

## CSA Dumps

### ServiceNow Certified System Administrator

<https://www.certleader.com/CSA-dumps.html>



**NEW QUESTION 1**

- (Topic 3)

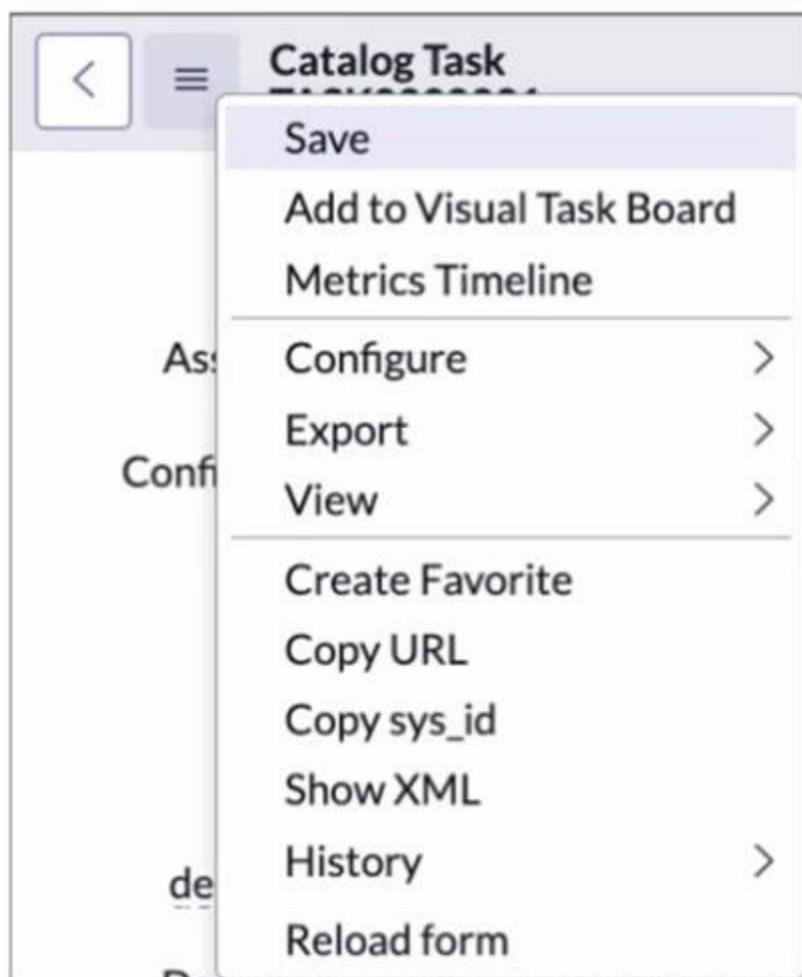
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

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

**Answer: D**

**NEW QUESTION 2**

- (Topic 3)



Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > View > Table
- B. The Form Context menu > Configure > Table
- C. The Form Context menu > Configure > Dictionary
- D. The Form Context menu > View > Show Table

**Answer: B**

**NEW QUESTION 3**

- (Topic 3)

While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

- A. There is a business rule, excluding Bob.Smith from any approvals.
- B. Bob Smith does not have a delegate set up on his account,
- C. The Bob Smith user account, does not have a manager specified.
- D. The manager does not have a delegate assigned,
- E. Bob Smith is a VIP.

**Answer: A**

**NEW QUESTION 4**

- (Topic 3)

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

**Answer:** AC

**NEW QUESTION 5**

- (Topic 3)

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

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

**Answer:** ABDF

**NEW QUESTION 6**

- (Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

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

**Answer:** CD

**NEW QUESTION 7**

- (Topic 3)

Which type of ServiceNow script runs on the web browser?

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

**Answer:** D

**NEW QUESTION 8**

- (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 9**

- (Topic 3)

User records are stored in which table?

- A. User [sys\_user]
- B. User [sn\_user]
- C. User [u\_sys\_user]
- D. User [s\_user]

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_UserPreferences.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html)

**NEW QUESTION 10**

- (Topic 3)

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

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

**Answer:** CDE

**NEW QUESTION 10**

- (Topic 3)

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approver [approver-user]
- B. Authorize [authorize-user]
- C. Reviewer [reviewer\_user]
- D. Approver Group [approval\_group]
- E. Verification [verify\_user]

**Answer:** A

### NEW QUESTION 13

- (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-mapping/concept/c\\_BusinessServiceManagementMaps.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-mapping/concept/c_BusinessServiceManagementMaps.html)

### NEW QUESTION 17

- (Topic 3)

The customer has asked that you 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 21

- (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, Shift FS

**Answer:** A

### NEW QUESTION 25

- (Topic 3)

Here is an example of the criteria set for a knowledge base:

- \* Companies: ACME North America
- \* Department: HR
- \* Groups: ACME Manager
- \* Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

**Answer:** A

### NEW QUESTION 29

- (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 30**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c\\_ForecastingData.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/c_ForecastingData.html)

**NEW QUESTION 31**

- (Topic 3)

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

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

**Answer:** AEF

**NEW QUESTION 36**

- (Topic 3)

What framework can be used to manage the tables and CIs associated with a use case?

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

**Answer:** A

**NEW QUESTION 38**

- (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:** E

**Explanation:**

A transform map is a set of field maps that define the relationships between fields in an import set and fields in an existing table<sup>1</sup>. When importing data from a spreadsheet, creating a transform map is the step that defines where the incoming data columns will be written in the receiving table<sup>2</sup>. The transform map allows users to specify how to transform the source data into the target data, such as by using scripts, coalescing, or mapping assist<sup>1</sup>.

References

? Transform Maps - Product Documentation: San Diego - ServiceNow<sup>1</sup>

? Importing Data: Excel to ServiceNow - Finite Partners<sup>2</sup>

**NEW QUESTION 43**

- (Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field

- D. Value
- E. Operator

**Answer:** C

**NEW QUESTION 46**

- (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 48**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 49**

- (Topic 3)

After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

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

**Answer:** A

**Explanation:**

The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.

References:

? ServiceNow Product Documentation: High Security Settings - <https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high-security-plugin.html>

? ServiceNow Community: How to disable High Security Settings - <https://www.servicenow.com/community/now-platform-forum/platform-security-everything-you-need-to-know/m-p/2554570>

**NEW QUESTION 53**

- (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 54**

- (Topic 3)

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- A. Additional Info
- B. More Info
- C. Related Links
- D. Related Lists

**Answer:** D

**NEW QUESTION 56**

- (Topic 3)

A customer has asked for the following updates to a form:

\* Make Resolution code mandatory, admin state is changed to Resolved.

\* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

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

**Answer:** D

**NEW QUESTION 57**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

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

References:

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

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

**NEW QUESTION 58**

- (Topic 3)

Which tables are children of the Task table and come with the base system? Choose 3 answers

- A. Incident
- B. Problem
- C. Change Request
- D. Config
- E. Dictionary
- F. cmdb

**Answer:** ABC

**Explanation:**

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.

References

? [https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c\\_TaskTable.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html)

? <https://www.servicenow.com/community/nw-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982>

? <https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247>

**NEW QUESTION 61**

- (Topic 3)

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

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

**Answer:** B

**NEW QUESTION 66**

- (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 70**

- (Topic 3)

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

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

Answer: A

**Explanation:**

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

References<sup>1</sup>: Import a spreadsheet - Product Documentation: Utah - Now Support Portal<sup>2</sup>: How To Import Data Into ServiceNow - YouTube

**NEW QUESTION 72**

- (Topic 3)

Form a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

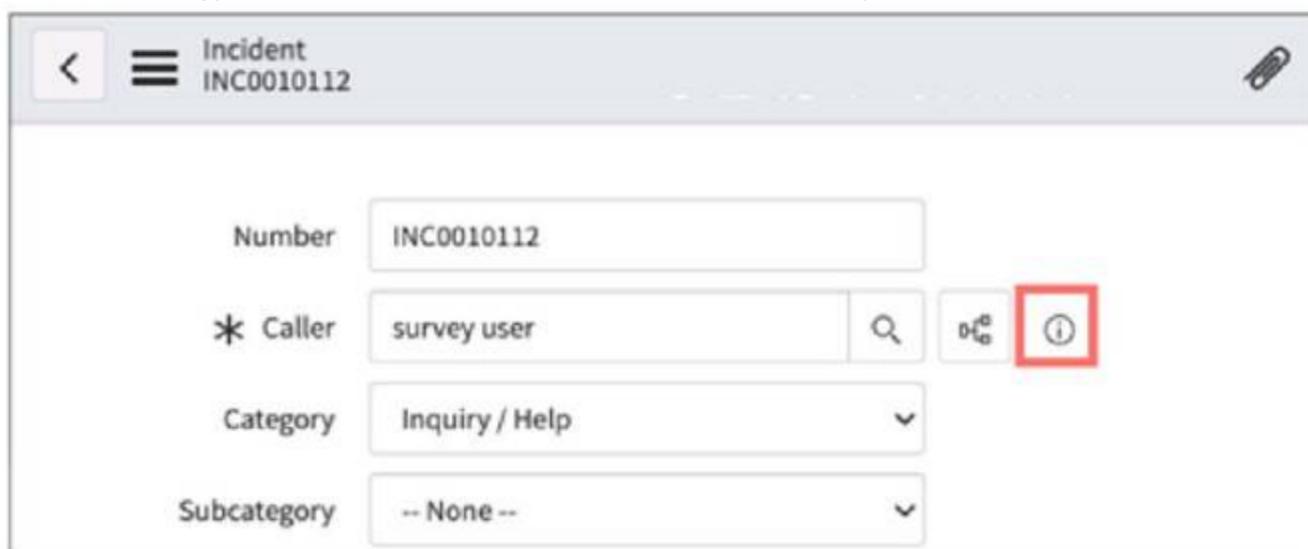
- A. Context Menu > Configure > Form Layout
- B. Context Menu > Form > Layout
- C. Right click on header > Configure > Form Design
- D. Context Menu > Configure > Form Designer
- E. Right click on header > Configure > UX Dashboard

Answer: AC

**NEW QUESTION 77**

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

Answer: F

**NEW QUESTION 79**

- (Topic 3)

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement? Choose 3 answers

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

Answer: BDE

**Explanation:**

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

management processes1.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes2.

Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes2.

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce3.

Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface3. References

? Configuration Management Database (CMDB) - ServiceNow1

? Discovery - ServiceNow2

? Service Mapping - ServiceNow3

#### NEW QUESTION 84

- (Topic 3)

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

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

**Answer:** ABEFG

#### NEW QUESTION 86

- (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 90

- (Topic 3)

What are the steps for importing data using an import set?

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

**Answer:** D

#### NEW QUESTION 92

- (Topic 3)

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

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

**Answer:** A

#### Explanation:

The object name for a rule that applies to the entire Incident table is incident

.\*, which means any field on the incident table. The other options are not valid object names for access control rules.

ReferencesAccess control list rulesAccess Control List in ServiceNowAccess Controls

#### NEW QUESTION 93

- (Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

**Answer:** B

#### NEW QUESTION 97

- (Topic 3)

Which element is used to track items not saved with a field, in a record?

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

**Answer: C**

**Explanation:**

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

**NEW QUESTION 98**

- (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 99**

- (Topic 2)

On a Form header, what is the three bar icon called?

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

**Answer: C**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c\\_FormContextMenu.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html)

**NEW QUESTION 102**

- (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\\_GeneralSecuritySettings.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html)

**NEW QUESTION 106**

- (Topic 2)

ServiceNow contains a resource which provides the following:

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

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

What resource do these statements describe?

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

**Answer: A**

**Explanation:**

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

**NEW QUESTION 107**

- (Topic 2)

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

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

**Answer: A**

**Explanation:**

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

**NEW QUESTION 112**

- (Topic 2)

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

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

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

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

**Answer: C**

**NEW QUESTION 115**

- (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**

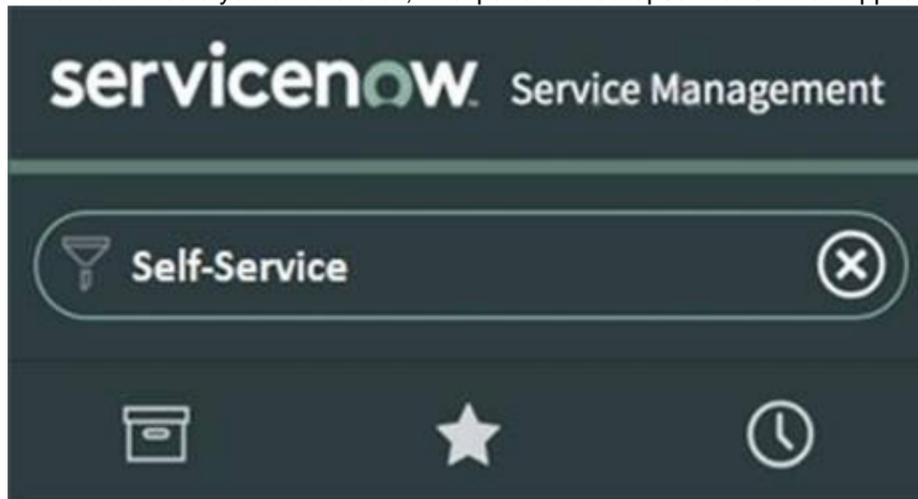
**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r\\_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time)

**NEW QUESTION 116**

- (Topic 2)

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

**Answer: C**

**Explanation:**

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

**NEW QUESTION 120**

- (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 125**

- (Topic 2)

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major\_Incident
- B. incident=>major\_incident
- C. incident<=>major\_incident
- D. incident||major\_incident
- E. incident.major\_incident

**Answer:** E

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/acl-rule-types.html>

**NEW QUESTION 128**

- (Topic 2)

What are the three permission requirements that must evaluate to true for an access control rule to apply?

Choose 3 answers

- A. Conditions
- B. table.
- C. Roles
- D. Script
- E. table."
- F. table.none

**Answer:** CDE

**NEW QUESTION 130**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 132**

- (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 136**

- (Topic 2)

How is a group defined in ServiceNow?

- A. A group is one record stored in the Group Type [sys\_user\_group\_type] table
- B. A group is one record stored in the Group [sys\_user\_group] table
- C. A group defines a set of users that share the same location
- D. A group defines a set of users that share the same job title

**Answer:** B

**NEW QUESTION 137**

- (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 139**

- (Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

**Answer: A**

**NEW QUESTION 140**

- (Topic 2)

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

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

**Answer: BC**

**Explanation:**

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

**NEW QUESTION 142**

- (Topic 2)

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

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

**Answer: B**

**Explanation:**

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

**NEW QUESTION 147**

- (Topic 2)

What is the purpose of the Fitter navigator in the Application Navigator?

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

**Answer: C**

**NEW QUESTION 152**

- (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.glide.language\_ai\_framework)
- E. language.ai\_framework

**Answer: A**

**NEW QUESTION 155**

- (Topic 2)

What is specified in an Access Control rule?

- A. Groups, Conditional Expressions and Workflows
- B. Table Schema, CRUD, and User Authentication
- C. Object and Operation being secured; Permissions required to access the object
- D. security\_admin

**Answer: C**

**Explanation:**

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

**NEW QUESTION 156**

- (Topic 2)

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

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

**Answer: A**

**Explanation:**

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

**NEW QUESTION 157**

- (Topic 2)

Group records are stored in which table?

- A. Group [sn\_user\_group]
- B. Group [sys\_user\_group]
- C. Group [s\_sys\_group]
- D. Group [u\_sys\_group]

**Answer: B**

**Explanation:**

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0832548](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548)

**NEW QUESTION 161**

- (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 165**

- (Topic 2)

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack
- C. Patch
- D. Plugin
- E. App Updated Set

**Answer: D**

**Explanation:**

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

**NEW QUESTION 167**

- (Topic 2)

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

- A. Homepages

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

**Answer:** ABEF

**Explanation:**

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

**NEW QUESTION 170**

- (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 174**

- (Topic 2)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 177**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 182**

- (Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

**Answer:** CE

**NEW QUESTION 185**

- (Topic 2)

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred

- C. A message through Connect related to a Change Request
- D. An email file attachment

**Answer:** B

**NEW QUESTION 187**

- (Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

**Answer:** D

**NEW QUESTION 188**

- (Topic 2)

Which section of the ServiceNow UI allows you to perform a global search?

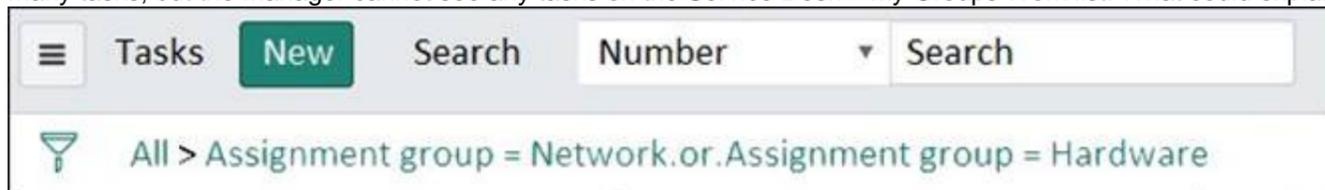
- A. Application Navigator
- B. Banner frame
- C. List pane
- D. Content frame

**Answer:** B

**NEW QUESTION 192**

- (Topic 2)

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Assignment Group manager field is empty.

**Answer:** C

**Explanation:**

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

**NEW QUESTION 193**

- (Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

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

**Answer:** E

**Explanation:**

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0659171](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171)

**NEW QUESTION 198**

- (Topic 2)

Which module is used as the first step for importing data?

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

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c\\_ImportDataUsingImportSets.htm](https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm)

**NEW QUESTION 201**

- (Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

**Answer: C**

**NEW QUESTION 206**

- (Topic 1)

database live at the Data Center.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 207**

- (Topic 2)

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

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

**Answer: D**

**NEW QUESTION 208**

- (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 212**

- (Topic 1)

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

**Answer: A**

**NEW QUESTION 215**

- (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 216**

- (Topic 1)

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired

D. Reviewed

**Answer:** A

**NEW QUESTION 220**

- (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 225**

- (Topic 1)

A User is stored in which table?

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

**Answer:** A

**NEW QUESTION 226**

- (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 231**

- (Topic 1)

Which one of the following statements best describes the purpose of an Update Set?

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

**Answer:** A

**NEW QUESTION 235**

- (Topic 1)

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

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

**Answer:** C

**NEW QUESTION 237**

- (Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

**Answer:** D

**NEW QUESTION 239**

- (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 243**

- (Topic 1)

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

**Answer:** C

**NEW QUESTION 245**

- (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 248**

- (Topic 1)

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

**Answer:** C

**NEW QUESTION 252**

- (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 255**

- (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 260**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 262**

- (Topic 1)

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys\_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

**Answer: C**

**NEW QUESTION 267**

- (Topic 1)

Table Access Control rules are processed in the following order:

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

**Answer: B**

**NEW QUESTION 271**

- (Topic 1)

ServiceNow uses what term to describe all the data saved within a particular form?

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

**Answer: C**

**NEW QUESTION 272**

- (Topic 1)

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

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

**Answer: BCD**

**NEW QUESTION 273**

- (Topic 1)

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

**Answer: C**

**NEW QUESTION 274**

- (Topic 1)

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

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

**Answer: ACE**

**NEW QUESTION 276**

- (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 279**

- (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 282**

- (Topic 1)

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

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

**Answer: A**

**NEW QUESTION 284**

- (Topic 1)

Which statement is true about business rules?

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

**Answer: B**

**NEW QUESTION 288**

- (Topic 1)

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

**Answer: A**

**NEW QUESTION 291**

- (Topic 1)

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

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

**Answer: A**

**NEW QUESTION 295**

- (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 298**

- (Topic 1)

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

**Answer: A**

**NEW QUESTION 300**

FILL IN THE BLANK - (Topic 1)

FILL IN THE BLANK

\_\_\_\_\_ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Server

**NEW QUESTION 303**

- (Topic 1)

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

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

**Answer:** A

**NEW QUESTION 306**

- (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 307**

- (Topic 1)

What are the two aspects to LDAP Integration?

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

**Answer:** AD

**NEW QUESTION 309**

- (Topic 1)

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

**Answer:** D

**NEW QUESTION 313**

- (Topic 1)

What are the three components of a filter condition?

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

**Answer:** BCD

**NEW QUESTION 315**

- (Topic 3)

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers, What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon t

- D. expand the Monitor frame
- E. On My Work list, select the Activity Stream icon to show a frame with live updates

**Answer:** D

**NEW QUESTION 320**

- (Topic 3)

Which is the base table of the configuration management database hierarchy?

- A. cmdb\_d
- B. ucldb
- C. cmdb\_ret\_Oi
- D. cmdb

**Answer:** D

**NEW QUESTION 323**

- (Topic 3)

Which role(s) are required to impersonate a user? Choose 2 answers

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

**Answer:** AE

**Explanation:**

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality. References1: Impersonate a user - Product Documentation: San Diego - ServiceNow2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys\_user\_has\_role' records like "[user: null; role: admin]". - Support and Troubleshooting - ServiceNow

**NEW QUESTION 328**

- (Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

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

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c\\_HowToAccessRelatedTables.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelatedTables.html)

**NEW QUESTION 329**

- (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 330**

- (Topic 3)

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

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

**Answer:** A

**Explanation:**

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

References1: Get started with update sets - ServiceNow - Now Support2: Product Documentation | ServiceNow3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ...4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning5: Retrieving and committing update sets between

different ... - ServiceNow

**NEW QUESTION 332**

- (Topic 3)

Which helps to visualize configuration items and their relationships?

- A. Transform Map
- B. Schema Map
- C. Tables
- D. Flow Design
- E. Dependency View

**Answer:** E

**Explanation:**

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

? ServiceNow Product Documentation: Configuration item relationships in the CMDB

- [https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c\\_CIRelationships.html](https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html)

? ServiceNow Community: How to display dependencies for CIs in the Dependency

View - <https://www.servicenow.com/community/service-management-forum/load-a-specific-dependency-view-map/m-p/410421>

**NEW QUESTION 336**

- (Topic 3)

What are examples of UI Actions relating to forms?

Choose 3 answers

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

**Answer:** ACD

**NEW QUESTION 341**

- (Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Under what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

**Answer:** ACD

**NEW QUESTION 342**

- (Topic 3)

Which tables are available by default in a ServiceNow instance? Choose 3 answers

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

**Answer:** ABF

**Explanation:**

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

References1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow2: ServiceNow – The List of All Tables (sys\_db\_object)3: How To Set A Default Field Value in ServiceNow? - The Snowball

**NEW QUESTION 344**

- (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 346**

- (Topic 3)

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

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

**Answer: D**

**Explanation:**

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system1.

ReferencesImport and export resources page

**NEW QUESTION 351**

- (Topic 3)

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

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

**Answer: A**

**NEW QUESTION 353**

- (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 357**

- (Topic 3)

How would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationship with the Task table.
- B. Incident table has a one to much relationship with the Task table.
- C. Incident table is extended from task table.
- D. incident table is related to the Task table via the INC number
- E. incident table is a database view of the Task table

**Answer: C**

**NEW QUESTION 362**

- (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 366**

- (Topic 3)

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

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

**Answer: D**

**NEW QUESTION 367**

- (Topic 3)

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account failed LDAP authentication
- B. His user account does not Belong to any groups, which contain the ITIL role
- C. His user account was not approved by his manager
- D. His user account does not have ITIL role
- E. His user account Is not logged in properly

**Answer:** BE

**NEW QUESTION 372**

- (Topic 3)

What component causes a flow to run after a record has been created or updated?

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

**Answer:** B

**Explanation:**

A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table<sup>1</sup>. It allows users to define conditions and actions for the flow based on the record's state and values<sup>1</sup>. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority<sup>1</sup>.

References

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

**NEW QUESTION 375**

- (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 380**

- (Topic 3)

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

Choose 4 answers

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

**Answer:** BDEF

**NEW QUESTION 385**

- (Topic 3)

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

**Answer:** D

**NEW QUESTION 387**

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