



- Expert Verified, Online, **Free**.

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

**Suggested Answer:** D

Community vote distribution

D (100%)

🗨️ **KMC\_MNJ** 3 weeks, 6 days ago

**Selected Answer: D**

perfect example of a question I hate. I know how to setup service catalogs, including flows for fulfilling requests. Don't know the exact terminology of the parts so I have to fail the exam over  
upvoted 1 times

🗨️ **CarlaWI** 1 month ago

**Selected Answer: D**

Perfect example of a question I hate. I know how to setup service catalogs, including flows for fulfilling requests. Don't know the exact terminology of the parts so I have to fail the exam over this.  
upvoted 1 times

🗨️ **xiliha** 1 month, 1 week ago

**Selected Answer: D**

Record Producers - allows users to create records such as incidents or requests directly from the catalog. <http://bit.ly/4hDDUie> Their CSA material was the key to my exam succes  
Order guides - it allows users to create tasks or requests from service catalog. Guides users to fill all necessary information to order.  
Catalog Items: It represent individual services or products that users can request from the Service Catalog. item typically includes details about the service, such as a description, price, and any associated fulfillment process.  
upvoted 2 times

🗨️ **bagin70572** 3 months, 3 weeks ago

I choose D:  
upvoted 1 times

🗨️ **[Removed]** 4 months ago

Yeah D is the rite answer thank you topic .  
upvoted 1 times

🗨️ **Jk11122333444555666** 4 months, 2 weeks ago

D is correct  
upvoted 1 times

🗨️ **TipoZico** 8 months, 1 week ago

**Selected Answer: D**

It is.  
upvoted 1 times

🗨️ **ManoelPaulino** 9 months, 1 week ago

**Selected Answer: D**

corret is D  
upvoted 1 times

🗨️ **hatanaoki** 9 months, 2 weeks ago

**Selected Answer: D**

The correct answer to this question is definitely D.  
upvoted 1 times

🗨️ 👤 **Mers17** 10 months, 1 week ago

D is correct  
upvoted 1 times

🗨️ 👤 **Certs\_Hub** 1 year, 2 months ago

**Selected Answer: D**

Record Producers - allows users to create records such as incidents or requests directly from the catalog.  
Order guides - it allows users to create tasks or requests from service catalog. Guides users to fill all necessary information to order.  
Catalog Items: It represent individual services or products that users can request from the Service Catalog. item typically includes details about the service, such as a description, price, and any associated fulfillment process.  
upvoted 2 times

🗨️ 👤 **SaiExamtopic** 1 year, 5 months ago

**Selected Answer: D**

D is correct  
upvoted 3 times

🗨️ 👤 **dipayan9051** 1 year, 5 months ago

**Selected Answer: D**

Record Producers, Order Guides, and Catalog Items  
upvoted 1 times

🗨️ 👤 **julianamendo** 1 year, 6 months ago

**Selected Answer: D**

Record Producers, Order Guides, and Catalog Items  
upvoted 2 times

🗨️ 👤 **AMITKSI** 1 year, 7 months ago

**Selected Answer: D**

D is correct  
upvoted 1 times

🗨️ 👤 **Raxon** 1 year, 9 months ago

The overall catalog is made up of a collection of discrete catalog items.

The basic Service Catalog item types include:

Standard catalog items

Record producers: giving alternative ways of adding information such as Incidents via the service catalog.

Order guides: to group multiple catalog items in one request.

Content Items: catalog items which provide information instead of goods or services.

[https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c\\_IntroductionToCatalogItems.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_IntroductionToCatalogItems.html)

upvoted 3 times

🗨️ 👤 **HNTrinh** 1 year, 9 months ago

**Selected Answer: D**

D is correct.  
upvoted 1 times

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

**Suggested Answer: A**

Community vote distribution

A (100%)

 **Raxon** Highly Voted 9 months ago

Selected Answer: A

If an existing record with a matching value in the target table is found, that record is updated. If no matching record is found, then a new record is created in the target table.

[https://docs.servicenow.com/bundle/utah-integrate-applications/page/administer/import-sets/concept/c\\_ImportSetCoalesce.html](https://docs.servicenow.com/bundle/utah-integrate-applications/page/administer/import-sets/concept/c_ImportSetCoalesce.html)

upvoted 5 times

 **CarlaWI** Most Recent 1 month ago

Selected Answer: A

Explanation I wrote was rejected by the website. :(

upvoted 1 times

 **SaiExamtopic** 5 months ago

A is correct

upvoted 2 times

 **julianamendo** 6 months, 2 weeks ago

Selected Answer: A

A is correct


upvoted 2 times

 **AMITKSI** 7 months ago

Selected Answer: A


A is correct

upvoted 3 times

 **rohit55555** 7 months, 2 weeks ago

A is correct answer

upvoted 2 times

 **shravan3** 8 months, 2 weeks ago

A is correct

upvoted 2 times

 **HNTTrinh** 9 months, 1 week ago

Selected Answer: A

A is correct answer

upvoted 2 times

 **Mahindra\_Reddie** 10 months, 3 weeks ago

Selected Answer: A

A is correct answer

upvoted 2 times

 **Augusto0007** 1 year ago

Selected Answer: A

A is correct  
upvoted 1 times

🗨️ 👤 **Prem009** 1 year ago

**Selected Answer: A**

A is correct Answer  
upvoted 1 times

🗨️ 👤 **mrnow** 1 year, 1 month ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗨️ 👤 **komplex** 1 year, 2 months ago

ans - A  
upvoted 1 times

🗨️ 👤 **saiakhilpalle** 1 year, 2 months ago

A is correct  
upvoted 1 times

🗨️ 👤 **KIKLAI** 1 year, 2 months ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗨️ 👤 **Bonche** 1 year, 4 months ago

A is the correct answer  
upvoted 1 times

🗨️ 👤 **mahesh321** 1 year, 5 months ago

A is correct  
upvoted 1 times

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

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

**Suggested Answer: C**

Community vote distribution

C (100%)

**hatanaoki** Highly Voted 9 months, 2 weeks ago

Selected Answer: C

The correct answer to this question is definitely C. I broke up with my girlfriend. It is hard. I am already 36 years old. If I don't pass this exam, I won't have a future, so I want to do my best.

upvoted 6 times

**soscandia** Most Recent 3 months, 2 weeks ago

C is correct. A metric is created to evaluate fields changes in tasks.

upvoted 1 times

**lezica** 4 months, 2 weeks ago

the definition in SN Docs

upvoted 1 times

**skibumvermont** 5 months, 4 weeks ago

A metric measures and evaluates the effectiveness of IT service management processes.

For example, a metric could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.

For example, a metric could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.

upvoted 2 times

**shub606** 10 months ago

c is correct answer

upvoted 2 times

**Slayer1985** 10 months, 1 week ago

C is correct

upvoted 2 times

**SaiExamtopic** 1 year, 5 months ago

C is Correct

upvoted 2 times

**julianamendo** 1 year, 6 months ago

Selected Answer: C

C is correct. A metric is created to evaluate fields changes in tasks.

upvoted 2 times

**shravan3** 1 year, 8 months ago

c. a metric is used to measure and evaluate IT service

upvoted 2 times

**HNTrinh** 1 year, 9 months ago

Selected Answer: C

the definition in SN Docs

[https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/use/reporting/concept/c\\_MetricDefinitionSupport.html](https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/use/reporting/concept/c_MetricDefinitionSupport.html)


upvoted 1 times

☒  **Mahindra\_Reddie** 1 year, 10 months ago

Selected Answer: C

C is correct answer

upvoted 1 times

☒  **mrnow** 2 years, 1 month ago

Selected Answer: C


C is correct

upvoted 1 times

☒  **saiakhilpalle** 2 years, 2 months ago

C is correct


upvoted 1 times

☒  **KIKI\_AI** 2 years, 2 months ago

Selected Answer: C


C is correct

upvoted 1 times

☒  **Bonche** 2 years, 4 months ago

C is the correct answer

upvoted 1 times

☒  **S\_883** 2 years, 4 months ago

Selected Answer: C

C is correct

upvoted 1 times

☒  **Ausias18** 2 years, 7 months ago

C is correct

upvoted 1 times

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

**Suggested Answer:** C

Community vote distribution

C (100%)

🗳️ **vosegoh** 3 months, 1 week ago

**Selected Answer: C**

C: Correct [https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/service-catalog-management/concept/c\\_DefineVariableSetLayout.html#d1331070e66](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/service-catalog-management/concept/c_DefineVariableSetLayout.html#d1331070e66)

<https://www.servicenow.com/community/servicenow-impact-forum/best-csa-exam-tips/m-p/2791114>

upvoted 1 times

🗳️ **jnk252** 3 months, 2 weeks ago

**Selected Answer: C**

C is Correct

upvoted 1 times

🗳️ **SaiExamtopic** 1 year, 5 months ago

C is Correct

upvoted 1 times

🗳️ **julianamendo** 1 year, 6 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ **AMITKSI** 1 year, 7 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ **LovMi21** 1 year, 7 months ago

[https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0688324](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0688324)

upvoted 1 times

🗳️ **servicepow** 1 year, 8 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ **shravan3** 1 year, 8 months ago

c. order field in the variable form

upvoted 1 times

🗳️ **Mahindra\_Reddie** 1 year, 10 months ago

**Selected Answer: C**

Is correct answer

upvoted 1 times

🗳️ **Augusto0007** 2 years ago



Selected Answer: C

C is correct  
upvoted 1 times

🗨️ **mrnow** 2 years, 1 month ago

Selected Answer: C

C is correct  
upvoted 1 times

🗨️ **KIKI\_AI** 2 years, 2 months ago

Selected Answer: C

C is correct  
upvoted 1 times

🗨️ **Bonche** 2 years, 4 months ago

C is the correct answer  
upvoted 1 times

🗨️ **S\_040** 2 years, 8 months ago

Correct  
upvoted 1 times

🗨️ **Markster** 2 years, 9 months ago

C: Correct [https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/service-catalog-management/concept/c\\_DefineVariableSetLayout.html#d1331070e66](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/service-catalog-management/concept/c_DefineVariableSetLayout.html#d1331070e66)  
upvoted 4 times

🗨️ **bharatns** 3 years ago

correct  
upvoted 2 times


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

**Suggested Answer:** AD

Community vote distribution

AD (95%) 5%

 **HNTrinh** Highly Voted 1 year, 9 months ago


**Selected Answer:** AD

The correct answers are A and D as per SN fundamental book in Module 5: enable productivity.  
upvoted 7 times


 **jnk252** Most Recent 3 months, 2 weeks ago

**Selected Answer:** AD

A and D are correct.  
upvoted 1 times

 **showboat\_zw** 5 months, 3 weeks ago

what is statistics module?  
upvoted 1 times


 **TipoZico** 8 months, 1 week ago

**Selected Answer:** AD

A,D. To approach 100%.  
upvoted 1 times


 **DDD1377** 1 year ago

A and D are correct.  
upvoted 1 times

 **GilSAtx** 1 year, 2 months ago

**Selected Answer:** AD

A and d  
upvoted 1 times

 **AMITKSI** 1 year, 7 months ago

**Selected Answer:** AD

A and D is correct  
upvoted 1 times

 **servicepow** 1 year, 8 months ago

**Selected Answer:** AD

A and D are correct  
upvoted 1 times

 **shravan3** 1 year, 8 months ago

A and D is correct  
upvoted 1 times

 **Mahindra\_Reddie** 1 year, 10 months ago



**Selected Answer:** AD

Is correct answer  
upvoted 1 times

 **Augusto0007** 2 years ago

Selected Answer: AD

A and D are correct  
upvoted 1 times



  **mrnow** 2 years, 1 month ago

Selected Answer: AD

A and D are correct  
upvoted 1 times



  **saiaihilpalle** 2 years, 2 months ago

A and D are correct  
upvoted 1 times

  **KIKI\_AI** 2 years, 2 months ago

Selected Answer: AD


A D is correct  
upvoted 1 times

  **Bonche** 2 years, 4 months ago

A and D is the correct answer  
upvoted 1 times

  **Mamaboyz** 2 years, 7 months ago

A and D is correct  
upvoted 1 times

  **Ausias18** 2 years, 7 months ago

A and D are correct  
upvoted 1 times

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

**Suggested Answer:** ACE

Community vote distribution

ACE (100%)

🗳️ 👤 **shravan3** 8 months, 2 weeks ago

ACE

popularity

relevancy

number of views

upvoted 1 times

🗳️ 👤 **Mahindra\_Reddie** 10 months, 3 weeks ago

**Selected Answer: ACE**

Is correct answer

upvoted 1 times

🗳️ 👤 **evoken** 1 year ago

**Selected Answer: ACE**

A C E is correct

upvoted 1 times

🗳️ 👤 **mrnow** 1 year, 1 month ago

**Selected Answer: ACE**

A C E is correct

upvoted 1 times

🗳️ 👤 **KIKL\_AI** 1 year, 2 months ago

**Selected Answer: ACE**

A C E is correct

upvoted 1 times

🗳️ 👤 **Bonche** 1 year, 4 months ago

A, C, E is the correct answer

upvoted 1 times

🗳️ 👤 **S\_040** 1 year, 8 months ago

Correct ACE

upvoted 1 times

🗳️ 👤 **trye\_indicators** 1 year, 8 months ago

Sort the items in a knowledge base or search results list using the Sort by options at the top of the list.

Views: sorts by number of article views.

Newest: sorts by the date created or updated.

Alphabetical: sorts alphabetically by the article Short description field.

Relevancy: sorts by relevance to the search term.

upvoted 2 times

🗳️ 👤 **Markster** 1 year, 9 months ago

correct. <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/knowledge-management/concept/knowledge-service-portal-search.html>

upvoted 1 times

 **PKMON** 2 years ago

correct

upvoted 3 times

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

**Suggested Answer:** C

Community vote distribution

C (100%)

 **BidduSnow** Highly Voted 2 years, 3 months ago

REQ contains RITMs and RITM contains TASKs  
upvoted 5 times

 **alsman** Most Recent 5 months, 4 weeks ago

'Task' is the parent table of all task-type records in the system. It is the parent of REQ, RITM, and SCTASK.

When you order a catalog item, the system generates a single RITM record for each item in the cart at the time you order. These RITM records are all grouped underneath a parent REQ record.


Depending on your workflow, you might also have SCTASK records that get generated as children of a RITM record

upvoted 3 times

 **GilSATx** 8 months, 3 weeks ago

Selected Answer: C

C is it  
upvoted 1 times

 **JUN17** 11 months, 1 week ago

Selected Answer: C

C is done  
upvoted 1 times

 **AMITKSI** 1 year, 1 month ago


Selected Answer: C

C is correct  
upvoted 1 times

 **Mahindra\_Reddie** 1 year, 4 months ago

Selected Answer: C

Is correct answer  
upvoted 1 times


 **mrnow** 1 year, 7 months ago

Selected Answer: C

C is correct  
upvoted 1 times

 **saiakhilpalle** 1 year, 8 months ago

C is correct  
upvoted 1 times

 **KIKI\_AI** 1 year, 8 months ago

Selected Answer: C

C is correct  
upvoted 1 times

🗨️ 👤 **Bonche** 1 year, 10 months ago

C is the correct answer

upvoted 1 times

🗨️ 👤 **CMoi** 2 years ago

**Selected Answer: C**

C is correct

upvoted 2 times

🗨️ 👤 **Ausias18** 2 years, 1 month ago

C is correct

upvoted 1 times

🗨️ 👤 **S\_040** 2 years, 1 month ago

Correct

upvoted 1 times

🗨️ 👤 **Mattikus51** 2 years, 5 months ago

correct

upvoted 1 times

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

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

**Suggested Answer:** B

*Community vote distribution*

B (100%)

🗨️ **GilSATx** 8 months, 3 weeks ago

**Selected Answer: B**

B for sure

upvoted 1 times

🗨️ **AMITKSI** 1 year, 1 month ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **Mahindra\_Reddie** 1 year, 4 months ago

**Selected Answer: B**

Is correct answer

upvoted 1 times

🗨️ **Augusto0007** 1 year, 6 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **mrnow** 1 year, 7 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **saiakhilpalle** 1 year, 8 months ago

B is correct

upvoted 1 times

🗨️ **KIKLAI** 1 year, 8 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **Bonche** 1 year, 10 months ago

B is the correct answer

upvoted 1 times

🗨️ **Ausias18** 2 years, 1 month ago

B is correct

upvoted 1 times

🗨️ **S\_040** 2 years, 1 month ago

Correct

upvoted 1 times

🗨️ **sephereth** 2 years, 2 months ago

**Selected Answer: B**



correct

upvoted 1 times

  **bharatns** 2 years, 7 months ago

correct

upvoted 3 times

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

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

**Suggested Answer:** C

Community vote distribution

C (100%)

AMITKSI 7 months ago

Selected Answer: C

C is correct

upvoted 1 times

Mahindra\_Reddie 10 months, 3 weeks ago

Selected Answer: C

Is correct answer

upvoted 1 times

techead 11 months, 2 weeks ago

C is the correct answer.

Request is generated from Service Catalog once a user places an order for an item or service? The order could be placed in Production Environment or Service Portal (to produce a record).

upvoted 1 times

Augusto0007 1 year ago

Selected Answer: C

C is correct

upvoted 1 times

mrnow 1 year, 1 month ago

Selected Answer: C

C is correct

upvoted 1 times

saiakhilpalle 1 year, 2 months ago

C is correct

upvoted 1 times

KIKLAI 1 year, 2 months ago

Selected Answer: C

C is correct

upvoted 2 times

Bonche 1 year, 4 months ago

C is the correct answer

upvoted 1 times

Nicko1990 1 year, 7 months ago

C - A request

upvoted 1 times

S\_040 1 year, 8 months ago

Correct

upvoted 1 times

bharatns 2 years ago

correct

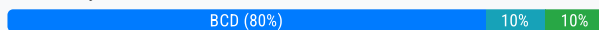
upvoted 1 times

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

**Suggested Answer:** BCD

Community vote distribution



**2pagesServiceNowSolutions** Highly Voted 1 year, 8 months ago

badly worded...a \*user cant select any!

a user with both admin and security roles can select the three answers they're seeking.

upvoted 8 times

**Nexfo** Most Recent 4 weeks ago

**Selected Answer: BCD**

Just drop the menu :)

upvoted 1 times

**TipoZico** 8 months, 1 week ago

**Selected Answer: BCD**

"um... actually..."

upvoted 1 times

**Lucifer01** 9 months, 2 weeks ago

**Selected Answer: BEF**

From ChatGPT

upvoted 2 times

**David\_Wu** 1 year ago

B, D, E should be the answers

upvoted 1 times

**Certs\_Hub** 1 year, 2 months ago

B, D, E are correct answers.

B. Log Out ServiceNow: Logging out is a common action available in user menus to securely sign out of the system.

D. Impersonate Users: Impersonating users allows administrators or users with specific permissions to temporarily assume the identity of another user for troubleshooting or testing purposes.

E. Order from Service Catalog: If the system includes a Service Catalog, users may have the option to order services or items from it through the User menu.

upvoted 1 times

**AMITKSI** 1 year, 7 months ago

**Selected Answer: BCD**

B, C, D is correct

upvoted 1 times

**Mahindra\_Reddie** 1 year, 10 months ago

**Selected Answer: BCD**

Is correct answer

upvoted 1 times

🗨️ **evoken** 2 years ago

**Selected Answer: BCD**

B C D is correct

upvoted 1 times

🗨️ **Augusto0007** 2 years ago

**Selected Answer: ACD**

A,C And D is correct

upvoted 1 times

🗨️ **techead** 1 year, 11 months ago

This is a tricky question. You can modify how you get notifications through User menu => Preferences => Notifications.

B,C,D is correct.

upvoted 3 times

🗨️ **PeterK0** 1 year, 1 month ago

but you can not send notifications right?

upvoted 1 times

🗨️ **mrnow** 2 years, 1 month ago

**Selected Answer: BCD**

B C D is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

BCD are correct

upvoted 1 times

🗨️ **KIKI\_AI** 2 years, 2 months ago

**Selected Answer: BCD**

B C D is correct

upvoted 2 times

🗨️ **Bonche** 2 years, 4 months ago

B, C, D is the correct answer

upvoted 1 times

🗨️ **Meraj\_khan** 2 years, 7 months ago

Confusing question as I thought it is asking about a generic ITIL user not an administrator.

upvoted 4 times

🗨️ **S\_040** 2 years, 8 months ago

Correct

upvoted 1 times

🗨️ **sephereth** 2 years, 8 months ago

**Selected Answer: BCD**

correct

upvoted 1 times

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

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

**Suggested Answer: B**

*Community vote distribution*

B (100%)

- 🗨️ **denono** 5 months, 3 weeks ago  
[https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/list-administration/concept/c\\_UIActions.html](https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/list-administration/concept/c_UIActions.html)  
upvoted 2 times
- 🗨️ **AMITKSI** 1 year, 1 month ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times
- 🗨️ **evoken** 1 year, 6 months ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times
- 🗨️ **Augusto0007** 1 year, 6 months ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times
- 🗨️ **saiaxhilpalle** 1 year, 8 months ago  
B is correct  
upvoted 1 times
- 🗨️ **KIKI\_AI** 1 year, 8 months ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times
- 🗨️ **DANX1** 1 year, 10 months ago  
B is correct  
upvoted 1 times
- 🗨️ **Bonche** 1 year, 10 months ago  
B is the correct answer  
upvoted 1 times
- 🗨️ **llovetests** 1 year, 11 months ago  
<https://developer.servicenow.com/blog.do?p=/post/training-ui-action-101/>  
upvoted 3 times
- 🗨️ **Ausias18** 2 years, 1 month ago  
B is correct  
upvoted 1 times
- 🗨️ **S\_040** 2 years, 1 month ago  
Correct  
upvoted 1 times
- 🗨️ **bharatns** 2 years, 7 months ago

correct

upvoted 4 times

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

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

**Suggested Answer:** B

Community vote distribution

B (67%)

D (33%)

WUPHF **Highly Voted** 1 year, 10 months ago

What kind of question is this?

upvoted 26 times

servicenowExamtopics **Most Recent** 2 months, 3 weeks ago

**Selected Answer: B**

Service Catalog Items are considered the fundamental components or building blocks of the Service Catalog. They represent individual services or products that can be requested by users.

upvoted 2 times

HarleyR 5 months, 3 weeks ago

I verified that the correct answer is B per the SNAF book

upvoted 4 times

047a2d5 6 months ago

B is 100% correct, I check it by myself in the material, which mention that items are building blocks of the service catalog include: Hardware, software, service etc....

upvoted 2 times

abhishek.pal84 8 months, 2 weeks ago

Doesn't make any sense.

upvoted 2 times

PerksOfRecreation 11 months, 1 week ago

**Selected Answer: D**

This question is kind of weird. As it is phrased, I would think rather of the variable Items as the building block and the service catalog Items as providing option

upvoted 4 times

reika1914 1 year ago

**Selected Answer: B**

B. They are the building blocks.

Service Catalog Items are the building blocks of the Service Catalog. They represent the individual services or products that users can request through the catalog. Each catalog item defines a specific service or product, along with its associated form, workflow, and approval process.

upvoted 3 times

shabbs 1 year, 1 month ago

Is anyone sure, this question is using the correct statement?

upvoted 1 times

Mihaf92 1 year, 4 months ago

B. They are the building blocks.

upvoted 1 times

VanPopen 1 year, 6 months ago

B is correct



upvoted 1 times

🗉 👤 **Dibonddo** 1 year, 11 months ago

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

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

upvoted 1 times

🗉 👤 **Augusto0007** 2 years ago

**Selected Answer: B**

B is correct

upvoted 2 times

🗉 👤 **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 2 times

🗉 👤 **KIKLAI** 2 years, 2 months ago

**Selected Answer: B**

B is correct

upvoted 2 times

🗉 👤 **Bonche** 2 years, 4 months ago

B is the correct answer

upvoted 1 times

🗉 👤 **Femiart** 2 years, 7 months ago

correct

upvoted 1 times

🗉 👤 **S\_040** 2 years, 8 months ago

Correct

upvoted 1 times

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

**Suggested Answer: B**

Community vote distribution

B (100%)

Remo878 Highly Voted 2 years, 7 months ago

able ACL rules are processed in the following order:

Match the table name. For example, incident.

Match the parent table name. For example, task.

Match any table name (\*). For example, \*.

upvoted 24 times

Ruby\_2022 Highly Voted 2 years, 8 months ago

most specific to most generously

upvoted 14 times

Kflo Most Recent 2 months, 2 weeks ago

**Selected Answer: B**

<https://www.servicenow.com/community/itsm-articles/acl/table-access-control-rules>

upvoted 1 times

naab143 4 months, 1 week ago

C. parent table name, table name, any table name (wildcard)

Table Access Control (TAC) rules in ServiceNow are processed in the following order:

First, ServiceNow checks for TAC rules associated with the parent table name.

Then, it checks for TAC rules associated with the table name itself.

Finally, if no specific rules are found for the parent table or table name, any TAC rules associated with a wildcard (any table name) are applied.

upvoted 2 times

Willmonzani 1 year, 4 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

evoken 1 year, 6 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

Amit12345 1 year, 7 months ago

**Selected Answer: B**

B is correct!

upvoted 1 times

saiakhilpalle 1 year, 8 months ago

B is correct

upvoted 1 times

Ranaway 1 year, 9 months ago



B

Record ACL rules consist of table and field names.

The table name is the table that you want to secure. If other tables extend from this table, then the table is considered a parent table. ACL rules for parent tables apply to any table that extends the parent table.



The field name is the field that you want to secure. Some fields are part of multiple tables because of table extension. ACL rules for fields in a parent table apply to any table that extends the parent table.

upvoted 4 times

  **DANX1** 1 year, 10 months ago



B is correct. Specific to General

upvoted 1 times

  **Bonche** 1 year, 10 months ago

B is the correct answer

upvoted 1 times

  **S\_040** 2 years, 1 month ago

Correct

upvoted 1 times


What is the platform name for the User table?

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

**Suggested Answer: B**

Community vote distribution


D (98%)

 **encqizo** Highly Voted 3 years, 6 months ago  
It should be D sys\_user, no sys\_users in SNOW  
upvoted 43 times

 **servicenowExamtopics** Most Recent 2 months, 3 weeks ago

**Selected Answer: D**

The platform name for the User table in ServiceNow is sys\_user. This table stores information about the users in the system.  
upvoted 1 times

 **yanchok** 5 months, 3 weeks ago


**Selected Answer: D**

sys\_user  
upvoted 1 times

 **floelynn** 6 months ago

**Selected Answer: D**

sys\_user  
upvoted 1 times


 **Swecabo** 6 months, 3 weeks ago

D is Correct: User records are stored in the Users [sys\_user] table.  
upvoted 1 times

 **deadinside** 7 months, 1 week ago

**Selected Answer: D**

bas hai  
upvoted 1 times


 **da4de64** 7 months, 2 weeks ago

**Selected Answer: D**

D is correct  
upvoted 2 times

 **saivarun\_bodla** 8 months, 2 weeks ago

d is the corred answer  
upvoted 1 times

 **DeCharlie** 9 months, 2 weeks ago

**Selected Answer: D**

sys\_user  
upvoted 1 times

 **Devesh\_Sharma** 9 months, 3 weeks ago

The correct option is D that is sys\_user not sys\_users  
upvoted 1 times

 **shub606** 10 months ago

D is correct sys\_user

upvoted 1 times

🗨️ **mabobora** 10 months ago

D is correct sys\_user

upvoted 1 times

🗨️ **vdonchev** 10 months, 1 week ago

**Selected Answer: D**

correct

upvoted 1 times

🗨️ **f2377a5** 10 months, 1 week ago

D is correct

upvoted 1 times

🗨️ **Cplatt** 10 months, 1 week ago

Correct answer should be D sys\_user. Full command would be sys\_user.list to go directly to the table

upvoted 1 times

🗨️ **Slayer1985** 10 months, 1 week ago

its D sys\_user

upvoted 1 times

🗨️ **955ce60** 10 months, 2 weeks ago

**Selected Answer: D**

D. sys\_user

upvoted 1 times

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.

**Suggested Answer: A**


*Community vote distribution*

A (100%)

 **floelynn** 6 months ago

**Selected Answer: A**

REQ is the order number. multiple RITM (Requested Item) can be under one REQ  
upvoted 2 times

 **40a783b** 6 months, 1 week ago


**Selected Answer: A**

A is correct  
upvoted 1 times

 **AMITKSI** 1 year, 7 months ago

**Selected Answer: A**

A is correct  
upvoted 1 times


 **HNTrinh** 1 year, 9 months ago

**Selected Answer: A**

A is correct.  
upvoted 1 times


 **saiakhilpalle** 2 years, 2 months ago

A is correct  
upvoted 1 times


 **KIKLAI** 2 years, 2 months ago

**Selected Answer: A**


A is correct  
upvoted 1 times

 **Bonche** 2 years, 4 months ago

A is the correct answer  
upvoted 1 times

 **S\_040** 2 years, 8 months ago

Correct  
upvoted 1 times

 **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times

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

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

**Suggested Answer:** B

Community vote distribution

B (100%)

🗨️ **S\_040** Highly Voted 2 years, 8 months ago

Records are not tracked  
upvoted 5 times

🗨️ **som\_420** 2 years, 8 months ago

LOL :D  
upvoted 1 times

🗨️ **gbongain** Most Recent 5 months, 2 weeks ago

A has to be the correct one. If you search for a UI page, list or form, then when you go to history those will appear. The record is the table's entry and is not seen (tracked) individually but as part of the many entries in the table.  
upvoted 1 times

🗨️ **Mikias** 1 year, 5 months ago

D is correct  
upvoted 1 times

🗨️ **Mikias** 1 year, 5 months ago

correction.  
UI pages are not tracked (although the back-end view of a UI page record is tracked)  
upvoted 1 times

🗨️ **HNTrinh** 1 year, 9 months ago

Selected Answer: B  
UI pages and other non-standard interfaces not tracked  
upvoted 1 times

🗨️ **KIKLAI** 2 years, 2 months ago

Selected Answer: B  
B is correct  
upvoted 3 times

🗨️ **Bonche** 2 years, 4 months ago

B is the correct answer  
upvoted 1 times

🗨️ **Ausias18** 2 years, 7 months ago

B is correct  
upvoted 1 times

🗨️ **bharatns** 2 years, 11 months ago

Correct. UI pages and other non-standard interfaces not tracked  
upvoted 4 times

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as *Complete*, change it back to *In Progress* until it is applied to another instance

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **floelynn** 6 months ago

**Selected Answer: A**

The default update set captures changes made to the instance without adding those changes to any user-created update sets. It is recommended to avoid using the Default Update Set for moving customizations between instances. Instead, use a named Update Set (user-created).

upvoted 2 times

 **rahu4l2321** 11 months, 1 week ago

A is correct answer.

upvoted 1 times

 **c5c4d3d** 1 year, 2 months ago

A is the correct answer

D. is not the correct answer because:

Mark an update set as Complete only when it is ready to migrate. Once an update set is complete, do not change it back to In progress. Instead, create another update set for the rest of the changes, and be sure to commit them together in the order that they were created

upvoted 2 times

 **AMITKSI** 1 year, 7 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

 **evoken** 2 years ago

**Selected Answer: A**


A is correct

upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

A is correct


upvoted 1 times

 **KIKLAI** 2 years, 2 months ago

**Selected Answer: A**


Create custom update set

upvoted 1 times

 **Bonche** 2 years, 4 months ago


A is the correct answer

upvoted 1 times

 **S\_040** 2 years, 8 months ago

Correct



upvoted 1 times

 **som\_420** 2 years, 11 months ago

correct

upvoted 3 times



  **bharatns** 2 years, 11 months ago

A seems correct

upvoted 2 times

Which of the following is used to initiate a flow?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗳️ **kisharogers** 7 months, 3 weeks ago

A. The trigger specifies the conditions that start running the flow. When the trigger conditions are met, the system starts running the flow.

<https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/reference/flow-triggers.html>

upvoted 1 times

🗳️ **julianamendo** 1 year ago

**Selected Answer: A**

A is the correct answer

upvoted 2 times

🗳️ **AMITKSI** 1 year, 1 month ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗳️ **evoken** 1 year, 6 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗳️ **ppremy** 1 year, 7 months ago

A is the answer. A trigger is used to initiate a flow.

upvoted 1 times

🗳️ **saiakhilpalle** 1 year, 8 months ago

A is correct

upvoted 1 times

🗳️ **KIKLAI** 1 year, 8 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗳️ **DANX1** 1 year, 10 months ago

A.

[https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app\\_store\\_learnv2\\_aescreateappfromscratch\\_tokyo\\_create\\_an\\_app\\_from\\_scratch\\_with\\_a](https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_aescreateappfromscratch_tokyo_create_an_app_from_scratch_with_a)

upvoted 1 times

🗳️ **Bonche** 1 year, 10 months ago

A is the correct answer

upvoted 1 times

🗳️ **S\_040** 2 years, 1 month ago

Correct

upvoted 1 times

🗳️ **bharatns** 2 years, 5 months ago

correct

upvoted 2 times

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

**Suggested Answer:** D

Community vote distribution

D (87%)

13%

🗨️ 👤 **KV\_CTS** 3 days, 2 hours ago

**Selected Answer: C**

- A. Service Catalog variables can only be used in Record Producers - No, variables are used in Record Producers, Order Guides, and Catalog Items
- B. Service Catalog variables can only be used in Order Guides - No, variables can also be used in Catalog Items and Record Producers, not just Order Guides
- C. Service Catalog variables cannot affect the order price - Yes, variables collect user input, but do not change pricing unless scripted separately
- D. Service Catalog variables are global by default - No, variables are scoped to the specific Catalog Item unless manually set as global (a checkbox needs to be selected on variable creation form)

upvoted 1 times

🗨️ 👤 **GoldBear** 3 months, 3 weeks ago

**Selected Answer: D**

D is the correct answer.

upvoted 4 times

🗨️ 👤 **julianamendo** 6 months, 2 weeks ago

**Selected Answer: D**

D is the correct answer

upvoted 2 times

🗨️ 👤 **est\_1995** 9 months, 1 week ago

**Selected Answer: D**

D is the best answer

upvoted 2 times

🗨️ 👤 **HNTrinh** 9 months, 1 week ago

**Selected Answer: D**

Service Catalog variables may affect the price. SC variable is global by default. the definition is in the SN fundamental book.

upvoted 2 times

🗨️ 👤 **doode** 7 months, 4 weeks ago

Why is the fact that they're global by default important???

upvoted 3 times

🗨️ 👤 **qwertyuiopasdfghjklzxd** 7 months, 1 week ago

Beacuse it can be security issue. You should protect variables with sensitive data.

upvoted 4 times

🗨️ 👤 **pielouis** 9 months, 4 weeks ago

**Selected Answer: C**

In general, Service Catalog variables do not directly affect the order price. Service Catalog variables are primarily used for collecting user input and customizing the behavior of catalog items or processes. The order price is typically determined by factors such as the pricing rules, configuration items, or pricing models associated with the catalog items or services being ordered.

upvoted 2 times

🗨️ 👤 **pielouis** 9 months, 4 weeks ago

**Selected Answer: D**

D is correct

upvoted 1 times

  **evoken** 1 year ago



D is correct

upvoted 1 times

  **saiakhilpalle** 1 year, 2 months ago

D is correct



upvoted 1 times

  **KIKLAI** 1 year, 2 months ago

**Selected Answer: D**



D is correct

upvoted 1 times

  **Bonche** 1 year, 4 months ago

D is the correct answer

upvoted 1 times

  **Wapa** 1 year, 6 months ago



Variable

Service Catalog variables are global by default, display in all the tasks of a Requested Item, and provide options to tailor a catalog item to the customer's needs. For example, a computer might be available with different operating systems.

The Service Catalog lets you attach variables either to a catalog item or to an execution plan.

Question choices can define the available options and might affect the order price.



upvoted 3 times

  **Hanz02** 1 year, 6 months ago

D is correct. In the Catalog Administration module of Additional ServiceNow Fundamentals Content in the on demand course, it says:



"Service Catalog variables are flagged as "Global" by default and will display in all the execution tasks of a requested item."

upvoted 4 times

  **karamit** 1 year, 6 months ago

Not sure about D. If I am in my scoped app and create a new Cat Item Variable, the application field on the form is still the same scope (and protected). Unless they mean that the Cat Item app (and variables) is in the global scope.

upvoted 1 times

  **Wapa** 1 year, 6 months ago

Variable

Service Catalog variables are global by default, display in all the tasks of a Requested Item, and provide options to tailor a catalog item to the customer's needs. For example, a computer might be available with different operating systems.

The Service Catalog lets you attach variables either to a catalog item or to an execution plan.



Question choices can define the available options and might affect the order price.

upvoted 2 times

  **SusanGlenn5** 1 year, 7 months ago

It is not global by default, when creating a device catalog variable, you have to select if you'd like it to be global or not. Otherwise it won't be global

upvoted 2 times

  **S\_040** 1 year, 8 months ago

Correct

upvoted 1 times

  **trye\_indicators** 1 year, 8 months ago

**Selected Answer: D**

login using system administrator role and visit -

Service Catalog> Catalog Definitions > Maintain Items > select any item > open any variable

in the FORM,

You can see Application - Global by default

upvoted 4 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗳️ 👤 **floelynn** 6 months ago

**Selected Answer: A**

Column Context Menus a.k.a Column Options – found on the header of each field (the 3 dots on the left of field header)

B – Assigning tags is on “Actions on selected rows” tab and search is the tab with magnifying glass. Both is on the top right corner.

C- This is actually true but A is more precise. So A is the answer

D – these actions are on each row/record, on the “i” (info) icon not on Column Context Menu

upvoted 2 times

🗳️ 👤 **chrisklesar1234** 6 months, 4 weeks ago

DEFINITELY A

upvoted 1 times

🗳️ 👤 **Mikias** 1 year, 5 months ago

A is correct

upvoted 1 times

🗳️ 👤 **julianamendo** 1 year, 6 months ago

**Selected Answer: A**

A is the correct answer.

upvoted 1 times

🗳️ 👤 **Jana08** 2 years ago

**Selected Answer: A**

A is correct

upvoted 2 times

🗳️ 👤 **evoken** 2 years ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗳️ 👤 **saiakhilpalle** 2 years, 2 months ago

A is correct

upvoted 1 times

🗳️ 👤 **KIKLAI** 2 years, 2 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗳️ 👤 **Bonche** 2 years, 4 months ago

A is the correct answer

upvoted 1 times

🗳️ 👤 **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery
- B. IntegrationHub ETL
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

**Suggested Answer:** AB

Reference:

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c\\_OptionsToPopulateCMDB.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html)

Community vote distribution

AB (100%)

 **Kcaher** Highly Voted 2 years, 6 months ago

A and B is the Correct Answer.

[https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/configuration-management/concept/c\\_OptionsToPopulateCMDB.html](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html)

You can populate the CMDB by using Discovery, by using the IntegrationHub ETL or Import Sets to import and integrate data from a third-party source, by integrating with an external CMDB, or by manually creating CIs.

upvoted 17 times

 **floeynn** Most Recent 6 months ago

Selected Answer: AB

You can populate the CMDB by using Discovery, by using the IntegrationHub ETL or Import Sets to import and integrate data from a third-party source, by integrating with an external CMDB, or by manually creating CIs.

upvoted 2 times

 **chrisklesar1234** 6 months, 4 weeks ago

AB FOR SURE

upvoted 1 times

 **TimmyLam** 10 months, 2 weeks ago

Selected Answer: AB

A and B

upvoted 1 times

 **BrandyD** 1 year ago

A and B

[https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/configuration-management/concept/c\\_OptionsToPopulateCMDB.html](https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html)

upvoted 4 times

 **julianamendo** 1 year, 6 months ago

Selected Answer: AB

AB is the correct answer.

upvoted 2 times

 **Prem009** 2 years ago


A & B are correct

upvoted 2 times

 **saiakhilpalle** 2 years, 2 months ago

A and B are correct


upvoted 2 times

☒  **KIKLAI** 2 years, 2 months ago

Selected Answer: AB

A B is correct

upvoted 1 times

☒  **Bonche** 2 years, 4 months ago


A, B is the correct answers

upvoted 1 times

☒  **2zackattack2** 2 years, 6 months ago

A,B is correct

upvoted 1 times

☒  **som\_420** 2 years, 11 months ago

correct

upvoted 3 times



When using the Load Data and Transform Map process, what is the Mapping Assist used for?

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗳️ **julianamendo** 6 months, 2 weeks ago

**Selected Answer: D**

D is the correct answer.  
upvoted 2 times

🗳️ **saiaakhilpalle** 1 year, 2 months ago

D is correct  
upvoted 1 times

🗳️ **KIKI\_AI** 1 year, 2 months ago

**Selected Answer: D**

D is correct  
upvoted 2 times

🗳️ **Bonche** 1 year, 4 months ago

D is the correct answer  
upvoted 1 times

🗳️ **trye\_indicators** 1 year, 8 months ago

**Selected Answer: D**

[https://docs.servicenow.com/bundle/sandiego-platform-administration/page/script/server-scripting/concept/c\\_MappingOptions.html](https://docs.servicenow.com/bundle/sandiego-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html)  
upvoted 3 times

🗳️ **bharatns** 1 year, 11 months ago

correct  
upvoted 2 times

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

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **julianamendo** 6 months, 2 weeks ago

**Selected Answer: A**

A is the correct answer.  
upvoted 2 times

 **AMITKSI** 7 months ago


**Selected Answer: A**

A is correct  
upvoted 1 times

 **evoken** 1 year ago

**Selected Answer: A**

A is correct  
upvoted 1 times

 **Bonche** 1 year, 4 months ago

A is the correct answer  
upvoted 2 times

 **trye\_indicators** 1 year, 8 months ago

The configurations are stored in a configuration management database (ServiceNow CMDB) which consists of entities, called Configuration Items (CI), that are part of your environment. A CI may be:

- A physical entity, such as a computer or router
- A logical entity, such as an instance of a database
- Conceptual, such as a Requisition Service


<https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/configuration-management/concept/cnfig-mgmt-and-cmdb.html>  
upvoted 3 times

 **trye\_indicators** 1 year, 8 months ago

The answer should be A. The answer D suggests CMDB contains process data of CI. I believe CMDB only has non-process data of physical/logical/conceptual entities.  
upvoted 3 times

 **Markster** 1 year, 9 months ago

Per the SN Fundamentals book, Configuration Items can be tangible or intangible devices or applications in the CMDB such as firewalls, computers, email services, and services.  
upvoted 1 times

 **bharatns** 1 year, 11 months ago

Shouldn't it be "D. The CMDB contains ITIL process data pertaining to configuration items"?  
upvoted 1 times

In what order should filter elements be specified?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **julianamendo** 6 months, 2 weeks ago

**Selected Answer: A**

A is the correct answer.


upvoted 2 times

 **AMITKSI** 7 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

 **Potelter** 10 months, 2 weeks ago

**Selected Answer: A**

A is correct

upvoted 1 times

 **Jana08** 1 year ago

**Selected Answer: A**

A is correct:

[https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t\\_CreatingFilters.html](https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t_CreatingFilters.html)

upvoted 1 times

 **evoken** 1 year ago

**Selected Answer: A**

A is correct

upvoted 1 times

 **anku15** 1 year, 1 month ago

**Selected Answer: A**


A is correct!

upvoted 1 times

 **saiakhilpalle** 1 year, 2 months ago


A is correct

upvoted 1 times

 **Bonche** 1 year, 4 months ago

A is the correct answer

upvoted 1 times

 **bharatns** 1 year, 11 months ago

A is correct

upvoted 3 times

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

**Suggested Answer: B**

Community vote distribution

B (87%) 13%

**fauxmaux** Highly Voted 2 years, 10 months ago

B is the correct answer,  
BR can be set to run BEFORE OR AFTER the database action has occurred.  
BR don't depends from form action. Other actions may have an impact on the table.  
BR stdby, but WHEN the operation is to be performed is set.  
upvoted 28 times

**Oluwalana54** Highly Voted 2 years, 1 month ago

**Selected Answer: B**  
The wording of the answer is very important. A and C seem to have been correct if the MUST is not in the wording.  
upvoted 5 times

**armr** Most Recent 1 month, 1 week ago

**Selected Answer: B**  
A business rule can run either before or after a database action and does not solely pertain to a form (can be applied to other SNow elements). It most definitely can be a script (js) on the server side. So, B is correct.  
upvoted 2 times

**Aalu61** 6 months, 2 weeks ago

A is the correct answer  
upvoted 1 times

**KDingle** 7 months, 1 week ago

The question says what must be true of BRs. A is true, but not necessarily the only truth about BRs. so A is acceptable.  
upvoted 1 times

**julianamendo** 1 year, 6 months ago

**Selected Answer: B**  
B is the correct answer.  
upvoted 1 times

**evoken** 2 years ago

**Selected Answer: B**  
B is correct  
upvoted 1 times

**mrnow** 2 years, 1 month ago

**Selected Answer: B**  
B is correct  
upvoted 1 times

**PLiza2** 2 years, 2 months ago

from: [https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)  
Before: After the user submits the form but before any action is taken on the record in the database.  
After: After the user submits the form and after any action is taken on the record in the database.  
upvoted 1 times

4learning2u 2 years, 3 months ago

Selected Answer: A

A lot of answers here seem to be indicating A as the correct answer, but they selected B as the correct answer! The correct answer should be A.  
upvoted 1 times

emps 2 years, 1 month ago

As stated by many, business rules can run BEFORE or AFTER the database action. So the only logical answer is B.  
upvoted 7 times

SC22MarkTopics 2 years, 4 months ago

Selected Answer: B

B is correct.  
upvoted 1 times

Bonche 2 years, 4 months ago

B is the correct answer  
upvoted 1 times

Nataliyee 2 years, 5 months ago

Selected Answer: B

B is correct  
upvoted 1 times

DaveyJones 2 years, 8 months ago

Selected Answer: B

Business Rules can run before or after an action therefore the answer can only be B  
upvoted 3 times

Nicknameonetwo 2 years, 10 months ago

B is the correct answer,  
\* BR can be set to run before OR AFTER the database action has occurred.  
\* BRs are server-side logic/script that execute when database records are queried, updated, inserted, or deleted. Business Rules respond to database interactions regardless of access method: for example, users interacting with records through forms or lists, web services, or data imports (configurable). Business Rules do not monitor forms or form fields but do execute their logic when forms interact with the database such as when a record is saved, updated, or submitted.  
upvoted 2 times

som\_420 2 years, 11 months ago

Selected Answer: B

Business rule runs :  
After the user submits the form but before any action is taken on the record in the database.  
After the user submits the form and after any action is taken on the record in the database.  
upvoted 1 times

Flawa\_1337 2 years, 11 months ago

B is the correct answer: Based on SN Fundamentals course:  
"Business Rules can be set to run before OR AFTER the database action has occurred." Need to be precise on wording. A) indicates it always has to run, before, but that`s not true.  
upvoted 2 times


Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

**Suggested Answer:** ACDF

Community vote distribution

ACDF (100%)

 **Nicknameonetwo** Highly Voted 2 years, 10 months ago

ACDF CORRECT

onSubmit when a form is submitted.  
onLoad execute script logic when forms are loaded  
onCellEdit Client Script is for lists rather than form  
onChange when a particular field's value changes

[https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app\\_store\\_learnv2\\_scripting\\_quebec\\_scripting\\_in\\_servicenow/app\\_store\\_learnv2\\_script](https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app_store_learnv2_scripting_quebec_scripting_in_servicenow/app_store_learnv2_script)  
upvoted 11 times

 **showboat\_zw** Most Recent 5 months, 3 weeks ago

Selected Answer: ACDF

acdf is correct  
upvoted 1 times

 **julianamendo** 1 year, 6 months ago

Selected Answer: ACDF

acdf is correct  
upvoted 1 times

 **AMITKSI** 1 year, 7 months ago

Selected Answer: ACDF

A,C,D,F is correct  
upvoted 1 times

 **BeepBopBoop** 2 years ago

Confirmed, ACDF  
upvoted 1 times

 **PradeepGen** 2 years ago

Selected Answer: ACDF

ACDF is correct  
upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

ACDF is correct option  
upvoted 1 times

 **Ranaway** 2 years, 3 months ago

ACDF

Client Scripts are a specific kind of client-side script, which execute on forms (or in the case of onCellEdit Client Scripts, on the list view) of a

record. Client Scripts come in four basic types: onLoad, onChange, onSubmit, and onCellEdit. Each type runs under different conditions, and often has a different use than the others.

upvoted 3 times

🗨️ 👤 **Bonche** 2 years, 4 months ago

A, C, D, F is the correct answers

upvoted 2 times

🗨️ 👤 **som\_420** 2 years, 11 months ago

Given answer is correct

upvoted 1 times

🗨️ 👤 **bharatns** 2 years, 11 months ago

Correct Answer: ACDF

upvoted 1 times

🗨️ 👤 **moumou** 3 years, 3 months ago

Sorry ACDF

upvoted 2 times

🗨️ 👤 **moumou** 3 years, 3 months ago

good reponse ADF

upvoted 1 times

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

**Suggested Answer: A**

Community vote distribution

A (100%)

- 🗨️ **PLiza2** Highly Voted 2 years, 2 months ago  
the wording of the question does not make sense. It should probably be: Which type of tables may be extended by other tables, but are not extended from another table? Or 'do not extend from another table'.  
upvoted 17 times
- 🗨️ **bharatns** Highly Voted 2 years, 11 months ago  
Base tables are those tables which are extended, but itself is not an extended table.  
upvoted 5 times
- 🗨️ **zzzhang98** Most Recent 4 months, 1 week ago  
1. base class table: not extended from another table  
2. Parent class table: maybe extended from another table  
upvoted 1 times
- 🗨️ **Holy\_97** 1 year ago  
**Selected Answer: A**  
A is correct  
upvoted 1 times
- 🗨️ **manu18** 1 year, 5 months ago  
B IS CORRECT ANS  
upvoted 1 times
- 🗨️ **julianamendo** 1 year, 6 months ago  
**Selected Answer: A**  
A is correct.  
upvoted 1 times
- 🗨️ **AMITKSI** 1 year, 7 months ago  
**Selected Answer: A**  
A is correct  
upvoted 1 times
- 🗨️ **MacGyver4th** 2 years, 1 month ago  
This helped me:  
<https://www.servicenow.com/community/itsm-forum/difference-between-quot-core-quot-table-and-quot-base-quot-table/m-p/574302>  
upvoted 4 times
- 🗨️ **Bonche** 2 years, 4 months ago  
A is the correct answer  
upvoted 1 times
- 🗨️ **som\_420** 2 years, 11 months ago  
correct  
upvoted 2 times



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

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

**Suggested Answer:** C

Community vote distribution

C (100%)

🗉 **julianamendo** 6 months, 2 weeks ago

Selected Answer: C

C is correct.

upvoted 1 times

🗉 **AMITKSI** 7 months ago

Selected Answer: C

C is correct

upvoted 1 times

🗉 **sifot** 11 months, 2 weeks ago

Selected Answer: C

C is correct

upvoted 1 times

🗉 **Jana08** 1 year ago

Selected Answer: C

C is correct:

[https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c\\_ServiceCatalogOrderGuides.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/concept/c_ServiceCatalogOrderGuides.html)

upvoted 3 times

🗉 **saiakhilpalle** 1 year, 2 months ago

C is correct

upvoted 1 times

🗉 **Bonche** 1 year, 4 months ago

C is the correct answer

upvoted 1 times

🗉 **bharatns** 1 year, 11 months ago

correct

upvoted 3 times

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

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

**Suggested Answer: A**

Community vote distribution

A (89%) 11%

**julianamendo** Highly Voted 1 year, 6 months ago

Selected Answer: A

A is correct but this question is deprecated since connect chat no longer exists. Now we have sidebar discussions, which is not the same.  
upvoted 13 times

**PopularOutcast** Most Recent 5 months ago

DEPRECATED

upvoted 2 times

**mabobora** 10 months ago

deprecated

upvoted 2 times

**brownbear324** 1 year, 6 months ago

Selected Answer: A

User Presence is not a "tool" like the question asks. Connect Chat is a tool. A is correct.  
upvoted 1 times

**Nabuto** 1 year, 7 months ago

Selected Answer: A

A is correct

upvoted 1 times

**BenBose** 1 year, 8 months ago

Selected Answer: A

ChatGPT - Connect Chat is a real-time messaging tool that enables users to chat with individuals and groups, quickly share files, and collaborate on any record by connecting with the right people instantly. It is not supported in Next Experience1. Agent Chat is the newer version of Connect Chat in ServiceNow. One of the first differences you'll notice is that Agent Chat is not available in the standard ServiceNow user interface. Agents receive chats as well as other work items within Agent Workspace, which is a newer and more modern user interface (UI)2.

upvoted 3 times

**FastAndy** 1 year, 12 months ago

Selected Answer: A

According to SNow

upvoted 1 times

**FastAndy** 1 year, 12 months ago

Connected Chat

upvoted 1 times

**CSA\_R** 1 year, 12 months ago

A -Connect Chat is a correct Answer

[https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/use/collaboration/concept/c\\_Collaboration.html](https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/use/collaboration/concept/c_Collaboration.html)

upvoted 1 times

**CSA\_R** 1 year, 12 months ago

[https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/use/collaboration/concept/c\\_Collaboration.html](https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/use/collaboration/concept/c_Collaboration.html)

upvoted 1 times

🗨️ 👤 **alpena53** 2 years ago

**Selected Answer: A**

From the ServiceNow website: Connect Chat is a real-time messaging tool that enables users to chat with individuals and groups, quickly share files, and collaborate on any record by connecting with the right people instantly.

[https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/use/collaboration/concept/c\\_Collaboration.html](https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/use/collaboration/concept/c_Collaboration.html)

Also asked chatgpt:

Connect Chat is a real-time communication tool in the Tokyo release of ServiceNow, which was released in 2018. It is a feature of ServiceNow's collaboration module, which is designed to improve communication and collaboration between users within the platform.

User Presence:

The user presence feature in Tokyo release is integrated with the Connect Chat tool, allowing users to see the status of their colleagues directly in the chat interface. When a user is available, their presence status is indicated with a green dot next to their name. When they are busy, the dot is orange, and when they are away, the dot is gray.

upvoted 4 times

🗨️ 👤 **FOJ** 2 years ago

From the ServiceNow website: Connect Chat is a real-time messaging tool that enables users to chat with individuals and groups, quickly share files, and collaborate on any record by connecting with the right people instantly.

[https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/use/collaboration/concept/c\\_Collaboration.html](https://docs.servicenow.com/en-US/bundle/tokyo-servicenow-platform/page/use/collaboration/concept/c_Collaboration.html)

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upvoted 3 times

🗨️ 👤 **alpena53** 2 years ago

**Selected Answer: C**

it is the User Presence. Connect chat is not in the latest update

upvoted 1 times

🗨️ 👤 **chicocheco** 1 year, 10 months ago

Didn't you mean Sidebar chat?

upvoted 2 times

🗨️ 👤 **[Removed]** 2 years ago

**Selected Answer: C**

[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/navigation/concept/c\\_UserPresence.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/navigation/concept/c_UserPresence.html)

upvoted 1 times

🗨️ 👤 **Oluwalana54** 2 years, 2 months ago

it is the User Presence. Connect chat is not in the latest update

upvoted 1 times

🗨️ 👤 **saiakhilpalle** 2 years, 2 months ago

A is correct

upvoted 1 times

🗨️ 👤 **Bonche** 2 years, 4 months ago

A is the correct answer

upvoted 1 times

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

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

**Suggested Answer:** ACDE

Community vote distribution

ACDE (100%)

reika1914 6 months, 2 weeks ago

Selected Answer: ACDE

the correct choices are A, C, D, and E.

upvoted 2 times

Mihaf92 11 months, 1 week ago

isn't BCDE ?

upvoted 3 times

julianamendo 1 year ago

Selected Answer: ACDE

ACDE is correct.

upvoted 1 times

Dekoreh 1 year, 2 months ago

A, C, D, E is very correct

upvoted 1 times

Jana08 1 year, 6 months ago

Selected Answer: ACDE

A, C, D, E:

<https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/configuration-management/concept/cnfig-mgmt-and-cmdb.html>

upvoted 4 times

Bonche 1 year, 10 months ago

A, C, D, E is the correct answers

upvoted 4 times

What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ **9e0bd16** 5 months, 3 weeks ago

**Selected Answer: B**

b is correct

upvoted 1 times

🗨️ **GoldBear** 1 year, 3 months ago

**Selected Answer: B**

Updated link that explains the basics of a Formatter.

[https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c\\_Formatters.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_Formatters.html)

upvoted 1 times

🗨️ **julianamendo** 1 year, 6 months ago

**Selected Answer: B**

B is correct.

upvoted 1 times

🗨️ **evoken** 2 years ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **anku15** 2 years, 1 month ago

B is correct, it includes Activity Stream and Work Notes.

upvoted 2 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 1 times

🗨️ **Bonche** 2 years, 4 months ago

B is the correct answer

upvoted 1 times

🗨️ **Cheerfad** 2 years, 4 months ago

**Selected Answer: B**

correct

upvoted 1 times

🗨️ **siopau** 2 years, 11 months ago

correct

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c\\_Formatters.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_Formatters.html)

upvoted 3 times

🗨️ **bharatns** 2 years, 11 months ago

B is correct

upvoted 2 times

When searching using the App Navigator search field, what can be returned? (Choose four.)

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

**Suggested Answer:** ABCD

Community vote distribution

ABCD (100%)

🗳️ 👤 **Ekayy** Highly Voted 📌 2 years, 7 months ago  
A., B., & C. literally say the same thing...lol  
upvoted 8 times

🗳️ 👤 **9e0bd16** Most Recent 🕒 5 months, 3 weeks ago  
Selected Answer: ABCD  
abcd are correct  
upvoted 1 times

🗳️ 👤 **Osatohanme** 1 year, 6 months ago  
ABCD correct  
upvoted 1 times

🗳️ 👤 **julianamendo** 1 year, 6 months ago  
Selected Answer: ABCD  
ABCD is correct  
upvoted 1 times

🗳️ 👤 **AMITKSI** 1 year, 7 months ago  
Selected Answer: ABCD  
A,B,C,D is correct  
upvoted 1 times



🗳️ 👤 **chicocheco** 1 year, 10 months ago  
To be more precise, to search in Favorites you have to open the Favorites menu although from Utah, it's not necessary anymore.  
upvoted 4 times

🗳️ 👤 **AMER1995** 2 years, 1 month ago  
Selected Answer: ABCD  
CORRECT  
upvoted 1 times

🗳️ 👤 **saiakhilpalle** 2 years, 2 months ago  
ABCD are correct  
upvoted 2 times

🗳️ 👤 **4learning2u** 2 years, 3 months ago  
Selected Answer: ABCD  
A, B, C, and D are the correct answers  
upvoted 1 times

🗳️ 👤 **Bonche** 2 years, 4 months ago  
A, B, C, D is the correct answers  
upvoted 1 times

  **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

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

**Suggested Answer:** C

Community vote distribution

C (100%)

🗨️ **Nexfo** 4 weeks ago

**Selected Answer: C**

dot-walking, C is correct, by definition of this activity :)  
upvoted 1 times

🗨️ **gprieto** 4 months ago

**Selected Answer: C**

c is correct.  
upvoted 1 times

🗨️ **9e0bd16** 5 months, 3 weeks ago

**Selected Answer: D**

d is correct  
upvoted 1 times

🗨️ **David\_Wu** 1 year ago

<https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/use/navigation/reference/dot-walking-examples.html>  
upvoted 1 times

🗨️ **Mikias** 1 year, 5 months ago

C is correct  
upvoted 1 times

🗨️ **julianamendo** 1 year, 6 months ago

**Selected Answer: C**

C is correct.  
upvoted 1 times

🗨️ **AMITKSI** 1 year, 7 months ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **Jana08** 2 years ago

**Selected Answer: C**

Dot-Walking:  
<https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/navigation/reference/dot-walking-examples.html>  
upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago



C is correct  
upvoted 2 times

🗨️ **4learning2u** 2 years, 3 months ago

**Selected Answer: C**



dot-walking, C is correct  
upvoted 1 times



  **Bonche** 2 years, 4 months ago

C is the correct answer

upvoted 1 times

  **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

What is a schema map?

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

**Suggested Answer:** D

Community vote distribution

D (100%)

🗨️ **gprieto** 4 months ago

Selected Answer: D

D is the correct.

upvoted 1 times

🗨️ **David\_Wu** 1 year ago

Selected Answer: D

The 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.

[https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/table-administration/concept/c\\_SchemaMapForTables.html](https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/table-administration/concept/c_SchemaMapForTables.html)

upvoted 1 times

🗨️ **julianamendo** 1 year, 6 months ago

Selected Answer: D

D is the correct.

upvoted 1 times

🗨️ **AMITKSI** 1 year, 7 months ago

Selected Answer: D

D is correct

upvoted 1 times

🗨️ **patrikr7** 1 year, 9 months ago

Selected Answer: D

correct

upvoted 2 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

D is correct

upvoted 2 times

🗨️ **4learning2u** 2 years, 3 months ago

Selected Answer: D

Yes, D is the correct answer

upvoted 2 times

🗨️ **Bonche** 2 years, 4 months ago

D is the correct answer

upvoted 1 times

🗨️ **som\_420** 2 years, 11 months ago

correct



upvoted 3 times

🗨️ **siopau** 2 years, 11 months ago

correct

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_SchemaMapForTables.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_SchemaMapForTables.html)

upvoted 2 times

  **bharatns** 2 years, 11 months ago

correct

upvoted 2 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **julianamendo** 6 months, 2 weeks ago

**Selected Answer: A**

A is the correct answer.

upvoted 1 times

🗨️ **AMITKSI** 7 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **Dekoreh** 8 months, 1 week ago

**Selected Answer: A**

A is correct

upvoted 2 times

🗨️ **evoken** 1 year ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **saiakhilpalle** 1 year, 2 months ago

A is correct

upvoted 2 times

🗨️ **Bonche** 1 year, 4 months ago

A is the correct answer

upvoted 1 times

🗨️ **som\_420** 1 year, 11 months ago

correct

upvoted 3 times

🗨️ **siopau** 1 year, 11 months ago

correct

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/concept/system-update-sets.html>

upvoted 3 times

🗨️ **bharatns** 1 year, 11 months ago

correct

upvoted 1 times

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

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

**Suggested Answer:** ACD

Community vote distribution

ACD (100%)

🗳️ **julianamendo** 6 months, 2 weeks ago

Selected Answer: ACD

ACD is the correct answer.

upvoted 1 times

🗳️ **AMITKSI** 7 months ago

Selected Answer: ACD

A, C, D is correct

upvoted 1 times

🗳️ **Dekoreh** 8 months, 1 week ago

Selected Answer: ACD

correct answer

upvoted 1 times

🗳️ **RaviRama** 8 months, 3 weeks ago

ACD -

[https://docs.servicenow.com/ja-JP/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t\\_ConfigureLogoColorsSysDfltsUI16.html](https://docs.servicenow.com/ja-JP/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_ConfigureLogoColorsSysDfltsUI16.html)

upvoted 2 times

🗳️ **saiakhilpalle** 1 year, 2 months ago

ACD are correct

upvoted 1 times

🗳️ **4learning2u** 1 year, 3 months ago

Selected Answer: ACD

A, C, and D are the correct answers

upvoted 1 times

🗳️ **Bonche** 1 year, 4 months ago

A, C, D is the correct answers

upvoted 1 times

🗳️ **som\_420** 1 year, 11 months ago

correct

upvoted 2 times

🗳️ **bharatns** 1 year, 11 months ago

correct

upvoted 2 times

What is the function of user impersonation?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

- 🗨️ **Parth012** 11 months, 1 week ago  
A. is correct but why is C. wrong?  
upvoted 1 times
- 🗨️ **julianamendo** 1 year, 6 months ago  
**Selected Answer: A**  
A is correct.  
upvoted 1 times
- 🗨️ **segunal** 1 year, 6 months ago  
I know A is correct but can someone please explain why view custom perspectives is wrong?  
upvoted 4 times
- 🗨️ **floelynn** 5 months ago  
When impersonating a user, the impersonator can:  
-- Access exactly what that impersonated user can access (apps, modules,data)  
-- Test what different users can do  
So A is the better answer  
upvoted 1 times
- 🗨️ **814a756** 11 months, 1 week ago  
C is also correct, but A is a better answer.  
upvoted 1 times
- 🗨️ **PeterK0** 1 year, 1 month ago  
i have the same question  
upvoted 1 times
- 🗨️ **sifot** 1 year, 11 months ago  
**Selected Answer: A**  
A is correct  
upvoted 1 times
- 🗨️ **saiakhilpalle** 2 years, 2 months ago  
A is correct  
upvoted 1 times
- 🗨️ **Bonche** 2 years, 4 months ago  
A is the correct answer  
upvoted 1 times
- 🗨️ **som\_420** 2 years, 11 months ago  
correct  
upvoted 1 times

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

**Suggested Answer: B**

Community vote distribution

B (100%)

🗨️ **GoldBear** 3 months, 3 weeks ago

**Selected Answer: B**

The system dictionary is a table, called Dictionary Entry [sys\_dictionary], that contains details for each table and the definition for every column on each table in an instance.

[https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/data-dictionary-tables/concept/c\\_SystemDictionary.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/data-dictionary-tables/concept/c_SystemDictionary.html)

upvoted 2 times

🗨️ **julianamendo** 6 months, 2 weeks ago

**Selected Answer: B**

B is correct.

upvoted 1 times

🗨️ **in\_da\_cloud** 8 months, 3 weeks ago

B is correct!

Insert -> Saves the item as a new record and returns to the previously viewed page.

Update -> Click Submit or Update to save changes and return to the previously viewed page.

source:

[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-forms/task/t\\_EditingInForms.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-forms/task/t_EditingInForms.html)

upvoted 1 times

🗨️ **evoken** 1 year ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **Oluwalana54** 1 year, 1 month ago

**Selected Answer: B**

B is the accurate answer

upvoted 2 times

🗨️ **saiakhilpalle** 1 year, 2 months ago

B is correct

upvoted 1 times

🗨️ **4learning2u** 1 year, 3 months ago

**Selected Answer: B**

B is your answer

upvoted 1 times

🗨️ **Bonche** 1 year, 4 months ago

B is the correct answer

upvoted 1 times

🗨️ **VishalMoon** 1 year, 7 months ago

**Selected Answer: B**

Both Insert and update will close the form. Insert and Stay or Save options will stay on the form  
upvoted 1 times

🗨️ 👤 **chicocheco** 10 months, 4 weeks ago  
Not related to this question, though.  
upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 11 months ago  
correct  
upvoted 2 times

🗨️ 👤 **siopau** 1 year, 11 months ago  
correct  
[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/data-dictionary-tables/concept/c\\_SystemDictionary.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/data-dictionary-tables/concept/c_SystemDictionary.html)  
upvoted 1 times



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

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

**Suggested Answer:** D

Community vote distribution

B (99%)

 **Jo98778** Highly Voted 3 years, 1 month ago

**Selected Answer: B**

From the actual ServiceNow fundamentals course transcript:

"Some records—for example, surveys and catalog items—allow you to copy records through Insert and Insert and Stay. Check for these options on the form context menu if you want to create a copy of the current record. Insert copies the record and redisplay the list. Insert and Stay copies the record and keeps it open so that you can work on the new copy immediately."

Kristen: Tell me about it! If I want to make a copy of the record and close the form, I make my changes, and then just select Insert. I'm good to go. So simple! "


The suggested answer is WRONG and should be changed, unless they are deliberately trying to get people to fail the test.

upvoted 28 times

 **encqizo** Highly Voted 3 years, 6 months ago


The correct answer is B, Insert, Insert and Stay, update, save

upvoted 23 times

 **showboat\_zw** Most Recent 5 months, 3 weeks ago

B is correct .if the choice is insert and stay ,D is correct.

upvoted 1 times

 **9e0bd16** 5 months, 3 weeks ago

**Selected Answer: B**

b is correct


upvoted 1 times

 **nlaksdmrqe** 6 months ago

**Selected Answer: B**

The correct answer is B, I have gone to my dev instance, performed both save and update operations on a form. Insert creates a new record and Update saves changes, both exit the form

upvoted 1 times

 **40a783b** 6 months, 1 week ago

**Selected Answer: B**

B is correct answer.

What is a difference between insert and save if D should be the right answer?

upvoted 1 times

 **Prabhu81** 8 months, 2 weeks ago

D is right answer

upvoted 1 times

 **SamusSamus** 6 months, 2 weeks ago

No sir, the correct is B, if you want to create and stay you need to use insert and stay, insert close the form

upvoted 1 times

🗨️ 👤 **Dzwo53** 10 months, 3 weeks ago

Correct answer is B as Insert and Stay allows for you to stay on the form, if you select Insert it will exit the form.  
upvoted 2 times

🗨️ 👤 **D\_Maj** 1 year ago

The answer is B for sure. If answer is D then What is the use of insert and stay ?  
upvoted 3 times

🗨️ 👤 **David\_Wu** 1 year ago

**Selected Answer: B**

B is correct for sure...  
upvoted 1 times

🗨️ 👤 **Sam\_jsy** 1 year, 1 month ago

**Selected Answer: B**

B is the correct answer  
upvoted 1 times

🗨️ 👤 **XanderG** 1 year, 1 month ago

**Selected Answer: B**

The answer is B  
upvoted 1 times

🗨️ 👤 **saurov\_21** 1 year, 2 months ago

**Selected Answer: B**

B is correct  
upvoted 1 times

🗨️ 👤 **dylolopez93** 1 year, 2 months ago

**Selected Answer: B**

B is correct.  
upvoted 1 times

🗨️ 👤 **hjihdufhfidhfo** 1 year, 2 months ago

Correct answer is B. it would be D if the question included "Insert & Stay" instead of "Insert"  
upvoted 2 times

🗨️ 👤 **Mariina\_003\_B** 1 year, 2 months ago

**Selected Answer: D**

D. Insert saves changes and remains on the form, Update saves changes and exits the form  
upvoted 1 times

🗨️ 👤 **KyraV** 1 year, 2 months ago

**Selected Answer: B**

Insert adds the record and closes the form.  
upvoted 1 times



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

**Suggested Answer:** A

Community vote distribution

A (100%)

  **FOJ** Highly Voted 1 year ago

**Selected Answer: A**

A is partially correct. Event Registry is a feature that allows ServiceNow to capture events from external systems, such as servers, applications, and network devices. The Event Registry provides a way to collect and analyze events from multiple sources in a single location, allowing organizations to identify patterns and trends in their IT infrastructure. The Event Registry can be configured to trigger notifications, alerts, and other actions based on specific events, enabling organizations to proactively manage their IT environment.

upvoted 8 times

  **julianamendo** Most Recent 6 months, 2 weeks ago

**Selected Answer: A**

A is correct.

upvoted 1 times

  **evoken** 1 year ago

**Selected Answer: A**



A is correct

upvoted 1 times

  **saiakhilpalle** 1 year, 2 months ago

A is correct



upvoted 2 times

  **4learning2u** 1 year, 3 months ago

**Selected Answer: A**

The correct answer is A

upvoted 1 times

  **Bonche** 1 year, 4 months ago

A is the correct answer

upvoted 1 times

  **VishalMoon** 1 year, 7 months ago

**Selected Answer: A**

<https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/platform-events/event-logs-2.html>

[https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/platform-events/concept/c\\_EventRegistry.html](https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/platform-events/concept/c_EventRegistry.html)

upvoted 4 times


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 flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

**Suggested Answer:** D

Community vote distribution

D (100%)

 **Thattechgirl** Highly Voted 1 year, 2 months ago

dictionary overrides can be used to set field properties in extended tables in ServiceNow. An extended table is a custom database table that is created by extending an existing base table in the platform. When you create an extended table, you can specify which fields from the base table you want to include in the new table, as well as any additional fields that are specific to the extended table.

You can use dictionary overrides to modify the properties of fields in an extended table in much the same way as you would for fields in a base table. For example, you might use a dictionary override to change the label or description of a field, or to specify a default value or a custom picker for that field.

It is important to note that dictionary overrides apply to the specific field that they are defined for, and do not affect other fields in the same table or in related tables. So if you want to modify the properties of multiple fields in an extended table, you will need to create separate dictionary overrides for each field.

upvoted 11 times

 **julianamendo** Most Recent 6 months, 2 weeks ago

Selected Answer: D

D is correct.

upvoted 1 times

 **Dibonddo** 10 months, 2 weeks ago

A Dictionary Override is a feature of the ServiceNow platform, which is used for IT service management. It allows customers to update or modify the metadata (dictionary) of a specific table in a ServiceNow instance, even if that table has been customized by the instance owner. This allows for greater flexibility in customization and ensures that customer updates can be easily managed and tracked.

In simple terms, a Dictionary Override occurs when a customer updates the metadata of a table in a ServiceNow instance that has already been customized by the instance owner. The customer update is stored separately from the instance owner's customization, and can be easily identified and managed.

upvoted 2 times

 **Jana08** 1 year ago

Selected Answer: D

D is correct.

upvoted 3 times

 **saiakhilpalle** 1 year, 2 months ago

D is correct



upvoted 1 times

 **4learning2u** 1 year, 3 months ago

Selected Answer: D

Dictionary overrides provide the ability to define a field on an extended table differently from the field on the parent table. For example, for a field on the Task [task] table, a dictionary override can change the default value on the Incident [incident] table without affecting the default value on Task [task] or on Change [change]



upvoted 3 times

  **DANX1** 1 year, 4 months ago

D.-

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/data-dictionary-tables/concept/c\\_DictionaryOverrides.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/data-dictionary-tables/concept/c_DictionaryOverrides.html)

upvoted 2 times

  **som\_420** 1 year, 11 months ago

correct

upvoted 4 times










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

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

**Suggested Answer:** C

Community vote distribution

C (100%)

-  **Dibonddo** Highly Voted 1 year, 4 months ago  
C. Roles are used to control application and module access in most systems that use role-based access control (RBAC) as a security model. Roles are assigned to users or groups and define the permissions and access levels that they have within the system. By defining roles with specific permissions, access to applications and modules can be restricted to only those users who need it, while preventing unauthorized access. Access Control Rules, UI Policies, and Assignment Rules are used for other purposes within the system, such as enforcing data security or automating tasks.  
upvoted 6 times
-  **David\_Wu** Most Recent 6 months ago  
Selected Answer: C  
C is the answer  
upvoted 1 times
-  **DelB** 10 months, 1 week ago  
[https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/servicenow\\_application\\_developer/app\\_store\\_learnv2\\_securingapps\\_utah\\_roles](https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/servicenow_application_developer/app_store_learnv2_securingapps_utah_roles)  
upvoted 1 times
-  **julianamendo** 1 year ago  
Selected Answer: C  
C is correct.  
upvoted 1 times
-  **Jana08** 1 year, 6 months ago  
Selected Answer: C  
C is correct  
upvoted 1 times
-  **saiakhilpalle** 1 year, 8 months ago  
C is correct  
upvoted 1 times
-  **som\_420** 2 years, 4 months ago  
correct  
upvoted 2 times
-  **siopau** 2 years, 5 months ago  
correct  
[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c\\_Roles.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html)  
upvoted 2 times
-  **bharatns** 2 years, 5 months ago  
Correct. In ServiceNow, roles are used to limit and control access to features in applications and modules  
upvoted 2 times

What is a Record Producer?

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

**Suggested Answer:** D

Community vote distribution

D (100%)

 **Dibonddo** Highly Voted 1 year, 4 months ago

correct answer is D. A Record Producer is a type of Catalog Item that allows users to create task-based records from the Service Catalog.

In the context of IT service management and ServiceNow platform, a Record Producer is a type of Catalog Item that enables users to create new records of a specified table and task-based records from the Service Catalog interface. It is a form-based interface that presents users with fields and options to fill in, which then generates a new record in the designated table with the entered information.

Record Producers are often used to facilitate user self-service and automate the creation of records for various types of requests, such as incidents, change requests, or service requests. They can also be used to bundle multiple requests into a single, easy-to-use interface, making it simpler for users to order multiple services or items at once.

upvoted 5 times

 **2pagesServiceNowSolutions** Most Recent 6 months ago

D may be the correct answer for the exam but for people wanting to know the actual use. A record producer can be used to insert a record directly from the service catalog into ANY table, task-based or otherwise.


upvoted 2 times

 **julianamendo** 1 year ago

**Selected Answer: D**

D is correct.

upvoted 1 times

 **Oluwalana54** 1 year, 7 months ago

**Selected Answer: D**


D is correct

upvoted 2 times

 **saiakhilpalle** 1 year, 8 months ago

D is correct

upvoted 1 times

 **4learning2u** 1 year, 9 months ago

**Selected Answer: D**


D is correct

upvoted 2 times

 **som\_420** 2 years, 4 months ago

correct

upvoted 2 times

 **siopau** 2 years, 5 months ago

correct

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/concept/c\\_RecordProducer.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/concept/c_RecordProducer.html)

upvoted 4 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **Dibonddo** Highly Voted 1 year, 10 months ago

Correct answer is A. They direct the user to a record producer.

The three services in the Service Catalog - Incident, Password Reset, and Report Outage - have in common that they all direct the user to a record producer. A record producer is a form that allows users to create a new record, such as an incident or a password reset request, in the ServiceNow platform. When a user requests any of these services, they are directed to a record producer where they can fill out the required information and submit the request.

While the specific details of each record producer may vary depending on the service being requested, the commonality between them is that they all serve as the starting point for creating a new record in the ServiceNow platform.

upvoted 6 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

**Selected Answer: A**

A IS CORRECT

upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

A is correct


upvoted 3 times

 **4learning2u** 2 years, 3 months ago

**Selected Answer: A**

A is the correct answer

upvoted 1 times

 **som\_420** 2 years, 11 months ago

correct

upvoted 3 times



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

**Suggested Answer:** C

Community vote distribution

C (100%)

 **Dibonddo** Highly Voted 1 year, 10 months ago

Correct answer is C. Import Set Table is a staging area for imported records in ServiceNow. It is used to import data from various sources into ServiceNow tables. Import Set Tables provide a temporary holding area for records imported from a data source such as a CSV file, an Excel file, or a database table. Once the records are imported into the Import Set Table, they can be transformed and then moved to the appropriate ServiceNow table. The Import Set Table is typically used in conjunction with Transform Maps, which define how the imported data is transformed and mapped to ServiceNow tables

upvoted 8 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

Selected Answer: C

C IS CORRECT

upvoted 1 times

 **julianamendo** 1 year, 6 months ago

Selected Answer: C

C is correct.

upvoted 1 times

 **saiaxhilpalle** 2 years, 2 months ago


C is correct

upvoted 1 times

 **Ranaway** 2 years, 2 months ago

C is the correct answer

upvoted 1 times

 **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

 **siopau** 2 years, 11 months ago

correct

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

upvoted 4 times

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)

  **Dibonddo** Highly Voted 1 year, 10 months ago



Correct answer is D. An existing Transform Map can be used multiple times on the same import set is a characteristic of importing data into ServiceNow. Transform Maps are used to map data from an import set to fields in a ServiceNow table. Once a Transform Map is created, it can be used multiple times on the same import set or on different import sets that have the same data structure. This makes it easier to import data into ServiceNow, especially if you need to import the same type of data on a regular basis.

upvoted 6 times

  **som\_420** Highly Voted 2 years, 11 months ago

D seems to be correct from the list of available options

upvoted 5 times

  **JordiFT** Most Recent 3 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 1 times

  **julianamendo** 1 year, 6 months ago

Selected Answer: D



D is correct.

upvoted 1 times

  **saiakhilpalle** 2 years, 2 months ago

D is correct

upvoted 3 times

  **DANX1** 2 years, 4 months ago

D is correct

upvoted 2 times

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

**Suggested Answer:** B

Community vote distribution


B (100%)

 **Kcaher** Highly Voted 2 years, 6 months ago

Admin can define individual catalog items using Service Catalog > Catalog Definition > Maintain Item application. You can create, edit, and copy catalog items.

Maintain items is an application module that list few types of request items like catalog item, record producer, standard change templates, software catalog, hardware catalog etc. All of these are extended from the base sc\_cat\_item table and used for request fulfillment from your service catalog. They do create new records ie request or RITM from catalog items or a task based record from a record producer or a change from standard template.


upvoted 5 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

 **s\_KASKA** 4 months, 3 weeks ago


B is the correct answer.

upvoted 1 times

 **chrisklesar1234** 6 months, 4 weeks ago

- Service Catalog > Catalog Definitions > Maintain Items B

upvoted 1 times

 **sithupraji** 1 year, 3 months ago

B IS RIGHT

upvoted 1 times

 **Dibonddo** 1 year, 10 months ago


The module that an Administrator would access to begin creating a new item in the Service Catalog application would be "B. Maintain Items".

upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 1 times

 **4learning2u** 2 years, 3 months ago

Selected Answer: B

B - Service Catalog > Catalog Definitions > Maintain Items

upvoted 3 times

 **Mohammedhz** 2 years, 10 months ago

Correct

upvoted 3 times

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **gprieto** 4 months ago

C is correct  
upvoted 1 times

🗨️ **evoken** 2 years ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **saikhilpalle** 2 years, 2 months ago

C is correct, Just double click on any field to edit.  
upvoted 3 times

🗨️ **DANX1** 2 years, 4 months ago

C.-  
[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/list-administration/reference/r\\_AdministeringTheListEditor.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/list-administration/reference/r_AdministeringTheListEditor.html)  
upvoted 4 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times

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

**Suggested Answer:** D

Community vote distribution

D (100%)


 **Dibonddo** Highly Voted 1 year, 10 months ago

The answer to this question may vary depending on the specific Service Catalog software being used. However, based on common practices, the three variable types that can be added to a Service Catalog Item are typically:

D. Multiple Choice, Select Box, and Checkbox

These variable types allow users to select options from a predefined list and can be used for a variety of purposes, such as selecting a specific model or version of a product, choosing a department or location, or selecting a priority level. Other variable types that may also be supported by some Service Catalog software include text fields, date/time pickers, and attachments.

upvoted 7 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

**Selected Answer: D**

D is correct

upvoted 1 times

 **julianamendo** 1 year, 6 months ago

**Selected Answer: D**

D is correct.

upvoted 1 times

 **evoken** 2 years ago

**Selected Answer: D**

D is correct

upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

D is correct

upvoted 2 times

 **4learning2u** 2 years, 3 months ago

**Selected Answer: D**

D seems to be the correct answer

<https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/supported-service-catalog-types.html>


upvoted 3 times

 **SC22MarkTopics** 2 years, 4 months ago

**Selected Answer: D**

D is correct.

upvoted 1 times

 **som\_420** 2 years, 11 months ago

Correct

upvoted 2 times

How are Workflows moved between instances?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗨️ **csa4u** 1 year, 5 months ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗨️ **Dibonddo** 1 year, 10 months ago

A. Workflows are moved using Update Sets.

Update Sets are used to move customizations and configurations from one ServiceNow instance to another. Workflows, being a type of customization, can be moved between instances using Update Sets. When you create an Update Set, you can add workflows to it, along with any related components such as tables, fields, business rules, and UI pages. Once you have created an Update Set, you can then export it from the source instance and import it into the target instance. This allows you to move workflows and other customizations between instances as needed.

upvoted 4 times

🗨️ **PLiza2** 2 years, 2 months ago

A is correct  
upvoted 1 times

🗨️ **PLiza2** 2 years, 2 months ago

The system tracks workflows in update sets differently than other records because workflow information is stored across multiple tables.

Changes made to a workflow version are not added to the update set until the workflow is published, at which point the entire workflow is added into the update set. Update sets store workflows as a single Workflow [wf\_workflow] record and only retain the latest version with the update type of Workflow.

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

upvoted 3 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

A might be correct  
upvoted 1 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 4 times

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 flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **Gambol** 1 year, 11 months ago

**Selected Answer: A**

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/concept/c\\_ViewNavSvrCat.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/concept/c_ViewNavSvrCat.html)

upvoted 2 times

🗨️ **singh\_vik** 2 years ago

The baseline Service Catalog homepage typically contains links to Order Guides, Catalog Items, and flows. Therefore, the correct answer is C. Order Guides, Catalog Items, and flows.

Record Producers and Item Variables are also important components of the Service Catalog, but they are not typically listed on the homepage. Instead, they are usually accessed through links within Catalog Items or Order Guides.

upvoted 3 times

🗨️ **jkishere** 10 months, 2 weeks ago

This is wrong

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

A is correct

upvoted 2 times

🗨️ **rpersonal2** 2 years, 5 months ago

**Selected Answer: A**

A is correct.

upvoted 1 times

🗨️ **AWoman** 2 years, 7 months ago

**Selected Answer: A**

correct

upvoted 2 times

Which of the following statements is true when a new table is created by extending another table?

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗳️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ **Sami1622** 11 months, 2 weeks ago

C is Correct

upvoted 1 times

🗳️ **Mythilyy** 1 year ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ **sithupraji** 1 year, 3 months ago

C IS CORRECT

upvoted 1 times

🗳️ **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 2 times

🗳️ **rpersonal2** 2 years, 5 months ago

**Selected Answer: C**

C is correct.

upvoted 1 times

🗳️ **AWoman** 2 years, 7 months ago

**Selected Answer: C**

correct

upvoted 1 times

🗳️ **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

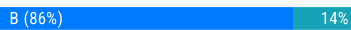


Where can Admins check which release is running on an ServiceNow instance?

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

**Suggested Answer: B**

Community vote distribution



**JordiFT** 3 months, 2 weeks ago

**Selected Answer: B**

B is correct  
upvoted 1 times

**dipayan9051** 1 year, 5 months ago

**Selected Answer: B**

Stats.do is the exact command..  
upvoted 1 times

**csa4u** 1 year, 5 months ago

**Selected Answer: B**

B is correct. Run stats.do to check  
upvoted 1 times

**julianamendo** 1 year, 6 months ago

**Selected Answer: B**

B is correct. System.upgraded table does not exist.  
upvoted 1 times

**kohliaashish** 1 year, 6 months ago

Run stats.do to check  
upvoted 1 times

**Nabuto** 1 year, 7 months ago

**Selected Answer: B**

B is correct  
upvoted 1 times

**Jana08** 2 years ago

**Selected Answer: B**

B is correct  
upvoted 1 times

**narmada11** 2 years ago

B is correct.....quick way  
upvoted 1 times

**singh\_vik** 2 years ago

**Selected Answer: C**

Admins can check which release is running on a ServiceNow instance by viewing the "System Definition" > "Upgrade History" > "System Upgrades" list and checking the "Target Version" field of the most recent record in the list. This information is stored in the sys\_upgrade\_history table.  
upvoted 1 times

**julianamendo** 1 year, 6 months ago

Thats why C is wrong System.upgraded table does not exist is sys\_upgraded\_history.  
upvoted 5 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 1 times

🗨️ **rpersonal2** 2 years, 5 months ago

**Selected Answer: B**

B is correct.

upvoted 1 times

🗨️ **Mohammedhz** 2 years, 10 months ago

Correct type in stats.do in your PDI to confirm

upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

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

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗳️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗳️ **sithupraji** 1 year, 3 months ago

Correct Answer is A  
upvoted 1 times

🗳️ **csa4u** 1 year, 5 months ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗳️ **chsai** 1 year, 6 months ago

A is correct  
upvoted 1 times

🗳️ **saiakhilpalle** 2 years, 2 months ago

A is correct  
upvoted 2 times

🗳️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times

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

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗳️ 👤 **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C virtual agent

upvoted 1 times

🗳️ 👤 **csa4u** 1 year, 5 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ 👤 **csa4u** 1 year, 5 months ago

C is correct

upvoted 1 times

🗳️ 👤 **chsai** 1 year, 6 months ago

option c

upvoted 1 times

🗳️ 👤 **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 1 times

🗳️ 👤 **AWoman** 2 years, 7 months ago

**Selected Answer: C**

virtual agent is correct

upvoted 2 times

🗳️ 👤 **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: D**

D is correct  
upvoted 1 times

🗨️ **Arun005** 1 year, 4 months ago

**Selected Answer: D**

D is the correct answer  
upvoted 1 times

🗨️ **evoken** 2 years ago

D is correct.  
upvoted 1 times

🗨️ **saikhilpalle** 2 years, 2 months ago

D is correct  
upvoted 1 times

🗨️ **Ranaway** 2 years, 2 months ago

D is the right answer  
upvoted 1 times

🗨️ **DANX1** 2 years, 4 months ago

D.-  
[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-forms/concept/c\\_RelatedLists.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-forms/concept/c_RelatedLists.html)  
upvoted 3 times

🗨️ **fauxmaux** 2 years, 10 months ago

Related lists appear on forms and show records in tables that have relationships to the current record.  
upvoted 3 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times


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

**Suggested Answer:** C

Community vote distribution

C (100%)

 **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C IS CORRECT


upvoted 1 times

 **naab143** 10 months, 1 week ago

C. A Service Catalog flow is used to drive complex fulfillment processes and sends notifications to defined users or groups.

Service Catalog flows are designed to automate and orchestrate complex processes related to service fulfillment, such as provisioning resources or handling service requests. Additionally, they can incorporate notifications to inform stakeholders about the progress or completion of these processes.

upvoted 3 times

 **csa4u** 1 year, 5 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

 **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 1 times

 **lils13** 2 years, 3 months ago

**Selected Answer: C**

correct

upvoted 1 times

 **AWoman** 2 years, 7 months ago

**Selected Answer: C**

correct

upvoted 1 times

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: D**

D is correct  
upvoted 2 times

🗨️ **servicepow** 1 year, 8 months ago

**Selected Answer: D**

D is Correct  
upvoted 1 times

🗨️ **Jana08** 2 years ago

**Selected Answer: D**

D is correct  
upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

D is correct  
upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times

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

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

**Suggested Answer:** BCD

Community vote distribution

BCD (100%)

🗳️ **JordiFT** 3 months, 2 weeks ago

Selected Answer: BCD

BCD are correct  
upvoted 2 times

🗳️ **servicepow** 1 year, 8 months ago

Selected Answer: BCD

BCD are correct  
upvoted 2 times

🗳️ **Jana08** 2 years ago

Selected Answer: BCD

BCD are correct:  
[https://docs.servicenow.com/bundle/sandiego-platform-security/page/integrate/single-sign-on/concept/c\\_Authentication.html](https://docs.servicenow.com/bundle/sandiego-platform-security/page/integrate/single-sign-on/concept/c_Authentication.html)  
upvoted 2 times

🗳️ **saiakhilpalle** 2 years, 2 months ago

BCD are correct  
upvoted 1 times

🗳️ **Ausias18** 2 years, 7 months ago

BCD are correct  
upvoted 1 times

🗳️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times



Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

**Suggested Answer:** ABD

Community vote distribution

ABD (88%) 13%

 **fauxmaux** Highly Voted 2 years, 10 months ago

ABD

Access Control Rules allow access to the specified resource if all three of these checks evaluate to true:

The user has one of the roles specified in the Role list, or the list is empty.

Conditions in the Condition field evaluate to true, or conditions are empty.

The script in the Script field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.


upvoted 20 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

Selected Answer: ABD

ABD are correct

upvoted 1 times

 **s\_KASKA** 4 months, 3 weeks ago

ABD is the right answer.


upvoted 2 times

 **xenonthezequel** 11 months, 3 weeks ago

The answer is ABD - it's in the ServiceNow Fundamentals course and here on the Access Control List Rules documentation page:

<https://docs.servicenow.com/bundle/utah-platform-security/page/administer/contextual-security/concept/access-control-rules.html>

upvoted 4 times

 **sithupraji** 1 year, 3 months ago

Access Control Rules allow access to the specified resource if all three of these checks evaluate to true:

The user has one of the roles specified in the Role list, or the list is empty.

Conditions in the Condition field evaluate to true, or conditions are empty.

The script in the Script field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

upvoted 2 times

 **julianamendo** 1 year, 6 months ago

Selected Answer: ABD

ABD is correct.


upvoted 1 times

 **servicepow** 1 year, 8 months ago

Selected Answer: ABD

ABD are correct

upvoted 1 times

 **HNTrinh** 1 year, 9 months ago

Selected Answer: ABD

In SN fundamental courses

upvoted 3 times

🗨️ 👤 **Jana08** 2 years ago

**Selected Answer: ABD**

ABD are correct

upvoted 1 times

🗨️ 👤 **FOJ** 2 years ago

User criteria is used in Knowledge Base and Service Catalog.

upvoted 1 times

🗨️ 👤 **singh\_vik** 2 years ago

**Selected Answer: ABE**

Roles, B. Conditional Expressions, and E. User Criteria are permission requirements that can be used to define Access Control rules in ServiceNow.

Access Control rules are used to define what data and functionality can be accessed by different users or groups in ServiceNow. To define an Access Control rule, administrators can specify the permission requirements for the rule, such as the roles or groups that are allowed to access the data or functionality, the conditions under which access is allowed, and any user criteria that must be met. Conditional expressions are used to specify complex conditions for the rule, while user criteria can be used to limit access based on user attributes, such as department or location.

upvoted 2 times

🗨️ 👤 **saiakhilpalle** 2 years, 2 months ago

ABD are correct

upvoted 1 times

🗨️ 👤 **rpersonal2** 2 years, 5 months ago

**Selected Answer: ABD**

ABD is correct.

upvoted 1 times

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

**Suggested Answer: B**

Community vote distribution

B (100%)

🗨️ **Frost312321** 2 months, 4 weeks ago

**Selected Answer: B**

Answer B

[https://developer.servicenow.com/dev.do#!/learn/learning-](https://developer.servicenow.com/dev.do#!/learn/learning-plans/washingtondc/new_to_servicenow/app_store_learnv2_buildmyfirstapp_washingtondc_getting_around_in_servicenow)

[plans/washingtondc/new\\_to\\_servicenow/app\\_store\\_learnv2\\_buildmyfirstapp\\_washingtondc\\_getting\\_around\\_in\\_servicenow](https://developer.servicenow.com/dev.do#!/learn/learning-plans/washingtondc/new_to_servicenow/app_store_learnv2_buildmyfirstapp_washingtondc_getting_around_in_servicenow)

upvoted 1 times

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **PeterK0** 1 year, 1 month ago

is it unified navigation header or banner frame ? i am confused...

upvoted 4 times

🗨️ **Qwertydry** 1 year, 3 months ago

**Selected Answer: B**

Answer: B,

[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_NavigationAndTheUserInterface.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html)

upvoted 3 times

🗨️ **cindy2023** 1 year, 6 months ago

B is correct

upvoted 1 times

🗨️ **\_Anni\_** 1 year, 10 months ago

B ~1:48 video(zones joined to top banner) [https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_NavigationAndTheUserInterface.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html)

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

How do you make a list filter available to everyone?

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

**Suggested Answer:** C

Community vote distribution

C (100%)

- 🗨️ **2zackattack2** Highly Voted 2 years, 6 months ago  
C is Correct. 1. You need to give the filter a name "Save as". 2. Set the Visibility. 3. Save  
upvoted 9 times
- 🗨️ **som\_420** Highly Voted 2 years, 11 months ago  
correct  
upvoted 7 times
- 🗨️ **JordiFT** Most Recent 3 months, 2 weeks ago  
Selected Answer: C  
C is correct  
upvoted 1 times
- 🗨️ **chrisklesar1234** 6 months, 4 weeks ago  
technically, it is Assign a name, set visibility, and save  
upvoted 2 times
- 🗨️ **jkishere** 10 months, 2 weeks ago  
Selected Answer: C  
C is right  
upvoted 1 times
- 🗨️ **evoken** 2 years ago  
Selected Answer: C  
C is correct  
upvoted 1 times
- 🗨️ **MacGyver4th** 2 years ago  
Selected Answer: C  
[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-lists/task/t\\_SavingFilters.html#t\\_SavingFilters](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/using-lists/task/t_SavingFilters.html#t_SavingFilters)  
upvoted 4 times
- 🗨️ **Philippvs** 2 years, 1 month ago  
Selected Answer: C  
After put the name, visibility and save it will be available for everyone.  
upvoted 2 times
- 🗨️ **Thattechgirl** 2 years, 2 months ago  
The correct answer is: D. Make active, set visibility, and save

To make a list filter available to everyone in ServiceNow, you need to make it active, set the visibility to "Public," and save the changes. Here are the steps to follow:

Navigate to the list that you want to create the filter for, and click the "Filter" button to open the filter editor.

In the filter editor, select the fields and conditions that you want to use to define the filter, and then click the "Save" button.

In the "Save As" dialog, enter a name for the filter, and then select the "Public" option in the "Visibility" field.

Click the "Save" button to save the filter.

Once you have saved the filter, it will be available to all users who have access to the list, regardless of their role or group membership. You can also use the "Shared" option in the "Visibility" field to make the filter available to specific groups or users, rather than to everyone.

upvoted 6 times

  **saikhilpalle** 2 years, 2 months ago

C is correct


upvoted 1 times

  **4learning2u** 2 years, 3 months ago

**Selected Answer: C**

I agree, the answer has to be C. To Check that, go to any list, click on the funnel to see the filter, click on Save and this will become obvious.

upvoted 4 times

  **cheeming** 2 years, 6 months ago

Answer is D

upvoted 1 times

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

**Suggested Answer:** D

Community vote distribution

D (79%)

A (21%)

🗳️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: D**

D is correct

upvoted 1 times

🗳️ **s\_KASKA** 4 months, 3 weeks ago

D is the right answer. When you search for 'service' all applications and modules that contain 'service' would appear. Incident>assigned to me will not appear because it does not contain service.

upvoted 1 times

🗳️ **Prabhu81** 8 months, 2 weeks ago

D right Answer

upvoted 1 times

🗳️ **Prabhu81** 8 months, 2 weeks ago

Typo mistake.. My bad, A is Right Answer

upvoted 1 times

🗳️ **abhishekm6** 9 months, 1 week ago

D is correct, quick way to see all other options have "Service" in it

Incidents won't show up, Self-Service> My Incidents will show However "Incident" Modules and assigned to me wont be there.

upvoted 1 times

🗳️ **xenonthezequel** 11 months, 3 weeks ago

The answer is D. If you test in your own PDI and use CTRL/CMD + F to verify, you'll see that "Business Services" does show up when you look up "service" in the Filter Navigator but "Incidents > Assigned to me" does \*not\*

upvoted 1 times

🗳️ **Arun005** 1 year, 4 months ago

**Selected Answer: D**

D is the correct because 'Configuration > Business Services' DO appear when service is searched in the filter navigator.

upvoted 2 times

🗳️ **Mihaf92** 1 year, 5 months ago

A and D

upvoted 2 times

🗳️ **Testeru1988** 1 year, 6 months ago

D is correct, "Service" is not inside.

upvoted 1 times

🗳️ **OnesR** 1 year, 8 months ago

**Selected Answer: D**

D is correct

upvoted 1 times

🗳️ **SamIV444** 1 year, 11 months ago

**Selected Answer: D**

D is correct

upvoted 1 times

🗨️ **RGGG** 1 year, 12 months ago

I just tested this and it's D

upvoted 4 times

🗨️ **Jana08** 2 years ago

**Selected Answer: D**

D is correct:

I have just tested this in my personal instance, Service Portfolio Management>Business Service DOES show up:

<https://i.imgur.com/AvAWZEM.png>.

upvoted 4 times

🗨️ **evoken** 2 years ago

This is a bad question as neither A or D appear exactly as worded in the question. If I were to choose one, it would be A...

upvoted 3 times

🗨️ **Philippvs** 2 years, 1 month ago

**Selected Answer: A**

Configuration > Business Services would NOT appear in the Application Navigator. As the question asks what NOT appear, the correct answer here is A.

upvoted 2 times

🗨️ **Philippvs** 2 years, 1 month ago

**Selected Answer: A**

Service Portfolio management > Business Services.

upvoted 1 times

🗨️ **PLiza2** 2 years, 2 months ago

D is correct. Service Portfolio management > Business Services does show up. I just tried in an instance. Please check the functionality before posting misleading answers.

upvoted 4 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

D is correct

upvoted 2 times

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

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

c is correct

upvoted 1 times

🗨️ **gprieto** 4 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 1 times

🗨️ **DANX1** 2 years, 4 months ago

C.-

[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/common-ui-elements/concept/c\\_Tags.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/common-ui-elements/concept/c_Tags.html)

upvoted 4 times

🗨️ **AWoman** 2 years, 7 months ago

**Selected Answer: C**

correct

upvoted 1 times

🗨️ **arskeliss7496** 2 years, 4 months ago

Why is C the correct answer?

upvoted 1 times

🗨️ **som\_420** 2 years, 11 months ago

correct

upvoted 3 times



Which tool should be used to populate commonly used fields in a form?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

a is correct

upvoted 1 times

🗨️ **gprieto** 4 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

A is correct

upvoted 2 times

🗨️ **AWoman** 2 years, 7 months ago

**Selected Answer: A**

agreed

upvoted 1 times

🗨️ **S\_040** 2 years, 8 months ago

CORRECT

upvoted 1 times

🗨️ **fauxmaux** 2 years, 10 months ago

A

Templates simplify the process of submitting new records by populating fields automatically.

upvoted 4 times

🗨️ **Mohammedhz** 2 years, 10 months ago

Correct:

[https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/form-administration/concept/c\\_Templates.html](https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/form-administration/concept/c_Templates.html)

upvoted 2 times

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

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: B**

B IS CORRECT

upvoted 1 times

🗨️ **CB528** 1 year, 4 months ago

A group is a set of users who share a common purpose

upvoted 3 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 2 times

🗨️ **santosgj5** 2 years, 3 months ago

**Selected Answer: B**

Correct

upvoted 1 times

🗨️ **S\_040** 2 years, 8 months ago

CORRECT

upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

What is a role in ServiceNow?

- A. A role is one record in the Role [user\_sys\_role] table
- B. A role is a set of modules for a particular application
- C. A role is one record in the Role [sys\_user\_role] table
- D. A role is a persona used in Live Feed Chat

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **gprieto** 4 months ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **chrisklesar1234** 6 months, 4 weeks ago

try sys\_user\_role.list  
upvoted 1 times

🗨️ **CB528** 1 year, 4 months ago

wrong again-defines what they have access to in SN  
upvoted 1 times

🗨️ **Jana08** 2 years ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

C is correct  
upvoted 2 times

🗨️ **S\_040** 2 years, 8 months ago

CORRECT  
upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 3 times

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

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: B**

B IS CORRECT

upvoted 1 times

🗨️ **Schyrax** 1 year, 9 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

B is correct

upvoted 2 times

🗨️ **S\_040** 2 years, 8 months ago

CORRECT

upvoted 2 times

🗨️ **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

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

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ **jnk252** 3 months, 2 weeks ago

**Selected Answer: C**

In Washington DC release we know only Freeform Board and Data Driven Board  
upvoted 3 times

🗨️ **gprieto** 4 months ago

**Selected Answer: C**

C is correct  
upvoted 1 times

🗨️ **pielouis** 1 year, 9 months ago

**Selected Answer: C**

Types of Visual Task Boards include Flexible, Freeform, Guided. So that, featured is not a type of VTB  
upvoted 2 times

🗨️ **timothy\_moore** 2 years ago

The VTB types in Tokyo are Freeform Board and Data Driven Board  
upvoted 4 times

🗨️ **saikhilpalle** 2 years, 2 months ago

C is correct, as featured is not a type of VTB  
upvoted 1 times

🗨️ **4learning2u** 2 years, 3 months ago

**Selected Answer: C**

Yes, the answer is C. Check this video for more info: [https://youtu.be/FzvUt\\_mCIYc](https://youtu.be/FzvUt_mCIYc)  
upvoted 3 times

🗨️ **difesaso14** 2 years, 9 months ago

Correct  
upvoted 1 times

What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

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

**Suggested Answer:** CD

*Community vote distribution*

CD (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: CD**

CD are correct  
upvoted 1 times

🗨️ **gprieto** 4 months ago

**Selected Answer: CD**

C & D is correct  
upvoted 1 times

🗨️ **Hannahwu** 1 year, 8 months ago

why B is not correct  
upvoted 1 times

🗨️ **alecks\_** 1 year, 6 months ago

if the user gets promoted and has a ton of roles based off their position, its easier to change their group aka one thing rather than change all of the associated roles  
upvoted 3 times

🗨️ **HimanPatel** 1 year, 8 months ago

CD is correct.  
upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

CD are correct  
upvoted 2 times

🗨️ **chongchen** 2 years, 5 months ago

correct  
upvoted 1 times

🗨️ **sephereth** 2 years, 8 months ago

**Selected Answer: CD**

correct interms of best practice  
upvoted 1 times

🗨️ **som\_420** 2 years, 11 months ago

correct  
upvoted 2 times

What are two ways to generate an Event? (Choose two.)

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

**Suggested Answer:** AB


*Community vote distribution*

AB (100%)

 **lhughes** Highly Voted 2 years, 7 months ago

This question has questionable wording, a event will be generated by publishing a KB doc but you can create an event using either business rules and workflows yes.

upvoted 5 times

 **doode** 1 year, 7 months ago

Is it true that an event is generated when a KA is published? Who is the event sent to, as part of what workflow?

upvoted 3 times

 **jjn9306** 11 months ago

Just tested on a PDI, it does generate an event, but Parameter one displays "[workflow\_state]" as the tigger. Therefore a KA publication is just a workflow event.

upvoted 2 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

**Selected Answer: AB**

AB is correct

upvoted 1 times

 **Qwertydry** 1 year, 3 months ago

**Selected Answer: AB**


AB Correct.

upvoted 1 times

 **saikhilpalle** 2 years, 2 months ago

AB are correct

upvoted 1 times

 **som\_420** 2 years, 11 months ago

correct

upvoted 3 times

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

- A. Task [task]
- B. Assignment [assignment]
- C. Service [service]
- D. Workflow [workflow]

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗉 **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗉 **s\_KASKA** 4 months, 3 weeks ago

The correct answer is A.

The Incident [Incident] and Problem [Problem] tables extend the base Task [Task] table.

upvoted 1 times

🗉 **Qwertydry** 1 year, 3 months ago

**Selected Answer: A**

A is correct.

upvoted 1 times

🗉 **uwbe** 1 year, 8 months ago

A is correct but ambiguous for non-native speakers. As Incident and Problem are core tables themselves and task is a base table.

upvoted 1 times

🗉 **vrwjrr85** 1 year, 12 months ago

A is correct. Keyword here is core

upvoted 1 times

🗉 **saiakhilpalle** 2 years, 2 months ago

A is correct

upvoted 2 times

🗉 **som\_420** 2 years, 11 months ago

correct

upvoted 4 times



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

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

**Suggested Answer: A**

Community vote distribution

B (100%)

 **Jo98778** Highly Voted 3 years, 1 month ago

**Selected Answer: B**


What is up with all the websites giving the wrong answer to these questions.

"

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table."

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_TableAdministration.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html)


upvoted 35 times

 **JordiFT** Most Recent 3 months, 2 weeks ago

**Selected Answer: B**


B is correct

upvoted 1 times

 **Mayur444** 5 months, 1 week ago

its is B

upvoted 1 times

 **yanchok** 5 months, 3 weeks ago

**Selected Answer: B**

It's b

upvoted 1 times

 **chrisklesar1234** 6 months, 4 weeks ago

Row - one record,

Column - value of the record.

so, B

upvoted 1 times


 **DarksideSunrised** 7 months, 1 week ago

**Selected Answer: B**

Row - one record,

Column - value of the record.

upvoted 1 times

 **TipoZico** 7 months, 2 weeks ago

B is the correct answer.

upvoted 1 times

 **c9f6304** 8 months ago

**Selected Answer: B**

Definitely notated incorrectly. A would be true if the user table was specified.

upvoted 1 times

 **Peter526** 8 months, 3 weeks ago

Selected Answer: B

100% true

upvoted 1 times

🗨️ **Bettylety** 8 months, 4 weeks ago

B is the correct answer.

upvoted 1 times

🗨️ **shub606** 10 months ago

B is correct answer

upvoted 1 times

🗨️ **jkishere** 10 months, 2 weeks ago

Selected Answer: B

B is Correct

A. A column is a field in the database and a record is one user: This statement is partially correct. A column does represent a field in the database, but a record typically encompasses all the fields related to one instance of data, not just one user.

B. A column is one field and a record is one row: This statement accurately describes how data is organized in a table. In a table, each column represents a field, while each row represents a record, which contains values for each field.

upvoted 1 times

🗨️ **Charity35** 11 months ago

The answer should be B

upvoted 1 times

🗨️ **jjn9306** 11 months ago

Selected Answer: B

B is 100% the correct and only answer

upvoted 1 times

🗨️ **xenonthezequel** 11 months, 2 weeks ago

The answer is B. Each record equals a row in a table and each field corresponds to a column. This is one of the very first things you learn about ServiceNow and the answer needs to be corrected

upvoted 1 times

🗨️ **Bhavavi** 12 months ago

Anwer would be B

upvoted 2 times

🗨️ **David\_Wu** 1 year ago

Selected Answer: B

This is B

upvoted 1 times

What is a sys\_id?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **Felix010** 1 week, 1 day ago

**Selected Answer: A**

A unique 32-character GUID (Globally Unique ID), called a Sys ID (sys\_id) identifies each record in an instance.

[https://www.servicenow.com/docs/bundle/yokohama-platform-administration/page/administer/table-administration/concept/c\\_UniqueRecordIdentifier.html](https://www.servicenow.com/docs/bundle/yokohama-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html)

upvoted 1 times

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **nikky2** 3 months, 4 weeks ago

**Selected Answer: D**

I guess D

upvoted 1 times

🗨️ **Maia133** 10 months, 3 weeks ago

A is the good answer.

upvoted 1 times

🗨️ **PeterK0** 1 year, 1 month ago

**Selected Answer: A**

Every time i work with sys\_id, it has length like this : jfodpskemchnfutincgeplacjrksuenc, not like this :

jfodpskemchnfutincgeplacjrksuencjfodpskemchnfutincgeplacjrksuenc, so its A) :D

upvoted 3 times

🗨️ **julianamendo** 1 year, 6 months ago

**Selected Answer: A**

A is the correct answer

upvoted 1 times

🗨️ **Kelseydaio** 1 year, 11 months ago

**Selected Answer: A**

A is the correct answer

upvoted 1 times

🗨️ **andycsa** 2 years, 2 months ago

A is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

A is correct



upvoted 1 times

🗨️ **trye\_indicators** 2 years, 8 months ago

A unique 32-character GUID (Globally Unique ID), called a Sys ID (sys\_id) identifies each record in an instance.

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

upvoted 2 times

  **som\_420** 2 years, 11 months ago

correct

upvoted 2 times

When creating a global custom table named `abc`, what is the table name that is automatically assigned by the platform?

- A. snc\_abc
- B. abc
- C. u\_abc
- D. sys\_abc

**Suggested Answer:** C

Community vote distribution

C (100%)

🗨️ **Jo98778** Highly Voted 3 years, 1 month ago

**Selected Answer:** C

I just want to see the most voted answer so I a leaving a comment to vote and see the most voted answer.  
upvoted 5 times

🗨️ **JordiFT** Most Recent 3 months, 2 weeks ago

**Selected Answer:** C

C is correct  
upvoted 1 times

🗨️ **julianamendo** 1 year, 6 months ago

**Selected Answer:** C

C is the correct answer  
upvoted 2 times

🗨️ **HimanPatel** 1 year, 8 months ago

C is correct  
upvoted 1 times

🗨️ **snow\_dev\_pankaj** 2 years ago

c is correct  
upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

C is correct, as for custom tables prefix will be u\_  
upvoted 3 times

🗨️ **sephereth** 2 years, 8 months ago

**Selected Answer:** C

c is correct  
upvoted 3 times

🗨️ **som\_420** 2 years, 11 months ago

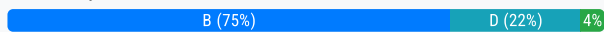
correct  
upvoted 2 times

Access Control rules may provide access security for which of the following database objects?

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

**Suggested Answer:** D

Community vote distribution



**HimanPatel** Highly Voted 1 year, 8 months ago  
B. For a specific row, column, or table

While all the options provided are valid for access control rules in ServiceNow, the most commonly associated database objects with access security in ServiceNow are specific rows, columns, or tables. Access control rules can be applied to these elements to define who can view, modify, or interact with the data stored within them.

upvoted 16 times

**MacGyver4th** Highly Voted 2 years ago  
Selected Answer: B

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/access-control-rules.html>

upvoted 6 times

**Niranjanbasnet** Most Recent 2 weeks, 2 days ago  
Selected Answer: B

Since getting the row restricted can be achieved inside Database table

upvoted 1 times

**jwsops** 4 months, 1 week ago  
i believe it is D  
upvoted 1 times

**Mayur444** 5 months, 1 week ago  
B is the correct one  
upvoted 1 times

**shub606** 10 months ago  
B is Correct Answer  
upvoted 1 times

**naab143** 10 months, 1 week ago  
The correct answer is:

A. For a specific role, group, or user

Access control rules in databases are typically used to manage and restrict access to specific database objects, such as tables, views, or stored procedures, based on the roles, groups, or individual users accessing the database. These rules ensure that only authorized users or groups can perform certain operations on the database objects.

upvoted 1 times

**Charity35** 11 months ago  
I vote that this should be B  
upvoted 1 times

**David\_Wu** 1 year ago  
Selected Answer: B  
It's B

upvoted 1 times

🗨️ 👤 **Adamkrt** 1 year, 1 month ago

**Selected Answer: B**

clear B

upvoted 1 times

🗨️ 👤 **XanderG** 1 year, 1 month ago

**Selected Answer: B**

It should be B

upvoted 2 times

🗨️ 👤 **Anna47** 1 year, 1 month ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ 👤 **sithupraji** 1 year, 3 months ago

B is correct..

row level

Column level

and table level

upvoted 2 times

🗨️ 👤 **ThuHall** 1 year, 6 months ago

**Selected Answer: B**

B should be a correct answer

upvoted 3 times

🗨️ 👤 **Pida** 1 year, 6 months ago

B should be the answer

upvoted 2 times

🗨️ 👤 **doode** 1 year, 7 months ago

B, is right... I'm getting worried about this site :(

upvoted 3 times

🗨️ 👤 **pielouis** 1 year, 9 months ago

**Selected Answer: B**

It should be B

upvoted 2 times

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗨️ **Allviy** 4 months, 2 weeks ago

When we are loading, from the word itself guess it. It is System IMPORT Sets

upvoted 2 times

🗨️ **487531a** 11 months ago

c is correct

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 1 times

🗨️ **4learning2u** 2 years, 2 months ago

**Selected Answer: C**

System Import Sets is correct

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_quebec\\_load\\_data](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_load_data)

upvoted 4 times

🗨️ **som\_420** 2 years, 11 months ago

corect

upvoted 2 times



Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

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

**Suggested Answer:** D

Community vote distribution

B (81%)

D (19%)

Charity35 Highly Voted 11 months ago

This is supposed to help us to study, if the answer is B but the exam is saying right answer is D then it certainly isn't helping, right?  
upvoted 10 times

jwsops 4 months, 1 week ago

i agreed with you.  
upvoted 1 times

PeterK0 Highly Voted 1 year, 1 month ago

**Selected Answer: D**

I'm surprised how many people think that they have to create new transform map every time when they import new data into servicenow... It is D)  
upvoted 7 times

profdbanjo 11 months, 2 weeks ago

I think you're overthinking the question. There is no mention of incremental data in the question.  
upvoted 10 times

Felix010 Most Recent 1 week, 1 day ago

**Selected Answer: B**

"from a spreadsheet"  
So B is correct  
upvoted 1 times

dfec26e 4 weeks, 1 day ago

**Selected Answer: B**

Whats the correct answer? This question has been coming up a few times. Please someone explain with evidence  
upvoted 1 times

RGR89 1 month, 1 week ago

**Selected Answer: B**

The correct answer is "B", because the "NEW DATA" in the question.  
upvoted 2 times

KamiV69 1 month, 2 weeks ago

**Selected Answer: D**

For me, the Correct answer is D because the import set step is missing in B. Do you have any other opinions from your recent experience?  
upvoted 1 times

Denmups 2 months ago

**Selected Answer: D**

D is correct; datas are not directly processed; it goes through Import Set  
upvoted 1 times

JordiFT 3 months, 2 weeks ago

**Selected Answer: B**

B is correct  
upvoted 1 times

🗨️ 👤 **showboat\_zw** 5 months, 3 weeks ago

it is no need to create a new transform map each time  
upvoted 1 times

🗨️ 👤 **shub606** 10 months ago

B is correct answer  
upvoted 1 times

🗨️ 👤 **Slayer1985** 10 months, 1 week ago

its B, always we have to load the data  
upvoted 3 times

🗨️ 👤 **487531a** 11 months ago

b. load data  
upvoted 1 times

🗨️ 👤 **wer3ball** 11 months, 3 weeks ago

B. Load Data

<https://www.youtube.com/watch?v=rpOyFv19E4E&t=61s> or <https://www.servicenow.com/community/developer-forum/how-to-load-data-to-table-from-excel/m-p/1451868>

upvoted 4 times

🗨️ 👤 **ThuHall** 1 year, 6 months ago

**Selected Answer: B**

B. Load Data, Create Transform Map, Run Transform  
upvoted 2 times

🗨️ 👤 **Shivam779** 1 year, 6 months ago

B is correct..  
upvoted 1 times

🗨️ 👤 **Svarz** 1 year, 7 months ago

**Selected Answer: B**

Select Import Set, Select Transform Map, Run Transform : would be correct if specify import set TABLE and next load data...  
upvoted 2 times

🗨️ 👤 **doode** 1 year, 7 months ago

It has to be B  
upvoted 1 times

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

**Suggested Answer:** D

Community vote distribution

A (64%)

D (36%)

🗨️ **MACCA81** Highly Voted 1 year ago

A is the correct answer. The CI Relationship Editor is used to create Configuration Item relationship and define which is the base CI class, which is the dependant one and what is the dependency.

The CI Class Manager is a central location for the CI class hierarchy in the CMDB 0 it displays the entire CI Class hierarchy in a tree-view format and consolidates CI class definitions in a central location

upvoted 12 times

🗨️ **Felix010** Most Recent 1 week, 1 day ago

Selected Answer: A

<https://www.servicenow.com/community/itsm-forum/configuration-items-79/m-p/2558844>

upvoted 1 times

🗨️ **adyrip** 1 month, 1 week ago

Selected Answer: A

As per point 4.4 in the official CSA book, the relationship editor is used for defining relationships between CIs

upvoted 1 times

🗨️ **JordiFT** 3 months, 2 weeks ago

Selected Answer: A

A is correct

upvoted 1 times

🗨️ **skibumvermont** 5 months, 2 weeks ago

(ChatGPT) The CI Relationship Editor is the tool you would use to create dependencies between Configuration Items (CIs) in the CMDB.

This tool allows you to:

- Define and establish relationships, including dependency relationships, between individual CIs.
- Create, modify, and visualize how CIs depend on each other (e.g., a server depending on a database, or an application depending on a server).

By using the CI Relationship Editor, you can ensure that the relationships between different CIs reflect the actual dependencies within your IT infrastructure.

upvoted 2 times

🗨️ **40a783b** 6 months, 1 week ago

Selected Answer: A

A is a correct one!

eBook CSA Fundamentals chapter 4.4 - CI Class Manager Suggested Relationships

quote: User the CI Relationship Editor to create configuration item relationships

upvoted 2 times

🗨️ **chrisklesar1234** 6 months, 4 weeks ago

CI Relationship Editor - view, create, modify, or delete CI relationships.

upvoted 1 times

🗨️ **AVK301096** 7 months, 3 weeks ago

**Selected Answer: A**

Use the relationship editor to view, create, modify, or delete CI relationships.

upvoted 1 times

🗨️ **Slayer1985** 10 months, 1 week ago

its D, CI class manager is used

upvoted 1 times

🗨️ **Adamkrt** 1 year, 1 month ago

**Selected Answer: A**

A is correct, CI class manager is not for relations but for CI types

upvoted 1 times

🗨️ **saurov\_21** 1 year, 2 months ago

**Selected Answer: A**

A should be correct

upvoted 1 times

🗨️ **6d50eb7** 1 year, 3 months ago

**Selected Answer: A**

CI Relationship Editor is used o view, create, modify, or delete CI relationships. Open the relationship editor from the CI Relations formatter.

Correct Answer

[https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/configuration-management/concept/c\\_RelationshipEditor.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/configuration-management/concept/c_RelationshipEditor.html)

CI Class Manager is used to centrally view, create, or edit basic class definitions, and class settings for identification, reconciliation, and CMDB Health. Wrong answer

upvoted 3 times

🗨️ **Qwertydry** 1 year, 3 months ago

**Selected Answer: A**

it's definitely A.

upvoted 1 times

🗨️ **gotbooboos** 1 year, 3 months ago

**Selected Answer: A**

Its A!!!!

upvoted 1 times

🗨️ **[Removed]** 1 year, 5 months ago

**Selected Answer: A**

ChatGPT says its A

upvoted 1 times

🗨️ **PeterK0** 1 year, 1 month ago

mine says its B :D

upvoted 1 times

🗨️ **kohliaashish** 1 year, 6 months ago

Correct answer is A.

1. Open a CI (for ex. Java Application Server FLX)

2. Click on '+' (Add CI relationships)

3. This will bring up 'Relationship Editor'.

4. Select the relationship type, then a configuration item, then in Relationship grid click '+' to add new relationship.

5. Hover over '+' (in step 4) it reads... 'Create new relationship with selected configuration item(s)'

upvoted 4 times

🗨️ **goldbiga** 1 year, 7 months ago

**Selected Answer: A**

Ais correct. (in bard, chatcpt)

upvoted 1 times

What is the difference between a UI Policy and Data Policy?

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

**Suggested Answer:** C

Community vote distribution

C (100%)

🗳️ 👤 **jnk252** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct

upvoted 2 times

🗳️ 👤 **JordiFT** 3 months, 2 weeks ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗳️ 👤 **Rur787** 5 months ago

C Is Correct.

upvoted 1 times

🗳️ 👤 **dhruv2405** 7 months ago

**Selected Answer: C**

Both B and C are correct.

upvoted 1 times

🗳️ 👤 **Mikias** 1 year, 3 months ago

**Selected Answer: C**

Both B and C are correct.

upvoted 2 times

🗳️ 👤 **HimanPatel** 1 year, 8 months ago

C

Data Policies run regardless of how data is entered into ServiceNow to enforce data consistency and integrity, while UI Policies are used for form interactions to control the visibility and behavior of form elements based on conditions.

upvoted 1 times

🗳️ 👤 **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 2 times

🗳️ 👤 **katbroa** 2 years, 5 months ago

c - Data policies enable you to enforce data consistency by setting mandatory and read-only states for fields.

Data policies are similar to UI policies, but UI policies only apply to data entered on a form through the standard browser. Data policies can apply rules to all data entered into the system, including data brought in through import sets or web services and data entered through the mobile UI.

upvoted 3 times

Which one of the following is an accurate list of changes that are captured in an Update Set?

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

**Suggested Answer:** D

Community vote distribution

D (100%)

  **Jo98778** Highly Voted 3 years, 1 month ago

**Selected Answer: D**

Configurations are automatically recorded in update sets. Things like client scripts, business rules, UI Actions, etc. Things that are considered data, like users, groups, group associates (records on sys\_user\_grmember) don't get saved automatically. You can manually add these records to your update set by clicking the UI action in the bottom left corner." [https://community.servicenow.com/community?id=community\\_question&sys\\_id=b18c761cdb83b344414eeeb5ca96192f](https://community.servicenow.com/community?id=community_question&sys_id=b18c761cdb83b344414eeeb5ca96192f)

[https://community.servicenow.com/community?id=community\\_question&sys\\_id=3e5e8feddb9cdb01dcaf3231f9619e0](https://community.servicenow.com/community?id=community_question&sys_id=3e5e8feddb9cdb01dcaf3231f9619e0)


A is wrong because Schedule jobs are not included  
B. is wrong because transactional data records are not included  
C. is wrong because configuration items are not included

D therefore is the most accurate  
upvoted 31 times

  **nikky2** Most Recent 1 month, 1 week ago

**Selected Answer: D**

D is the correct answer  
upvoted 1 times

  **jnk252** 3 months, 2 weeks ago

**Selected Answer: D**

D is correct  
upvoted 1 times

  **cindy2023** 1 year, 6 months ago

I think is B, changes to table, form,business rule and data records .  
upvoted 1 times

  **saiakhilpalle** 2 years, 2 months ago

D is correct  
upvoted 2 times

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

**Suggested Answer:** C

Community vote distribution

D (80%)

C (20%)

🗳️ 👤 **Stefcio** Highly Voted 3 years, 4 months ago

Correct answer is D.  
upvoted 17 times

🗳️ 👤 **nikky2** Most Recent 1 month, 1 week ago

Selected Answer: D

its correct answer  
upvoted 1 times

🗳️ 👤 **jnk252** 3 months, 2 weeks ago

Selected Answer: D

D is correct  
upvoted 1 times

🗳️ 👤 **prabhamegha08** 10 months, 3 weeks ago

Answer is D  
upvoted 2 times

🗳️ 👤 **oswaldorusb** 11 months, 2 weeks ago

Selected Answer: D

D is the correct one  
upvoted 2 times

🗳️ 👤 **David\_Wu** 1 year ago

Selected Answer: D

Clearly it's D  
upvoted 2 times

🗳️ 👤 **Holy\_97** 1 year ago

Selected Answer: D

D is right  
upvoted 2 times

🗳️ 👤 **cluelessdood** 1 year, 6 months ago

From the training:

To retrieve an update set from a remote instance, in the Production instance, navigate to All > System Update Sets > Update Sources and select the sub-production/development instance with the completed update set you want to commit.

With remote instances, the update sets are already previewed during the retrieval. The platform does it for you! Click the Retrieve Completed Update Sets button or related link. Any update sets marked as Complete are transferred from the source (sub-production) instance to the target (production) instance.

Select the Retrieved Update Sets Related list to access the Retrieved update set; you will see it was already previewed.

Select the Update Set you want to commit and click the Commit Update Set button.

upvoted 3 times

🗨️ 👤 **cluelessdood** 1 year, 6 months ago

From the training:  
upvoted 1 times

🗨️ 👤 **Dekoreh** 1 year, 7 months ago

**Selected Answer: D**

D is correct.  
Check SN admin fundamental book pg 465. It is written in bold  
upvoted 3 times

🗨️ 👤 **LovMi21** 1 year, 7 months ago

**Selected Answer: C**

[https://docs.servicenow.com/en-US/bundle/rome-application-development/page/build/system-update-sets/task/t\\_RetrieveAnUpdateSet.html](https://docs.servicenow.com/en-US/bundle/rome-application-development/page/build/system-update-sets/task/t_RetrieveAnUpdateSet.html)  
Test a connection is a step here.  
upvoted 2 times

🗨️ 👤 **Joe\_Qu** 1 year, 9 months ago

The question asks the steps to retrieve an update set. Not the steps to apply an update set.  
I say answer is C because it corresponds to the steps in page 466 in book ServiceNow Administration Fundamentals - Tokyo .  
I guess the question should say Retrieve an Update set from a remote instance  
upvoted 3 times

🗨️ 👤 **Joe\_Qu** 1 year, 9 months ago

Also look at <https://www.servicenow.com/community/developer-forum/what-are-the-steps-to-retrieve-an-update-set/m-p/1367244>  
upvoted 2 times

🗨️ 👤 **pielouis** 1 year, 9 months ago

**Selected Answer: D**

It should be D  
upvoted 1 times

🗨️ 👤 **halflife7** 1 year, 10 months ago

ignore the people saying c... they got no clue its Clearly D  
upvoted 1 times

🗨️ 👤 **jbthirdera** 1 year, 11 months ago

**Selected Answer: D**

You retrieve a update set in 'Retrieved Update Sets' module, where you import a XML file, after that you should preview and Commit  
upvoted 3 times

🗨️ 👤 **vrwjrr85** 1 year, 12 months ago

Correct answer is D  
upvoted 1 times

🗨️ 👤 **Alice\_Steele** 2 years ago

**Selected Answer: D**

It's D! Actually 3 steps, according to current book: Retrieve, Preview, Commit  
upvoted 3 times



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

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

**Suggested Answer:** B

Community vote distribution

B (100%)

🗨️ **Mohammedhz** Highly Voted 2 years, 10 months ago

Correct:

<https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/administer/integrationhub/concept/integrationhub.html>

'Integration Hub enables execution of third-party APIs as a part of a flow when a specific event occurs in ServiceNow. These integrations, referred to as spokes'

upvoted 6 times

🗨️ **jnk252** Most Recent 3 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 2 times

🗨️ **GilSATx** 1 year, 2 months ago

Selected Answer: B

Spoke is it

upvoted 1 times

🗨️ **kohliaashish** 1 year, 6 months ago

Selected Answer: B

B is correct

upvoted 1 times

🗨️ **melmel** 1 year, 6 months ago

The correct answer is D. an integration step.

Integration steps are the building blocks of IntegrationHub flows. They allow you to execute third-party APIs, call other flows, or perform other actions as part of a flow.

Here are some examples of integration steps:

API Call: Executes a third-party API.

Flow Call: Calls another flow.

Script: Runs a custom script.

Integration steps are referred to as "spokes" in the IntegrationHub documentation. However, the more widely used term is "integration step."

The other options are incorrect:

Option A: Actions are tasks that can be performed in a flow, such as sending an email or creating a record. They are not used to execute third-party APIs.


Option B: Spokes are a type of integration step that allows you to call other flows. However, they are not the only type of integration step.

Option C: Connections are used to connect to third-party APIs. However, they are not used to execute the APIs.

upvoted 2 times

  **theluffyone** 1 year, 5 months ago

Nope it is spoke, don't fool people  
upvoted 2 times

  **saiakhilpalle** 2 years, 2 months ago

B is correct  
upvoted 1 times

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

- A. Application Configuration
- B. Verbose Log
- C. Access Control Rules
- D. Application Scope

**Suggested Answer:** D

Community vote distribution

D (100%)

🗳️ **jnk252** 3 months, 2 weeks ago

Selected Answer: D

D is correct

upvoted 3 times

🗳️ **TimmyLam** 10 months, 2 weeks ago

Selected Answer: D

Answer is D

upvoted 2 times

🗳️ **TimmyLam** 10 months, 2 weeks ago

I am cool

upvoted 2 times

🗳️ **sithupraji** 1 year, 3 months ago

Application scoping protects applications by identifying and restricting access to application files and data. D is correct.

upvoted 2 times

🗳️ **saiakhilpalle** 2 years, 2 months ago

D is correct

upvoted 1 times

🗳️ **fauxmaux** 2 years, 10 months ago

corect: D

"Application scoping protects applications by identifying and restricting access to application files and data."

[https://docs.servicenow.com/en-US/bundle/sandiego-application-development/page/build/applications/concept/c\\_ApplicationScope.html](https://docs.servicenow.com/en-US/bundle/sandiego-application-development/page/build/applications/concept/c_ApplicationScope.html)

upvoted 3 times

🗳️ **Mattikus51** 2 years, 11 months ago

D Is the correct answer.

upvoted 1 times

🗳️ **Rameshsu** 3 years, 1 month ago

I think C is the correct answer.

upvoted 1 times

🗳️ **Ruby\_2022** 3 years, 1 month ago

Nope, ACL is to help for tables and fields

upvoted 7 times

Which one statement correctly describes Access Control rule evaluation?

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

**Suggested Answer:** C

Community vote distribution

C (75%)

A (17%)

8%


 **Jorr** Highly Voted 1 year, 8 months ago

**Selected Answer: C**

A is wrong. the rules are evaluated: specific to general so it can't be A.

C is correct

upvoted 7 times

 **adyrip** Most Recent 1 month, 1 week ago

**Selected Answer: C**

As per the CSA book if a row level rule and field level rule exist, both rules must be true before an operation is allowed.


upvoted 1 times

 **TimmyLam** 4 months, 1 week ago

**Selected Answer: C**

I believe the correct answer is C.


upvoted 1 times

 **ba14741** 5 months, 3 weeks ago

**Selected Answer: C**

C is correct

upvoted 1 times

 **Mihaf92** 11 months, 2 weeks ago

A is outdated now it from specific to general

C is the right answer

upvoted 1 times

 **[Removed]** 11 months, 2 weeks ago

You can actually look in the eBook provided for the CSA Exam at page 429.

It says that at Table Level: Most specific to most general, Field Level: Most specific to most general.

upvoted 1 times

 **[Removed]** 1 year ago

It's C.

Page 319 in Utah SNAF eBook near the bottom of the page.

Also throws A out the door right off bat by saying "Specific to General" is how ACLs are evaluated.

upvoted 3 times

 **cluelessdood** 1 year ago

I think SN switched from "general-to-specific" to "specific-to-general" somewhere between San Diego and Tokyo.

In San Diego:

This processing order ensures that users gain access to more general objects before gaining access to more specific objects. A user must pass both table and field ACL rules to access a record object.

In Tokyo:

This processing order ensures that users gain access to more specific objects before gaining access to more general objects. A user must pass both table and field ACL rules to access a record object.

In my "Additional ServiceNow Fundamentals Content for System Administrators and Developers course" (San Diego edition), it says:  
When a session requests data, the system looks for matching access control rules.

Record ACL rules are processed in the following order:

1. Match the object against table ACL rules - most specific to most general.
2. Match the object against field ACL rules - most specific to most general.

upvoted 1 times

  **Dekoreh** 1 year, 1 month ago

**Selected Answer: C**

C is the correct answer



upvoted 1 times

  **Shimdog** 1 year, 1 month ago

The correct statement is A. Table access rules are evaluated from the general to the specific.

In ServiceNow, the evaluation of Access Control rules follows a general-to-specific order. This means that the more general rules are evaluated first, followed by more specific rules. The system checks the access control rules for a table, starting with the global (most general) rules, and then proceeds to evaluate table-specific and field-specific rules.

upvoted 1 times

  **Max191** 1 year, 2 months ago

**Selected Answer: D**

Answer is C

page 371 of the book ServiceNow Administration Fundamentals - Tokyo

upvoted 1 times

  **SunnyNik** 1 year, 2 months ago

Answer is A


In ServiceNow, if both a row-level rule and a field-level rule exist, both rules do not need to be true for an operation to be allowed. The rules are evaluated independently, and if either the row-level rule or the field-level rule allows the operation, it will be permitted.

upvoted 1 times

  **SunnyNik** 1 year, 2 months ago

Answer is A

upvoted 1 times

  **HimanPatel** 1 year, 2 months ago

A is correct.

option C describes a specific case, it does not capture the general rule for all access control rule evaluations in ServiceNow. Option A, which states that table access rules are evaluated from the general to the specific, is a more universally applicable statement.

upvoted 1 times

  **Spiderman5000** 1 year, 8 months ago

**Selected Answer: C**

I want to say A, but, if you think about a single field on a table, the rules are evaluated: specific to general.  
incident.description is evaluated before incident.\*

Since A is wrong, it must be C.

And to respond to Bubu770, who asked about "row", perhaps a table might contain 10 entries (rows) and after evaluating rules on each row, you might be able to see 6 of the rows.

upvoted 1 times

  **andycsa** 1 year, 8 months ago

**Selected Answer: A**

general to specific, table to field

upvoted 1 times

  **andycsa** 1 year, 8 months ago

what is the correct answer?

upvoted 2 times

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)

**Suggested Answer: A**

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>

*Community vote distribution*

A (100%)

🗨️ 👤 **GilSATx** 8 months, 3 weeks ago

**Selected Answer: A**

Csdm is correct

upvoted 2 times

🗨️ 👤 **Milenablvr** 11 months, 2 weeks ago

A, the correct answer is CSDM.

upvoted 2 times

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?

The screenshot shows a search bar with a dropdown menu set to 'Number' and a search button. Below the search bar, a breadcrumb trail is visible: 'All > Assignment group = Network.or.Assignment group = Hardware'.

- 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.

**Suggested Answer: B**

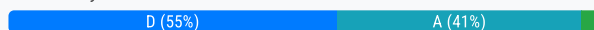
Reference:

[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)

**Type** Category for this group. For example, a group designated as type **catalog** is a service catalog group and can also be accessed under the **Service Catalog > Catalog Policy > Fulfillment Groups** module. You may need to **personalize the form** to add the **Type** field. Activating the Work Management plugin adds the **Type** field automatically.

**Note:** ITIL is added for groups with an empty group type. Also, the default reference qualifier for tasks allows these groups to assign tasks and other task types to the group.

Community vote distribution



**MattMeyer2022** Highly Voted 2 years, 7 months ago

B is wrong. The manager clearly has ITIL role if he can see "Service Desk > My Groups Work list."

The correct answer is D> Once he is a member of the groups, he can see the work assigned to the group that is unassigned  
upvoted 20 times

**chicocheco** 1 year, 10 months ago

Exactly, it's D. I work as a SD operator in SN.

upvoted 5 times

**Nexfo** Most Recent 4 weeks ago

**Selected Answer: A**

Looking at the conditions correct answer cannot be \My Groups Work:

Assignment group = groups you're a member of

Active = true

Assigned to = EMPTY

State is not Pending

The breadcrumbs show that these groups were added to the filter, therefore he **MUST** be member of these groups.

I select A

upvoted 1 times

**adyrip** 1 month, 1 week ago

**Selected Answer: A**

I choose A.

This is the correct statement, if there are no unassigned tasks, you cannot see anything via My Groups Work.



B - false – the manager has ITIL role if he can run the above filter from the view and he can access the SD module from the Navigator

C – false – The Service Desk group vs the Service Desk module are 2 different things and the SD group is not mentioned in the question

D – false - If he has the ITIL role, he doesn't have to be a member of the groups, assuming there are no rules in place to restrict the view only to those members. There is no mention of such a rule so we cannot assume it exists.

E – potentially true – this is a very particular case, he is not a member of those groups, he is not a manager of those groups so there is nothing there. But I think the most correct and complete answer is A.

Very confusing phrasing for this question, all in all.

upvoted 1 times

🗨️ 👤 **Kflo** 2 months, 1 week ago

Selected Answer: A

A - I think the hint is that members are working on many tasks. Therefore, most likely no more unassigned tasks.

My Groups Work:

Assignment group = groups you're a member of

Active = true

Assigned to = EMPTY

State is not Pending

upvoted 1 times

🗨️ 👤 **SnowNick** 3 months, 1 week ago

Selected Answer: A

It's A. My groups work only shows unassigned tickets Out of the box.

If the groups are shown in the list the manager is clearly that the manager is member of the groups.

upvoted 1 times

🗨️ 👤 **aper** 3 months, 1 week ago

Selected Answer: D

Answer is D.

In my opinion, if the question indicated that the manager is aware of unassigned tasks but is unable to view them, then option A would be the correct choice.

upvoted 1 times

🗨️ 👤 **96d187b** 3 months, 4 weeks ago

I would say A – the reason he's not seeing the tasks that they're working on is because the My Groups Work only shows tasks that are unassigned. If the team members are actively working on the tasks, then the manager won't see anything in this section. I'm assuming the first sentence makes it clear he belongs to the appropriate groups, but it's definitely a tricky one where multiple responses could work.

upvoted 1 times

🗨️ 👤 **9e0bd16** 5 months, 3 weeks ago

Selected Answer: A

A is my option

upvoted 1 times

🗨️ 👤 **SamusSamus** 6 months, 2 weeks ago

Selected Answer: A

This question is a trap, is the same question in Exam Topics #197, be careful, in this case the answer is A but in the question #197 the answer is D

<https://www.examttopics.com/discussions/servicenow/view/84974-exam-csa-topic-1-question-197-discussion/>

upvoted 1 times

🗨️ 👤 **c9f6304** 8 months ago

Its A.

Straight from the online course book: Note: My Groups Work includes any work assigned to the group(s) you are a member of, but have not been assigned to a specific person.

upvoted 2 times

🗨️ 👤 **TimmyLam** 10 months, 2 weeks ago

**Selected Answer: D**

For me it's D

upvoted 1 times

🗨️ 👤 **TimmyLam** 9 months, 3 weeks ago

Change my answer to A. My Groups Work only displays unassigned tickets.

upvoted 1 times

🗨️ 👤 **wer3ball** 1 year ago

D is correct

upvoted 1 times

🗨️ 👤 **murphyalex** 1 year, 1 month ago

**Selected Answer: D**

Once he is a member of the groups, he can see the work assigned to the group that is unassigned

upvoted 1 times

🗨️ 👤 **Qwertydry** 1 year, 3 months ago

**Selected Answer: D**

The answer should be D.

The user applying a filter in the Tasks table where Assignment group is either Network or Hardware, this suggests that the tasks are filtered based on these assignment groups.

In this context, the correct option would likely be:

D. The manager is not a member of the Network and Hardware groups.

If the manager is not a member of the Network and Hardware groups, they might not have visibility into the tasks assigned to those groups, especially if a filter is applied explicitly based on these assignment groups.

upvoted 1 times

🗨️ 👤 **csak19868** 1 year, 4 months ago

I tested it in my instance just now.

If the user has the itil role, the tasks assigned to the group appear, regardless if the task is assigned or if the manager is the member of the group.

If the user does not have the itil role, the menu "My Groups Work" does not appear at all.

So, D is not correct, because the group membership isn't needed, the itil role does the trick.

B is not correct, because without the itil role, the list is not accessible at all.

A is not correct, because with the itil role, all tasks appear.

upvoted 2 times

🗨️ 👤 **Arun005** 1 year, 4 months ago

**Selected Answer: A**

Whoever saying D doesn't understand correctly. If he is not part of the group how could the filter fetch the groups as posted in the snap.

A is the correct answer.

upvoted 1 times

🗨️ 👤 **faiz10001** 1 year, 5 months ago

**Selected Answer: D**

Hi, I tested the whole flow of the question

for B- If the manager is able to see the "MY Groups Work" module in the navigator that means he is having itil role. that means B is wrong

for A- A is correct statement but is not addressing the issue. It is not the cause. because when I assigned the manager as a group member the task started to show on the list.

one more thing The "My Groups Work" module shows the tasks that are assigned to a group that logged in user is part of, doesn't matter if he is manager of the group or not.

for D- As I said The "My Groups Work" module show the tasks that are assigned to a group that logged in user is part of. and when I added the manager to the groups member, Its started showing the tasks in the 'MY Groups Work'.

upvoted 3 times

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules
- C. Activate application spoke, and plug-ins as needed
- D. Assign Application trigger role [sn\_app\_trigger\_write] to SME
- E. Activate application plugins only

**Suggested Answer: B**

Community vote distribution

C (100%)

Erp88 Highly Voted 1 year, 9 months ago

**Selected Answer: C**

Extract from Admin course in Service Now:

Application-based triggers are added when the associated application spoke\* is activated. For example, these types of triggers allow you trigger a flow when an item is requested from the Service Catalog. In some instances, a plug-in might need to be activated as well (e.g. Flow Designer Support for Service Catalog).

\*A spoke contains Flow Designer triggers and actions dedicated to a particular application. For example, the ITSM Spoke contains actions for managing Task records such as the Create Task action.

Spokes are activated when their parent application is activated.

upvoted 11 times

Markster Highly Voted 2 years, 2 months ago

**Selected Answer: C**

[https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app\\_store\\_learnv2\\_flowdesigner\\_quebec\\_flow\\_designer/app\\_store\\_learnv2\\_flowdesigner](https://developer.servicenow.com/dev.do#!/learn/courses/quebec/app_store_learnv2_flowdesigner_quebec_flow_designer/app_store_learnv2_flowdesigner)

upvoted 6 times

Nasman096 1 year, 10 months ago

NOTE: Available triggers may vary based on the plugins activated in an instance.

upvoted 1 times

Cplatt Most Recent 3 months, 3 weeks ago

The answer is C. From the Fundamentals course below...

"Application-based triggers are added when the associated application spoke is activated. in some instance, a plug-in might need to be activated as well (All>System Definition> Plugins).

upvoted 3 times

ba14741 5 months, 3 weeks ago

**Selected Answer: C**

Correct answer should be C

upvoted 3 times

Adamkrt 7 months, 1 week ago

**Selected Answer: C**

C by documentation to Vancouver

upvoted 1 times

doode 1 year, 1 month ago

yep it's C

upvoted 1 times

Ghouse1 1 year, 11 months ago

C is the answer.

upvoted 2 times

ALDADI 2 years, 2 months ago

Selected Answer: C

Correct answer

upvoted 3 times

🗨️ **fauxmaux** 2 years, 4 months ago

in Flow Designer OOB we have ready to use:

Application Triggers:

SLA Task

Inbound Email

Service Catalog

No need to set anything.

But I don't understand the answer. This is not a good question.

upvoted 5 times

🗨️ **Miila** 2 years, 7 months ago

Is there a source for this? Never heard of anything like that

upvoted 5 times

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

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

**Suggested Answer:** BEF

Community vote distribution

ADE (100%)

 **Jo98778** Highly Voted 2 years, 8 months ago


**Selected Answer:** ADE

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html>

D and E. <https://www.servicenow.com/products/service-portal.html>

It is almost like ServiceNow is deliberately flooding these websites with wrong correct-answers so people fail the test.


upvoted 36 times

 **TimmyLam** Most Recent 4 months, 1 week ago

**Selected Answer:** ADE

It's always been ADE

upvoted 1 times

 **saurov\_21** 8 months ago

**Selected Answer:** ADE

why are they providing wrong answers ??

just to confuse us. :-\

upvoted 2 times

 **Mariina\_003\_B** 8 months, 3 weeks ago

**Selected Answer:** ADE

Explanation:

Now Mobile Apps (A): ServiceNow provides mobile applications that allow users to access the platform from mobile devices, providing a mobile-friendly interface.

Service Portals (D): Service Portals are user interfaces that allow users to access specific services and information. They can be customized to meet specific business needs and provide a user-friendly experience.

Now Platform® User Interfaces (E): This refers to the various user interfaces available on the Now Platform, including forms, lists, and other interfaces that users interact with while working with ServiceNow.

Options B, C, and F are not typically referred to as types of interfaces on the ServiceNow platform.

upvoted 4 times

 **Mariina\_003\_B** 8 months, 3 weeks ago

**Selected Answer:** ADE

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html>

D and E. <https://www.servicenow.com/products/service-portal.html>

upvoted 1 times

🗨️ 👤 **babafakruddin** 1 year, 1 month ago

**Selected Answer: ADE**

ADE are correct

upvoted 1 times

🗨️ 👤 **saiakhilpalle** 1 year, 8 months ago

ADE are correct

upvoted 1 times

🗨️ 👤 **Ranaway** 1 year, 9 months ago

it must be ADE

upvoted 1 times

🗨️ 👤 **ainkechik** 1 year, 9 months ago

**Selected Answer: ADE**

ADE is the correct answer

upvoted 1 times

🗨️ 👤 **Chrispin\_Vino** 1 year, 9 months ago

**Selected Answer: ADE**

ADE is correct

upvoted 1 times

🗨️ 👤 **DANX1** 1 year, 10 months ago

**Selected Answer: ADE**

Vote for this too.

upvoted 3 times

🗨️ 👤 **strikelight** 1 year, 11 months ago

**Selected Answer: ADE**

Definitely ADE

upvoted 1 times

🗨️ 👤 **Vinnyzworld** 1 year, 11 months ago

**Selected Answer: ADE**

ADE is correct

upvoted 1 times

🗨️ 👤 **MattMeyer2022** 2 years, 1 month ago

**Selected Answer: ADE**

A D and E are interfaces

upvoted 3 times

🗨️ 👤 **Markster** 2 years, 2 months ago

**Selected Answer: ADE**

Correct

upvoted 1 times

🗨️ 👤 **Adsilva** 2 years, 8 months ago

A D E is correct

upvoted 3 times

🗨️ 👤 **Jo98778** 2 years, 8 months ago

Why is A Now Mobile Apps not considered an interface?

upvoted 3 times

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

**Suggested Answer:** ABEF

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)

### Workflow update set migration use case - simple

Create a new workflow with no dependencies and then migrate the workflow in an update set.

1. User A selects Update Set A.
2. User A creates a new workflow called Workflow A.
3. User A publishes Workflow A.  
A customer update set record is added to Update Set A containing an XML payload, including the published Workflow A and all activity dependencies. The XML payload also contains the workflow input variables associated with the workflow.
4. User A completes Update Set A and migrates it to the production instance.
5. Update Set A commits successfully.
6. Workflow A works as expected.

Community vote distribution

BEFI (56%)

ABEI (44%)

🗳️ **ANCANC** Highly Voted 3 years, 1 month ago

5 options are correct Homepages, Data, Schedules, Database changes and Scheduled jobs.  
upvoted 19 times

🗳️ **Erp88** Highly Voted 2 years, 3 months ago

**Selected Answer: BEFI**

What is NOT captured in an update set:

- Data
- New Data
- Records
- Modified Data
- Records
- Tasks
- Modified Cls
- New Users and Groups
- Schedules
- Scheduled Jobs
- Dashboards\*

upvoted 9 times

  **adyrip** Most Recent 1 month, 1 week ago

**Selected Answer: ABEI**

According to Washington CSA manual, not captured:

New Data Records, Modified data records, Tasks, modified CIs, new Users and groups, schedules, scheduled jobs, Dashboards



upvoted 1 times

  **Frost312321** 2 months, 3 weeks ago

**Selected Answer: ABEI**

F. Database changes is not a correct answer because tables and views are included in an update set


upvoted 2 times

  **rrshah83** 2 months, 4 weeks ago

**Selected Answer: ABEI**

tried it hands-on



upvoted 1 times

  **JR83** 3 months, 4 weeks ago

ABEI It seems A vs. F is the only contention here.



Homepages and content pages are not added to Update Sets by default. You must manually add pages to the current Update Set by unloading them. <https://www.servicenow.com/community/itsm-forum/adding-homepage-customizations-to-update-set/m-p/812803>

upvoted 3 times

  **gprieto** 3 months, 4 weeks ago

The correct is ABEI

upvoted 1 times

  **96d187b** 3 months, 4 weeks ago

A: Homepages are the same as Portal Pages or Dashboards, which are not included by default. They can be, but they require the Unload Dashboard function.

Data: not captured

Schedules: not captured

Schedule Jobs: not captured

Refer to the visual in Workbook section 7.2: What is Captured in a Data Set? Notice that in the X column, Dashboards appears with an asterisk\* –

I think they are using Homepage to represent Dashboard in this question.



B: Data is not captured like an Incident record

E: Schedules

I: Scheduled Jobs

F is incorrect: Database updates like a new table or a new field in a table would be included

upvoted 2 times

  **ae6ab69** 9 months, 2 weeks ago

**Selected Answer: ABEI**

A: Homepages ~ Portal Pages ~ Dashboards. Dashboards need to be added via Unload Dashboard function.

B: Data is not captured like an Incident record

E: Schedules

I: Scheduled Jobs

F is incorrect: Database updates like a new table or a new field in a table would be included

upvoted 5 times

  **Cplatt** 9 months, 3 weeks ago

**Selected Answer: ABEI**

Due to the controversy around the answers I when and tried each within my PDI. ABEI would be the correct answer. By default these aren't allowed but they can be manually added to an update set by choosing the option "Add to Update Set" in the related links.

upvoted 6 times

  **shub606** 10 months ago

Answer should be ABEI

upvoted 4 times



🗨️ 👤 **SuiR** 10 months, 2 weeks ago

**Selected Answer: ABEI**

I will choose ABEI, the question asked that which of the following is not included in update set by default!!

By default is quite important, homepages is the special one which can be added into update set but not BY DEFAULT.

the tricky one is F Database changes, not quite clear about this choice, I would think it is database dictionary changes not data changes, so this should be in update set by default.

<https://docs.servicenow.com/bundle/washingtondc-application-development/page/build/system-update-sets/reference/customizations-tracked-update-sets.html>

upvoted 5 times

🗨️ 👤 **lils13** 1 year, 1 month ago

Answers are A B E I

upvoted 3 times

🗨️ 👤 **HimanPatel** 1 year, 2 months ago

ABEI is correct.

upvoted 1 times

🗨️ 👤 **rcn8278** 1 year, 5 months ago

ABEI is the correct answer

upvoted 2 times

🗨️ 👤 **Thereza** 1 year, 6 months ago

I would go with A E F I

I got this in the ServiceNow Participant Guide:

What IS Captured in an Update Set?

- Business Rules
- Client Scripts
- Fields
- Forms and Form Sections
- Report Definitions
- Tables
- Views
- Roles
- Published Workflows

What is NOT captured in an Update Set?

- New Data Records
- Modified Data Records
- Tasks
- Modified Cls
- New Users and Groups
- Schedules
- Scheduled Jobs
- Homepages\*

upvoted 1 times

🗨️ 👤 **kohliaashish** 1 year, 6 months ago

**Selected Answer: ABEI**

A,B,E,I

upvoted 2 times

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

**Suggested Answer:** AB

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)

3. Complete the following steps to configure the choices for the **Needs review** field.

a. Right-click the **Needs review** field label and select **Configure choices**.

The **Configuring choices** form appears with empty slushbucket lists for **Available** and **Selected**.

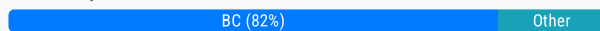
b. In the **Enter new item** field, add **Yes** and **No** choices and click **Add**.

The choices appear in the **Selected** list.

c. Click **Save**

The Change Request form reopens. The **Needs review** choice list contains the **Yes** and **No** choices.

Community vote distribution



🗨️ 👤 **40a783b** 6 months, 1 week ago

1. A is not correct as the module name should be Tables & Columns
2. Form Designer is not an option on the context menu (The option is Form Design not Designer)

The only correct answer is B

upvoted 1 times

🗨️ 👤 **wer3ball** 1 year ago

B & C.

Go to section "Adding New Fields" in the ebook and it gives both options.

upvoted 3 times

🗨️ 👤 **Adamkrt** 1 year, 1 month ago

**Selected Answer: B**

only B is correct. Right click on form header, select Configure > Form Layout

upvoted 1 times

🗨️ 👤 **PeterK0** 1 year, 1 month ago

Every BC person, ask yourself, is it form designer or form design ? (:

upvoted 2 times

🗨️ 👤 **Mariina\_003\_B** 1 year, 2 months ago

**Selected Answer: AB**

The correct options are:

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout

Explanation:

Select Fields and Columns module (A): This module allows you to manage fields and columns on forms. You can add, modify, or remove fields

from a table using this module.

Right click on form header, select Configure > Form Layout (B): This option provides access to the form layout configuration, where you can customize the arrangement and properties of form fields.

upvoted 2 times

🗨️ **FATMASAAL2** 1 year, 5 months ago

**Selected Answer: BC**

The answer should be B and C

upvoted 2 times

🗨️ **netbuzz123** 1 year, 5 months ago

Answer should be B&C

upvoted 1 times

🗨️ **BenBose** 1 year, 7 months ago

**Selected Answer: B**

The only correct answer is B. The reason C is incorrect is because a) you cannot click context menu (A context menu appears when you right click) and b) Form Designer is not an option on the configure sub-menu (The option is Form Design)

upvoted 1 times

🗨️ **[Removed]** 1 year, 5 months ago

I don't know if you are some kind of SN employee trying to massacre the answers.

1. The context menu appears by default on a form, so you can actually click on it and select configure -> form layout

2. You can also right click on the form header to access configura -> form layout.

upvoted 5 times

🗨️ **LovMi21** 1 year, 7 months ago

**Selected Answer: BC**

Tested it! It's BC

upvoted 1 times

🗨️ **ramana4r** 1 year, 10 months ago

we don't have a module called "Fields & Columns". In ServiceNow, we have a module called "Tables & Columns". So option A is not correct. Correct options are B and C.

upvoted 4 times

🗨️ **PeterK0** 1 year, 1 month ago

but we do not have "form designer", we have "form design"

upvoted 1 times

🗨️ **911904b** 10 months, 3 weeks ago

This is incorrect. The "form designer" is mentioned multiple times in the SNAF book as well as the product documentation directly from SN = "Using the form designer"

upvoted 1 times

🗨️ **Lilymich** 1 year, 10 months ago

BC are the correct answer

upvoted 1 times

🗨️ **Jana08** 2 years ago

**Selected Answer: BC**

BC are correct:

You use form layout or form designer to add/remove fields on a form.

upvoted 2 times

🗨️ **mbrum** 2 years ago

B and C

upvoted 2 times

🗨️ **Alice\_Steele** 2 years ago

**Selected Answer: BC**



BC are correct

upvoted 2 times

🗨️ **Thattechgirl** 2 years, 2 months ago

B and C are correct

upvoted 4 times

  **lilnoobk** 2 years, 2 months ago

**Selected Answer: BC**

A is not correct as the module name should be Tables & Columns

upvoted 3 times

  **saiakhilpalle** 2 years, 2 months ago

BC are correct

upvoted 2 times

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

**Suggested Answer:** A

Reference:

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

### About the CSDM

The CSDM terms and definitions enable service reporting, and provide prescriptive guidelines for service modeling within the ServiceNow® Configuration Management Database (CMDB).

The CSDM data model is a CMDB framework that supports multiple configuration strategies. The data model includes guidelines for using base system tables and relationships. Many ServiceNow products depend on data within this data model.

*Community vote distribution*

A (100%)

🗉 **adyrip** 1 month, 1 week ago

**Selected Answer: A**

Text book definition of the CSDM framework from the CSA Book.  
upvoted 1 times

🗉 **4learning2u** 9 months ago

**Selected Answer: A**

A is the correct answer. Check the "Benefits of using the CSDM" section from the below link:  
<https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>  
upvoted 1 times

🗉 **Nasman096** 10 months, 4 weeks ago

**Selected Answer: A**

CSDM framework map to the physical model objects (tables and CI classes) in the CMDB.  
upvoted 2 times

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

**Suggested Answer:** D

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)

**Note:** After a plugin is activated, you cannot disable or deactivate it. If needed, you can hide the functionality. You should thoroughly test, in a non-production instance, the specific features and functionalities that are installed when you activate the plugin before using them in a production instance.

Community vote distribution

D (100%)

 **GilSAtx** 8 months, 3 weeks ago

**Selected Answer: D**

D Plugin

upvoted 1 times

 **saiakhilpalle** 1 year, 8 months ago

D is correct

upvoted 3 times

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

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

**Suggested Answer:** *D*

Reference:

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

### Get the sys\_id from a script

Users can locate the sys\_id of a record using a script.

- The sys\_id value of a record can be found in a business rule (or any other server-side JavaScript) by dot-walking from the GlideRecord.

```
var id = current.sys_id;
```

- The sys\_id of a record can be found in client-side JavaScript using g\_form.getUniqueValue() as shown in the following example.

```
function onLoad() {  
  var incSysid = g_form.getUniqueValue();  
  alert(incSysid);  
}
```

Community vote distribution

D (100%)

 **skibumvermont** 3 months, 1 week ago

**Selected Answer: D**

A unique 32-character GUID (Globally Unique ID), called a Sys ID (sys\_id) identifies each record in an instance.

[https://www.servicenow.com/docs/csh?topicname=c\\_UniqueRecordIdentifier.html&version=latest](https://www.servicenow.com/docs/csh?topicname=c_UniqueRecordIdentifier.html&version=latest)

upvoted 1 times

 **sephereth** 2 years, 8 months ago

**Selected Answer: D**

correct

upvoted 4 times

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

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

**Suggested Answer: B**

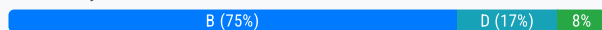
Reference:

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

**Note:**

- When a change is made to the end-user profile, such as location, and it affects their ability to view items, those changes do not take effect until the end user has relaunched the session.
- The user criteria restrictions of a category do not automatically apply to the catalog items within the category. If required, you should apply the user criteria restrictions to the individual catalog items.

Community vote distribution



**Sam\_Sonic** Highly Voted 1 year, 6 months ago

**Selected Answer: B**

Not Order guide, as it is used to order multiple items.

Not record producer, as it is used for incidents and cases in most cases.

We only left with catalogue items. which is B and C. and C does not exclude managers. so answer is B.

upvoted 6 times

**Joe15** Most Recent 9 months ago

**Selected Answer: B**

B is the only one correct, by excluding the others.

upvoted 1 times

**servicepow** 1 year, 2 months ago

**Selected Answer: A**

Available for First Line [sn\_first\_line] role.

upvoted 1 times

**gumarrita** 1 year, 2 months ago

sn\_first\_line role does not exist. Itil role can include managers. So I chose option B.

upvoted 1 times

**Sam\_Sonic** 1 year, 6 months ago

Not as Order guide is used to order multiple items.

Not record producer, as it is used for incidents and cases in most cases.

We only left with catalogue items. which is B and C. and C does not exclude managers. so answer is B.

upvoted 1 times

**Void8427** 1 year, 7 months ago

**Selected Answer: D**

This isn't a record producer issue this is an order they want to allow. I believe it is D. You create an order guide that only those in that criteria can buy.

upvoted 2 times

**Thattechgirl** 1 year, 8 months ago



To ensure that only first line workers (non-managers) can submit the order for the T-shirt, you can create a Record Producer and use the "Available For" list to specify the First Line [sn\_first\_line] role.

Option A is the correct answer

upvoted 1 times

  **Nasman096** 1 year, 10 months ago

**Selected Answer: B**

Procedure

Navigate to All > Service Catalog > Maintain Items or Service Catalog > Maintain Categories.

Open the relevant catalog item or category.

Configure the form to add the appropriate Available or Not available lists.

upvoted 3 times

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

**Suggested Answer:** A

Reference:

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

#### Export patterns


This option creates an update set containing the modified patterns and the related items necessary for the patterns to work. The related items include

- Extension sections
- Tracked files
- Related CI types
- Classification records
- Associated scripts

**Note:** Update sets do not include changes in script includes used in patterns.


Community vote distribution

A (100%)

 **Schoolboz** 3 months, 1 week ago

**Selected Answer: A**

A is the right answer  
upvoted 1 times

 **GilSATx** 1 year, 2 months ago

**Selected Answer: A**

A Update sets  
upvoted 2 times

 **NokoNice** 1 year, 11 months ago

A is the correct ans  
upvoted 1 times

What icon do you use to change the label on a Favorite?

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

**Suggested Answer:** C

Reference:

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

### Steps to Reproduce

1. As an admin, point to the "Assessments" application in the application navigator and click the star icon that appears to add all the modules to your favorites.
2. Click the favorites tab of the application navigator and click "Edit Favorites" or the pencil icon (depending on your release).
3. Click the "Assessments" favorite group.
4. Select a different color. Notice only the icons for the modules up to the first separator, "Metric Definition", change to the new color.

Community vote distribution

C (100%)

🗨️ 👤 **Foodiepanda** 7 months, 1 week ago

**Selected Answer: C**

It says which Icon for EDIT .... bit confusing one ' upvoted 2 times

🗨️ 👤 **PeterK0** 7 months, 2 weeks ago

**Selected Answer: C**

Accurate correct answer is a pencil within square with round corners upvoted 1 times

🗨️ 👤 **anku15** 1 year, 7 months ago

This is correct. The answer would be C only, Pencil icon, because the Question says, what icon is used for editing the label. upvoted 3 times

🗨️ 👤 **anku15** 1 year, 7 months ago

It should be a star icon for favorites. upvoted 1 times

🗨️ 👤 **amit\_p** 1 year ago

That's correct. But the question says "Change the label" means "edit" hence the pencil icon is correct answer for this question. upvoted 1 times

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

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

**Suggested Answer:** ABEF

Reference:

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

Field	Description
Name	Defines the text that appears on the button, link, or context menu item.
Table	Defines the table on which the UI action is available. By default, the UI action also appears on tables that extend the selected table (for example, Task actions appear on the Incident table). Select <b>Global</b> to make the action available on all tables.
Order	Defines the order in which the UI action appears. The order applies to buttons from left to right and to menu actions from top to bottom.
Action name	Defines a name to use when referencing the UI action in scripts.
Active	Enables the UI action when selected. To disable a UI action, clear the check box.

Community vote distribution



**trye\_indicators** Highly Voted 2 years, 8 months ago

**Selected Answer:** BCDH

- A. UI action - not applicable
- B. Table - mandatory
- C. Fields to update - important settings under ACTION tab. This is the purpose we creating business rule
- D. Who can run - optional - WHEN-TO-RUN tab -> role conditions
- E. Script to run - optional - advanced scenarios only - script box
- F. Application scope - auto fill
- G. Update set - not applicable
- H. Timing - WHEN-TO-RUN tab
- I. Condition to evaluate - optional - advanced scenarios only - script box



A, G - not applicable



B, C, D, H - required




E, I - advanced scenarios



F - auto fill



except A, G, all is valid  
B,C,D,H is generally required  
upvoted 14 times

  **chicocheco** 1 year, 10 months ago  
Thanks! Well explained. The answers are so ambiguous!  
upvoted 1 times



  **RogerW** 1 year, 4 months ago  
C is not required. A script can set the value. I believe that they are saying, a script is need to update the value and that the script is your custom or ootb script when you click of fields to update.  
upvoted 1 times





  **Johnlego**  2 years, 8 months ago  
Answer is "BEHI" according to the updated San Diego ServiceNow Learning platform  
upvoted 10 times




  **evoken** 2 years ago  
How can this be when the script is optional.  
upvoted 2 times




  **cluelessdood** 1 year, 6 months ago  
Taken straight from the training:




Every Business Rule includes what table to run against and timing (before or after insert and more), what conditions to evaluate, and what script to run based on the evaluation.  
upvoted 5 times



  **Manny1218** 1 year, 5 months ago  
Page 438. from the ServiceNow Administration Fundamentals - Tokyo training booklet.  
States Table, Timing, Conditions, and script.  
upvoted 5 times

  **adyrip**  1 month, 1 week ago  
  
According to the CSA Book: Every business includes what table to run against and timing (before or after insert), what conditions to evaluate and what script to run based on the evaluation.  
upvoted 1 times

  **Kflo** 2 months, 1 week ago  
  
Every Business Rule includes what table to run against and timing (before or after insert and more), what actions to evaluate, and what script to run based on the evaluation.  
upvoted 1 times

  **Frost312321** 2 months, 3 weeks ago  
  
From ebook - chapter 7.1  
  
Every Business Rule includes:  
what table to run against > B. Table  
and timing (before or after insert and more) > H. Timing  
what conditions to evaluate > I. Condition to evaluate  
and what script to run based on the evaluation > E. Script to run  
upvoted 1 times

  **aper** 3 months, 1 week ago  
  
The answer is BEHI  
upvoted 1 times

  **96d187b** 3 months, 4 weeks ago  
Straight from the SNAF Course / Book:

Every business rule includes:

- 1) what table to run against = B TABLE
- 2) timing (before or after insert) = H TIMING
- 3) what conditions to evaluate = I CONDITION TO EVALUATE
- 4) what script to run based on the evaluation = E SCRIPT TO RUN

Answer is: BEHI

upvoted 3 times

🗨️ **PassPls** 4 months, 1 week ago

**Selected Answer: BEFI**

H. Timing - I don't think this means When to run

upvoted 1 times

🗨️ **nlaksdmrqr** 6 months ago

**Selected Answer: BEFI**

I went to dev instance, picked "UI Action", "New record". I needed to update table, script to run, application scope, condition to evaluate

upvoted 1 times

🗨️ **40a783b** 6 months, 1 week ago

**Selected Answer: BEFI**

eBook chapter 7.1 - script types: business rules

quote:

Every Business Rule includes what table to run against and timing (before or after insert and more), what conditions to evaluate, and what script to run based on the evaluation.

upvoted 3 times

🗨️ **benarji** 8 months, 1 week ago

A. UI action - NA

B. Table - mandatory

C. Fields to update - Important settings under ACTION tab. This is the purpose we create business rule

D. Who can run - optional - WHEN-TO-RUN tab -> role conditions

E. Script to run - optional - advanced scenarios only - script box

F. Application scope - Auto Fill

G. Update set - NA

H. Timing - WHEN-TO-RUN tab

I. Condition to evaluate - optional - advanced scenarios only - script box

upvoted 1 times

🗨️ **2pagesServiceNowSolutions** 12 months ago

I have written detailed explanations many times, won't submit??? but the answer is

B...the table the rule works on

F is always set and not optional

G is always set and not optional, even though it's outside of the context of a BR

H only for options, no None value, so again is Always set

All the rest are optional facts, try it...these are the only fields that are either always set with something or optional.

simple as that

upvoted 1 times

🗨️ **wer3ball** 1 year ago

BEHI.

When creating a business rule, the following four things need to be specified:

Table: The table that the business rule will apply to.

Timing: When the business rule will run.

Condition: The condition that must be met for the business rule to run.

Script: The script that will be run when the business rule runs.

upvoted 2 times

🗨️ **BrandyD** 1 year ago

[https://docs.servicenow.com/bundle/washingtondc-build-workflows/page/script/business-rules/concept/c\\_BusinessRules.html#t\\_CreatingABusinessRule](https://docs.servicenow.com/bundle/washingtondc-build-workflows/page/script/business-rules/concept/c_BusinessRules.html#t_CreatingABusinessRule)

upvoted 1 times

🗨️ 👤 **MACCA81** 1 year ago

**Selected Answer: BEHI**

I was just re-reading the SN Administration Fundamentals - Vancouver and I came upon this info: Every business rule includes what TABLE to run against and WHEN to run (BEFORE a database actions, AFTER a database action, ASYNC (QUEUED), DISPLAY before the record is displayed) what CONDITIONS to evaluate and what SCRIPT to run based on the evaluation.

Based on this I would definitely vote for BEHI

upvoted 6 times

🗨️ 👤 **PeterK0** 1 year, 1 month ago

**Selected Answer: BFH**

Everyone has to approve that table and application needs to be part of created BR. On the other hand you should not be a snow employee ...

Now, if "timing" means a summary for insert, update, delete, query, ... then h) is correct too.

Imo, condition and scripting and fields to update are not necessary. They are just an option how BR could be created.

So conclusion is : B) F) H) and the fourth option choose among condition, scripting or fields

upvoted 1 times

🗨️ 👤 **cluelessdood** 1 year, 6 months ago

**Selected Answer: BEHI**

Straight from Fundamentals:

Every Business Rule includes what table to run against and timing (before or after insert and more), what conditions to evaluate, and what script to run based on the evaluation.

upvoted 6 times

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

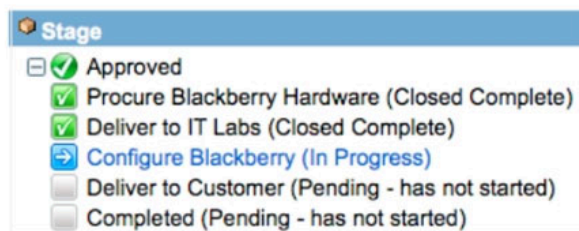
**Suggested Answer: B**

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)

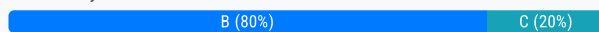
20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time


**Workflow field**



Workflows are not specific to the tasks, but there are task-specific Workflow Activities (such as Task Activities and Approval Activities). For more information, see Workflow Overview.

Community vote distribution



 **tim4896** 6 months, 2 weeks ago

Selected Answer: B

B is correct

upvoted 1 times

 **Joe15** 9 months ago

Selected Answer: B

Only SLAs can track metrics

upvoted 1 times

 **Budzitsu** 11 months, 1 week ago

Selected Answer: B

It's B: [https://docs.servicenow.com/ja-JP/bundle/vancouver-application-development/page/administer/task-table/reference/r\\_ToolsForDrivingTasks.html](https://docs.servicenow.com/ja-JP/bundle/vancouver-application-development/page/administer/task-table/reference/r_ToolsForDrivingTasks.html) :

Service levels

Service level agreements can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time.

upvoted 1 times

 **[Removed]** 11 months, 2 weeks ago

Selected Answer: C

Sorry.. I meant C

upvoted 1 times

 **[Removed]** 11 months, 2 weeks ago

Selected Answer: B



The correct answer imo is B.

You can set an inactivity monitor that triggers an event for a task record when the task has been inactive for a certain amount of time.

[https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/time/task/t\\_SetAnInactivityMonitor.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/time/task/t_SetAnInactivityMonitor.html)

upvoted 1 times

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

**Suggested Answer:** B

Reference:


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

**To Run a Report from List View:**

1. Open the list view of the items you would like to report on (Incidents, Requests, Knowledge Articles, etc.)
2. Use the gear on the top left corner of the list to set your desired column headers
3. Use the blue filter icon to further refine your list view using "and/or" logic
4. Once the list is labeled and filtered to meet your needs, right click on any column header
5. Select **Bar Chart** or **Pie Chart** to generate a visual report; use the icon on the top right corner of the chart to export as an image file
6. Select **Export** and click on the file type you prefer to download (i.e., Excel, CSV or PDF)

Community vote distribution

D (100%)

  **Rwin0001** Highly Voted 3 years, 1 month ago

Shouldn't this answer be D then?

upvoted 15 times

  **w8w8w6v8o8** Highly Voted 2 years, 9 months ago

Selected Answer: D

There's no option anywhere in List View to select "Create Report"



upvoted 6 times

  **adyrip** Most Recent 1 month, 1 week ago

Selected Answer: D

D is the only viable option from the list, tested in the PDI.

upvoted 1 times

  **40a783b** 6 months, 1 week ago

Selected Answer: D

B cannot be an answer, Click Funnel is for filtering the list.

D is correct one either Bar Chart or Pie Chart can be created out of there

upvoted 2 times

  **Atul1711** 12 months ago

Selected Answer: D


D is the right answer

upvoted 1 times

  **tim4896** 1 year ago

D is correct

upvoted 1 times

  **murphyalex** 1 year, 1 month ago

D is correct

upvoted 1 times

  **sithupraji** 1 year, 3 months ago

D is the answer

upvoted 1 times

🗨️ 👤 **[Removed]** 1 year, 5 months ago

**Selected Answer: D**

This is so scuffed... even the explanation says it's D.

upvoted 3 times

🗨️ 👤 **Samitinjay** 1 year, 5 months ago

**Selected Answer: D**

Option D is correct.

Because once you go to the report section you can change any type of report you want so this is the fastest way to generate a report

upvoted 2 times

🗨️ 👤 **kohliaashish** 1 year, 6 months ago

**Selected Answer: D**

Answer is D

upvoted 1 times

🗨️ 👤 **babafakruddin** 1 year, 7 months ago

**Selected Answer: D**

Correct answer is D

upvoted 1 times

🗨️ 👤 **BenBose** 1 year, 7 months ago

**Selected Answer: D**

Create Report does not exist as an option on the menus in question

upvoted 1 times

🗨️ 👤 **jbthirdera** 1 year, 11 months ago

**Selected Answer: D**

Please, change to D is the correct answer

upvoted 2 times

🗨️ 👤 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: D**

There is no out-of-the-box UI Action called "Create Report" on a list

upvoted 4 times

🗨️ 👤 **ainkechik** 2 years, 3 months ago

**Selected Answer: D**

Correct answer is D

upvoted 3 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

D is correct

upvoted 4 times

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

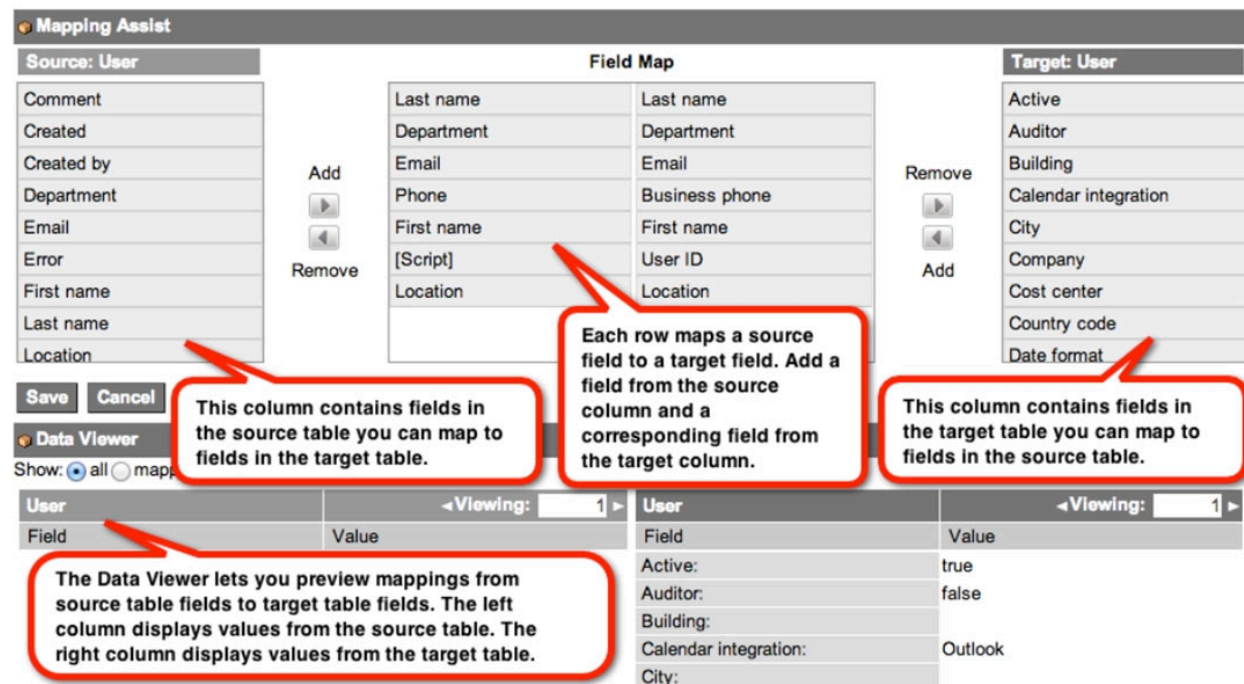
- A. Schema Mapping
- B. Automatic Mapping
- C. Mapping Assist
- D. Mapping Dashboard

**Suggested Answer: B**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c\\_MappingOptions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html)

### Mapping assist



**Mapping Assist**

**Source: User**

Comment
Created
Created by
Department
Email
Error
First name
Last name
Location

**Field Map**

Last name	Last name
Department	Department
Email	Email
Phone	Business phone
First name	First name
[Script]	User ID
Location	Location

**Target: User**

Active
Auditor
Building
Calendar integration
City
Company
Cost center
Country code
Date format

**Data Viewer**

Field	Value
Active:	true
Auditor:	false
Building:	
Calendar integration:	Outlook
City:	

Community vote distribution

B (78%)

C (22%)

aper 3 months, 1 week ago

Selected Answer: B

B

"The simplest mapping method is where all of the field names of the import sets match the names of the fields on the production tables onto which the data will be transformed"

[https://www.servicenow.com/docs/bundle/xanadu-integrate-applications/page/script/server-scripting/concept/c\\_MappingOptions.html](https://www.servicenow.com/docs/bundle/xanadu-integrate-applications/page/script/server-scripting/concept/c_MappingOptions.html)

upvoted 1 times

562ae40 9 months, 4 weeks ago

Selected Answer: C

Its literally in the documentation picture that it is C

upvoted 3 times

96d187b 3 months, 4 weeks ago

when the field names on the import set match the name of the fields on the Target table, it's automatic mapping utility. When they do not match and you need to map the fields, you use mapping assist

upvoted 2 times

Anna47 1 year, 1 month ago

Selected Answer: C

Related Links

Auto Map Matching Fields

Mapping Assist

Validate Coalesce Fields

Transform

Index Coalesce Fields

Run Point Scan

upvoted 2 times

🗨️ 👤 **NatusyaZira** 1 year, 5 months ago

**Selected Answer: B**

Yes, B is right : Automatic Mapping Utility

The simplest mapping method is where all of the field names of the import sets match the names of the fields on the production tables onto which the data will be transformed. In this case, simply click Auto map matching fields in the related list in the Table Transform Map form and confirm proper matching. If there are any discrepancies in terms of how fields were automatically matched, use the mapping assist utility to correct them. When all fields are matched properly, click the Transform related link to begin transforming data onto the destination table.

upvoted 4 times

🗨️ 👤 **rcn8278** 1 year, 5 months ago

The correct answer is C. Mapping Assist.

upvoted 1 times

🗨️ 👤 **LovMi21** 1 year, 7 months ago

**Selected Answer: B**

Automatic Mapping Utility

The simplest mapping method is where all of the field names of the import sets match the names of the fields on the production tables onto which the data will be transformed. In this case, simply click Auto map matching fields in the related list in the Table Transform Map form and confirm proper matching. If there are any discrepancies in terms of how fields were automatically matched, use the mapping assist utility to correct them. When all fields are matched properly, click the Transform related link to begin transforming data onto the destination table.

upvoted 4 times

🗨️ 👤 **bagoly** 2 years, 5 months ago

**Selected Answer: B**

B is correct

upvoted 4 times

🗨️ 👤 **Markster** 2 years, 9 months ago

B is correct if all fields match

upvoted 1 times

🗨️ 👤 **Bog2022** 2 years, 9 months ago

**Selected Answer: B**

The simplest mapping method is where all of the field names of the Import Set match the name of the fields on the target table where the data will be transformed.

upvoted 2 times

🗨️ 👤 **Matz2021** 3 years, 1 month ago

Automatic Mapping Utility

The simplest mapping method is where all of the field names of the import sets match the names of the fields on the production tables onto which the data will be transformed. In this case, simply click Auto map matching fields in the related list in the Table Transform Map form and confirm proper matching. If there are any discrepancies in terms of how fields were automatically matched, use the mapping assist utility to correct them. When all fields are matched properly, click the Transform related link to begin transforming data onto the destination table.

upvoted 4 times

🗨️ 👤 **Adsilva** 3 years, 1 month ago

**Selected Answer: B**

Sorry the correct answer is B, because the assist utility is using it when the fields are not related correctly.

upvoted 4 times

🗨️ 👤 **Adsilva** 3 years, 1 month ago

So correct is C

upvoted 1 times

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

**Suggested Answer: A**

Reference:

[https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0547260](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260)

*Community vote distribution*

A (100%)

🗨️ 👤 **Foodiepanda** 7 months, 1 week ago

**Selected Answer: A**

In many IT environments, Knowledge Management systems or platforms, like Knowledge in ServiceNow, are used to store and organize internal documentation, scripts, and FAQs for easy access by IT employees. ServiceNow Wiki (option B) is also a plausible choice, as it is often used for documentation within the ServiceNow platform. However, without specific details about your organization's setup, "Knowledge" is a general term for this type of documentation repository.

upvoted 1 times

🗨️ 👤 **GilSATx** 8 months, 3 weeks ago

**Selected Answer: A**

Knowledge A.

upvoted 1 times

🗨️ 👤 **YMijoe** 1 year, 7 months ago

**Selected Answer: A**

"Knowledge" is correct.

upvoted 1 times

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.

**Suggested Answer: E**

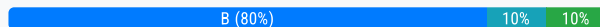
Reference:

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

## Steps to Reproduce

1. Login any Instance with List v3 plugin active.
2. Set the user session time zone to Europe/Dublin.
3. Create a field on the incident form of type Date ( Not Date/Time ).
4. Select a value in this field and save the incident form.
5. Go to problem and under the related list of problem attach this incident.
6. Personalize the related list (make sure it is V3) to display this newly created field.
7. Edit the date values for example to 26 April 2018.
8. Notice that in the Summer time from last Sunday of March till Last Sunday of October the date is not in sync with what chosen.
9. The issue is happening in Time Zones which are UTC+0.

Community vote distribution



**connal308876** Highly Voted 7 months, 2 weeks ago

In Washington, it appears you would click on user menu, select Preferences, and Language & Region and select Timezone  
upvoted 5 times

**Remo878** Highly Voted 3 years, 1 month ago

D option  
upvoted 5 times

**Nasman096** 2 years, 5 months ago

D is correct

All times are stored in Coordinated Universal Time (UTC) and appear globally based on the system time zone. However, times appear to users in their local time zone, according to their user preference settings.

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/time/reference/r\\_TimeZones.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/time/reference/r_TimeZones.html)

upvoted 1 times

**bcc5e85** Most Recent 4 months ago

D OPTION  
upvoted 1 times

**40a783b** 6 months, 1 week ago

Selected Answer: B

B is correct. Use the gear icon means under User Menu choose gear icon near Preferences. there Language & Region ...  
upvoted 4 times

**JinDG** 7 months, 2 weeks ago

Selected Answer: B

Yeah just because this one employee need the time zone to be in Latin we are just gonna change the time zone setting for the whole instance. Some people needs to get their brain checked fr.

upvoted 3 times

wer3ball 1 year ago

[https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/time/task/t\\_SetASystemTimeZone.html](https://docs.servicenow.com/bundle/washingtondc-platform-administration/page/administer/time/task/t_SetASystemTimeZone.html)

Wouldn't it be D as answer then

upvoted 1 times

38d386e 1 year ago

B is correct. D is incorrect because he isn't an admin user; he can't change the system settings in SN.

upvoted 5 times

Adamkrt 1 year, 1 month ago

**Selected Answer: B**

Employee complaints so its setting must be fixed - B

upvoted 4 times

PeterK0 1 year, 1 month ago

**Selected Answer: D**

gear icon under the profile icon , which refers to preferences , there we can customize our time zone and everything

upvoted 2 times

Certs\_Hub 1 year, 2 months ago

D is correct option.

The issue of incorrect create dates and times on the Incident list could be related to the time zone settings of the ServiceNow instance.

ServiceNow allows administrators to configure the time zone for the instance through system properties.

upvoted 1 times

JinDG 7 months, 2 weeks ago

Why should you change the time zone setting for the whole instance for 1 employee?

upvoted 3 times

paultenorio23 1 year, 3 months ago

**Selected Answer: D**

D is the correct

upvoted 1 times

Mihaf92 1 year, 4 months ago

B and D are both correct

upvoted 1 times

JHJHIIUIUJIUKJ 1 year, 7 months ago

B is correct

upvoted 1 times

Sam\_Sonic 2 years ago

**Selected Answer: B**

B is correct

upvoted 1 times

evoken 2 years ago

**Selected Answer: B**

B is correct

upvoted 2 times

HahaDesu 2 years, 1 month ago

B is the answer, for UI15 it's the gear icon, when you click the gear icon in the banner frame, in the general section you'll see there, time zone. For UI16, I think it's the Profile icon in the banner frame, then click profile again, you'll see timezone there.

upvoted 2 times

Spiderman5000 2 years, 2 months ago

**Selected Answer: E**

It can't be "B" because the gear icon is to personalize the view's columns. You set your time-zone in your preferences under the user icon. "E" is incorrect too, but it is the least of all incorrect choices.

upvoted 2 times

Kontopro 2 years, 1 month ago

the gear icon means the preferences menu under profile, not the gear icon from the list view



upvoted 4 times

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

**Suggested Answer:** AEG

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)

**com.glide.attachment.max\_size**

Sets the maximum file attachment size in megabytes.

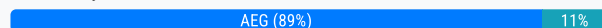
**glide.attachment.role**

Lists the roles (comma-separated) that can create attachments.

**glide.attachment.extensions**

Lists the file extensions (comma-separated) that can be attached to documents via the attachment dialog. Extensions should not include the dot (.). For example, xls, xlsx, doc, docx. Leave blank to allow all extensions.

Community vote distribution



**Rikart2009** 7 months, 2 weeks ago

**Selected Answer: AEG**

AEG is correct

upvoted 2 times

**Mihaf92** 1 year, 4 months ago

It is AEG

upvoted 1 times

**Ganesh7095** 1 year, 5 months ago

**Selected Answer: B**

juhukjkb

upvoted 1 times

**evoken** 2 years ago

**Selected Answer: AEG**

A E G are correct

upvoted 1 times

**bagoly** 2 years, 5 months ago

**Selected Answer: AEG**

correct

upvoted 2 times

**Mohammedhz** 2 years, 10 months ago

**Selected Answer: AEG**

Correct

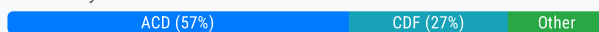
upvoted 3 times

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**Suggested Answer:** DEF

Community vote distribution



**MattMeyer2022** Highly Voted 2 years, 7 months ago

Selected Answer: CDF

The correct answers are C, D and F

FYI -- Answer E is wrong. I don't think there is something called a Testing Update set, and if there is, there is no need to use it when testing a catalog item.

upvoted 9 times

**PLiza2** Highly Voted 2 years, 2 months ago

A is for sure one of the correct answers. Can't test the flow without Activating it. Just follow the steps in the lab 4.3 of SN Administration Fundamentals course e-book.

Also C, is correct based on the steps in the LAB. D makes sense since there is Manager approval involved. B - there is no such thing as Instance Incognito Mode, E - there is no Testing Update Set

upvoted 8 times

**JuanSP** Most Recent 5 months, 2 weeks ago

Selected Answer: ACD

ACD is correct

upvoted 1 times

**Nexfo** 7 months, 3 weeks ago

Selected Answer: ADE

ACD is correct

upvoted 1 times

**naab143** 10 months, 1 week ago

The best practices to follow when testing a catalog item with a manager approval flow are:

A. Make sure the latest flows are activated.

Ensuring that the latest approval flows are activated helps ensure that any recent changes or updates to the approval process are reflected in the testing.

C. Impersonate the requester to ensure the form works.

Impersonating the requester allows you to test the catalog item from the perspective of the end-user, ensuring that the form functions correctly and provides a seamless user experience.

D. Make sure the requester's user record has a manager specified.

Ensuring that the requester's user record has a manager specified is essential for triggering the manager approval flow correctly. Without a specified manager, the approval process may not function as intended.

These practices ensure that the catalog item and its associated approval flow are thoroughly tested and function correctly in a real-world scenario.

upvoted 7 times

ba14741 11 months, 4 weeks ago

Selected Answer: ACD

ACD are correct

upvoted 3 times

2pagesServiceNowSolutions 12 months ago

When testing a catalog item, having a manager approval flows, which of these \*\*\*best practices\*\*\* would you follow? (Choose three.)

A (Probably) assuming you are testing that version...the latest version is actually in dev...mid dev maybe???

B (nonsense answer, just ignore this)

C (YES) you have to test as the user, admin and dev may have access to tables that ACLs mean reference fields don't work for a user who does not have access.

D (YES) if you're dot walking from who the requester is/or for you need the manager field populated otherwise teh approval you are testing won't work!

E (Maybe) you test the update set on transfer to other environments, we're not sure if we're testing in early development...in the DEV environment, that being the case A is valid too?

F (NO!)the clue here is "Best practices" and for the same reason as C admin to approve is a good and quick idea...but is it testing the approver? hoes the manager have approver licence?

Therefore the correct 3 best answers are A,C,D

upvoted 3 times

38d386e 1 year ago

ACD. F is wrong because there isn't an "Admin account" role.

upvoted 4 times

Adamkrt 1 year, 1 month ago

Selected Answer: ACD

ACD are most logical

upvoted 3 times

PeterK0 1 year, 1 month ago

Selected Answer: ACD

ACD because only those options contains words like "make sure", "to ensure" :DD

upvoted 3 times

Zippy59 1 year, 2 months ago

F is clearly wrong as it invalidates your testing - you are not testing a true-to-life scenario.

upvoted 2 times

Certs\_Hub 1 year, 2 months ago

A, C, D are correct option.

Make sure latest flows are activated.

Impersonate the requester to ensure the form works.

Make sure the requester's user record has a manager specified:

upvoted 3 times

Joe15 1 year, 2 months ago

Selected Answer: CDF

A is ambiguous. B and E are wrong

upvoted 1 times

GoldBear 1 year, 3 months ago

Selected Answer: ACD

ACD is correct.

A - The flow must be active

C - Impersonate the Requester to make sure they can create the Trigger for the Flow

D - The Flow requires a Manager to send the notification so the requester needs to have a manager assigned.



upvoted 2 times

Arun005 1 year, 4 months ago

Selected Answer: ACD

ACD is correct since the question is best practice.

upvoted 1 times

  **RogerW** 1 year, 4 months ago

I don't believe it can be C, D, and F. If you pick D (Make sure the requester's user record has a manager specified), why pick F (Use your Admin account, so you can approve the items quickly). By using your Admin account, what is the purpose of having a manager specified. Also depending on how your approval is process setup, an Admin may not have the privilege to approve.

I believe it must be A, C, D.

upvoted 2 times

  **PappyFox** 1 year, 6 months ago

ACD It must be!

upvoted 1 times

What is a no-code approach to control the mandatory or read-only state of a form field?

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

**Suggested Answer:** E

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c\\_DataPolicy.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html)

By default, data policies are applied to all GlideRecord operations including those used in Scripted REST APIs, and the REST Table API. You can opt out of applying the data policy to:

- Target records of SOAP web services
- Import sets
- Client-side UI policies

The admin role is required to edit data policies.

- ❗ **Note:** Defining a data policy enforces the policy when a record is submitted from the UI. This behavior cannot be changed.

Community vote distribution

E (100%)

🗨️ 👤 **6d50eb7** 9 months ago

**Selected Answer: E**

UI Actions:

Purpose: UI Actions are used to define custom buttons, links, or context menu items that perform a specific action when clicked.

Scope: They can be applied to forms, lists, and other UI elements.

Triggers: UI Actions are triggered by user interaction, such as clicking a button or selecting a context menu item.

Use Cases: UI Actions are often used to trigger server-side scripts, client-side scripts, or other operations when a user needs to perform a specific action, like opening a new record, updating fields, or running a script.

UI Policies:

Purpose: UI Policies are used to dynamically change the visibility and behavior of form elements based on predefined conditions.

Scope: They are applied at the form level and are used to control the visibility, mandatory status, and read-only state of form fields.

Triggers: UI Policies are evaluated when a form is loaded, and their conditions determine whether certain fields should be shown, hidden, made mandatory, or set to read-only.

Use Cases: UI Policies are commonly used to simplify and streamline the user interface by showing or hiding fields based on the values of other fields, making forms more context-aware and user-friendly.

upvoted 4 times

🗨️ 👤 **Sallex** 1 year, 6 months ago

**Selected Answer: E**

E is correct

upvoted 2 times

🗨️ 👤 **mrnow** 1 year, 7 months ago

**Selected Answer: E**

E is correct

upvoted 2 times

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

**Suggested Answer:** D

Reference:

<https://www.servicenowelite.com/blog/2016/8/7/update-sets>

#### Development Instance

1. Create an update set on the development instance.
2. Make customizations and changes on the development instance.
3. Mark the update set as Complete.

#### Test Instance

1. Log in to the test instance and retrieve the completed update set from the development instance.
2. Commit the update set on the test instance, and test customizations thoroughly.
3. If the update set has problems in the test instance, repeat the steps with development instance with another update set.

Community vote distribution

A (100%)

🗳️ **Muhammadosama** Highly Voted 2 years ago

A is correct ( "Batch update sets enable you to group update sets together so you can preview and commit them in bulk.")

another think confirming 'A' is correct ("o

Batch update sets enable you to group update sets together so you can preview and commit them in bulk.

Dealing with multiple update sets can lead to problems, including committing update sets in the wrong order or inadvertently leaving out one or more sets. You can avoid these problems by grouping completed update sets into a batch.

The system organizes update set batches into a hierarchy. One update set can act as the parent for multiple child update sets. A given set can be both a child and parent, enabling multiple-level hierarchies. One update set at the top level of the hierarchy acts as the base update set.

When you preview or commit the base update set, you preview or commit the entire batch. The system determines the processing order, and checks for collisions, based on the dates the changes were recorded, and on their sequential ancestry. Their ancestries are the specific instances in which the changes in the update sets took place.")

upvoted 6 times

🗳️ **Mayur444** Most Recent 5 months, 1 week ago

A is the one

upvoted 1 times

🗳️ **ba14741** 11 months, 4 weeks ago

Selected Answer: A

A batch

upvoted 2 times

🗳️ **GoldBear** 1 year, 3 months ago

Selected Answer: A

A is correct.

<https://docs.servicenow.com/bundle/vancouver-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html>

upvoted 4 times

🗨️ **BenBose** 1 year, 7 months ago

Seems very ambiguous to me - The answer could be A or D as both facilitate the moving of multiple update sets

upvoted 1 times

🗨️ **Lilymich** 1 year, 10 months ago

Batch update sets

upvoted 1 times

🗨️ **Alice\_Steele** 2 years ago

**Selected Answer: A**

docs.servicenow: 'Batch update sets enable you to group update sets together so you can preview and commit them in bulk.'

upvoted 1 times

🗨️ **evoken** 2 years ago

**Selected Answer: A**

A is the answer.

upvoted 1 times

🗨️ **rittersportler** 2 years, 1 month ago

**Selected Answer: A**

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html>

upvoted 1 times

🗨️ **EAMTL** 2 years, 2 months ago

**Selected Answer: A**

A is correct

upvoted 1 times

🗨️ **Amit12345** 2 years, 3 months ago

**Selected Answer: A**

A is correct.

upvoted 1 times

🗨️ **ALDADI** 2 years, 3 months ago

**Selected Answer: A**

A is right

upvoted 1 times

🗨️ **daniuja** 2 years, 5 months ago

A - batch ( "Batch update sets enable you to group update sets together so you can preview and commit them in bulk.")

upvoted 2 times

🗨️ **Ghouse1** 2 years, 5 months ago

Batch is correct. [https://community.servicenow.com/community?id=community\\_article&sys\\_id=90d4eccadb61f010f77799ead3961953](https://community.servicenow.com/community?id=community_article&sys_id=90d4eccadb61f010f77799ead3961953)

upvoted 3 times

🗨️ **bagoly** 2 years, 5 months ago

**Selected Answer: A**

A is correct

upvoted 4 times



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

**Suggested Answer:** C

Reference:

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

An ACL can effect data security:

- A field visible/not visible
- A field is readonly/not readonly
- A record can be deleted/not deleted
- A user can/can't create a record
- Etc

Community vote distribution

C (100%)

 **Nasman096** Highly Voted 1 year, 10 months ago

**Selected Answer: C**


WHAT IS AN ACCESS CONTROL (ACL)?

An instance uses access control list (ACL) rules, also called access control rules, to control what data users can access and how they can access it. ACL rules require users to pass a set of requirements in order to gain access to particular data. Each ACL rule specifies:

The object and operation being secured

The permissions required to access the object

upvoted 10 times

 **PeterK0** Most Recent 7 months, 2 weeks ago

It is very ambiguous when you use Access control rule instead of Access control list (ACL) and you think ACL, but you say Access control rule anyway

upvoted 1 times

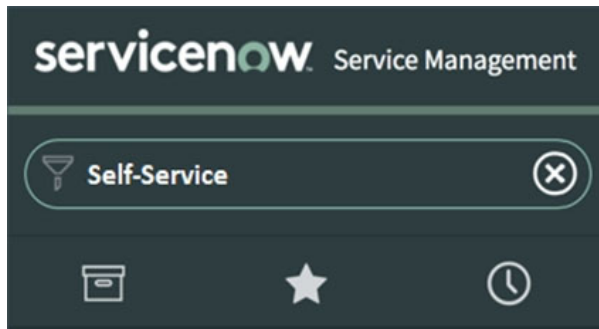
 **tonystark01** 1 year ago

**Selected Answer: C**

correct

upvoted 1 times

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

**Suggested Answer:** C

Reference:

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

Community vote distribution

C (71%)

D (29%)

🗨️ **96d187b** 3 months, 4 weeks ago

This is outdated, but answer would be C.

upvoted 1 times

🗨️ **40a783b** 6 months, 1 week ago

**Selected Answer: C**

C is correct but but valid only for core UI not for new expirience

upvoted 2 times

🗨️ **38d386e** 1 year ago

C is the answer

upvoted 1 times

🗨️ **GoldBear** 1 year, 3 months ago

**Selected Answer: C**

It only takes a "single" click to expand the Application and Modules.

upvoted 1 times

🗨️ **kohliaashish** 1 year, 6 months ago

**Selected Answer: C**

Correct Answer Is C

upvoted 1 times

🗨️ **tonystark01** 1 year, 6 months ago

**Selected Answer: C**

Correct

upvoted 1 times

🗨️ **amit\_p** 1 year, 6 months ago

**Selected Answer: C**

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



upvoted 1 times

🗨️ **Melli1972** 2 years ago

**Selected Answer: D**

I thought the answer was D, as clicking the funnel expands all of the applications in the menu.

upvoted 2 times

  **Ghouse1** 2 years, 5 months ago

C is correct

upvoted 1 times

  **Markster** 2 years, 9 months ago

I don't believe this is correct for the new San Diego NEXT UI.

upvoted 2 times

  **gottapass1sttry** 2 years, 3 months ago

While yes, you are correct. (the "All" option replaces the icon in the next UI)

Based on the info given in the question unto itself, I agree with the answer.

upvoted 1 times

  **SusanGlenn5** 2 years, 7 months ago

What did the update say in relation to this

upvoted 2 times

  **difeso14** 2 years, 9 months ago

Correct

upvoted 1 times

What do you call any component that needs to be managed in order to deliver services?

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

**Suggested Answer:** C

Reference:

<https://infocenter.io/servicenow-cmdb-implementation/>

### Configuration Management Process Owner

This role is filled by our client and is the Single Point of Contact for **Infocenter** for all Configuration Management issues. The Configuration Management Process Owner's primary objective is to own and maintain the Configuration Management process. The role of the Process Owner is usually a senior manager with the ability and authority to ensure the process is rolled out, adhered to and used by all stakeholders.

Community vote distribution

C (100%)

🗨️ 👤 **adyrip** 1 month, 1 week ago

**Selected Answer: C**

C is the ITIL definition of a CI  
upvoted 1 times

🗨️ 👤 **GilSATx** 8 months, 3 weeks ago

**Selected Answer: C**

C configuration item  
upvoted 1 times

🗨️ 👤 **Mohammedhz** 2 years, 4 months ago

Correct

upvoted 2 times

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept\_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept\_Mgr ACL on the HR service catalog

**Suggested Answer:** C

Community vote distribution

B (100%)

 **sithupraji** Highly Voted 9 months, 3 weeks ago

Am totally confused, is this the real answers for the exam? Can some one pls correct it if its a wrong answer given by verifying snow documents upvoted 8 times

 **naab143** Highly Voted 4 months, 1 week ago

The method that best fulfills the requirement of making a new service catalog item visible only to managers inside the HR Department is:

B. Add the Department Manager group to the catalog item's user criteria.


By adding the Department Manager group to the catalog item's user criteria, you restrict visibility to only users who are part of that group. This ensures that only managers within the HR Department can see and access the catalog item, fulfilling the requirement accurately.

upvoted 7 times

 **uwbe** Most Recent 1 year, 2 months ago

Selected Answer: B

Catalog items are secured using user criteria's in the related links Available For/Not Available For upvoted 4 times

 **pielouis** 1 year, 3 months ago

Selected Answer: B

B is correct

upvoted 1 times


 **PraiseDabira** 1 year, 4 months ago

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/employee-center/reference/ec-user-criteria-form.html> upvoted 1 times

 **FastAndy** 1 year, 5 months ago

Selected Answer: B

Accoring to Snow docu upvoted 1 times

 **evoken** 1 year, 6 months ago

Selected Answer: B

What's with all the wrong answers. It's B upvoted 2 times

 **Ranaway** 1 year, 8 months ago

User Criteria

upvoted 1 times

 **MattMeyer2022** 2 years, 1 month ago

Selected Answer: B

User Criteria is used for catalog items

upvoted 4 times

🗨️ **mitashki** 2 years, 2 months ago

**Selected Answer: B**

B is the correct answer

upvoted 2 times

🗨️ **Johnlego** 2 years, 2 months ago

B is correct for catalog items

upvoted 1 times

🗨️ **Markster** 2 years, 2 months ago

B is correct

upvoted 1 times

🗨️ **ardap** 2 years, 3 months ago

**Selected Answer: B**

Add the Department Manager group to the catalog item's user criteria

upvoted 3 times

🗨️ **libelle88** 2 years, 4 months ago

B is correct

upvoted 1 times

🗨️ **carriezhao** 2 years, 4 months ago

it should be B

upvoted 1 times

A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:

- ⇒ Incidents where the state is Closed
- ⇒ Incidents where Assignment Group is Network

After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click AND button; define second condition; click Run
- B. Define the first condition; click AND button; define second condition; press enter
- C. Define the first condition; click OR button; define second condition; press enter
- D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
- E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ **sexyney** 8 months, 1 week ago

clearly "A" is the answer

upvoted 1 times

🗨️ **MattMeyer2022** 2 years, 7 months ago

**Selected Answer: A**

AND is for satisfying both

upvoted 2 times

🗨️ **sephereth** 2 years, 8 months ago

**Selected Answer: A**

"AND" is correct, is used coz u need to meet both conditions

upvoted 2 times

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

**Suggested Answer:** E

Reference:

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

### Field ACL rules

After a user passes a table ACL rule, field ACL rules are processed in the following order:

1. Match the table and field name. For example, incident.number.
2. Match the parent table and field name. For example, task.number.
3. Match any table (\*) and field name. For example, \*.number.
4. Match the table and any field (\*). For example, incident.\*.
5. Match the parent table and any field (\*). For example, task.\*.
6. Match any table (\*) and any field (\*). For example, \*.\*.

Community vote distribution

E (100%)

🗨️ **cindy2023** 6 months, 3 weeks ago  
what's the difference between A and E ??? looks same/  
upvoted 2 times

🗨️ **JQueso** 6 months ago  
Sys names are not capitalized  
upvoted 7 times

🗨️ **evoken** 1 year ago  
**Selected Answer: E**  
E is correct  
upvoted 2 times

🗨️ **Ghouse1** 1 year, 5 months ago  
<https://docs.servicenow.com/bundle/sandiego-platform-security/page/administer/contextual-security/concept/access-control-rules.html>  
upvoted 1 times



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.

**Suggested Answer: C**

Community vote distribution

B (100%)

🗨️ **bagoly** Highly Voted 1 year, 11 months ago

**Selected Answer: B**

I don't get it, why the answer C is, why should be a parent-child relationship established? I've tested it, the catalog item can be added to both catalogs.

upvoted 9 times

🗨️ **foolishsoul4556** 1 year, 11 months ago

I agree with you are saying, what is the point in creating parent catalog? When the two individual catalogs might have other purposes than this one situation.

upvoted 4 times

🗨️ **foolishsoul4556** Highly Voted 1 year, 11 months ago

**Selected Answer: B**

Correct

upvoted 6 times

🗨️ **ba14741** Most Recent 5 months, 3 weeks ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **PinkAndBlack** 1 year, 2 months ago

**Selected Answer: B**

B is correct

upvoted 1 times

🗨️ **PinkAndBlack** 1 year, 2 months ago

In my opinion the correct answer is B. [https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/task/t\\_DefineACatalogItem.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/service-catalog-management/task/t_DefineACatalogItem.html)

upvoted 1 times

🗨️ **Spiderman5000** 1 year, 8 months ago

**Selected Answer: B**

In Tokyo, the catalog item can be associated with more than one catalog. Open a catalog item, scroll to the bottom reference list, select Catalog tab, add multiple catalog references. Maybe the design changed since this question was added?

upvoted 2 times

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

**Suggested Answer:** B

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c\\_HighSecuritySettings.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSecuritySettings.html)

### Security Warning notification

**Security Warning**

Your submission token does not match your session token. This occurs when:

- You are performing an action
- Your session has expired
- High security plugin is enabled (with CSRF protection)

Click "Continue" to proceed with your action

**Continue**

Community vote distribution

B (100%)

**timothy\_moore** Highly Voted 2 years ago

In Tokyo, you select Elevate Role under the user menu then uncheck security\_admin and click update. So, while the terminology is wrong, A is (now) the most correct answer  
upvoted 16 times

**skibumvermont** Most Recent 3 months ago

Selected Answer: A

A is the correct answer for the Washington DC release.

[https://www.servicenow.com/docs/csh?topicname=t\\_ElevateToAPrivilegedRole.html&version=latest](https://www.servicenow.com/docs/csh?topicname=t_ElevateToAPrivilegedRole.html&version=latest)

upvoted 2 times

**Lavel** 1 year ago

User Menu then Elevate Role and switch on/off security\_admin  
upvoted 4 times

**FATMASAAL2** 1 year, 5 months ago

Selected Answer: B

The elevated role will end when you log out(UTAH)  
upvoted 2 times

**Manny1218** 1 year, 5 months ago

Selected Answer: B

While in Tokyo you can just deselect the security\_admin role and click update. But according to the ServiceNow Administration Fundamentals - Tokyo booklet, page 13 states "the elevated role will end when you log out." For testing I would suggest B  
upvoted 3 times

**hgro** 1 year, 6 months ago

In Vancouver it is provided: This role grants the user elevated privileges to all resources controlled by the role for the remainder of the session. When the user logs out, the elevated privileges are terminated with the session but may be reestablished at the next login.

[https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/task/t\\_ElevateToAPrivilegedRole.html](https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/task/t_ElevateToAPrivilegedRole.html)  
upvoted 2 times

🗨️ 👤 **tafidwro** 1 year, 6 months ago

Quote from Prompt to use the Elevated Role:  
Elevate role

Elevate a role by adding privileges, which end when you log out. [Learn more](#)

#### AVAILABLE ROLES

security\_admin

Grant modification access to High Security Settings, allow user to modify the Access Control List  
upvoted 2 times

🗨️ 👤 **NunoOSilva** 1 year, 7 months ago

"Elevate a role by adding privileges, which end when you log out"

San Diego

upvoted 1 times

🗨️ 👤 **uwbe** 1 year, 8 months ago

Could this question be outdated? At least in Utah I would go User Menu -> Elevate Role and switch on/off security\_admin  
upvoted 4 times

🗨️ 👤 **[Removed]** 2 years ago

**Selected Answer: B**

Log out and in.

upvoted 1 times

🗨️ 👤 **Nasman096** 2 years, 4 months ago

**Selected Answer: B**

B. Log out and back in

upvoted 2 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

Log out and in. [https://docs.servicenow.com/bundle/sandiego-platform-security/page/administer/security/concept/c\\_ElevatedPrivilege.html](https://docs.servicenow.com/bundle/sandiego-platform-security/page/administer/security/concept/c_ElevatedPrivilege.html)  
upvoted 4 times

🗨️ 👤 **Johnlego** 2 years, 8 months ago

B is correct. Impersonation you end. Elevated roles requires a log out.

upvoted 4 times

🗨️ 👤 **Markster** 2 years, 9 months ago

B is one way. E is incorrect.

upvoted 3 times

🗨️ 👤 **libelle88** 2 years, 10 months ago

Should be E

upvoted 1 times

What type of field allows you to look up values from one other table?

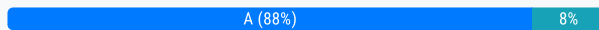
- A. Reference
- B. Verity
- C. Options
- D. Selections
- E. Dot walk
- F. Lookup

**Suggested Answer: F**

Reference:

<https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table>

Community vote distribution



**bb369** Highly Voted 3 years, 2 months ago

Answer is A: Reference

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/reference/r\\_FieldTypes.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html)  
upvoted 12 times

**Barkles** Highly Voted 3 years, 2 months ago

Selected Answer: A

Answer is A [https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/field-administration/concept/c\\_ReferenceField.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/field-administration/concept/c_ReferenceField.html)  
upvoted 7 times

**skibumvermont** Most Recent 3 months ago

A is the correct answer

[https://www.servicenow.com/docs/csh?topicname=r\\_FieldTypes.html&version=latest](https://www.servicenow.com/docs/csh?topicname=r_FieldTypes.html&version=latest)  
upvoted 1 times

**JinDG** 7 months, 2 weeks ago

The Suggested Answer Reference linke is a microsoft link LMAO what the F is this.  
upvoted 1 times

**Cplatt** 9 months, 3 weeks ago

Selected Answer: F

The reference link is definitely off. However, when thoroughly researching this I believe the answer would be F. There is a filed classified as "Lookup" that only looks up data from "one" table. The question is confusing because it's not specifying the scenario. I'd put my bets on F since these questions are very particular.

<https://www.servicenow.com/community/developer-articles/use-of-look-up-select-box-variable-on-service-catalog/ta-p/2330117>  
upvoted 1 times

**ofmk301** 1 year ago

A - why is there a link to a Microsoft page as (wrong) reference in the provided answer. Did the mix up questions from another exam ?  
upvoted 2 times

**Mariina\_003\_B** 1 year, 2 months ago

Selected Answer: A

A. Reference

A Reference field in ServiceNow is used to establish a relationship between two tables. It enables you to select a record from another table, and

the reference field displays the values from the referenced table. This functionality allows for data consistency and linking records across different tables.

upvoted 2 times

🗨️ 👤 **LovMi21** 1 year, 7 months ago

**Selected Answer: A**

[https://docs.servicenow.com/en-US/bundle/rome-platform-administration/page/administer/reference-](https://docs.servicenow.com/en-US/bundle/rome-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html#:~:text=Table%201.%20Field%20types%20%20%20Field,color%20decl%20...%20%2030%20more%20rows%20)

[pages/reference/r\\_FieldTypes.html#:~:text=Table%201.%20Field%20types%20%20%20Field,color%20decl%20...%20%2030%20more%20rows%20](https://docs.servicenow.com/en-US/bundle/rome-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html#:~:text=Table%201.%20Field%20types%20%20%20Field,color%20decl%20...%20%2030%20more%20rows%20)

upvoted 1 times

🗨️ 👤 **Nefeli\_k** 1 year, 8 months ago

Reference!

upvoted 1 times

🗨️ 👤 **Lilymich** 1 year, 10 months ago

the answer is A

upvoted 2 times

🗨️ 👤 **Muhammadosama** 2 years ago

Ans is "A"

Reference: Query that displays records from another table.

Link: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/reference/r\\_FieldTypes.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/reference/r_FieldTypes.html)

upvoted 1 times

🗨️ 👤 **Alice\_Steele** 2 years ago

**Selected Answer: A**

There's no Lookup type fields in SN

upvoted 2 times

🗨️ 👤 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: A**

Why is a Microsoft document linked as the solution? The quiz is about ServiceNow terminology, not Microsoft's.

upvoted 3 times

🗨️ 👤 **Ranaway** 2 years, 2 months ago

A is the correct one

upvoted 2 times

🗨️ 👤 **ainkechik** 2 years, 3 months ago

**Selected Answer: E**

[https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/navigation/concept/c\\_DotWalking.html](https://docs.servicenow.com/bundle/tokyo-platform-user-interface/page/use/navigation/concept/c_DotWalking.html)

upvoted 2 times

🗨️ 👤 **Spiderman5000** 2 years, 2 months ago

Dot-walking can be used to see "field names" in a referenced document, not "values" as the question proposed.

upvoted 2 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

Reference Query that displays records from another table.

upvoted 1 times

🗨️ 👤 **MattMeyer2022** 2 years, 7 months ago

**Selected Answer: A**

Reference

upvoted 2 times

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

**Suggested Answer: A**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html>

ServiceNow Process Automation applications help you digitize, visualize, and manage the cross-enterprise workflows for your business. Digitizing your business processes with Process Automation applications gives you these benefits:

- Management of process compliance
- Ownership of continual process improvement
- Collaboration across divisions and departments
- Visibility into process outcomes

Community vote distribution

A (100%)

🗨️ 👤 **tonystark01** 6 months, 3 weeks ago

Workflow editor is also an option but it does not come under Process automation application.

upvoted 1 times

🗨️ 👤 **Quero** 1 year ago

**Selected Answer: A**

A is the correct answer.

upvoted 1 times

🗨️ 👤 **evoken** 1 year ago

**Selected Answer: A**

A is correct

upvoted 1 times

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

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

**Suggested Answer:** E

Reference:

[https://kstate.service-now.com/kb\\_view.do?sysparm\\_article=KB12492](https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492)

## Select a table

Some of the most common tables to create a report on are:

- Change Request (change\_request)
- Enhancement (rm\_enhancement)
- Incident (incident)
- Project (pm\_project)
- Request (sc\_request)
- Requested Item (sc\_req\_item)
- Task (task)

Community vote distribution

E (60%)

B (40%)

 **gedgy** 8 months, 2 weeks ago

**Selected Answer: E**

E takes you to create a report. B takes you to a ServiceNow document. Remember, you are an admin in this scenario.

upvoted 1 times

 **Cplatt** 9 months, 3 weeks ago

In a real world scenario where the individual has never built reports before B. Reports>Getting Started would be the best course of action because the individual would need to learn how to build reports. These questions aren't really clear with the scenario based ones such as this one. Coming from real world experiences I always suggest that a person learn about reporting before trying to feel their way through understanding how to build a report. My guess would be E is the expected answer even though it's not practical if someone has never built a report before. I wish ServiceNow would eliminate questions like this.

upvoted 4 times

 **shub606** 10 months ago

Answer should be E

upvoted 1 times

 **Atul1711** 12 months ago

**Selected Answer: E**

E should be the answer.

upvoted 1 times

 **wer3ball** 1 year ago

E.

[https://docs.servicenow.com/bundle/washingtondc-now-intelligence/page/use/reporting/task/t\\_CreateYourOwnReport.html](https://docs.servicenow.com/bundle/washingtondc-now-intelligence/page/use/reporting/task/t_CreateYourOwnReport.html)

upvoted 1 times

 **Foodiepanda** 1 year, 1 month ago

**Selected Answer: E**

This seems to be logical

upvoted 1 times

🗨️ **Mariina\_003\_B** 1 year, 2 months ago

**Selected Answer: E**

E. Reports > Create New

This option allows the analyst to create a new report directly from the Reports module. They can configure and customize the report based on their requirements.

upvoted 1 times

🗨️ **Joe15** 1 year, 2 months ago

**Selected Answer: E**

Correct is E.

B takes you to docs (wiki) page.

upvoted 1 times

🗨️ **ggageagegwseg** 1 year, 3 months ago

useless ass website

upvoted 2 times

🗨️ **GoldBear** 1 year, 3 months ago

**Selected Answer: B**

If the analyst is new they probably should read the documentation to learn how to create reports, otherwise, why is that link useful?

Once the analyst knows how to create a new report there is no reason for the manager to have the analyst review the documentation.

upvoted 2 times

🗨️ **ggageagegwseg** 1 year, 3 months ago

is it B?

upvoted 1 times

🗨️ **ITCOL2021** 1 year, 4 months ago

**Selected Answer: B**

This is a correct.

upvoted 1 times

🗨️ **tonystark01** 1 year, 6 months ago

I think analysts knows about reports. and also "Getting started" module will redirect to Product documentation.

upvoted 1 times

🗨️ **RGGG** 2 years ago

**Selected Answer: B**

Information is required on how to create and distribute reports

upvoted 1 times

🗨️ **Spiderman5000** 2 years, 1 month ago

**Selected Answer: B**

If you have to tell an analyst to click "Report > Create New" then the analyst has no idea how to create a report. Send the person to "B", documentation, first.

upvoted 2 times

🗨️ **trye\_indicators** 2 years, 8 months ago

**Selected Answer: E**

Create a report

Users may create new reports in a few ways:

- Navigate to Reports > Create New
- Navigate to Reports > View / Run and click Create a report
- From a list click the down arrow next to any column header and select either Bar Chart or Pie Chart
- From an existing report click the down arrow next to Save and select Insert and Stay. This is like a Save As feature that inserts a copy of the report into the database with any changes that have been made. If you do not save the existing report before doing insert, any changes will only be saved to the new copy of the report.


upvoted 4 times

🗨️ **Markster** 2 years, 8 months ago

I mean B for starting info

upvoted 1 times



  **Markster** 2 years, 9 months ago

Easily could be E for a place to start when first learning about creating reports.

upvoted 1 times

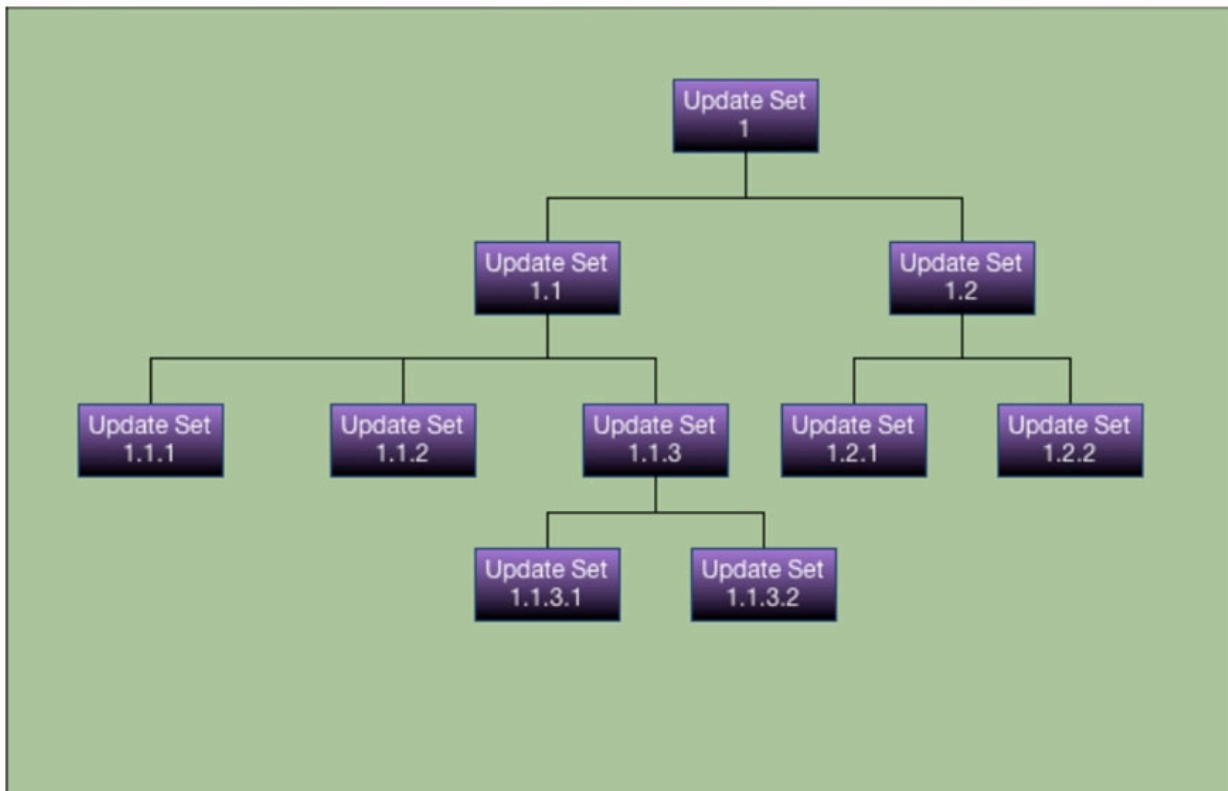
What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

**Suggested Answer: A**

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-hier-overview>



Community vote distribution

A (100%)

6d50eb7 9 months ago

Selected Answer: A

Import the Update Set in the Target Instance:

In the target instance, navigate to "System Update Sets" and click on "Retrieved Update Sets."

Click on "Import Update Set from XML," choose the XML file you transferred, and import it.

Preview and Commit the Update Set:

Once imported, preview the Update Set to see the changes that will be applied.

If everything looks correct, commit the Update Set to apply the changes to the target instance.

Verify the Changes:

After committing the Update Set, verify that the changes have been applied as expected in the target instance.

upvoted 1 times

Lacitroger 11 months ago

Selected Answer: A



A is correct

upvoted 1 times

  **tonystark01** 1 year ago

A for sure

upvoted 1 times

  **Granddude** 1 year, 3 months ago

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-%20hier-overview> does in fact state that A is the correct answer

upvoted 1 times

  **Granddude** 1 year, 3 months ago

What are the steps for applying an update set to an instance?

A. Retrieve, Preview, Commit

B. Specify, Transform, Apply



C. Retrieve, Assess, Apply

D. Get, Test, Push

E. Pull, Review, Push

Does in fact state that A is the correct answer.

upvoted 1 times

  **Adsilva** 2 years, 8 months ago

A note the other previous question was about 'retrieved', and this question 119 is about 'applying'.

upvoted 2 times

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- A. Run Transform
- B. Run Import
- C. Import Dataset
- D. Execute Transform
- E. Schedule Transform

**Suggested Answer:** D

Reference:

[https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t\\_CreatingAFieldMap.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html)

Field	Description
Map	Transform map that uses this field mapping (populated automatically).
Source table	Table from which the raw import set data is loaded (the source for the transformation). Populated automatically from the transform map.
Source field	Field on the source table to be transformed. Can be blank if the <b>Source table</b> contains only raw data.

Community vote distribution

A (86%)

7%

🗨️ **Kring99** 1 week, 5 days ago

**Selected Answer: B**

it's actually none of these, it's the SUBMIT button on LOAD DATA module that stages the data, then it's RUN TRANSFORM to actually load the data using a transform map

upvoted 1 times

🗨️ **Kflo** 2 months, 1 week ago

**Selected Answer: A**

"When all fields are matched properly, click Transform in the related links to begin transforming data onto the destination table."

Section 4.3 Import Data > Transform Maps

upvoted 1 times

🗨️ **skibumvermont** 3 months ago

**Selected Answer: A**

[https://www.servicenow.com/docs/csh?topicname=t\\_RunTransform.html&version=latest](https://www.servicenow.com/docs/csh?topicname=t_RunTransform.html&version=latest)

upvoted 1 times

🗨️ **aper** 3 months, 1 week ago

**Selected Answer: B**

B.

"To import the data set you uploaded now, select Run Import."

<https://docs.servicenow.com/bundle/utah-application-development/page/build/app-engine-studio/task/import-map-data-existing-table.html>

upvoted 1 times

🗨️ **wer3ball** 1 year ago

B.

Import the file or schedule the data import

Choose what to do with your data import you just created and mapped.

To import the data set you uploaded now, select Run Import.

To set up a future import of the data, select Schedule an import.

<https://docs.servicenow.com/bundle/utah-application-development/page/build/app-engine-studio/task/import-map-data-existing-table.html>

upvoted 1 times

🗨️ **6d50eb7** 1 year, 3 months ago

A.

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_utah\\_run\\_a\\_transform\\_map](https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new_to_servicenow/app_store_learnv2_importingdata_utah_run_a_transform_map)

upvoted 2 times

🗨️ **rsilva85\_BR** 1 year, 6 months ago

**Selected Answer: D**

Answer is D. [https://docs.servicenow.com/en-US/bundle/tokyo-service-management-for-the-enterprise/page/product/facilities-service-management/task/t\\_RunTransform.html](https://docs.servicenow.com/en-US/bundle/tokyo-service-management-for-the-enterprise/page/product/facilities-service-management/task/t_RunTransform.html).... these documentation shows item 6, after entering Run Transform, you need to CLICK the EXECUTE BUTTON to indeed execute the transformation.

upvoted 1 times

🗨️ **cluelessdood** 1 year, 6 months ago

Huh? Where does it say Execute anywhere on this page? There's a Transform button, but not "Execute Transform" button.

upvoted 1 times

🗨️ **tonystark01** 1 year, 6 months ago

Receiving table = Target table so answer is A

upvoted 1 times

🗨️ **PinkAndBlack** 1 year, 8 months ago

**Selected Answer: B**

I should go for B. Please check

[https://docs.servicenow.com/bundle/utah-integrate-applications/page/administer/import-sets/task/t\\_RunImport.html](https://docs.servicenow.com/bundle/utah-integrate-applications/page/administer/import-sets/task/t_RunImport.html)

upvoted 1 times

🗨️ **KevFun** 1 year, 9 months ago

It is B, see <https://docs.servicenow.com/bundle/utah-application-development/page/build/app-engine-studio/task/import-map-data-existing-table.html>

upvoted 2 times

🗨️ **Joe\_Qu** 1 year, 9 months ago

This is a link to Create a data integration ? I guess that is a different question

upvoted 1 times

🗨️ **sunnygohappy** 1 year, 11 months ago

ChatGPT agrees to A.

upvoted 2 times

🗨️ **jbthirdera** 1 year, 11 months ago

**Selected Answer: A**

A run Transform

upvoted 3 times

🗨️ **Alice\_Steele** 2 years ago

**Selected Answer: A**

there s no Execute Transform

upvoted 2 times

🗨️ **rsilva85\_BR** 1 year, 6 months ago

There's a button TRANSFORM that might be considered Execute Transform....

upvoted 1 times

🗨️ **Ranaway** 2 years, 2 months ago

A, there is no execute transform

upvoted 1 times

🗨️ **HAYOSH** 2 years, 3 months ago

(A) Run Transform

upvoted 1 times

🗨️ **Ghouse1** 2 years, 5 months ago

A is correct. [https://docs.servicenow.com/bundle/tokyo-service-management-for-the-enterprise/page/product/facilities-service-management/task/t\\_RunTransform.html](https://docs.servicenow.com/bundle/tokyo-service-management-for-the-enterprise/page/product/facilities-service-management/task/t_RunTransform.html)

upvoted 1 times

  **Vinnyzworld** 2 years, 7 months ago

**Selected Answer: A**

A run Transform

upvoted 1 times

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

**Suggested Answer:** AE

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c\\_GroupedLists.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html)

Option	Description
To expand or collapse a group	Click the arrow (►) next to the group name.
To expand or collapse all groups	Click the arrow at the top of the list.
To open the full list for a group	Click the group name.
To see all records for a given group	Open the full list.

Community vote distribution

AE (100%)

🗨️ **Cnu99999** 6 months, 1 week ago

the answer is E and NOT A. you have to chose the column on which to group by where it will say "Gorup by <column name>. There is no generic context menu that just says group by where then later you can select the column.

upvoted 1 times

🗨️ **Mikias** 11 months, 1 week ago

AE correct

upvoted 1 times

🗨️ **Vinnyzworld** 2 years, 1 month ago

**Selected Answer: AE**

A and E

upvoted 1 times

🗨️ **trye\_indicators** 2 years, 2 months ago

**Selected Answer: AE**

A, E are correct

upvoted 1 times

Which collaboration tool is available from the banner, using the bubble icon?



- A. Now Messenger
- B. Agent Chat
- C. Connect Chat
- D. Collaborate Now
- E. Live Feed

**Suggested Answer:** C

🗨️ 👤 **[Removed]** Highly Voted 👍 5 months, 1 week ago

In Next Experience it is now called sidebar discussions. But on older versions, yeah, it would be connect chat  
upvoted 6 times

🗨️ 👤 **CB528** Most Recent 🕒 4 months, 3 weeks ago

its called sidebar in Utah release  
upvoted 4 times

🗨️ 👤 **Markster** 1 year, 9 months ago

Important: Connect is not supported in Next Experience. If you turn on Next Experience, Connect functionality will no longer work. See Next Experience. [https://docs.servicenow.com/en-US/bundle/sandiego-servicenow-platform/page/use/collaboration/concept/c\\_Connect.html](https://docs.servicenow.com/en-US/bundle/sandiego-servicenow-platform/page/use/collaboration/concept/c_Connect.html)  
upvoted 4 times



On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

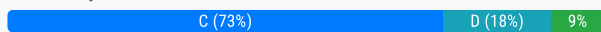
- A. Can Contribute
- B. Cannot Author
- C. Cannot Contribute
- D. Cannot Write
- E. Read Only

**Suggested Answer:** C

Reference:

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

Community vote distribution



🗨️ 👤 **Kring99** 1 week, 5 days ago

**Selected Answer: A**

A - there is no "CANNOT CONTRIBUTE" option, for read-only option E it's actually "CAN READ"  
upvoted 1 times

🗨️ 👤 **adyrip** 1 month, 1 week ago

**Selected Answer: C**

C is the correct answer, double checked on the Washington PDI instance.  
upvoted 1 times

🗨️ 👤 **Kflo** 2 months, 1 week ago

**Selected Answer: C**

C

[https://www.servicenow.com/docs/bundle/xanadu-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://www.servicenow.com/docs/bundle/xanadu-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

Note: If the related lists aren't visible, configure the Knowledge form to display them. (Cannot Contribute and Cannot Read)  
upvoted 1 times

🗨️ 👤 **skibumvermont** 3 months ago

**Selected Answer: C**

Answer for Washington DC release is A  
<https://www.servicenow.com/docs/csh?topicname=user-access-knowledge.html&version=latest>  
upvoted 2 times

🗨️ 👤 **AJE68** 7 months, 2 weeks ago

**Selected Answer: A**

There is only a "Can Contribute" tab on the knowledge base record. So answer A might be the only suitable option.  
upvoted 1 times

🗨️ 👤 **PeterK0** 1 year, 1 month ago

for some reason in both work and personal development instances i have only can contribute and can read tabs... is there any way to reveal the other options or they are not available since tokyo version ?  
upvoted 2 times

🗨️ 👤 **NunoOSilva** 1 year, 7 months ago

**Selected Answer: C**

User criteria definitions

User criteria Result

Cannot Contribute Cannot contribute (that is can't create, modify, or retire) knowledge articles within a knowledge base. The Cannot Contribute user criteria is available only for knowledge bases.

Can Contribute Can contribute (that is can view, create, modify, or retire) knowledge articles within a knowledge base. The Can Contribute user

criteria is available only for knowledge bases.

Cannot Read

At the knowledge base level, cannot view knowledge articles within a knowledge base.

At the knowledge article level, cannot view a knowledge article.

Can Read

At the knowledge base level, can view knowledge articles within a knowledge base.

At the knowledge article level, can view a knowledge article.

upvoted 2 times

🗨️ **jQuerin** 2 years ago

**Selected Answer: C**

just checked it on my personal instance, C is correct

upvoted 1 times

🗨️ **MacGyver4th** 2 years ago

**Selected Answer: C**

This explains why the answer is C

<https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

upvoted 3 times

🗨️ **Spiderman5000** 2 years, 2 months ago

**Selected Answer: C**

"Cannot Contribute" is hidden by default. Configure - Related Lists to show it.

upvoted 1 times

🗨️ **saiakhilpalle** 2 years, 2 months ago

C is correct

upvoted 1 times

🗨️ **4learning2u** 2 years, 2 months ago

**Selected Answer: C**

The correct answer is C

Note: If the related lists aren't visible, configure the Knowledge form to display them.

upvoted 1 times

🗨️ **zetrooo** 2 years, 3 months ago

Its C

[https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

upvoted 1 times

🗨️ **gottapass1sttry** 2 years, 3 months ago

The correct answer is A.

Just verified this in two different developer instances.

upvoted 3 times

🗨️ **Philippvs** 2 years, 3 months ago

**Selected Answer: D**

[https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/task/t\\_LimitKBAccessToInternalUsers.html](https://docs.servicenow.com/bundle/tokyo-customer-service-management/page/product/customer-service-management/task/t_LimitKBAccessToInternalUsers.html)

upvoted 2 times

🗨️ **Faithye** 2 years, 4 months ago

For this cannot contribute seems right

upvoted 1 times

🗨️ **Faithye** 2 years, 4 months ago

Read only!

upvoted 1 times

Which features allow you to update multiple records at one time? (Choose two.)

- A. List Editor
- B. Field Update Action
- C. Bulk Record Update
- D. Data Remediation Dashboard
- E. Update Selected Action

**Suggested Answer: AB**

Reference:

[https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/task/t\\_EditMultRecUsingListEditor.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/task/t_EditMultRecUsingListEditor.html)

Community vote distribution



**bb369** Highly Voted 2 years, 8 months ago

Isn't answer AE?

upvoted 11 times

**Bog2022** Highly Voted 2 years, 3 months ago

Selected Answer: AE

I'm voting AE

upvoted 5 times

**naab143** Most Recent 4 months ago

A. List Editor

E. Update Selected Action

Both the List Editor and Update Selected Action functionalities in ServiceNow enable users to update multiple records simultaneously. The List Editor provides a spreadsheet-like interface where you can modify multiple records at once, while the Update Selected Action allows you to perform bulk updates on selected records from a list or a report.

upvoted 2 times

**ddiggler** 6 months ago

It is A and E and I'm not talking about A and E the TV channel.

It's a good resource, BUT, fix the answers Examtopics.

upvoted 3 times

**Holy\_97** 6 months, 1 week ago

Selected Answer: AB

AB is correct.

B can be done by selecting multiple rows > right click on column (field) header > select Update selected > edit any fiels > click button Update

E is wrong because the option must be selecting "Actions on selected rows" pulldown but it only acts with the whole record, not the fields

upvoted 1 times

**jjn9306** 4 months, 3 weeks ago

Your description of B is actually what E says: "Update Selected". There is no such thing as "Field Update"

upvoted 1 times

**PeterK0** 7 months, 2 weeks ago

does update selected action mean action on selected rows ?

upvoted 1 times

**Sam\_jsy** 7 months, 2 weeks ago

Selected Answer: AE

answer is A & E

upvoted 1 times

🗨️ **Mariina\_003\_B** 8 months, 3 weeks ago

Selected Answer: AE

The features that allow you to update multiple records at one time in ServiceNow are:

- A. List Editor
  - E. Update Selected Action
- upvoted 2 times

🗨️ **MacGyver4th** 1 year, 6 months ago

Selected Answer: AE

A:

[https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/use/using-lists/task/t\\_EditMultRecUsingListEditor.html](https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/use/using-lists/task/t_EditMultRecUsingListEditor.html)

E:

[https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t\\_EditMultiRecUsingEditingForm.html](https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t_EditMultiRecUsingEditingForm.html)

upvoted 2 times

🗨️ **bagoly** 1 year, 12 months ago

Selected Answer: AE

AE is correct

upvoted 2 times

🗨️ **Dela803** 1 year, 12 months ago

Answer should be A& E. But it is also possible to edit multiple records using the form view instead by selecting multiple records in the list view and using the Update Selected option in the list context menu

upvoted 1 times

🗨️ **cheeming** 2 years ago

AB is correct as B is Flow Designer

upvoted 1 times

🗨️ **Vinnyzworld** 2 years, 1 month ago

Selected Answer: AE

A and E

upvoted 4 times

🗨️ **Johnlego** 2 years, 2 months ago

Answer is AE

upvoted 3 times

Categories in the knowledge base, by default, can be created and edited by which knowledge workers? (Choose two.)

- A. Knowledge Authors
- B. Knowledge Contributors
- C. Knowledge Controller
- D. Knowledge Managers
- E. Knowledge Category Managers
- F. Knowledge Submitters
- G. Knowledge Owners
- H. Knowledge Taxonomy Owner

**Suggested Answer:** BD

Reference:

[https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t\\_DefineAKnowledgeCategory.html#:~:text=In%20addition%20to%20using%20categories,categories%20when%20editing%20an%20article](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_DefineAKnowledgeCategory.html#:~:text=In%20addition%20to%20using%20categories,categories%20when%20editing%20an%20article)

Community vote distribution

BD (100%)

🗨️ **Frost312321** 2 months, 3 weeks ago

**Selected Answer:** BD

From the ebook, chapter 5.1: Knowledge mangers can define knowledge categories to pre-populate the list of available categories, and knowledge contributors can select categories, and add or edit categories, if enabled, for a Knowledge base.

B for sure, D is questionable but the only other answer which would fit  
upvoted 1 times

🗨️ **Dewoodma** 8 months ago

Options B and D are the only valid roles listed, however, only Knowledge Managers may modify knowledge base categories. KCS Contributors may create and validate knowledge articles in their area as assigned only. See all versions of SNow document on Knowledge Management Roles: [https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeRoles.html](https://docs.servicenow.com/bundle/washingtondc-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html)  
upvoted 1 times

🗨️ **MACCA81** 1 year ago

I think this question is incorrect. There's really only one correct answer and it's D. In the SN Administration Fundamentals - Vancouver, page 224 there's a Knowledge Management RACI Chart at the bottom of the page. In there the Action called Modify Knowledge Base: Categories, article validity, icon, workflow, etc - This action can be performed only by the admin, knowledge\_admin and knowledge\_manager. Knowledge Author, Knowledge Controller, Knowledge Category Manager, Knowledge Submitters, Knowledge Owners and Knowledge Taxonomy Owner, are not SN knowledge roles at all, based on the RACI. They're not mentioned there. Knowledge Contributor - as per the RACI - can create, update, modify, and view knowledge ARTICLES, but has NO permissions to modify Knowledge Categories as the question here asks. Hence really only Admin, Knowledge Admin and Knowledge Manager can modify a knowledge Category, and of the 3 only Knowledge Manager exists in the answer choices.  
upvoted 3 times

🗨️ **GoldBear** 1 year, 3 months ago

**Selected Answer:** BD

Correct answer BD  
upvoted 2 times

🗨️ **Alok\_kumar\_kashyap** 1 year, 8 months ago

Correct Answer is B,D  
upvoted 2 times

🗨️ **Alok\_kumar\_kashyap** 1 year, 8 months ago

A:

[https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/use/using-lists/task/t\\_EditMultRecUsingListEditor.html](https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/use/using-lists/task/t_EditMultRecUsingListEditor.html)

E:

[https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t\\_EditMultiRecUsingEditingForm.html](https://docs.servicenow.com/bundle/utah-platform-user-interface/page/use/using-lists/task/t_EditMultiRecUsingEditingForm.html)

upvoted 1 times

  **Alok\_kumar\_kashyap** 1 year, 8 months ago



PLEASE DELETE MY ANSWER. ITS NOT CORRECT. PASTED BY MISTAKE

upvoted 4 times

  **Ghouse1** 2 years, 5 months ago

[https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeRoles.html](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html)

upvoted 1 times

  **bagoly** 2 years, 5 months ago

**Selected Answer: BD**

BD correct

upvoted 1 times

  **trye\_indicators** 2 years, 8 months ago

**Selected Answer: BD**

Knowledge contributors can create and edit knowledge articles within a knowledge base to share information across your organization.

<https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/task/create-knowledge-article.html>

As a knowledge manager, you can assign other managers, define category structures, configure which users can read and contribute articles, move and pin articles, and modify most fields on the Knowledge Base form. You can also approve the publishing or retiring of knowledge articles in those knowledge bases.

[https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/concept/c\\_KnowledgeManager.html](https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/product/knowledge-management/concept/c_KnowledgeManager.html)

upvoted 4 times

Which collaboration tool opens a sidebar and allows you to create new conversations with other ServiceNow users?

- A. Skype Now
- B. Collaborate Now
- C. Agent Messenger
- D. Agent Chat
- E. Connect Chat











**Suggested Answer: E**

Reference:

<https://itsm.ucsf.edu/servicenow-connect-chat>

Community vote distribution

D (100%)

-  **chicocheco** Highly Voted 1 year, 10 months ago  
 Outdated. Replaced by Sidebar chat.  
 upvoted 12 times
-  **ilovetests** Highly Voted 2 years, 5 months ago  
 This is outdated. Connect Chat is going away and can't be used with the Next Experience Unified Navigation starting with SanDiego  
 upvoted 5 times
-  **adyrip** Most Recent 1 month, 1 week ago  
Selected Answer: E  
 In Washington it's called Sidebar, question is outdated  
 upvoted 1 times
-  **ArisGk** 3 months, 1 week ago  
Selected Answer: E  
 Connect Chat opens a sidebar and allows you to create new conversations with other ServiceNow users.  
 upvoted 2 times
-  **ee1039c** 3 months, 2 weeks ago  
Selected Answer: E  
 Connect Chat opens a sidebar and allows you to create new conversations with other ServiceNow users.  
 Agent Chat is used for real-time communication between agents and users but does not open a sidebar for creating new conversations.  
 upvoted 1 times
-  **BlackCarpet** 4 months ago  
Selected Answer: E  
 Connected Chat  
 upvoted 1 times
-  **9e0bd16** 5 months, 1 week ago  
Selected Answer: E  
 it is E  
 upvoted 1 times
-  **naab143** 10 months, 1 week ago  
 E. Connect Chat  
 upvoted 1 times
-  **Mihaf92** 1 year, 5 months ago  
 it is E  
 upvoted 4 times
-  **NatusyaZira** 1 year, 5 months ago  
Selected Answer: D

D is correct: The ServiceNow® Conversational Interfaces features enable you to install, manage, and monitor your virtual and live agents to support your users through chat. Agent Chat enables live agents to interact directly with end users through chat and Sidebar enhances the ability for agents and subject matter experts to collaborate. Agent Chat and Sidebar were enhanced and updated in the Utah release.

upvoted 3 times

 **timothy\_moore** 2 years ago

Outdated

upvoted 3 times



What module would you use if you wanted to view a list of all of the fields on the Incident table? (Choose two.)

- A. Tables & Columns
- B. Dictionary
- C. Data Class Manager
- D. Dictionary Dashboard
- E. Database View
- F. Schema

**Suggested Answer:** AF

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_TableAdministration.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html)

Community vote distribution

AB (100%)

 **Bog2022** Highly Voted 2 years, 3 months ago

**Selected Answer: AB**


Schema is not a module

upvoted 12 times

 **Sarvisetti** Most Recent 8 months, 1 week ago

AB is correct as there is no module named as Schema


upvoted 2 times

 **GoldBear** 9 months, 3 weeks ago

**Selected Answer: AB**

The details for fields are viewed using "Tables and Columns" or Dictionary modules.

upvoted 2 times

 **Ghouse1** 1 year, 11 months ago

Administrators can use these tools for viewing and modifying the database structure:

Tables module: Provides a list of all tables in the database.

Tables & Columns module: Provides a list of all existing tables, with columns, column attributes, and indexes.

Schema map: Provides a graphical representation of the relationships between tables.

Data dictionary tables: Contains additional information that defines database elements.

upvoted 2 times

 **Markster** 2 years, 2 months ago

**Selected Answer: AB**

A & B are correct imho

upvoted 3 times

 **libelle88** 2 years, 4 months ago

No "Schema" module in ServiceNow --> A B

upvoted 3 times

 **akinz** 2 years, 5 months ago


If it is schema Map , then the ans are correct.

upvoted 1 times

 **Remo878** 2 years, 7 months ago

provided ans is right

upvoted 2 times

 **ANCANC** 2 years, 7 months ago

A and B are correct  
upvoted 4 times

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

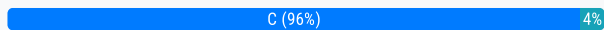
- A. Date-based trigger
- B. On-change trigger
- C. Record-based trigger
- D. Application-based trigger
- E. Updated-date trigger

**Suggested Answer: E**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

Community vote distribution



**mona\_hmmd** Highly Voted 3 years, 1 month ago

**Selected Answer: C**

I think it is "Record-based Trigger", at the beginning of the article: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

it is mentioned the following:

"Use record triggers to start a flow when a record is created or updated".

upvoted 8 times

**s\_KASKA** Most Recent 4 months, 3 weeks ago

**Selected Answer: C**

C is the right answer.

upvoted 1 times

**sithupraji** 1 year, 3 months ago

Use record triggers to start a flow when a record is created or updated.

upvoted 1 times

**sithupraji** 1 year, 3 months ago

Answer C

upvoted 1 times

**PinkAndBlack** 1 year, 8 months ago

**Selected Answer: C**

The correct answer is C: <https://docs.servicenow.com/bundle/utah-build-workflows/page/administer/flow-designer/reference/flow-triggers.html>

upvoted 2 times

**Oluwalana54** 2 years, 1 month ago

**Selected Answer: C**

We have 3 types of triggers, record (created or updated); date, and application Based triggers

upvoted 4 times

**Spiderman5000** 2 years, 2 months ago

**Selected Answer: C**

Even the linked article in the "correct" answer states: "Use record triggers to start a flow when a record is created or updated."

upvoted 3 times

**Ranaway** 2 years, 2 months ago

C looks like a correct answer

upvoted 1 times

**ainkechik** 2 years, 3 months ago

**Selected Answer: C**

its either Scheduled-based, Application-based or Record-based trigger. So for this question the correct answer should be C  
upvoted 1 times

🗨️ **Bubu770** 2 years, 3 months ago

Who set this CSA Questions is beyond this world, and then he wants us to pay for like horrible mistakes  
upvoted 2 times

🗨️ **llovetests** 2 years, 5 months ago

**Selected Answer: C**

Answer is C

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

upvoted 1 times

🗨️ **llovetests** 2 years, 5 months ago

**Selected Answer: E**

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/reference/flow-triggers.html>

upvoted 1 times

🗨️ **Ghouse1** 2 years, 5 months ago

C is the correct answer

[Table Label] Record

An object containing the triggering record.

Changed Fields

An array of objects containing the field values that changed. This data pill is only available for the Updated or Created or Updated trigger types.

Note: To process the Changed Fields array data pill, you will need to use For Each flow logic. For more information on working with array data

pill, see Complex data.

upvoted 2 times

🗨️ **bagoly** 2 years, 5 months ago

**Selected Answer: C**

C is correct

upvoted 1 times

🗨️ **MattMeyer2022** 2 years, 7 months ago

**Selected Answer: C**

Record - based trigger

upvoted 1 times

🗨️ **Markster** 2 years, 8 months ago

**Selected Answer: C**

C is the answer

upvoted 1 times

🗨️ **ardap** 2 years, 9 months ago

**Selected Answer: C**

<https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/reference/flow-triggers.html>

upvoted 1 times

What type of field is Boolean and appears as a check box?

- A. Yes/No
- B. True/False
- C. On/Off
- D. Binary
- E. 0/1

**Suggested Answer:** B

Reference:

[https://community.servicenow.com/community?id=community\\_question&sys\\_id=d195d21adb6d414a08a1ea668961993](https://community.servicenow.com/community?id=community_question&sys_id=d195d21adb6d414a08a1ea668961993)

*Community vote distribution*

B (100%)

ba14741 5 months, 3 weeks ago

**Selected Answer: B**

true/false

upvoted 1 times

Level 6 months, 3 weeks ago

**Selected Answer: B**

TRUE/FALSE

upvoted 1 times

GilSAtx 8 months, 3 weeks ago

**Selected Answer: B**

TRUE/FALSE

upvoted 1 times

sephereth 2 years, 2 months ago

**Selected Answer: B**

B is the right answer

upvoted 1 times

Which module is used to access the knowledge bases which are available to you?

- A. Knowledge > Home
- B. Self Service > Knowledge
- C. Knowledge > All
- D. Knowledge > Knowledge Bases
- E. Knowledge > Overview

**Suggested Answer:** D

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

*Community vote distribution*

B (100%)

 **Ibeau** Highly Voted 2 years, 1 month ago

**Selected Answer: B**

I vote for B! I have checked on my Developer Instance, answer D is not correct, because

Knowledge > Knowledge Base

doesn't exist, like OtterSpace has mentioned, available is

Knowledge > Administration > Knowledge Bases (yes, plural)  
upvoted 7 times


 **gedgy** Most Recent 8 months ago

**Selected Answer: B**

Per Washington DC version this is: Knowledge - Homepage - OR - Self-service - Knowledge  
upvoted 3 times

 **Certs\_Hub** 1 year, 2 months ago

Self service > Knowledge is the correct answer.  
upvoted 1 times

 **rcn8278** 1 year, 5 months ago

Correct answer is B  
upvoted 1 times

 **MacGyver4th** 2 years ago

**Selected Answer: B**

As an admin, wouldn't you have access to all knowledge bases?

I think this question is asked from the perspective of a non-admin user. In that case, the answer would be B.  
upvoted 3 times

 **evoken** 2 years ago

**Selected Answer: B**

B is correct  
upvoted 1 times

 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: B**

"B" is correct as a user. "D" is correct if you wish to administer the articles.  
upvoted 1 times

 **Ranaway** 2 years, 2 months ago

B should be the correct one  
upvoted 1 times

🗨️ **Faithye** 2 years, 4 months ago  
B is the right answer  
upvoted 1 times

🗨️ **foolishsoul4556** 2 years, 5 months ago  
**Selected Answer: B**  
B is correct, D would have been correct if the question mentioned how to see all existing Knowledge bases within the system.  
upvoted 1 times

🗨️ **llovetests** 2 years, 5 months ago  
**Selected Answer: B**  
Self Service > Knowledge  
upvoted 1 times

🗨️ **Ghouse1** 2 years, 5 months ago  
B. Self Service > Knowledge  
upvoted 1 times

🗨️ **HarisBMRE** 2 years, 5 months ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times

🗨️ **bagoly** 2 years, 5 months ago  
**Selected Answer: B**  
B is correct  
upvoted 1 times

🗨️ **Dela803** 2 years, 5 months ago  
B is correct!!  
upvoted 1 times

🗨️ **Vinnyzworld** 2 years, 8 months ago  
B Self Service > Knowledge  
upvoted 1 times

🗨️ **ardap** 2 years, 9 months ago  
**Selected Answer: B**  
Self Service > Knowledge  
upvoted 1 times

A customer requests the following data quality measures be added:

- ⇒ Incident numbers should be read only, on all lists and forms, for all users.
- ⇒ Short Description field should be mandatory, on all records, across all applications, on Insert.

Which type of policy would you use to meet this requirement?

- A. Data Quality Policy
- B. Dictionary Design Policy
- C. UI Data Policy
- D. UI Policy
- E. Field Criteria Policy
- F. Data Policy

**Suggested Answer:** D

Reference:

[https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0813271](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0813271)

Community vote distribution

F (82%)

D (18%)

🗳️ 👤 **Mayur444** 5 months, 1 week ago

Answer shud be D  
upvoted 2 times

🗳️ 👤 **Mayur444** 5 months, 1 week ago

it is D  
upvoted 1 times

🗳️ 👤 **AJE68** 7 months, 2 weeks ago

**Selected Answer: F**

Data Policies are similar to UI policies, but UI Policies only apply to data entered on a form through a standard browser. Since UI Policies can also manage the visibility of fields on a form, you may want to augment UI Policies with Data Policies.

upvoted 1 times

🗳️ 👤 **gedgy** 9 months, 3 weeks ago

**Selected Answer: D**

In short UI policies are frontend and data policies are backend.

upvoted 1 times

🗳️ 👤 **PeterK0** 1 year, 1 month ago

**Selected Answer: D**

Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions.

That's why the correct answer is D.

upvoted 2 times

🗳️ 👤 **CodingAmo** 1 year, 1 month ago

**Selected Answer: F**

The second requirement says "on Insert". You can insert data from outside sources, not just on the form. So you need a data policy to do that.

upvoted 4 times

🗳️ 👤 **rcn8278** 1 year, 5 months ago

Correct answer is F

upvoted 2 times

🗳️ 👤 **tonystark01** 1 year, 6 months ago

Data policies enable you to enforce data consistency by setting mandatory and read-only states for fields.



Data policies are similar to UI policies, but UI policies only apply to data entered on a form through the standard browser. Data policies can apply rules to all data entered into the system, including data brought in through import sets or web services and data entered through the mobile UI.

upvoted 2 times

🗨️ 👤 **Desired** 1 year, 8 months ago

**Selected Answer: F**

It should be Data policy. The UI Policy is only applied on data on a form.

upvoted 2 times

🗨️ 👤 **Mahe12** 1 year, 8 months ago

Its UI Policy. Read the question carefully.

Making fields to Read-only and mandatory comes under UI Policy

upvoted 3 times

🗨️ 👤 **RogerW** 1 year, 4 months ago

Since the rule is applied always it should be Data Policy. If the rule as in certain circumstances, such as when another field is enabled, then it would be UI Policy.

upvoted 1 times

🗨️ 👤 **gedgy** 8 months, 2 weeks ago

RogerW - UI Policy is not applied always?

upvoted 1 times

🗨️ 👤 **Melli1972** 2 years ago

**Selected Answer: F**

I went for F also. UI Policy is only for data on forms.

upvoted 1 times

🗨️ 👤 **Oluwalana54** 2 years, 1 month ago

**Selected Answer: F**

UI policy is for data on forms; Data Policy is for all data input into SNOW

upvoted 1 times

🗨️ 👤 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: F**

"F" is the correct answer since it applies to all forms of inputting data: load data, REST-API, UI form input, etc.

"D" is valid only for UI form input. As an administrator, if you only do "D", then you have not done a complete job.

upvoted 1 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

For example, you can use UI policies to make the number field on a form read-only, make the short description field mandatory, and hide other fields. Basic UI policies do not require any scripting, however for more advanced actions, use the Run scripts option.

upvoted 1 times

🗨️ 👤 **2zackattack2** 2 years, 6 months ago

D, UI Policy since the question is talking about lists and forms. Data Policy is used on import sets to enforce Data Policy rules on import set fields, making them mandatory or read only.

upvoted 4 times

🗨️ 👤 **Bayoubeot** 2 years, 7 months ago

**Selected Answer: F**

Data Policy

upvoted 1 times

🗨️ 👤 **Vinnyzworld** 2 years, 8 months ago

**Selected Answer: F**

Data Policy

upvoted 1 times

What type of user (persona) has clearly defined paths and workflows in the platform and have one or more roles (ie itil and approver\_user)?

- A. Workflow User
- B. Request Fulfiller
- C. ITSM User
- D. Approving Manager
- E. Service Desk User
- F. Process User

**Suggested Answer:** D

Community vote distribution

F (95%) 5%

 **Dela803** Highly Voted 2 years, 5 months ago

Answer is F.

Fulfiller/Process Users have random paths and workflows in the platform and have one or more roles, including itil and approver\_user roles. They can access all functionality based on assigned roles.

upvoted 8 times

 **40a783b** Most Recent 6 months, 1 week ago

**Selected Answer: F**


F is correct answer. search in e-book

upvoted 3 times

 **ddiggler** 1 year ago

F. Process Users have clearly defined paths and workflows in the platform and have one or more roles, including the itil and approver\_user roles. They can access all functionality based on assigned roles.


upvoted 2 times

 **CodingAmo** 1 year, 1 month ago

**Selected Answer: F**

The Approving manager doesn't have to have any roles.

upvoted 1 times

 **ThuHall** 1 year, 6 months ago

**Selected Answer: F**

Process User

upvoted 1 times

 **LovMi21** 1 year, 7 months ago

**Selected Answer: D**

<https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/dashboards/task/request-bi-service.html>


upvoted 1 times

 **EAMTL** 2 years, 2 months ago

**Selected Answer: F**

F according to SNAF Tokyo doc - page 74

upvoted 3 times

 **bagoly** 2 years, 5 months ago

**Selected Answer: F**

F is correct

upvoted 3 times

 **mitashki** 2 years, 8 months ago

**Selected Answer: F**

F is corrent

upvoted 4 times

 **Markster** 2 years, 8 months ago

**Selected Answer: F**

F is correct according to SN Fundamentals Doc

upvoted 4 times

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

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

**Suggested Answer:** C

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/reference/customizing-instance-appearance.html>

*Community vote distribution*

C (100%)

🗨️ 👤 **adyrip** 1 month, 1 week ago

**Selected Answer: C**

C - checked in PDI  
upvoted 1 times

🗨️ 👤 **SeekerShan** 4 months, 2 weeks ago

**Selected Answer: C**

checked. it is C  
upvoted 2 times

🗨️ 👤 **naab143** 10 months, 1 week ago

D. System Properties > Branding  
upvoted 1 times

🗨️ 👤 **GilSAtx** 1 year, 2 months ago

**Selected Answer: C**

U16!! C  
upvoted 1 times

🗨️ 👤 **YMijoe** 2 years ago

**Selected Answer: C**

I agree that "System Properties > Basic Configuration UI16" is correct  
upvoted 1 times

🗨️ 👤 **Mohammedhz** 2 years, 10 months ago

Correct  
upvoted 1 times

Which database provides a logical model of your company infrastructure by identifying, controlling, maintaining and verifying CIs that exist?

- A. IMDB
- B. ITSM
- C. CSDM
- D. CMDB
- E. LDAP

**Suggested Answer:** D

Reference:

<https://qualiti7.com/wp-content/uploads/2018/11/D2-1D-HGC-TECHNOLOGIES-DESIGN-YOUR-CMDB.pdf>

*Community vote distribution*

D (100%)

🗉 👤 **Philippvs** 3 months, 1 week ago

**Selected Answer: D**

<https://www.servicenow.com/products/it-operations-management/what-is-cmdb.html>

upvoted 2 times

🗉 👤 **llovetests** 5 months ago

**Selected Answer: D**

D is correct

upvoted 1 times

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

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

**Suggested Answer:** C

Reference:

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


Community vote distribution

D (100%)

 **Spiderman5000** Highly Voted 2 years, 2 months ago

**Selected Answer: D**

Type "Import Data" in the All menu. Nothing. Type "Load Data" in the All menu, bingo!  
upvoted 21 times

 **WUPHF** 1 year, 9 months ago

I love how clear you are!  
upvoted 4 times

 **Mayur444** Most Recent 5 months, 1 week ago

D is the right one  
upvoted 1 times

 **ElifSurucu** 8 months ago

**Selected Answer: D**

1. Load data into a staging table
  2. Create a Transform Map
  3. Run a Transform to move data from the staging table to the target table
  4. Check the data integrity
- upvoted 1 times

 **wer3ball** 1 year ago

D. Import Data

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_utah\\_data\\_import\\_process](https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new_to_servicenow/app_store_learnv2_importingdata_utah_data_import_process)  
upvoted 1 times

 **Certs\_Hub** 1 year, 2 months ago

C "Import Data" is correct answer as per chatgpt. Below explanation.

In ServiceNow, the module used as the first step for importing data is:

B. Transform Data

Explanation:

Transform Data (Option B): The transformation process is often the initial step when importing data into ServiceNow. During this step, data is mapped and transformed to match the structure of the target tables in the ServiceNow instance.

The other options do play roles in the data import process:

Coalesce Data (Option A): Coalescing is often done during the transformation process to combine or merge data from different sources.

Import Data (Option C): After transformation, the import process is executed to load the data into the target tables.

Load Data (Option D): While not a specific module or step, the loading of data is part of the overall import process and typically follows the transformation and mapping steps.

upvoted 1 times

🗨️ **wer3ball** 1 year ago

See this

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_utah\\_data\\_import\\_process](https://developer.servicenow.com/dev.do#!/learn/learning-plans/utah/new_to_servicenow/app_store_learnv2_importingdata_utah_data_import_process)

upvoted 1 times

🗨️ **Adam2023** 1 year, 3 months ago

**Selected Answer: D**

There is no Import Data module, hence Load Data is correct.

upvoted 2 times

🗨️ **ThuHall** 1 year, 6 months ago

**Selected Answer: D**

D. Load Data

upvoted 1 times

🗨️ **jaaaybourne** 1 year, 6 months ago

**Selected Answer: D**

Load data is correct

upvoted 1 times

🗨️ **uwbe** 1 year, 8 months ago

**Selected Answer: D**

at least in Utah the menu item is All -> System Import Sets -> Load Data

upvoted 2 times

🗨️ **Lilymich** 1 year, 10 months ago

Load data

upvoted 1 times

🗨️ **Oluwalana54** 2 years, 1 month ago

**Selected Answer: D**

Load data is correct

upvoted 2 times

🗨️ **Ghouse1** 2 years, 5 months ago

Load Data

upvoted 1 times

🗨️ **bagoly** 2 years, 5 months ago

**Selected Answer: D**

D is correct

upvoted 1 times

🗨️ **Dela803** 2 years, 5 months ago

Answer is D

upvoted 1 times

🗨️ **Vinnyzworld** 2 years, 8 months ago

**Selected Answer: D**

Load Data

upvoted 1 times

🗨️ **Vinnyzworld** 2 years, 8 months ago

D Load Data

upvoted 1 times

🗨️ **libelle88** 2 years, 10 months ago

Correct answer: D

upvoted 2 times



When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

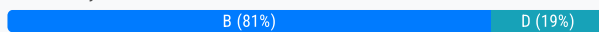
- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

**Suggested Answer:** C

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestration-introduction.html>

Community vote distribution



**Cooper96** Highly Voted 2 years, 2 months ago

Sorry for asking, but wondering why the rate of wrong answers are so high? It's pretty confusing showing totally wrong answers.  
upvoted 23 times

**tangoalpha** 1 year, 9 months ago

I believe this is due to the updates between versions, but I would also like a better explanation  
upvoted 3 times

**Barkles** Highly Voted 3 years, 2 months ago

Selected Answer: B

Flow designer  
upvoted 8 times

**benarji** Most Recent 8 months, 1 week ago

B.  
Flow Designer is typically the most suitable utility. Flow Designer is designed to allow users to automate processes and create workflows through a user-friendly, low-code interface.  
upvoted 2 times

**BrandyD** 1 year ago

Its B. Flow Designer  
upvoted 2 times

**Mariina\_003\_B** 1 year, 2 months ago

Selected Answer: B

The correct answer is:

B. Flow Designer  
upvoted 3 times

**GoldBear** 1 year, 3 months ago

Selected Answer: B

Flow Designer  
upvoted 2 times

**buchibabe** 1 year, 7 months ago

Definitely B - Page 236 of the ServiceNow Administration Fundamentals - Tokyo Edition. The question is spelt out verbatim.  
upvoted 2 times

**uwbe** 1 year, 8 months ago

Selected Answer: B

Flow Designer  
upvoted 1 times

🗨️ 👤 **Melli1972** 2 years ago

**Selected Answer: B**

Flow Designer.

upvoted 2 times

🗨️ 👤 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: B**

Maybe in Rome the answer is "Flow Editor", but in Tokyo, it is "Flow Designer".

upvoted 1 times

🗨️ 👤 **shizuka0323** 2 years, 3 months ago

**Selected Answer: B**

Flow Designer describes a workflow in natural language to help non-technical users understand what it does.

upvoted 1 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

Flow Designer

upvoted 1 times

🗨️ 👤 **bagoly** 2 years, 5 months ago

**Selected Answer: B**

B is correct

upvoted 2 times

🗨️ 👤 **Vinnyzworld** 2 years, 8 months ago

Flow Designer B

upvoted 1 times

🗨️ 👤 **Johnlego** 2 years, 8 months ago

Answer is B

upvoted 1 times

🗨️ 👤 **ardap** 2 years, 9 months ago

**Selected Answer: D**

Orchestration can make calls outside of a ServiceNow instance, directly to web services or through a MID Server to systems within corporate firewall. Orchestration also enables the creation reusable activities that wrapper Java Script functions for manipulating things inside the platform. Orchestration extends the Workflow editor by providing these features:

upvoted 1 times

🗨️ 👤 **George\_Ch** 2 years, 9 months ago

**Selected Answer: B**

Flow designer is the right answer

upvoted 1 times

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

**Suggested Answer: B**


Community vote distribution

D (100%)

 **George\_Ch** Highly Voted 2 years, 9 months ago

**Selected Answer: D**


Someone is joking right?  
upvoted 21 times

 **andresnow** Highly Voted 2 years ago

Wow the amount of questions that are wrong is amazing. Starting to not trust this website at all.  
upvoted 13 times

 **Simdiddy** Most Recent 6 months, 1 week ago

OMG the answer is definitely D!!  
We are cooked people...we are cooked!!  
upvoted 1 times

 **shub606** 9 months, 4 weeks ago


correct answer is D  
upvoted 1 times

 **3f8d6b1** 1 year, 1 month ago

Guys, paying > 60 bucks for this, sorry to say, increasing bullshit after Question 80, is simply unacceptable.  
upvoted 7 times

 **jaaybourne** 1 year, 6 months ago


Lmao what is initiating a connect chat session going to do? Connect Chat is deprecated anyway  
upvoted 2 times

 **Lilymich** 1 year, 10 months ago

wait isnt the answer D  
upvoted 1 times

 **FastAndy** 1 year, 11 months ago

D is right  
upvoted 1 times

 **vrwijr85** 1 year, 12 months ago

B is CLEARLY incorrect. Initiating a chat session wont do much to solve the problem. Therefore D is the correct answer. It will be easier to diagnose why the user cant see modules  
upvoted 4 times

 **Spiderman5000** 2 years, 2 months ago

**Selected Answer: D**

Ha! I laughed at this one. Clearly the answer is "D". I think whoever wrote the questions and answers is having a little fun with us.  
upvoted 4 times

 **icen45** 2 years, 5 months ago

**Selected Answer: D**

I cannot relate it to C at all. The correct answer is D.

upvoted 2 times

🗨️ 👤 **Vinnyzworld** 2 years, 7 months ago

**Selected Answer: D**

D only

upvoted 3 times

🗨️ 👤 **amineHTB** 2 years, 10 months ago

**Selected Answer: D**

Correct ans is D

upvoted 3 times

🗨️ 👤 **JonEboi** 3 years ago

"what can you do, to see what modules are visible to them?" Initiating a connect chat wouldnt do that. Its Impersonate

upvoted 1 times

🗨️ 👤 **ShubNub** 3 years, 1 month ago

Correct answer should be D, impersonate user.

If the user has already reported the error, it might be assumed they've already "reported" it through connect chat, so you would want to impersonate them to verify the error.

upvoted 1 times

🗨️ 👤 **mona\_hmmd** 3 years, 1 month ago

**Selected Answer: D**

Impersonate User

upvoted 2 times

🗨️ 👤 **Adsilva** 3 years, 2 months ago

coreect is D

upvoted 2 times

What is a key difference between Reporting and Performance Analytics?

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

**Suggested Answer:** B

Community vote distribution

A (100%)


 **Adsilva** Highly Voted 2 years, 8 months ago

**Selected Answer: A**

Correct is A

<https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/performance-analytics/concept/pa-vs-reporting-pa.html>

upvoted 11 times

 **Mohammedhz** 2 years, 4 months ago

But that link says 'Performance Analytics is able to generate accurate historical TRENDS by capturing continuous snapshots on a regular schedule.' so wouldn't B also be correct?

upvoted 1 times

 **VishalMoon** 2 years, 1 month ago

It says that PA can show trends but the option B also says that Reports cannot show trends which can be depending on the data selected

upvoted 1 times

 **BrandyD** Most Recent 6 months, 1 week ago

<https://docs.servicenow.com/bundle/washingtondc-now-intelligence/page/use/performance-analytics/concept/pa-vs-reporting-pa.html>

upvoted 1 times

 **Manny1218** 11 months, 2 weeks ago

Both A and B is correct. Page 273 and 274 verifies both answers. ServiceNow Administration Fundamentals - Tokyo

upvoted 1 times

 **Manny1218** 10 months, 3 weeks ago

Actually, I am wrong here. Reports have Trend options called "Spline", "Trend", and "Trend box". "A" is the correct answer.

upvoted 1 times

 **NatusyaZira** 11 months, 3 weeks ago

**Selected Answer: A**

Correct answer is A: <https://docs.servicenow.com/en-US/bundle/vancouver-now-intelligence/page/use/performance-analytics/concept/pa-vs-reporting-pa.html>

upvoted 1 times

 **tonystark01** 1 year ago

A for sure

upvoted 1 times

 **shizuka0323** 1 year, 9 months ago

I think Answer is B.

<https://www.scnsoft.com/blog/servicenow-performance-analytics-and-reporting>


upvoted 1 times

 **Bayubeot** 2 years, 1 month ago

**Selected Answer: A**

Reports can show trends I would think

upvoted 2 times

  **Vinnyzworld** 2 years, 1 month ago

Guess it could be both A & B

upvoted 1 times

  **LUKE1992** 2 years, 7 months ago

**Selected Answer: A**

I also think it is A.

upvoted 2 times

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

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

**Suggested Answer:** F

Community vote distribution



🗳️ 👤 **Mayur444** 5 months, 1 week ago

E is correct

upvoted 1 times

🗳️ 👤 **GGSFSD** 8 months, 2 weeks ago

**Selected Answer: E**

E is accurate

upvoted 2 times

🗳️ 👤 **[Removed]** 1 year, 4 months ago

**Selected Answer: E**

The key to this question is the 2nd part "Right click on Priority and select what?" When right clicking priority (from a form) options are "Configure Label, Configure Dictionary, Configure Styles, Configure Choices, Show Choice List, Show - 'priority'" .. so .. Show Choice List can be the only correct answer.

upvoted 4 times

🗳️ 👤 **tonystark01** 1 year, 6 months ago

E is accurate

upvoted 2 times

🗳️ 👤 **dnbly** 1 year, 7 months ago

**Selected Answer: E**

Correct would be "Configure Choices" or "Show Choice List", as Configure Choices isn't an option only E can be correct

upvoted 4 times

🗳️ 👤 **Philippvs** 2 years ago

**Selected Answer: E**

I tested and it is "Show choice list".

upvoted 4 times

🗳️ 👤 **icen45** 2 years, 4 months ago

**Selected Answer: F**

E is correct

upvoted 1 times

🗳️ 👤 **bagoly** 2 years, 5 months ago

**Selected Answer: E**

E is correct here, "Configure Choices" is not among the answers

upvoted 1 times

🗳️ 👤 **trye\_indicators** 2 years, 8 months ago

"Configure choice" is the right answer, but it is not provided and closest one is F

F. Configure Options

upvoted 2 times

  **mitashki** 2 years, 8 months ago

**Selected Answer: E**

There is no "Configure options"!

upvoted 1 times

  **Mohammedhz** 2 years, 10 months ago

**Selected Answer: E**

Should be E. 'Configure options' choice does not exist when right clicking on priority

upvoted 2 times

  **Rwin0001** 3 years, 1 month ago

E

See [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/task/t\\_ViewChoiceListDefinitions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/task/t_ViewChoiceListDefinitions.html)

upvoted 3 times

  **Jay88994** 2 years, 7 months ago

E would be incorrect because of the Warning the documentation you provided. It clearly states, "Warning: Do not add new choices to the list.



To add new choices to a choice list field, use the Configure Choices option."

upvoted 2 times

  **Adsilva** 3 years, 1 month ago

Correct is E

upvoted 4 times

  **bb369** 3 years, 2 months ago

The answer seems to be E) Show Choice List. There is no "configure options" vocabulary, but configure choices.

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/task/t\\_ViewChoiceListDefinitions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/task/t_ViewChoiceListDefinitions.html)

upvoted 3 times



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

**Suggested Answer: A**

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)*Community vote distribution*A (100%)

naab143 4 months ago

To create a new notification template to notify users affected by network outages at their site in ServiceNow, you would typically use:

B. Administration > Notification Overview

This module provides an overview of all notifications in the system and allows administrators to create, edit, and manage notification templates. From here, you can create a new notification template specifically tailored to notify users affected by network outages.

upvoted 1 times

PeterK0 7 months, 2 weeks ago

**Selected Answer: A**

I use different path and always remove filter set on the list , but yeah it is A.

upvoted 1 times

Seb2014 1 year, 4 months ago

**Selected Answer: A**

A:

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

upvoted 2 times

YMijoe 1 year, 6 months ago

**Selected Answer: A**

I agree that "System Notification > Email > Notifications" is correct.

upvoted 1 times

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket


**Suggested Answer:** *D*

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen\\_developer/app\\_store\\_learnv2\\_flowdesigner\\_paris\\_using\\_flow\\_variables](https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables)

*Community vote distribution*


D (100%)

 **GilSATx** 8 months, 3 weeks ago

**Selected Answer: D**

D DATA PILL

upvoted 1 times

 **alokji** 1 year, 1 month ago

D is the correct answer

upvoted 1 times

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

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

**Suggested Answer:** AEFG

Reference:

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

Community vote distribution

ACFI (100%)

🗨️ **OtterSpace** Highly Voted 2 years ago

**Selected Answer: ACFI**

There are only 4 categories in the View/run module my reports, group, global, and all  
upvoted 14 times

🗨️ **paultenorio23** Most Recent 3 months, 3 weeks ago

**Selected Answer: ACFI**

In Vancouver latest release, it is "My Reports, Group, Global, and All"  
It should be ACFI.  
upvoted 4 times

🗨️ **GoldBear** 3 months, 3 weeks ago

**Selected Answer: ACFI**

My Reports, Group, Global, All  
upvoted 3 times

🗨️ **alokji** 7 months, 3 weeks ago

ACFI is the correct answer.  
upvoted 2 times

🗨️ **PinkAndBlack** 8 months, 2 weeks ago

**Selected Answer: ACFI**

See [https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/reporting/task/t\\_RunAReport.html](https://docs.servicenow.com/bundle/utah-now-intelligence/page/use/reporting/task/t_RunAReport.html)  
upvoted 2 times

🗨️ **uwbe** 8 months, 3 weeks ago

**Selected Answer: ACFI**

another outdated question. For Utah its ACFI  
upvoted 1 times

🗨️ **pielouis** 9 months, 4 weeks ago

**Selected Answer: ACFI**


ACFI are correct  
upvoted 1 times

🗨️ **JonesSalkvist** 10 months, 1 week ago

Would the answer not be:

- A. Group
- B. Department
- D. Team
- J. Company

upvoted 1 times

  **FastAndy** 11 months, 3 weeks ago

**Selected Answer: ACFI**

checked it w/ the page

upvoted 1 times

  **Philippvs** 1 year ago

**Selected Answer: ACFI**



I just tested in the Reports View.

upvoted 1 times

  **saiakhilpalle** 1 year, 2 months ago

ACFI are correct

upvoted 1 times

  **Vinnyzworld** 1 year, 7 months ago

**Selected Answer: ACFI**

ACFI correct

upvoted 4 times

  **Markster** 1 year, 9 months ago

A, C, F, I

upvoted 3 times

  **George\_Ch** 1 year, 9 months ago

**Selected Answer: ACFI**

Check the View/Run module

upvoted 3 times

  **Remo878** 2 years, 1 month ago

**Selected Answer: ACFI**

check on title bar of reports > view/run

upvoted 3 times

Which tool is used to define relationships between fields in an import set table and a target table?

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

**Suggested Answer:** *D*

Reference:

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

 **skibumvermont** 2 months, 3 weeks ago

**Selected Answer:** D

[https://www.servicenow.com/docs/csh?topicname=c\\_ImportSetsKeyConcepts.html&version=latest](https://www.servicenow.com/docs/csh?topicname=c_ImportSetsKeyConcepts.html&version=latest)

upvoted 1 times

 **naab143** 4 months ago

The tool used to define relationships between fields in an import set table and a target table in ServiceNow is:

D. Transform Map

upvoted 1 times

 **buchibabe** 1 year ago

D is correct. Page 391 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 1 times

 **NokoNice** 1 year, 5 months ago

D is the right answer.

upvoted 1 times

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Agent Workspace
- B. Chat bot
- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

**Suggested Answer:** C

*Community vote distribution*

C (100%)



🗨️ 👤 **Level** 6 months, 3 weeks ago

**Selected Answer: C**

C is correct

upvoted 2 times

🗨️ 👤 **buchibabe** 1 year ago

C is correct. page 259 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 2 times

🗨️ 👤 **HimanPatel** 1 year, 2 months ago

C is correct.

upvoted 1 times

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

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

**Suggested Answer: A**

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html#:~:text=the%20following%20components%3A-Flows,a%20particular%20application%20or%20process>

*Community vote distribution*

A (100%)

🗨️ 👤 **GilSAtx** 8 months, 3 weeks ago

**Selected Answer: A**

A FLOws

upvoted 1 times

🗨️ 👤 **GoldBear** 9 months, 3 weeks ago

**Selected Answer: A**

Flows is the correct answer.

upvoted 1 times

🗨️ 👤 **Nasman096** 1 year, 10 months ago

**Selected Answer: A**

Workflow

upvoted 1 times

From a form, what would you click to add additional fields to the form? (Choose two.)

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

**Suggested Answer:** *BD*

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)

*Community vote distribution*

BC (100%)

🗨️ **jjn9306** 4 months, 3 weeks ago

**Selected Answer: BC**

The second half of these questions have the majority of answers WRONG  
upvoted 1 times

🗨️ **Susira** 7 months, 2 weeks ago

BC... Most of the questions got wrong answeres  
upvoted 1 times

🗨️ **GoldBear** 9 months, 3 weeks ago

**Selected Answer: BC**

Form Layout and Form Design are the correct answers.  
upvoted 1 times

🗨️ **[Removed]** 11 months, 2 weeks ago

**Selected Answer: BC**

BC is correct when we talk about Vancouver.  
upvoted 1 times

🗨️ **ehuehifush** 1 year ago

ummm ikke veldig cash money  
upvoted 1 times

🗨️ **lallenstein** 1 year, 3 months ago

Why are there not more incorrect answers? Boring.  
upvoted 2 times

🗨️ **Luchito** 1 year, 3 months ago

**Selected Answer: BC**

I just confirmed this on the test dev instance. These are the only options to available to complete the task as described in the question specifically.  
upvoted 2 times

🗨️ **tejareddy** 1 year, 3 months ago

B and C are corect.  
upvoted 1 times

🗨️ **Spiderman5000** 1 year, 8 months ago

**Selected Answer: BC**

Maybe in Rome the answers are "B, D", but in Tokyo, "B, C".  
upvoted 2 times

🗨️ **Philippvs** 1 year, 9 months ago



**Selected Answer: BC**

[https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/change-management/task/t_CreateCustomField.html)  
upvoted 1 times

🗨️ **Philippvs** 1 year, 10 months ago

**Selected Answer: BC**

Det riktige svaret er B og C.  
upvoted 1 times

🗨️ **Ghouse1** 1 year, 11 months ago

B & C are correct  
upvoted 2 times

🗨️ **RedWater** 1 year, 11 months ago

right BC  
upvoted 1 times

🗨️ **bagoly** 1 year, 12 months ago

**Selected Answer: BC**

BC correct here  
upvoted 3 times







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

**Suggested Answer:** B

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)

-   **tejareddy** 3 months, 4 weeks ago  
B correct  
upvoted 1 times
-   **NokoNice** 5 months, 1 week ago  
B is correct  
upvoted 1 times
-   **RedWater** 11 months, 4 weeks ago  
B is the right answer  
upvoted 3 times

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

**Suggested Answer:** B

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)

*Community vote distribution*

B (100%)

🗨️ **Frost312321** 2 months, 3 weeks ago

**Selected Answer: B**

From the ebook, section 3.1: List Context (or control) menus, (also sometimes called Additional Actions when in a form) can be accessed from lists, columns, or on records by using right-click menus which provide different levels of controls:

upvoted 1 times

🗨️ **rcn8278** 5 months, 3 weeks ago

C is the correct answer.

upvoted 1 times

🗨️ **PinkAndBlack** 8 months, 2 weeks ago

**Selected Answer: B**

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

upvoted 3 times

🗨️ **NokoNice** 11 months, 1 week ago

B is the correct answer.

upvoted 1 times

🗨️ **anku15** 11 months, 3 weeks ago

C is the correct answer. In ServiceNow, the three-bar icon on a Form header is commonly referred to as the "hamburger menu" icon.

upvoted 2 times

🗨️ **tangoalpha** 9 months, 1 week ago

From a programmers perspective you are correct, the icon is called the hamburger button, however in ServiceNow that button is named the Context Menu.

upvoted 2 times

🗨️ **evoken** 1 year ago

B, but using using the icon we all know to be the hamburger.

upvoted 3 times

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]

**Suggested Answer:** B

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)

*Community vote distribution*

B (100%)

🗨️ **Level** 6 months, 3 weeks ago

**Selected Answer: B**

B is correct.

upvoted 1 times

🗨️ **Foodiepanda** 7 months, 1 week ago

**Selected Answer: B**

Group [sys\_user\_group] is correct answer

upvoted 1 times

🗨️ **NokoNice** 1 year, 5 months ago

B is the right answer

upvoted 1 times

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

**Suggested Answer:** C

Reference:

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

*Community vote distribution*

C (100%)

🗨️ **Level** 6 months, 3 weeks ago

**Selected Answer: C**

UI Actions is right  
upvoted 2 times

🗨️ **Dekoreh** 1 year ago

**Selected Answer: C**

C is correct  
upvoted 2 times

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

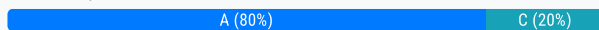
- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

**Suggested Answer: A**

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)

Community vote distribution



benarji 8 months, 1 week ago

A. Before, After, Display, Async.

upvoted 1 times

GoldBear 1 year, 3 months ago

**Selected Answer: A**

A is the correct answer for "timing"

C is the "action" the rule will perform

upvoted 2 times

Manny1218 1 year, 5 months ago

**Selected Answer: A**

In the "ServiceNow Administration Fundamentals - Tokyo" booklet, see pages, 438. It states Before, After, Async and Display

upvoted 1 times

alokji 1 year, 8 months ago

A. Before, After, Async, Display is the correct answer

efore After the user submits the form but before any action is taken on the record in the database.

After After the user submits the form and after any action is taken on the record in the database.

Async When the scheduler runs the scheduled job created from the business rule. The system creates a scheduled job from the business rule after the user submits the form and after any action is taken on the record in the database.

Note: Newly created business rules will run during upgrades.

Display Before the form is presented to the user, just after the data is read from the database.

upvoted 1 times

KevFun 1 year, 9 months ago

The ones who gave C as answer: [https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)

Read again the section 'Time the business rule should run'.

upvoted 2 times

SamIV444 1 year, 11 months ago

A is the correct answer.

upvoted 2 times

Tech\_Baddie509 1 year, 11 months ago

The answer is A. Scroll down to the section title "Time the business rule should run" the answers will be there

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)

upvoted 3 times

Shakir2023 1 year, 12 months ago

**Selected Answer: A**

Question related to "Time the business rule should run" and not "Database operation that the system takes on the record".

upvoted 2 times

🗨️ 👤 **RGGG** 1 year, 12 months ago

A is correct, i tested it.

upvoted 2 times

🗨️ 👤 **alpena53** 2 years ago

**Selected Answer: C**

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)

upvoted 1 times

🗨️ 👤 **Ghouse1** 2 years, 5 months ago

[https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c\\_BusinessRules.html](https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html)

upvoted 3 times

🗨️ 👤 **RedWater** 2 years, 5 months ago

A is correct

upvoted 4 times

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

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


**Suggested Answer:** *ACDF*

Reference:

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

*Community vote distribution*

ADEF (100%)

 **GoldBear** 3 months, 3 weeks ago

**Selected Answer:** ADEF

Data Sources are records in ServiceNow that contain information regarding an Import Set data source. You can import data from a local source (e.g. , XML, CSV, Excel ) or from a network server by providing a path and authentication information. A data source can come from a file, a Lightweight Directory Access Protocol (LDAP) connection, or a Java Database Connectivity (JDBC) connection.

upvoted 2 times

 **Manny1218** 4 months, 2 weeks ago

**Selected Answer:** ADEF

From the ServiceNow Administration Fundamentals - Tokyo, page 389, it states Local source, Network server, LDAP, and Java (JDBC)

upvoted 3 times

 **cluelessdood** 6 months, 3 weeks ago

**Selected Answer:** ADEF


Taken from the training:

An Import Set is used to import data from various data sources and then map that data into ServiceNow tables.

You can import data from:

- A local source file (i.e. XML, CSV, Excel)
- A network server by providing a path and authentication information
- An LDAP connection
- A JDBC connection

upvoted 3 times

 **Dekoreh** 6 months, 3 weeks ago

**Selected Answer:** ADEF

Based on SN ebook.

upvoted 1 times

 **dnbly** 7 months, 1 week ago

Maybe an issue with the way the answer is written for this one as Data Stream Integration Hub is a Utah feature and would be correct however it is written as DataHub (which doesn't exist). Network server should probably reference REST API as that is where the data actually get's imported from after the API retrieves it from the server but is technically correct despite not mentioning REST.

upvoted 1 times

 **buchibabe** 7 months, 2 weeks ago

ADEF - Page 389 of the ServiceNow Administration Fundamentals - Tokyo Edition.

upvoted 3 times



🗨️ 👤 **GoldBear** 3 months, 3 weeks ago

Thanks for the reference page. There is a nice graph which shows the inputs.  
upvoted 1 times

🗨️ 👤 **al3xunder** 11 months, 3 weeks ago

ACDF

A. Local Sources (i.e. XML, CSV, Excel): ServiceNow allows data to be imported from files in various formats, including XML, CSV, and Excel files. These files can be stored locally on the user's computer or on a network drive.

D. JDBC Connection: ServiceNow also supports the import of data from databases using JDBC (Java Database Connectivity) connections. This enables data to be imported from a wide range of database types, such as Oracle, MySQL, and SQL Server.

F. LDAP Connection: ServiceNow can also import data from LDAP (Lightweight Directory Access Protocol) directories, which are commonly used to store user and organizational data. This allows user and group data to be imported into ServiceNow from an LDAP directory.

C. DataHub: ServiceNow's DataHub allows data to be imported from external sources, such as cloud-based applications, third-party databases, and other enterprise systems. This enables ServiceNow to act as a central hub for data integration across an organization.

upvoted 2 times

🗨️ 👤 **Sallex** 1 year ago

**Selected Answer: ADEF**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c\\_ImportDataUsingImportSets.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html)  
upvoted 1 times

🗨️ 👤 **Philippvs** 1 year, 3 months ago

**Selected Answer: ADEF**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c\\_ImportDataUsingImportSets.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html)  
upvoted 1 times

🗨️ 👤 **Ghouse1** 1 year, 5 months ago

Local source, network server, LDAP, JDBC  
upvoted 3 times

🗨️ 👤 **Ghouse1** 1 year, 5 months ago

ADEF is correct. I don't know what datahub is  
upvoted 2 times

🗨️ 👤 **Ghouse1** 1 year, 5 months ago

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c\\_ImportDataUsingImportSets.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html)  
upvoted 1 times

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

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

**Suggested Answer:** ACE

Reference:

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

*Community vote distribution*

ACE (100%)

 **wer3ball** 6 months ago

A C E

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

upvoted 1 times

 **Philippvs** 1 year, 9 months ago

**Selected Answer:** ACE

[https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-lists/concept/c\\_Filters.html](https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-lists/concept/c_Filters.html)

upvoted 2 times

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

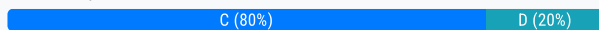
- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

**Suggested Answer:** D

Reference:

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

Community vote distribution



- 🗨️ **MaDSnow** 8 months, 1 week ago

C. End Impersonation

upvoted 1 times
- 🗨️ **ddiggler** 1 year ago

C. You only have to logout and back in if your using Elevated role such as security\_admin

upvoted 3 times
- 🗨️ **GoldBear** 1 year, 3 months ago

**Selected Answer: C**

End impersonation

upvoted 1 times
- 🗨️ **JonesSalkvist** 1 year, 10 months ago

**Selected Answer: C**

It's end impersonation

upvoted 1 times
- 🗨️ **Jana08** 1 year, 12 months ago

**Selected Answer: C**

C is correct

upvoted 1 times
- 🗨️ **evoken** 2 years ago

**Selected Answer: C**

C is coreect

upvoted 1 times
- 🗨️ **YMijoe** 2 years ago

**Selected Answer: C**

I agree that "Ending the impersonation" is the correct answer.

upvoted 2 times
- 🗨️ **YMijoe** 2 years ago

"End Impersonation"

upvoted 1 times
- 🗨️ **it0m\_man** 2 years ago

**Selected Answer: C**

C is the correct answer.

upvoted 1 times
- 🗨️ **timothy\_moore** 2 years ago

Answer is C

upvoted 1 times

🗨️ **it0m\_man** 2 years ago

Answer is C  
upvoted 1 times

🗨️ **Rido4good** 2 years ago

It literally says for testing purpose. So C should be correct. To end impersonation and returned logged back into the instance  
upvoted 1 times

🗨️ **Vishy123** 2 years, 2 months ago

i think c is correct answer  
upvoted 1 times

🗨️ **Goblinski** 2 years, 2 months ago

Got this at the exam today and actually wrote a comment at the end of the exam when I was given the opportunity. I have difficulties figuring out the question itself:

- The question does indeed state "...Return the instance...", to the letter.
- What on Earth is "Return the instance" ? Is it a typo for "Return TO the instance" (the original one) ?
- "Return TO the instance" to me would definitely mean answering "End Impersonation"
- "Return THE instance" could mean anything (unless it's a specific technical term). And it could, in this case, be answer D.

I did choose "End Impersonation", but I was really hesitating. I passed the exam, but am not sure at all what the correct answer was to this question.

Speaking of which - this exam was way easier than the first one which I failed. I failed on Nov 17, not sure what happened then but I got questions that I have never seen or thought of.

upvoted 3 times

🗨️ **evoken** 2 years ago

Yes, be warned. On my first attempt I swear I had 40 trick questions and failed by one or two questions. Hoping for better questions.  
upvoted 1 times

🗨️ **Philippvs** 2 years, 3 months ago

**Selected Answer: C**

[https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)  
upvoted 1 times

🗨️ **Nasman096** 2 years, 4 months ago

**Selected Answer: D**

Note: When you attempt to impersonate a user who is locked out or is inactive, the system forces a logout after you generate an event or click a link. All changes made while using impersonation affect the current session. Make sure you properly logout, then login after impersonation is completed.

[https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)  
upvoted 2 times

🗨️ **Ghouse1** 2 years, 5 months ago

C is the best answer. If you are in High Security mode then you log out and back in.  
upvoted 3 times

🗨️ **Dela803** 2 years, 5 months ago

Correct answer is C. In some cases, impersonating a user might cause an issue that makes it difficult to switch back so it's best to return to the user and log back in.  
upvoted 2 times

What controls the publishing and retiring process for knowledge articles?

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


**Suggested Answer:** D

Reference:

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


*Community vote distribution*

D (100%)


 **GoldBear** 3 months, 3 weeks ago

**Selected Answer: D**

[https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeWorkflows.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html)  
upvoted 1 times

 **Vishy123** 1 year, 2 months ago

D is correct answer  
upvoted 1 times



 **RedWater** 1 year, 5 months ago

"The publishing and retirement processes for a knowledge article are controlled by workflows defined for the knowledge base that the article belongs to."  
upvoted 3 times

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

**Suggested Answer: A**

  **s\_KASKA** 4 months, 3 weeks ago

**Selected Answer: A**

The right answer is A. Natural query language (NQL) allows you to type in your query without building any condition.  
upvoted 1 times

  **timothy\_moore** 2 years ago

Natural Language Query only exists in Utah release  
upvoted 3 times

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

**Suggested Answer:** BDE

Community vote distribution

BCD (82%)

BDE (18%)

🗳️ **BlackCarpet** 4 months ago

**Selected Answer: BDE**

BDE is the correct answer  
upvoted 1 times

🗳️ **047a2d5** 6 months, 2 weeks ago

If you looking to the requested item you will see below the request catalog tasks, and approvers and Group approvals, that's means ensure C is correct, each requested item can have many approvals.  
upvoted 1 times

🗳️ **DDD1377** 7 months ago

BCD. The cart has not been submitted yet to even create the request number, so how can there be more than one request once submitted?  
upvoted 2 times

🗳️ **gedgy** 9 months, 3 weeks ago

BDE...I am not sure how C is relevant. Perhaps if it said "One request can have many approvals", meaning the cart had multiple items which required many approvals.  
upvoted 2 times

🗳️ **DDD1377** 7 months ago

Yes, that makes sense. But for E, perhaps if it said "One cart can have many requested items" that would make sense? Once a cart is submitted one request is created from my experience, but perhaps I am wrong and yet to see this capability.  
upvoted 1 times

🗳️ **lica09** 12 months ago

**Selected Answer: BDE**

How C is correct ? i dont understand . and what about option E ? one cart can definitely have many request .  
upvoted 3 times

🗳️ **san85** 1 year, 3 months ago

**Selected Answer: BCD**

BCD is correct  
upvoted 1 times

🗳️ **lica09** 12 months ago

Please provide ref link ?  
upvoted 2 times

🗳️ **GoldBear** 1 year, 3 months ago

**Selected Answer: BCD**

BCD are the correct choice.  
upvoted 1 times

🗳️ **Sallex** 2 years ago

**Selected Answer: BCD**

should be BCD


upvoted 1 times

  **lu\_ming** 2 years ago

**Selected Answer: BCD**


I think B, C, D is the correct answer

upvoted 2 times

  **Vishy123** 2 years, 2 months ago



BCD is correct

upvoted 1 times

  **Ranaway** 2 years, 2 months ago

BCD should be the answer



upvoted 1 times

  **ALDADI** 2 years, 3 months ago

**Selected Answer: BCD**

Yeap yeap

upvoted 1 times

  **bagoly** 2 years, 5 months ago

**Selected Answer: BCD**

I think B, C, D is the correct answer

upvoted 3 times



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

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

**Suggested Answer:** C

Reference:

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

Community vote distribution

A (100%)

 **Dela803** Highly Voted 1 year, 12 months ago

Answer is A. Operator is a choice list based on the field type. For example: is, is not, is one of, greater than, is different, is empty string, on, after, starts with etc

upvoted 9 times

 **luishuallpa** Most Recent 5 months ago


Hi, So correct answer for exam is C, but the correct answer is A, right??

upvoted 1 times

 **ddiggler** 6 months ago

The incorrect answers are frustrating. This is just blatant.

upvoted 4 times

 **BrandyD** 6 months, 1 week ago

Its A - Operator . See - [https://docs.servicenow.com/bundle/washingtondc-platform-user-interface/page/use/common-ui-elements/concept/c\\_ConditionBuilder.html](https://docs.servicenow.com/bundle/washingtondc-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html)

upvoted 1 times

 **evoken** 1 year, 6 months ago

Selected Answer: A

Answer is A

upvoted 1 times

 **Spiderman5000** 1 year, 8 months ago

Selected Answer: A

Answer is "A". Even the "correct" answer linked document states Operator (not Operation).

Operator: a choice list based on the field type. For example, in the Incident [incident] table, the greater than operator does not apply to the Active field but it does apply to the Priority field.

upvoted 2 times

 **Vishy123** 1 year, 8 months ago

A is correct

upvoted 1 times

 **spradeep233** 1 year, 8 months ago

A is the answer

upvoted 1 times

 **Ranaway** 1 year, 9 months ago

Operation is not a valid answer, so it should be A


upvoted 1 times

 **Nasman096** 1 year, 10 months ago

Selected Answer: A

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

upvoted 3 times

 **Ghouse1** 1 year, 11 months ago

**Selected Answer: A**

List filter are 1. Field 2. Operator 3. Vaue

upvoted 3 times