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NEW QUESTION: 1

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 2

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 3

ServiceNow is a single-instance, multiple tenant architecture?

- A. False
- B. True

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

What is a Dictionary Override?

- A. A Dictionary Override sets field properties in extended tables

B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services

C. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update

D. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 5

Which one of these applications is available to all users?

A. Self-Service

B. Incident

C. Change

D. Facilities

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 6

Which tool is used to have conversations with logged-in users in real-time?

A. User Presence

B. Now Messenger

C. Comments

D. Connect Chat

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

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

A. Most recent update

B. Popularity

C. Manager assignment

D. Number of views

E. Relevancy

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which one of the following statements is true?

A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field

B. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values

C. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

D. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 9

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

A. By default, the changes included in an Update Set are visible only in the instance to which they are applied

B. 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

C. By default, an Update Set includes customizations, Business Rules, and homepages

D. An Update Set is a group of customizations that is moved from Production to Development

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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

A. The Incident, Problem, Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in the Transform Map module

B. The Task table is the only table that can be a destination for imported data in the Transform Map module

C. Any ServiceNow table can be a destination for imported data in the Transform Map module

D. Only the Incident, Problem, and Change tables can be a destination for imported data in the Transform Map module

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

How are Workflows moved between instances?

A. Workflows are moved using Update Sets

B. Workflows are moved using Transform Maps

C. Workflows cannot be moved between instances

D. Workflows are moved using Application Sets

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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

A. Feature

B. Guided boards

C. Flexible

D. Freeform

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 13

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

A. Content frame

B. Banner frame

C. List pane

D. Application Navigator

Answer: B (LEAVE A REPLY)

NEW QUESTION: 14

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. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.

C. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed

D. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.

E. Digest Token: An encrypted digest of the user name and password in the user record.

F. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 15

Tables are made up of which of the following?

A. forms.

B. lists

C. records

D. fields

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 16

Which one of the following statements is true about Column Context Menus?

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

Answer: A (LEAVE A REPLY)

Explanation

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NEW QUESTION: 17

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 18

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

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

Answer: B (LEAVE A REPLY)

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

NEW QUESTION: 19

What is a schema map?

- A. A schema map graphically displays the Configuration Items that support a business service
- B. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

- C. A schema map graphically organizes the visual task boards for the CMDB
- D. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

Where in Flow Designer can users access information about actions that are added to the flow?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 21

What is a Notification?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 22

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

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

Answer: A,B,D ([LEAVE A REPLY](#))

NEW QUESTION: 23

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Multiple Language Framework plugin (com.glide.multiple.language_framework)
- B. Language AI Framework plugin (com .g l i d e . language.ai _framework)
- C. Localization Framework plugin (com.glide.localization_framework)
- D. Translation Framework plugin (com.glide.translation_framework)

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 24

There are _____ common types of Interfaces (Numeric Value)

6: There are six common types of interfaces

A. Homepage: Consists of navigational elements, functional controls, and platform information.

B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.

C. Maps: Display ServiceNow data graphically on a Google map

D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.

E. Timelines: Used to track tasks or projects

F. Form: Data is entered into ServiceNow through forms

Answer: F ([LEAVE A REPLY](#))

NEW QUESTION: 25

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 ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 26

How is the Event Log different from the Event Registry?

A. Event Log is formatted in the Log style, the Event Registry displays different fields

B. Event Log contains generated Events, the Event Registry is a table of Event definitions

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: B ([LEAVE A REPLY](#))

NEW QUESTION: 27

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

A. By default, the changes included in an Update Set are visible only in the instance to which they are applied

B. 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

C. An Update Set is a group of customizations that is moved from Production to Development

D. By default, an Update Set includes customizations, Business Rules, and homepages

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

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

A. Virtual Agent

B. Connect Chat

C. Answer Agent

D. live Feed

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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

A. Mandatory

B. Empty

C. write-only

D. read-only

E. Hidden

F. Necessary

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 30

What is a Dictionary Override?

A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update

B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services

C. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue

D. A Dictionary Override sets field properties in extended tables

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 32

Which of the following statement describes the purpose of an Order Guide?

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 33

Record numbers have to be manually incremented

- A. True
- B. False

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 34

Which one of the following modules can be used to view field settings for a table?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 35

What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

- A. You should assign roles to users.
- B. You should add users to groups
- C. You should never assign roles to groups.
- D. You should assign roles to groups

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 36

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

There are _____ common types of Interfaces (Numeric Value)

6: There are six common types of interfaces

- A. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
- B. Maps: Display ServiceNow data graphically on a Google map
- C. Homepage: Consists of navigational elements, functional controls, and platform information.
- D. Timelines: Used to track tasks or projects
- E. Form: Data is entered into ServiceNow through forms
- F. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 39

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 40

What is a role in ServiceNow?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 41

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an integration step
- B. an action
- C. a spoke
- D. a connection

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 42

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Tag
- B. Favorite
- C. Bookmark
- D. Breadcrumb

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 43

Which one of the following statements describes the purpose of a Service Catalog flow?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 44

How is a group defined in ServiceNow?

- A.** A group defines a set of users that share the same job title
- B.** A group is one record stored in the Group [sys_user_group] table
- C.** A group is one record stored in the Group Type [sys_user_group_type] table
- D.** A group defines a set of users that share the same location

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 45

Which of the following statements describes how data is organized in a table?

- A.** A column is one field and a record is one row
- B.** A column is one field and a record is one column
- C.** A column contains data from one user and a record is one set of fields
- D.** A column is a field in the database and a record is one user

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 46

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 ([LEAVE A REPLY](#))

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NEW QUESTION: 47

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is used to measure and evaluate the effectiveness of IT service management processes
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.
- D. A metric is a report gauge used on homepages to display real-time data

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 48

database live at the Data Center.

- A. True
- B. False

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 49

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

Which are valid Service Now User Authentication Methods? (Choose three.)

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

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 51

What is a formatter? Select one of the following.

- A. A formatter is a set of conditions applied to a table to help find and work with data

- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to configure applications on your instance
- D. A formatter allows you to populate fields automatically

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 52

What is an Event in ServiceNow?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 53

What are the 5 provided Roles by ServiceNow?

- A. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- D. 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.
- E. System Administrator: The admin role provides access to all platform features, applications, functions and data.

Answer: A,B,C,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 54

Where can Admins check which release is running on an ServiceNow instance?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 55

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

- A. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company

B. The CMDB archives all Service Management PaaS equipment metadata and usage statistics

C. The CMDB contains data about tangible and intangible business assets

D. The CMDB contains ITIL process data pertaining to configuration items

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 56

Which of the following is used to categorize, flag, and locate records?

A. Tags

B. Favorites

C. Search

D. Bookmarks

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 57

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

A. Instant Publish: Immediately publishes a draft article without requiring an approval

B. Retire Knowledge: Moves a knowledge article to the retired state.

C. Approval publish: Request approval from a manager of the knowledge base before moving the article to the publish state

D. Instant Retire: Immediately retires a published article without requiring an approval

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 58

Which of the following protects applications by identifying and restricting access to available files and data?

A. Verbose Log

B. Application Configuration

C. Access Control Rules

D. Application Scope

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 59

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

A. False

B. True

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 60

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

A. Order from Service Catalog

- B. Impersonate Users
- C. Log Out ServiceNow
- D. Elevate Roles
- E. Approve Records
- F. Send Notifications

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 61

Knowledge articles within a knowledge base are grouped by category.

- A. False
- B. True

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

Reports can be created from which different places in the platform? (Choose two.)

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

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 63

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

D. If a match is found using the coalesce fields, the system creates a new record

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

What is the primary application used to load data into ServiceNow?

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

Answer: **B** ([LEAVE A REPLY](#))

NEW QUESTION: 65

Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 66

What is a role in ServiceNow?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

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

- A.** False
- B.** True

Answer: **B** ([LEAVE A REPLY](#))

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