side of this webpage: <https://docs.servicenow.com/en- US/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow- triggers.html>

The trigger types in Flow Designer are Application, Record, Schedule, and

**NEW QUESTION 42**

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Create Branch
- B. Apply Remote Changes
- C. Stash Local Changes
- D. Edit Repository Configurations

**Answer:** A

**Explanation:**

The Create Branch operation is available from both Studio and the Git Repository. This operation allows you to create a new branch from an existing branch in your Git repository. You can use branches to work on different features or versions of your application without affecting the main branch. Reference: [Create a branch]

**NEW QUESTION 45**

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

**Answer:** A

**Explanation:**

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only

Reference: [https://docs.servicenow.com/bundle/orlando-application- development/page/build/applications/ concept/c\\_DelegatedDevelopment.html](https://docs.servicenow.com/bundle/orlando-application- development/page/build/applications/ concept/c_DelegatedDevelopment.html)

The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. References:

[Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

#### NEW QUESTION 49

Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework
- B. Source Control
- C. Delegated Development
- D. Flow Designer

**Answer:** AD

#### Explanation:

Global applications can use Automated Test Framework and Flow Designer features, but not Source Control and Delegated Development features. Source Control and Delegated Development features are only available to scoped applications . References: [Global vs Scoped Applications], [Delegated Development]

#### NEW QUESTION 54

Which of the following are configured in an Email Notification?

- a)Who will receive the notification. b)What content will be in the notification. c)When to send the notification.  
d)How to send the notification.

- A. a, b and c
- B. a, b, and d
- C. b, c and d
- D. a, c and d

**Answer:** A

#### Explanation:

[https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t\\_CreateANotification.html](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html)

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0712569](https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569)

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. References: Email Notifications, Get Started with Notifications

#### NEW QUESTION 56

When evaluating Access Controls, ServiceNow searches and evaluates:

- A. Only for matches on the current table
- B. Only for matches on the current field
- C. From the most specific match to the most generic match
- D. From the most generic match to the most specific match

**Answer:** C

#### Explanation:

When evaluating Access Controls, ServiceNow searches and evaluates:

? From the most specific match to the most generic match. This is the correct answer because ServiceNow follows a top-down approach when evaluating Access Control (ACL) rules, which are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions.

ServiceNow starts with the most specific match, which is the field-level ACL rule, then moves to the table-level ACL rule, and finally to the global or \* ACL rule.

ServiceNow grants access if any of the ACL rules evaluates to true, and denies access if all of the ACL rules evaluate to false.

The following are not correct descriptions of how ServiceNow searches and evaluates Access Controls:

? Only for matches on the current table. This is not correct because ServiceNow does not only look for matches on the current table, but also on the parent tables and the global or \* table. For example, if there is no ACL rule for the incident table, ServiceNow will look for an ACL rule for the task table, which is the parent table of the incident table, and then for the global or \* table, which is the parent table of all tables.

? Only for matches on the current field. This is not correct because ServiceNow does not only look for matches on the current field, but also on the table that contains the field and the global or \* table. For example, if there is no ACL rule for the short\_description field on the incident table, ServiceNow will look for an ACL rule for the incident table, and then for the global or \* table.

? From the most generic match to the most specific match. This is not correct because ServiceNow does not follow a bottom-up approach when evaluating Access Controls, but a top-down approach, as explained

above. References: Access Control Rules, ACL Evaluation Order

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new\\_to\\_servicenow/app\\_store\\_learnv2\\_securingsapps\\_paris\\_access\\_controls\\_evaluation\\_order](https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new_to_servicenow/app_store_learnv2_securingsapps_paris_access_controls_evaluation_order)

#### NEW QUESTION 61

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

**Answer:** D

#### Explanation:



[https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c\\_DefaultDesignAccessPermissions.html](https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_DefaultDesignAccessPermissions.html) The baseline behavior of a table in a privately-scoped application is that all application scopes can read from the table. A privately-scoped application is an application that restricts write access to its tables and resources to scripts within the same scope. However, read access is allowed by default for all scopes, unless the administrator explicitly denies it using an Access Control rule. This allows for data sharing between different applications while maintaining data integrity and security. References: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

#### NEW QUESTION 66

Which of the following is NOT a way to install an application on a ServiceNow instance?

- A. Install an application from the Application Repository
- B. Select the Copy button on the application record
- C. Download and install an application from the ServiceNow Share web site
- D. Download and install a third-party application from the ServiceNow Store

**Answer: B**

#### Explanation:

There is no "copy" button on the application record (at least I couldn't see one). Also, see here: [https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r\\_ManagingApplications.html](https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r_ManagingApplications.html)

#### NEW QUESTION 71

Which one of the following is NOT a debugging strategy for client-side scripts?

- A. `g_form.addInfoMessage()`
- B. Field Watcher
- C. `jslog()`
- D. `gs.log()`

**Answer: D**

#### Explanation:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new\\_to\\_servicenow/app\\_store\\_learnv2\\_scripting\\_rome\\_debugging\\_client\\_scripts](https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scripts)

The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:

? `g_form.addInfoMessage()`. This is a client-side API that displays an information message at the top of the form.

? Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.

? `jslog()`. This is a client-side API that writes a message to the browser console. The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:

? `gs.log()`. This is a server-side API that writes a message to the system log. References: Client-Side Scripting APIs, Debugging Client Scripts

#### NEW QUESTION 75

Which one of the following is true for `GlideUser (g_user)` methods?

- A. Can be used in Client Scripts and UI Policies only
- B. Can be used in Business Rules only
- C. Can be used in Client Scripts, UI Policies, and UI Actions
- D. Can be used in Business Rules, and Scripts Includes

**Answer: C**

#### Explanation:

The following is true for `GlideUser (g_user)` methods:

? Can be used in Client Scripts, UI Policies, and UI Actions. This is true because `GlideUser (g_user)` methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.

The following are not true for `GlideUser (g_user)` methods:

? Can be used in Client Scripts and UI Policies only. This is false because `GlideUser (g_user)` methods can also be used in UI Actions, which are another type of client-side scripts that can be triggered by a user's click on a button, link, or choice.

? Can be used in Business Rules only. This is false because `GlideUser (g_user)` methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is `GlideSystem (gs)`.

? Can be used in Business Rules, and Scripts Includes. This is false because `GlideUser (g_user)` methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use `GlideSystem (gs)` to access the current user information. References: Client-Side Scripting APIs, `GlideUser`, Business Rules, Script Includes

Reference: [https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c\\_GlideUserAPI](https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI)

#### NEW QUESTION 79

The source control operation used to store local changes on an instance for later application is called a(n)   
<blank>.

- A. Branch
- B. Tag
- C. Stash
- D. Update set

**Answer: C**

#### Explanation:

The source control operation used to store local changes on an instance for later application is called a stash. A stash is a temporary storage area for uncommitted changes that are not ready to be pushed to a remote repository. Developers can use stashes to save their work in progress without committing it to

the local repository or discarding it. Stashes can be applied later to restore the changes to the working directory, or dropped if they are no longer needed.

References: [ServiceNow Docs - Stash local changes], [ServiceNow Docs - Source control]

Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\\_StashLocalChanges.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StashLocalChanges.html)

#### NEW QUESTION 84

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script
- D. Script, Conditions, Roles

**Answer:** C

#### Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link: <https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/m-p/1311962/highlight/true#M6538>

#### NEW QUESTION 87

What plugin enables the Guided Application Creator?

- A. com.glide.sn-guided-app-creator
- B. com.glide.service\_creator
- C. com.glide.snc.apps\_creator
- D. com.snc.apps\_creator\_template

**Answer:** A

#### Explanation:

"Guided Application Creator is enabled via the Guided Application Creator (com.glide.sn-guided-app-creator) plugin, which is active by default in the Now Platform." Located under "Activation Information" section at this URL:

<https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

#### NEW QUESTION 91

Which of the following is a good practice for adding instructions to a form?

- A. Annotations
- B. Related links to wiki pages
- C. A context Menu UI Action
- D. A population read-only field

**Answer:** A

#### Explanation:

"Add instructional text and other design elements to your forms by using form annotations in Form Builder." <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/form-builder/task/create-form-annotations.html>

#### NEW QUESTION 96

Which of the following methods is NOT part of the ServiceNow REST API?

- A. COPY
- B. POST
- C. GET
- D. DELETE

**Answer:** A

#### Explanation:

The ServiceNow REST API is a web service that allows you to interact with the ServiceNow platform using HTTP requests and responses. The ServiceNow REST API supports the following methods:

? POST: This method allows you to create a new record or execute an action on the ServiceNow platform. For example, you can use the POST method to create an incident or run a script.

? GET: This method allows you to retrieve information from the ServiceNow platform. For example, you can use the GET method to get the details of a user or a table.

? DELETE: This method allows you to delete a record or a resource from the ServiceNow platform. For example, you can use the DELETE method to delete an attachment or a workflow context.

? PUT: This method allows you to update a record or a resource on the ServiceNow platform. For example, you can use the PUT method to update the state of a task or the value of a system property.

? PATCH: This method allows you to update a record or a resource on the ServiceNow platform by sending only the changes. For example, you can use the PATCH method to update the short description of an incident or the order of a module.

The method COPY is not part of the ServiceNow REST API. There is no COPY method in the HTTP protocol. To copy a record or a resource on the ServiceNow platform, you need to use the POST method with the clone action.

References:

? ServiceNow REST API overview

? ServiceNow REST API methods

? [ServiceNow REST API actions]

#### NEW QUESTION 100

Which of the following is true for the Application Picker and Application Scope?

- A. Selecting application from the Application Picker does not set the Application Scope.
- B. Selecting Global in the Application Picker sets the Application Scope to incident
- C. Global is a reserved application which does not appear in the Application Picker
- D. Selecting an application from the Application Picker sets the Application Scope

**Answer:** D

#### Explanation:

"Application developers must select an application as their current scope context." [https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t\\_SelectAnAppFromTheAppPicker.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html)

#### NEW QUESTION 103

What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

**Answer:** A

#### Explanation:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t\\_CreateAModule.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAModule.html)

A module is the functionality within an application menu such as opening a page in the content frame or a separate tab or window. For example, Open is a module under the Problem application menu that opens a list of problem records. Modules are the second level navigation options for applications. Reference: Modules | ServiceNow Tutorials

#### NEW QUESTION 106

Which one of the following database operations cannot be controlled with Application Access?

- A. Update
- B. Delete
- C. Create
- D. Query

**Answer:** D

#### Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. You can use Application Access to control the following database operations:

? Create: This operation allows the user to create new records on the table. You can enable or disable this operation by selecting or clearing the Can create option.

? Delete: This operation allows the user to delete existing records on the table. You can enable or disable this operation by selecting or clearing the Can delete option.

? Read: This operation allows the user to view the records on the table. You can enable or disable this operation by selecting or clearing the Can read option.

? Write: This operation allows the user to modify the records on the table. You can enable or disable this operation by selecting or clearing the Can write option. The one database operation that cannot be controlled with Application Access is Query. Query is not an operation, but a method of the GlideRecord class that is used to retrieve records from the database on the server-side. Query is not part of the Application Access rules, but it is affected by the Access Controls and the user's roles.

References:

? Application Access

? [GlideRecord methods]

#### NEW QUESTION 108

Which one of the following is NOT a method used for logging messages in a server-side script for a privately- scoped application?

- A. gs.log()
- B. gs.error()
- C. gs.warn()
- D. gs.debug()

**Answer:** A

#### Explanation:

gs.print() and gs.log() are older and not available in scoped applications, whereas gs.debug(), gs.info(), gs.warn(), gs.error() work in both scoped applications and global are therefore more versatile going forward in future versions.

Reference: [https://community.servicenow.com/community? id=community\\_QUESTION](https://community.servicenow.com/community? id=community_QUESTION)

NO:&sys\_id=bd71cb29db98dbc01dcaf3231f9619c6

#### NEW QUESTION 112

Which of the following statements is true for the Form Designer?

- a) To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- b) To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.
- c) To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- d) To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.

- A. a, b, c, and d
- B. b, c, and d
- C. a, b, and d
- D. a, b, and c

**Answer:** D

**Explanation:**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

The Form Designer is a graphical interface for creating and customizing forms. The following statements are true for the Form Designer:

- ? To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form. This will add the field to the form view without changing the table definition.
- ? To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field. This will create a new column on the table and add the field to the form view.
- ? To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button. This will remove the field from the form view but not from the table definition.

The following statement is false for the Form Designer:

- ? To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form. This is incorrect because sections are not available in the Field Types tab. To add a section, click the Add Section button on the toolbar or right-click on the form and select Add Section. References: Introduction to App Engine Studio for Developers, ServiceNow Studio Overview, Form Designer

**NEW QUESTION 116**

How many applications menus can an application have?

- A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules
- B. As many as the application design requires
- C. 2, one for an application's user modules and one for an application's administrator modules
- D. 1, which is used for all application modules

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t\\_CreateAnApplicationMenu.html](https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAnApplicationMenu.html)

An application can have as many application menus as the application design requires. An application menu is a container for application modules, which are links to features or functionalities within an application. Application menus are displayed in the application navigator, which is the left sidebar of the ServiceNow interface. Developers can create and configure application menus using Studio or the Application Menus module. Application menus can have different roles and visibility settings, depending on the intended audience and purpose of the application. References: [ServiceNow Docs - Application menus], [ServiceNow Docs - Create an application menu]

**NEW QUESTION 120**

Which one of the following is part of the client-side scripting API?

- A. workflow.scratchpad
- B. GlideUser object (g\_user)
- C. current and previous objects
- D. GlideSystem object (gs)

**Answer:** B

**Explanation:**

<https://developer.servicenow.com/dev.do#!/reference/api/rome/client> The GlideUser object (g\_user) is part of the client-side scripting API that provides information about the current user and the user's preferences. It can be used in Client

Scripts and UI Policies to customize the user interface based on the user's role, language, time zone, etc. The workflow.scratchpad object is only available in Workflow scripts, which are used to automate processes on the platform. The current and previous objects are only available in server-side scripts, such as Business Rules and Script Includes. The GlideSystem object (gs) is also a server-side object that provides methods for logging, debugging, date and time calculations, etc.

References:

- ? [GlideUser object (g\_user)]
- ? [Workflow scripts]
- ? [Business Rules]
- ? Script Includes
- ? [GlideSystem object (gs)]

**NEW QUESTION 124**

Which of the following are true for reports in ServiceNow? (Choose three.)

- A. Any user can see any report shared with them.
- B. Can be a graphical representation of data.
- C. All users can generate reports on any table.
- D. Can be run on demand by authorized users.
- E. Can be scheduled to be run and distributed by email.

**Answer:** BDE

**Explanation:**

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/task/schedule-report.html> Generate and distribute scheduled reports via email.

A report is a graphical representation of data from one or more tables in ServiceNow. The following are true for reports in ServiceNow:

- ? Can be a graphical representation of data. This is true because reports can use various chart types, such as pie, bar, line, or gauge, to visualize data in a meaningful way.



? Can be run on demand by authorized users. This is true because reports can be accessed from the Reports menu or the Report Navigator and run by users who have the appropriate roles and permissions to view the data.  
? Can be scheduled to be run and distributed by email. This is true because reports can be configured to run at a specific time and frequency and send the results to one or more email recipients.

The following are not true for reports in ServiceNow:

? Any user can see any report shared with them. This is false because users can only see reports that are shared with them if they also have access to the data source of the report. For example, a user who does not have the itil role cannot see a report based on the incident table, even if the report is shared with them.  
? All users can generate reports on any table. This is false because users can only generate reports on tables that they have access to and that are enabled for reporting. For example, a user who does not have the admin role cannot generate reports on the sys\_user table, which is the table for user records. References: Reports, Report Security

#### NEW QUESTION 129

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic

**Answer: D**

#### Explanation:

there are only two types of UX options: Mobile and Classic. Classic is defined as "manage records via lists and form"

#### NEW QUESTION 131

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. `${event.<property name>}`
- B. `${current.<property name>}`
- C. `${property name}.getDisplayValue()`
- D. `${gs.<property name>}`

**Answer: A**

#### Explanation:

<https://www.servicenow.com/community/it-service-management-forum/email-notification/m-p/695221>

Reference: [https://community.servicenow.com/community? id=community\\_QUESTION](https://community.servicenow.com/community? id=community_QUESTION)

NO:&sys\_id=e017cbe5db1cdb01dcaf3231f9619a3

When configuring the content of an Email Notification, the following syntax should be used to reference the properties of an event triggering the Notification:

`event.<property name>`. This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as `event.name`, `event.parm1`, or `event.parm2`. For example, `{event.parm1}` will display the value of the first parameter of the event.

The following syntaxes are not correct for referencing the properties of an event triggering the Notification:

`current.<property name>`. This is the syntax to access the properties of the current record that is associated with the event, such as `current.number`, `current.short_description`, or `current.state`. For example, `{current.short_description}` will display the short description of the current record.

`${property name}.getDisplayValue()`. This is the syntax to access the display value of a property of the current record, such as `current.state.getDisplayValue()`, `current.assigned_to.getDisplayValue()`, or `current.category.getDisplayValue()`. For example, `current.state.getDisplayValue()` will display the state of the current record in a human-readable format, such as New, In Progress, or Closed.

`${gs.<property name>}`. This is the syntax to access the properties of the GlideSystem (gs) object, which provides methods for performing system operations, such as `gs.now()`, `gs.getUserID()`, or `gs.getProperty()`. For example, `gs.now()` will display the current date and time of the system. References: Email Notifications, Email Notification Variables

#### NEW QUESTION 133

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a good landing page for an application
- B. Application Properties allow a developer to override the application properties inherited from ServiceNow
- C. Application users know to go to the Application Properties page to change the appearance of an application
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts

**Answer: D**

#### Explanation:

A benefit of creating an Application Properties page for each application you develop is that Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts. Application Properties are system properties that store configuration information for a specific application. They can be used to control various aspects of the application, such as feature flags, default values, thresholds, or URLs. By creating an Application Properties page, you can group and display all the properties related to your application in one place and make them easy to access and update. This way, you can avoid hard-coding static data in your application code and make your application more flexible and maintainable. Reference: Working with System Properties, Organizing your ServiceNow System Properties

#### NEW QUESTION 137

Which one of the following is true for this script fragment? `g_user.hasRole('x_my_app_user');`

- A. The method returns true if the currently logged in user has the x\_my\_app\_user role or the admin role
- B. The method returns false only if the currently logged in user has the x\_my\_app\_user role
- C. There is no `g_user.hasRole()` method
- D. The method returns true only if the currently logged in user has the x\_my\_app\_user role

**Answer: A**

**Explanation:**

The statement that is true for this script fragment is that the method returns true if the currently logged in user has the x\_my\_app\_user role or the admin role. The g\_user.hasRole() method is a client-side method that checks whether the current user has a specified role or set of roles. If no role is specified, it returns true if the user has any role. If one or more roles are specified, it returns true if the user has any one of the specified roles. However, this method always returns true if the user has the admin role, regardless of the role parameter. Therefore, in this case, the method returns true if the user has either the x\_my\_app\_user role or the admin role. Reference: User Object Cheat Sheet, Checking user permissions

**NEW QUESTION 142**

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. table.\* will grant access to every field in a record
- B. table.None will grant access to every record on the table
- C. table.field will grant access to a specific field in a record
- D. table.id will grant access to a specific record on the table

**Answer: D**

**Explanation:**

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

? table.\* will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.

? table.None will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

? table.field will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. table.id will not grant access to a specific record on the table. This is because the id is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the id of the record.

References:

? [Access Control rules]

? [Create an Access Control rule]

**NEW QUESTION 145**

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- B. Open the list of Update Sets for the instance
- C. Examine the Application Files Related List in the application to be published
- D. Open the artifact records individually to verify the value in the Application field

**Answer: C**

**Explanation:**

To see what scripts, reports, and other application artifacts will be in a published application, the best option is to examine the Application Files Related List in the application to be published. This will show all the application files that belong to the application, grouped by file type and scope. You can also filter, sort, or search the list to find specific files.

The following options are not the best ways to see what application artifacts will be in a published application:

? Enter the name of the Application in the Global search field. This will perform a global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results.

? Open the list of Update Sets for the instance. This will show all the update sets that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

? Open the artifact records individually to verify the value in the Application field.

This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. References: Publish an Application, Application Files

**NEW QUESTION 148**

When selecting a data type for a field that will be displayed on a form, which of the following statements is NOT correct?

- A. Use the Choice data type to limit options in a field
- B. Use the Data data type to enter the date and time of day.
- C. Use the Phone Number data type to automate phone number data validation.
- D. Use the string data type for a free-form text field.

**Answer: B**

**Explanation:**

The data type of a field determines the format, validation, and display of the field value on a form. When selecting a data type for a field, you should consider the purpose and function of the field. The statements A, C, and D are correct for selecting a data type for a field. For example:

? Use the Choice data type to limit options in a field: The Choice data type allows you to create a field that has a predefined set of options for the user to select from. The options can be displayed as a drop-down list, radio buttons, or checkboxes. For example, you can use the Choice data type for a field that indicates the priority of a task.

? Use the Phone Number data type to automate phone number data validation: The Phone Number data type allows you to create a field that accepts and validates phone numbers. The field will automatically format the phone number according to the user's locale and country code. For example, you can use the Phone Number data type for a field that stores the contact number of a user.

? Use the string data type for a free-form text field: The string data type allows you to create a field that accepts any text input from the user. The field can have a



maximum length of 255 characters. For example, you can use the string data type for a field that captures the short description of an incident. The statement B is not correct for selecting a data type for a field. There is no Data data type in ServiceNow. To enter the date and time of day, you should use the Date/Time data type. The Date/Time data type allows you to create a field that accepts and displays a date and time value. The field will use a calendar widget and a time picker to help the user enter the value. For example, you can use the Date/Time data type for a field that records the due date of a task.

References:

- ? [Field types]
- ? [Date/Time field type]

#### NEW QUESTION 151

What is the ServiceNow store?

- A. The source for ServiceNow Community created developer content
- B. Marketplace for free and paid certified ServiceNow applications and integrations
- C. Downloadable content ServiceNow script archive
- D. Alternate name for the ServiceNow Developer Share site

**Answer: B**

#### Explanation:

The ServiceNow Store is a marketplace for free and paid certified ServiceNow applications and integrations. The ServiceNow Store provides customers with access to Now Certified enterprise workflow apps from partners that complement and extend ServiceNow products and solutions. Customers can browse, try, buy, and deploy apps and integrations that suit their needs and enhance their ServiceNow experience. The ServiceNow Store is not the source for ServiceNow Community created developer content, as that is available on the Developer Portal or the Share site. The ServiceNow Store is not a downloadable content ServiceNow script archive, as that is available on the Script Library or the Script Repository. The ServiceNow Store is not an alternate name for the ServiceNow Developer Share site, as that is a separate site where developers can share applications, code snippets, UI pages, etc. Reference: ServiceNow Store

#### NEW QUESTION 154

Which one of the following is NOT required to link a ServiceNow application to a Git repository?

- A. Password
- B. URL
- C. User name
- D. Application name

**Answer: D**

#### Explanation:

The application name is not required to link a ServiceNow application to a Git repository. You only need to provide the URL, user name, and password of the Git repository, as well as the branch name and the authentication type. The application name is automatically generated based on the scope name of your application. Reference: [Link an application to a Git repository]  
Reference: [https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t\\_LinkAnApplicationToSourceControl.html](https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html)

#### NEW QUESTION 156

How can an application link to a repository behind a firewall?

- A. This option is not supported.
- B. Link an application to source control through a MID Server.
- C. Link an application to source control through an access token.
- D. Link an application to source control with multi-factor authentication.

**Answer: B**

#### Explanation:

"Use an existing MID Server to connect to a Source Control repository. Linking or importing an application through a MID Server enables access to repositories behind a firewall." [https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c\\_SourceControlIntegration.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_SourceControlIntegration.html)

#### NEW QUESTION 160

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button
- B. Use the Record Producer module then add and configure all variables manually
- C. Open the table in the Table records and select the Add to Service Catalog Related Link
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

**Answer: C**

#### Explanation:

The fastest way to create and configure a Record Producer is to open the table in the Table records and select the Add to Service Catalog Related Link. This will automatically create a Record Producer with the same fields as the table and add it to the Service Catalog. You can then modify the Record Producer as needed. The other options require more steps and manual configuration. Reference: Create a record producer

#### NEW QUESTION 163

Tables that extend a table do what?

- A. Sometimes inherit the parent's fields
- B. Automatically update the application scope

- C. Do not inherit the parent's fields
- D. Inherit the parent's fields

**Answer:** D

**Explanation:**

Tables that extend a table inherit the parent's fields. Extending a table means creating a child table that shares the same columns and business logic as the parent table. For example, the Incident table extends the Task table, which means that all fields defined on the Task table are also available on the Incident table. Extending a table allows for reusing existing fields and behaviors without duplicating them on multiple tables. Reference: Table extension and classes

**NEW QUESTION 164**

Why create Applications in ServiceNow?

- A) To replace outdated inadequate custom business applications and processes
- B) To extend service delivery and management to all enterprise departments
- C) To allow users full access to all ServiceNow tables, records and fields
- D) To extend the value of ServiceNow

- A. a b and c
- B. a b c and d
- C. b c and d
- D. a b and d

**Answer:** D

**NEW QUESTION 167**

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