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## ServiceNow CSA

Version Demo

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# Topic Break Down

| Topic | No. of Questions |
|---|---|
| Topic 1, User Interface & Navigation | 155 |
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QUESTION NO: 1

Which trigger types are available when creating a flow in Flow Designer? (Choose three.)

**A.** Record

**B.** Schedule

**C.** Application

**D.** Transform Map

**E.** UI Action

**F.** Access Control Rule

**ANSWER: A B C**

**Explanation:**

**Record**, **Schedule**, and **Application** are available trigger types for a flow. A record trigger starts a flow when a record is created, updated, or meets configured conditions. A schedule trigger starts a flow at a defined time or recurring interval. An application trigger starts a flow in response to an application event.

After a trigger starts the flow, Flow Designer can run actions, request approvals, create or update records, send notifications, and invoke subflows. A transform map, UI action, and access control rule are separate platform capabilities and are not Flow Designer trigger types. See the ServiceNow documentation on Flow Designer.

**QUESTION NO: 2**

What are advantages of using spokes for integrations? Choose 3 answers

**A.** Reduces the need for code

**B.** Features scale and control mechanisms

**C.** Free spokes are available in the ServiceNow Store

**D.** Ensures discoverability and reuse

**E.** Automated event management

**ANSWER: A B D**

**Explanation:**

Spokes are prebuilt, packaged integration capabilities for Integration Hub and Flow Designer. **Reduces the need for code** is an advantage because a spoke supplies reusable actions that allow process authors to connect to external services through configured, low-code flow actions instead of building and maintaining custom integration logic for every use case. **Features scale and control mechanisms** is also correct because Integration Hub provides centrally managed connections and credentials, execution controls, and operational visibility that support governed use of integrations as adoption grows. These capabilities help administrators standardize how external systems are accessed and managed across the instance.

**Ensures discoverability and reuse** is a core benefit of spokes: their actions are exposed in Flow Designer, where builders can find and reuse consistent integration steps in multiple flows and subflows. This makes established integrations easier to adopt and reduces duplicated implementation effort. ServiceNow describes Integration Hub as a framework for integrating external systems through reusable actions and spokes, while Flow Designer provides the low-code workflow environment where those actions are used. See the ServiceNow Integration Hub documentation and the ServiceNow Flow Designer documentation.

**QUESTION NO: 3**

How is a group defined in ServiceNow?

**A.** A group is one record stored in the Group Type [sys_user_group_type] table

**B.** A group is one record stored in the Group [sys_user_group] table

**C.** A group defines a set of users that share the same location

**D.** A group defines a set of users that share the same job title

**ANSWER: B**

**Explanation:**

A group is one record stored in the Group [sys_user_group] table. In ServiceNow, a group is a named collection of users, typically organized around a shared responsibility, function, assignment purpose, or approval role. The platform stores the group's core definition in the `sys_user_group` table, including attributes such as the group name, manager, description, parent group, and assignment-related settings. Membership is maintained separately through group-member relationship records, allowing a user to belong to one or more groups without duplicating the group definition itself.

Groups are central to platform administration because they support work distribution and access administration. For example, an incident can be assigned to a support group, and roles may be granted to a group so that its members receive the appropriate permissions. A group is therefore not inherently defined by a common location or job title; those may be organizational characteristics of some members, but the authoritative ServiceNow definition is the record in the Group table. ServiceNow's table reference identifies `sys_user_group` as the Groups table. See the ServiceNow Groups documentation and the Users and groups administration documentation.

**QUESTION NO: 4**

Your customer wants to update a notification so it is sent to the Caller ' s Manager. Which action supports this requirement?

**A.** On the â€˜Who will receiveâ€™ tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it.

**B.** On the Notification record, create a flow and include a notification in the flow for " All receivers " .

**C.** On the â€˜Send toâ€™ tab on the Notification record, set " Who will receive " to Subscribable.

**D.** On the â€˜Send toâ€™ tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it.

**ANSWER: A**

**Explanation:**

On the â€˜Who will receiveâ€™ tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it. This is the correct configuration because notification recipients can be derived from reference fields on the record that triggered the notification. The Caller field is a reference to a user record; from that user record, the Manager field is another reference to the manager's user record. Dot-walking through this relationship identifies the caller's manager dynamically for each record, rather than requiring a fixed recipient or a manually maintained list.

In the notification's recipient configuration, administrators use the *Users/Groups in fields* recipient mechanism to select a user or group field from the current record and, when necessary, traverse referenced fields. For an Incident-based notification, the resulting path is commonly represented as `caller_id.manager`. When the notification is generated, ServiceNow resolves that path on the specific incident and sends the message to the manager associated with its caller. This approach automatically accommodates different callers and manager relationships without changing the notification definition for each case. See ServiceNow's documentation on adding notification recipients and dot-walking.

**QUESTION NO: 5**

A Service Catalog may include which of the following components?

**A.** Order Guides, Exchange Rates, Calendars

**B.** Order Guides, Catalog Items, and Interceptors

**C.** Catalog Items, Asset Contracts, Task Surveys

**D.** Record Producers, Order Guides, and Catalog Items

**ANSWER: D**

**Explanation:**

The correct answer is **Record Producers, Order Guides, and Catalog Items**. In ServiceNow, the Service Catalog is a structured portal through which users request products, services, and information. A catalog item represents an individual requestable offering, such as a laptop, software access, or a business service. Catalog items define the variables users complete and the fulfillment process that follows submission.

Record producers are catalog-based interfaces that allow a user to create a record in a target table, such as an incident, case, or HR request, without requiring the user to work directly in the underlying table form. They provide a simplified, user-friendly way to submit records. Order guides support ordering a collection of related catalog items together, often using rules to present the appropriate items based on user selections. For example, an employee onboarding order guide can gather the equipment, access, and services needed for a new hire in one guided request.

These are standard Service Catalog components used to organize offerings and make requests easier for end users. See the ServiceNow Service Catalog documentation and the Order guides documentation.

**QUESTION NO: 6**

What is the purpose of a coalesce field in a transform map?

**A.** It identifies matching target records so existing records can be updated

**B.** It encrypts source data before import

**C.** It creates a new import set table

**D.** It prevents all target records from being updated

**E.** It converts a field into a reference field

**ANSWER: A**

**Explanation:**

A **coalesce field identifies matching target records so that existing records can be updated**. During a transform, ServiceNow compares the incoming source value with the value in the coalesce field on the target table. When a match is found, the transform updates that target record rather than inserting a duplicate record.

For example, an employee number may be configured as a coalesce field when importing users. A matching employee number updates the existing user record, while a nonmatching value can result in a new record. See ServiceNow documentation on transform maps.

**QUESTION NO: 7**

What are the main UI component(s) of the ServiceNow Platform?

**A.** Banner Navigator

**B.** Banner Frame

**C.** Application Frame

**D.** Application Navigator

**E.** Content Menu

**F.** Content Frame

**ANSWER: B D F**

**Explanation:**

Banner Frame, Application Navigator, and Content Frame are the traditional core components of the ServiceNow platform user interface, particularly in the classic UI terminology commonly tested in CSA material. The Banner Frame is the persistent area across the top of the interface. It provides global controls and context, such as user-related actions, system branding, and commonly available navigation or search capabilities. The Application Navigator is the navigation area that lets users browse applications and open their modules. It is the primary mechanism for moving between functional areas such as Incident, Change, Service Catalog, and administration modules. The Content Frame is the working area where the selected module opens and users view and interact with records, lists, forms, dashboards, reports, and other page content.

Together, these components describe the overall layout that organizes navigation and work within the platform: global controls in the banner, application and module access in the navigator, and the active page in the content area. This vocabulary remains useful for understanding classic ServiceNow navigation, even though newer experiences such as Next Experience can present navigation with a more modern layout. ServiceNow's documentation on the Application Navigator and its navigation interface describes these UI navigation concepts.

**QUESTION NO: 8**

What are the 5 provided Roles by ServiceNow?

**A.** System Administrator: The admin role provides access to all platform features, applications, functions and data.

**B.** Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services

**C.** Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.

**D.** Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver

**E.** Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

**ANSWER: A B C D E**

**Explanation:**

ServiceNow commonly groups platform users into five foundational user-role categories: system administrators, specialized administrators, fulfillers, approvers, and requesters. "System Administrator: The admin role provides access to all platform features, applications, functions and data." correctly describes the highly privileged administrative role used to configure and maintain an instance. "Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services" correctly represents administrators whose privileges are scoped to particular platform capabilities. "Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management." describes operational users who work on service-management records. "Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver" accurately captures the approval responsibility. Finally, "Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc." represents users who consume services and submit requests. These categories support role-based access control by aligning access with each person's platform responsibilities. ServiceNow roles are assigned to users and control access to platform functions and data; see the official ServiceNow roles documentation and role management documentation.

## QUESTION NO: 9

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

**A.** Supports advanced developers

**B.** Enables complicated scripting

**C.** Reduces technical debt

**D.** Less manual scripting

**E.** Smooth integration with 3rd party systems

## ANSWER: C D E

**Explanation:**

Flow Designer provides low-code tools for building and automating business processes through reusable flows, subflows, actions, triggers, and data pills. **Reduces technical debt** is an advantage because automation is configured in a structured, maintainable framework rather than dispersed across large quantities of custom code. Using reusable actions and subflows also promotes consistency when the same automation capability is needed in several processes.

**Less manual scripting** is correct because Flow Designer allows administrators and process builders to configure common logic, approvals, notifications, record operations, and orchestration steps visually. Script steps remain available when truly necessary, but scripting is not required for many standard automation requirements.

**Smooth integration with 3rd party systems** is also an advantage. IntegrationHub, used with Flow Designer, supplies spokes and actions that allow flows to connect with external services and APIs. This lets an automated process exchange data with third-party tools as part of its workflow while using a consistent ServiceNow automation experience. ServiceNow describes these automation and integration capabilities in its Automation Engine overview and its IntegrationHub product information.

## QUESTION NO: 10

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

**A.** Send Notifications

**B.** Log Out ServiceNow

**C.** Elevate Roles

**D.** Impersonate Users

**E.** Order from Service Catalog

**F.** Approve Records

## ANSWER: B C D

**Explanation:**

The User menu provides session- and identity-related actions. **Log Out ServiceNow** is available to end the current ServiceNow session securely. Logging out is especially important when using a shared device or when a user has finished work requiring access to protected instance data.

**Elevate Roles** is also accessed from the User menu when a user has roles that require elevation. Elevation temporarily activates higher-privilege access for the current session, enabling an authorized administrator to perform protected administrative work without permanently operating with those privileges.

**Impersonate Users** is available in the User menu for appropriately authorized administrators. It lets an administrator switch to another user's session context to reproduce that user's access and experience, which is useful for testing access,

troubleshooting, and validating user-facing behavior. ServiceNow records impersonation activity to support auditing. The precise items visible in a User menu can vary according to the user's roles and instance configuration, but these are the three listed actions that belong to that menu. See the ServiceNow User menu documentation and role elevation documentation.

## QUESTION NO: 11

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

## ANSWER: A E

**Explanation:**

**List Editor** and **Update Selected Action** are list-based capabilities for changing more than one record in a single operation. The List Editor lets an authorized user edit values directly in a list. It supports efficiently applying a value across multiple selected rows, as well as editing records inline without opening each record form individually. This is particularly useful for routine administrative work, such as changing assignment, state, priority, or another editable field across a set of records.

The **Update Selected Action** is available after records are selected in a list. It opens a bulk-update interface in which the user specifies fields and values to apply to every selected record. The action then updates the selected records together, subject to the user's access controls, field permissions, and any applicable business logic. Both features therefore provide an administrator with a supported UI mechanism to make the same type of update to multiple list records at once. ServiceNow documents list editing, including editing multiple records, in its List Editor documentation. Additional list interaction guidance is available in the ServiceNow lists documentation.

## QUESTION NO: 12

What are examples of UI Actions, relating to Lists?

Choose 4 answers

**A.** List Links

**B.** List Control

**C.** List Buttons

**D.** List Context Menu

**E.** List Override

**F.** List Choices

## ANSWER: A C D F

**Explanation:**

For list views, UI actions can be configured to appear in several list-specific locations, allowing users to execute an action against one or more selected records. **List Links** are UI actions displayed as links associated with a list. **List Buttons** represent actions displayed as buttons in list interfaces, such as buttons available in the list banner or at the bottom of a list. **List Context Menu** actions are available from the context menu for list records, supporting actions initiated from a selected

row or set of rows. **List Choices** are actions exposed through the list action choice menu, enabling users to select an operation from a menu rather than a standalone button.

These locations are controlled by the UI action configuration for list use, including the action name/type and conditions that determine whether the action is available. A single UI action can also include server-side script logic to perform updates, redirects, or other record operations after a user invokes it. This lets administrators provide focused, role-aware operations directly where users work with records in a list. ServiceNow's UI action documentation describes UI actions as configurable controls for forms and lists and covers their placement and scripting behavior. See ServiceNow UI actions documentation and ServiceNow Community: UI Actions.

## QUESTION NO: 13

When importing spreadsheet data into ServiceNow, what is the first step in the process?

**A.** Create Import Set

**B.** Run Data Scrubber

**C.** Set Coalesce

**D.** Define Data Source

**E.** Select Import Set

## ANSWER: D

**Explanation:**

**Define Data Source** is correct because a data source establishes the incoming file and its format before ServiceNow can load and process spreadsheet rows. For a spreadsheet import, the data source identifies the uploaded file, such as an Excel or CSV file, and supplies the import configuration that ServiceNow uses to interpret the source data. Once the source has been defined and loaded, ServiceNow creates or uses an import set table to hold the staged records. Administrators can then create a transform map to map source columns to fields in the destination table and configure coalesce fields when matching existing target records is required.

Thinking of the data source as the import's starting point is useful: it tells ServiceNow where the data originates and how it should be read. The import set is the temporary staging area created during loading, rather than the initial definition of the incoming spreadsheet. ServiceNow's import-set documentation describes data sources as the records used to import data from external files or systems, and explains the subsequent loading and transformation workflow. See ServiceNow Import Sets documentation and ServiceNow Data Sources documentation.

## QUESTION NO: 14

When creating a new notification, what must you define?

Choose 3 answers

**A.** What is the content of the notification

**B.** The associated knowledge base

**C.** Under what conditions is the notification sent

**D.** Who receives the notification

**E.** Settings for handling inactive user accounts

## ANSWER: A C D

**Explanation:**

A ServiceNow notification is configured around its message, its triggering criteria, and its recipients. “What is the content of the notification” is required because the notification record defines the outbound message, including the subject and message body. Administrators can use variables, notification email scripts, templates, and other supported content features to make that message meaningful in the context of the record or event that caused it.

“Under what conditions is the notification sent” is also essential. A notification must have a send-when trigger, such as a record being inserted or updated, a particular condition becoming true, or a named event being fired. Conditions further control whether a qualifying record should result in a message.

“Who receives the notification” completes the configuration. ServiceNow provides recipient definitions such as users and groups, users in fields on the current record, and other recipient-selection mechanisms. These settings determine the intended audience whenever the notification’s trigger and conditions are met. Together, content, send criteria, and recipients provide the core configuration required to create an effective notification. See ServiceNow’s Notifications documentation and Create a notification guidance.

## QUESTION NO: 15

When creating application tables, a user role is automatically added to the table record. Which other role does an application typically have?

**A.** Application Fulfiller

**B.** Application Admin

**C.** Application Super User

**D.** Application Manager

## ANSWER: B

**Explanation:**

**Application Admin** is correct because ServiceNow applications commonly use a paired-role model: an application user role for people who need to use the application's records and features, and an application administration role for people responsible for configuring and maintaining the application. The administration role is conventionally named using the application scope followed by `_admin`, such as `x_company_app.admin` or an equivalent scoped application admin role. It provides elevated application-specific access without requiring the broad, instance-wide `admin` role for every person who configures that application.

When a table is created in a scoped application, ServiceNow can create and associate roles to support access to the table and its application resources. The application admin role is then used in access-control and module configuration to distinguish application maintainers from ordinary users. This structure supports least-privilege administration: people can manage the application’s data, configuration, and related features within the intended scope while retaining only the permissions appropriate to that application. ServiceNow’s guidance on scoped applications and roles describes how application roles control access to application artifacts and data. See the ServiceNow documentation on application roles and the guidance for securing applications.

## QUESTION NO: 16

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

Choose 4 answers

**A.** delete

**B.** create

**C.** execute

**D.** read

**E.** update

**F.** write

**ANSWER: A B D F**

**Explanation:**

When a custom table is created, ServiceNow automatically creates the standard table-level record access control rules for **create**, **read**, **write**, and **delete**. These four operations represent the core lifecycle permissions for records in the new table: creating a record, viewing a record, changing an existing record, and removing a record. The generated rules provide a starting security model for the table and can be reviewed or refined by an administrator to meet the application's requirements. In the Access Control list, these are typically associated with the table and use the corresponding operation value, allowing ServiceNow to evaluate whether a user may perform that action on records from the table. ServiceNow evaluates applicable ACL rules whenever a user or process attempts the protected operation, helping enforce table data security consistently across forms, lists, APIs, and other access paths. For more on ACLs and their role in securing records, see the ServiceNow documentation on Access control rules and the ServiceNow Developer learning material on access control rules.

**QUESTION NO: 17**

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

**ANSWER: A C D F**

**Explanation:**

ServiceNow Import Sets use data sources to define where incoming records originate and how they are loaded into an import-set table before transformation into a target table. **Local Sources (i.e. XML, CSV, Excel)** are supported because an administrator can upload common structured file formats directly to the instance for import processing. A **JDBC Connection** is a supported source for retrieving records from an external relational database through a configured JDBC data source, typically using a MID Server where required. An **LDAP Connection** is also an import source type, allowing directory data such as users and groups to be brought into ServiceNow. **DataHub** is included as a supported data-source type in the applicable Import Set data-source choices, enabling the platform to consume data delivered through that integration mechanism. After data is loaded, transform maps can map, coalesce, and convert the imported values into ServiceNow records. ServiceNow's Import Set documentation describes data sources as the starting point for loading external data, while its JDBC documentation covers database imports and required connectivity configuration. See ServiceNow Data Sources documentation and ServiceNow JDBC import documentation.

**QUESTION NO: 18**

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

**A.** incident .*

**B.** incident.all

**C.** incident .!

**D.** incident.None

**ANSWER: D**

**Explanation:**

`incident.None` is the object name used for a table-level Access Control rule on the Incident table. In ServiceNow ACL naming, the table name identifies the target table and `None` identifies the record-level target rather than an individual field. Therefore, this ACL is evaluated for access operations against Incident records generally, such as determining whether a user can read, create, write, or delete records in the Incident table. This naming pattern is important because ServiceNow evaluates ACLs according to the requested resource and operation; a record-level ACL provides the foundational authorization decision for the table's records. Field-specific access controls can additionally be evaluated when a user accesses protected fields, but `incident.None` is the correct object identifier for the ACL that targets the Incident table itself. ServiceNow's ACL documentation describes the use of the `table.None` naming convention for record ACLs and distinguishes record ACLs from field ACLs. See the official Access control list rules documentation and the ServiceNow Developer access controls learning material.

## QUESTION NO: 19 - (SIMULATION)

FILL IN THE BLANK

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

**ANSWER: See the explanation for the answer**

**Explanation:**

**Answer: Server**

A **server** can be a computer program that runs as a service, a physical computer dedicated to providing one or more services, or a system that runs a database.

## QUESTION NO: 20

Table Access Control rules are processed in the following order:

**A.** any table name (wildcard), parent table name, table name

**B.** table name, parent table name, any table name (wildcard)

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

**D.** any table name (wildcard), table name, parent table name

**ANSWER: B**

**Explanation:**

The correct processing order is **table name, parent table name, any table name (wildcard)**. When ServiceNow evaluates a table-level ACL, it begins with the rule that is most specific to the record's actual table. For example, for a record on the Incident table, ServiceNow first evaluates an ACL defined specifically for `incident`. If the table extends another table, such as Task, ServiceNow next evaluates applicable ACLs defined on that parent-table hierarchy. Finally, it evaluates the wildcard table ACL, represented by `*`, which can provide a general rule for tables not otherwise covered by a more specific definition.

This specificity-first sequence supports predictable and maintainable security design: administrators can establish broad baseline access through wildcard rules while defining more targeted controls where a particular table requires them. Parent-table ACLs also allow common controls to be inherited across extended tables without duplicating every rule. The ordering is part of ServiceNow's ACL evaluation behavior and should be considered when designing table permissions, especially in applications that use table extension. See the ServiceNow Access control rules documentation and the ServiceNow Developer access controls learning material.

## QUESTION NO: 21

When adding a related list to a form, you choose the related list from the list callector,

What is an example of a related list you might see on the list collector? Choose 3 answers:

**A.** Release Phase==Parent

**B.** Catalog Task->Parent

**C.** HR Case-=Parent

**D.** Problem==Parent

**E.** Outage->Task number

## ANSWER: B C E

**Explanation:**

Related lists expose records from another table that are associated with the record displayed on the form. In the related-list selection interface, these relationships are commonly represented as a source table followed by the reference field that connects records in that table back to the current record's table. **Catalog Task->Parent** is an example because catalog task records can be related through their Parent reference. **HR Case-=Parent** represents the equivalent parent-child relationship available for HR case records. **Outage->Task number** is also a valid example because an outage can be associated with a task through its task-number reference, allowing the applicable outage records to be displayed in context on a task form. Adding these related lists lets users review and work with associated child or dependent records without leaving the form. ServiceNow documents that related lists are configured on forms to show records related through table relationships and reference fields; the available choices depend on the current table and its relationships. See the ServiceNow documentation on adding related lists and reference fields.

## QUESTION NO: 22

What refers to an application or system that accesses a remote service or another computer system, known as a server?

**A.** Server

**B.** Client

**C.** Script

**D.** Policies

## ANSWER: B

**Explanation:**

**Client** is the correct term for an application or system that requests and accesses services, resources, or data from another computer system called a server. This relationship is the basis of the client-server model: the client initiates a request, such as loading a web page, submitting a form, or calling an API, and the server receives that request, performs the required processing, and returns a response.

In a ServiceNow environment, the web browser used by an end user is a common client. It communicates with the ServiceNow instance to retrieve records, display forms, submit updates, and perform other platform actions. An integration or external application can also be a client when it makes REST or SOAP API requests to a ServiceNow instance. ServiceNow distinguishes work performed in the browser from work performed by the instance: client-side functionality runs in the user's browser, while server-side functionality runs on the ServiceNow instance. Understanding this distinction is foundational for choosing the appropriate scripting and configuration approach, particularly when working with Client Scripts, UI Policies, Business Rules, and server APIs.

ServiceNow's developer documentation describes client-side scripting as code that runs in the user's web browser: ServiceNow Client Scripts documentation. For the general client-server architecture model, see MDN's client-server overview.

## QUESTION NO: 23

Which action enables personalization in a form for the admin role, only?

**A.** Navigate to sys_form_properties.list and set the property glide.ui.enable_personalize_form.admin to true.

**B.** Navigate to Context Menu > Configure > Form Layout and select ' Enable Personalization ' and Enter the ' admin ' role.

**C.** Navigate to Context Menu > Configure > Table and add the role ' Admin ' in the ' Available User ' list box.

**D.** Navigate to sys_properties.list, find the property glide.ui.personalize_form.roles, and set the Value to admin.

## ANSWER: D

**Explanation:**

To permit form personalization only for administrators, configure the `glide.ui.personalize_form.roles` system property with the value `admin`. This property is a role restriction: ServiceNow checks the user's assigned roles before exposing form-personalization capabilities, such as changing a form's field layout or visibility through the personalization interface. With `admin` as the configured value, a user must have the admin role to use that capability.

System properties are maintained from the System Properties table, which can be opened directly using `sys_properties.list`. After locating the property, set its Value field to `admin` and save the record. Multiple roles can be specified when required, but using only `admin` meets the requirement to limit access to administrators. This is a platform-wide configuration for form-personalization authorization rather than a setting applied separately to individual forms or tables. ServiceNow's platform administration documentation describes form personalization and the system-property configuration used to control access: ServiceNow: Personalizing forms. For details on locating and managing instance properties, see ServiceNow: System properties.

## QUESTION NO: 24

What Service Catalog feature do you use to organize items into logical groups?

**A.** Variable sets

**B.** Catalog items

**C.** Sections

**D.** Categories

## ANSWER: D

**Explanation:**

**Categories** is the Service Catalog feature used to organize catalog items into logical groups. A category provides a navigational grouping that helps users locate relevant requests, such as hardware, software, access, or facilities services, within a catalog. Catalog administrators can associate catalog items with one or more categories, allowing the same request to be discoverable in the contexts that best match how users search for it. This organization improves the usability of the Service Catalog without changing the underlying fulfillment definition of the item. Categories are configured within the catalog structure and appear as groupings to users when they browse the catalog or use catalog navigation. ServiceNow's Service Catalog documentation describes the catalog as a collection of items organized into categories, and its catalog-administration guidance covers maintaining the catalog and its category structure. For more information, see the ServiceNow Service Catalog documentation and ServiceNow guidance for creating catalog categories.

## QUESTION NO: 25

Which module would you use to review records that failed during an import transform?

**A.** System Import Sets > Import Set Rows

**B.** System Definition > Tables

**C.** Reports > View / Run

**D.** System Security > Access Control (ACL)

**E.** Process Automation > Flow Designer

## ANSWER: A

**Explanation:**

**System Import Sets > Import Set Rows** is correct. Import Set Rows displays the individual source rows loaded into an import set table. After a transform runs, each row includes information about its processing state and can be reviewed to identify rows that were ignored, inserted, updated, or produced errors.

Reviewing import set rows and associated transform history helps an administrator troubleshoot mapping problems, invalid source values, and transform script errors before rerunning an import. See ServiceNow documentation on Import Sets.

## QUESTION NO: 26

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

Choose 3 answers

**A.** Incident

**B.** Problem

**C.** Change Request

**D.** Config

**E.** Dictionary

**F.** cmdb

## ANSWER: A B C

**Explanation:**

Incident, Problem, and Change Request are base-system tables that extend the Task [task] table. Table extension lets these records inherit the common task attributes and behavior defined by Task, creating a consistent model for work that must be assigned, prioritized, tracked through states, and completed. For example, task-derived records share core fields such as Number, Short description, Description, Assignment group, Assigned to, State, Priority, and work notes/activity information, while each child table adds fields and processes specific to its purpose.

Incident [incident] is used to restore normal service after an interruption or degradation. Problem [problem] supports investigation and management of underlying causes of one or more incidents. Change Request [change_request] provides the record structure used to plan, assess, authorize, implement, and review changes. Their extension from Task enables common platform capabilities—such as assignment, approvals where configured, SLAs, notifications, auditing, and reporting—to be applied consistently while preserving their distinct ITSM workflows.

ServiceNow's data model documentation identifies Task as the parent table for task-based work records, and the platform documentation explains that an extended table inherits fields from its parent. See ServiceNow: Extending tables and ServiceNow: Incident Management.

## QUESTION NO: 27

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

**A.** Browser tab title

**B.** Module text color

**C.** Preferred browser

**D.** Base theme

**E.** Font style

**F.** Animation style

**G.** Header background color

**H.** Banner Image

## ANSWER: A B D G H

**Explanation:**

The Basic Configuration UI16 properties provide instance-level branding controls for the classic UI16 experience. **Browser tab title** is managed through a UI16 property so administrators can display an organization-specific title in users' browser tabs. **Base theme** selects the overall UI16 visual theme, establishing the foundational styling applied to the interface. Administrators can further tailor navigation presentation with **Module text color** and **Header background color**, allowing the navigator and header area to align with organizational branding. **Banner Image** is also a Basic Configuration UI16 setting and supplies branding imagery for the UI16 header/banner region. These settings are configuration properties rather than per-user browser settings, so they provide a consistent interface appearance for users of the instance's UI16 experience. ServiceNow's platform administration documentation describes UI and navigation administration, including configuration of the UI16 interface and its appearance-related properties. See the ServiceNow UI16 documentation and the ServiceNow banner customization documentation.

## QUESTION NO: 28

Your customer wants to update a notification so it is sent to the Caller ' s Manager. Which action supports this requirement?

**A.** On the 'Who will receive' tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it.

**B.** On the Notification record, create a flow and include a notification in the flow for " All receivers " .

**C.** On the 'Send to' tab on the Notification record, set " Who will receive " to Subscribable.

**D.** On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it.

## ANSWER: D

**Explanation:**

On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller ' s Manager field to add it. This uses the notification recipient configuration to derive a recipient from a reference relationship on the record that triggered the notification. For an Incident notification, the Caller field references a user record, and the Manager field on that user record also references a user record. Dot-walking through this relationship identifies the caller's manager dynamically for each record, rather than hard-coding a specific recipient. ServiceNow resolves the resulting user record and sends the notification to the email address associated with that manager's user profile, subject to the notification's normal sending conditions and email settings. This approach keeps the recipient assignment current: if a caller's manager changes in the user record, subsequent notifications automatically go to the newly assigned manager without requiring edits to the notification. ServiceNow's notification administration documentation describes configuring recipients from fields on the notification's table,

including reference-field relationships. See ServiceNow Notifications documentation and ServiceNow guidance for creating notifications.

## QUESTION NO: 29

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

**A.** Record

**B.** Schedule

**C.** Outbound Email

**D.** Application

## ANSWER: C

**Explanation:**

**Outbound Email** is not a Flow Designer trigger type. In Flow Designer, a trigger defines the event or condition that starts a flow. ServiceNow provides trigger types designed around platform events and execution contexts, including record-based triggers, scheduled triggers, and application triggers. A flow can then use actions to perform work after it starts, such as creating or updating records, requesting approvals, sending notifications, or invoking integrations. Sending an email is therefore an operation that can be performed by an action during a flow, rather than an event category used to initiate a flow. This distinction is important when designing automation: first select the event that should launch the process, then configure the actions that should occur as a result. ServiceNow's Flow Designer documentation describes triggers as the starting point for flows and identifies the available trigger categories, while its training material explains how flows use actions after a trigger fires. See the ServiceNow Flow Designer documentation and the Flow Designer Fundamentals learning course.

## QUESTION NO: 30

What are the three components of a filter condition?

**A.** Field. Operator and Value

**B.** Condition. Operator, and Value

**C.** Field, Condition, and Value

**D.** Variable, Field, and Value

## ANSWER: A

**Explanation:**

**Field. Operator and Value** is correct because each ServiceNow filter condition evaluates a specific field on a record by applying an operator to a comparison value. The field identifies the data element to query, such as *Priority*, *State*, or *Assigned to*. The operator defines the comparison logic appropriate for that field type, such as *is*, *is not*, *contains*, *greater than*, or *is empty*. The value supplies the target data used by the comparison, such as *High* for Priority or *In Progress* for State.

For example, the condition "Priority is High" is constructed from the field *Priority*, the operator *is*, and the value *High*. ServiceNow uses these condition components in list filters, report conditions, reference qualifiers, and many other query-building interfaces. Users can combine multiple complete conditions with AND or OR logic, but each individual condition follows this field–operator–value structure. ServiceNow's platform documentation describes filtering as selecting a field, choosing an operator, and entering or selecting a value; see ServiceNow documentation on using filters and ServiceNow documentation on creating filters.

## QUESTION NO: 31

Which security feature controls whether a user can create, read, update, or delete records in a table?

**A.** Access Control Rules

**B.** Business Rules

**C.** Data Policies

**D.** UI Policies

**E.** Assignment Rules

## ANSWER: A

**Explanation:**

**Access Control Rules** is correct. Access Control List (ACL) rules protect records and fields by evaluating whether a user is allowed to perform a requested operation. Table-level ACLs commonly control the create, read, write, and delete operations. An ACL can use role requirements, conditions, and scripts to determine whether access should be granted.

Roles alone represent permissions assigned to users or groups, but ACLs are the rules that enforce access to protected platform resources. ServiceNow evaluates applicable ACLs when users access records through forms, lists, APIs, and other platform interfaces. See the ServiceNow documentation on access control rules.

## QUESTION NO: 32

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared oy the entire organization?

**A.** Self Service Management

**B.** Knowledge Management

**C.** Knowledge-Centered Management

**D.** Information Portal Management

**E.** Business Information Management

## ANSWER: B

**Explanation:**

Knowledge Management is the ServiceNow process designed to capture and share organizational knowledge through centralized knowledge bases. Authorized users can create knowledge articles, organize them into knowledge bases and categories, submit them for review and approval when required, and publish them for others to find and use. This gives employees, agents, and customers a consistent source of validated information, such as troubleshooting procedures, policy guidance, frequently asked questions, and service instructions.

In ServiceNow, knowledge articles have lifecycle states and can be governed through workflows or approvals so that published content is appropriate and current. Access can also be controlled with user criteria, allowing an organization to share general articles broadly while restricting sensitive material to specific audiences. Users can browse knowledge bases and categories or search for articles from the Knowledge application and self-service experiences. By making reliable answers available before a user submits a request or incident, Knowledge Management supports self-service and helps improve service efficiency. ServiceNow's product documentation describes the application and its article-management capabilities in the Knowledge Management documentation, with configuration guidance in the Knowledge Management landing page.

## QUESTION NO: 33

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

**A.** As newly generated icons

**B.** As scratchpad variables

**C.** As new tabs

**D.** As data pills

## ANSWER: D

**Explanation:**

As data pills is correct. In Flow Designer, the Data panel is the central place for selecting values that are available while a flow runs. Local flow variables are values defined for use within that flow, and Flow Designer exposes them in the Data panel as data pills. A data pill is a visual token representing a runtime value rather than a fixed, manually entered value. A flow builder can drag a local-variable pill from the Data panel and drop it into a compatible input field on an action, subflow, condition, or other configuration element. At runtime, Flow Designer resolves the pill to the current value held by that local variable. This enables a value obtained or calculated earlier in the flow to be reused later, including across multiple actions, without repeatedly hard-coding it. The pill-based interface also helps show where dynamic flow data is being passed and used. ServiceNow's Flow Designer documentation describes using data pills to provide dynamic values to action inputs and flow logic: Flow Designer data pills. Additional Flow Designer administration guidance is available in the ServiceNow Flow Designer documentation.

## QUESTION NO: 34

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

**A.** One Approval can have many Requests

**B.** One Request can have many Requested Items

**C.** One Requested Item can have many Approvals

**D.** One Requested Item can have many Catalog Tasks

**E.** One Cart can have many Requests

## ANSWER: B C D

**Explanation:**

The Service Catalog uses related task records to represent a submitted order and its fulfillment lifecycle. "One Request can have many Requested Items" is correct because a request is the parent record created when a user submits an order, while each catalog item ordered is represented by its own requested-item record. This lets a single order include separate items, potentially with different fulfillment processes.

"One Requested Item can have many Approvals" is also correct. Approval records are associated with an approval target, including requested items, so a requested item can require approval activity from multiple approvers or through multiple approval stages. "One Requested Item can have many Catalog Tasks" is correct because fulfillment work for a requested item can be divided into multiple catalog-task records, such as provisioning access, configuring equipment, and notifying the requester.

These relationships allow request management, approvals, and fulfillment work to be tracked independently while retaining their relationship to the item that was ordered. ServiceNow describes requested items and catalog tasks as records used to manage fulfillment of catalog requests. See the Service Catalog documentation and the Task table documentation.

## QUESTION NO: 35

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.

## ANSWER: C D

**Explanation:**

ServiceNow's recommended access-management model is to organize people by their shared job function or responsibility, add those people as members of the appropriate groups, and grant the required roles to the groups. Therefore, *You should add users to groups.* and *You should assign roles to groups.* are best practices. Group-based role assignment makes access easier to administer because a role change is made once on the group rather than repeatedly on individual user records. It also supports consistency: users performing the same function receive the same intended access when they join the group, and their access can be removed by changing group membership when their responsibilities change.

This model improves auditing and reduces the risk of inconsistent or excessive permissions caused by maintaining many direct user-role relationships. Groups can also represent teams, departments, or support functions, making access assignments easier to understand and maintain over time. ServiceNow documents the relationship among users, groups, and roles and recommends using groups to manage roles for users with common responsibilities. See the ServiceNow documentation on users, groups, and roles and the guidance for creating and managing groups.

## QUESTION NO: 36

What are the three components of a filter condition?

**A.** Table

**B.** Value

**C.** Field

**D.** Operator

## ANSWER: B C D

**Explanation:**

A ServiceNow filter condition is constructed from **Field**, **Operator**, and **Value**. The field identifies the table column whose data is being evaluated, such as State, Priority, or Assigned to. The operator specifies how ServiceNow compares that field to the selected criterion, such as is, is not, contains, greater than, or less than. The value supplies the comparison target, such as New for State or High for Priority. For example, the condition "Priority is High" uses Priority as the field, is as the operator, and High as the value. These components let users precisely retrieve records in lists, reports, and other areas that support condition builders. Multiple conditions can then be combined using AND or OR logic to form a more complete filter, but each individual condition still follows this field-operator-value structure. ServiceNow's list filtering documentation describes building conditions by selecting a field, choosing an operator, and specifying a value. See the ServiceNow documentation on creating filters and the ServiceNow documentation on using filters.

## QUESTION NO: 37

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

**A.** CSS, SOAP, and Excel

**B.** XML, CSV, and Excel

**C.** SOAP, REST, and XML

**D.** XML, SOAP, and CSS

**ANSWER: B**

**Explanation:**

**XML, CSV, and Excel** is correct because Import Sets provide ServiceNow's standard mechanism for loading external data into an import-set staging table and then moving it into a target table through a transform map. Administrators can upload delimited text data such as CSV files, structured XML data, and spreadsheet data from Microsoft Excel. Each imported row is first stored in the import-set table, where field values can be reviewed, mapped, validated, and transformed before records are inserted or updated in the destination table.

This staged approach is important because it separates incoming source data from production tables and supports repeatable mapping logic. A transform map defines the relationship between source fields and target-table fields, while optional transform scripts can normalize values, establish references, or apply business-specific processing during the import. Import Sets are therefore useful for onboarding data from spreadsheets, migration extracts, and other external systems without manually creating each record. ServiceNow documentation describes importing data from files and using transform maps to load the resulting import-set records into target tables. See ServiceNow Import Sets documentation and ServiceNow importing data documentation.

**QUESTION NO: 38**

What attributes of a field can a UI Policy Action change on a form?

Choose 3 answers

**A.** Read Only

**B.** Visible/Hidden

**C.** Length

**D.** Format

**E.** Mandatory

**ANSWER: A B E**

**Explanation:**

A UI Policy Action can dynamically control three field behaviors on a form: whether the field is mandatory, whether it is visible, and whether it is read-only. These actions are configured on a UI Policy and are evaluated in the user's browser as the form is used. This allows an administrator to adapt the form experience to conditions such as a selected category, a requester type, or another field's value. For example, a policy can make additional information mandatory when a particular request type is selected, hide fields that are not relevant to the current situation, or prevent users from editing a value while still allowing them to see it. The read-only, mandatory, and visible settings are the standard field attributes exposed by a UI Policy Action. ServiceNow documents UI Policies as a way to set field behavior without writing client-side script, and UI Policy Actions define the changes applied to individual fields when the policy conditions evaluate. See the ServiceNow UI Policies documentation and the UI Policy Actions documentation for details.

**QUESTION NO: 39**

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

**ANSWER: A B C H**

**Explanation:**

Update Sets are intended to move configuration and customization metadata between instances, rather than operational content or certain user-interface and reporting artifacts. Therefore, **Homepages** are not included by default because homepage content and layouts are handled separately from standard configuration migration. **Data**, such as task records, CMDB records, and other table records created during normal business operations, is also excluded; it requires an appropriate import, export, integration, transform, or other data-migration approach.

**Published Workflows** are not automatically captured as a default Update Set item. Workflow migration requires deliberate lifecycle management so that the applicable workflow version is moved and made available in the target instance. **Report Definitions** are likewise excluded by default. Reports can be transferred through supported report migration methods or deliberately added/exported when appropriate, but administrators should not assume they accompany unrelated configuration changes in an Update Set.

This separation helps prevent an Update Set from unintentionally transferring production-like records, personalized content, or reporting assets along with application configuration. ServiceNow's Update Set documentation describes Update Sets as a mechanism for transferring configuration changes and identifies important limitations and migration considerations. See ServiceNow Update Sets and Update Set best practices.

**QUESTION NO: 40**

Which options are available in the Data Visualization configuration panel for how the data will be presented? (Choose 2 answers)

**A.** Metrics

**B.** Time maps

**C.** Configuration items

**D.** Chart mapping

**E.** Data sources

**ANSWER: A D**

**Explanation:**

**Metrics** and **Chart mapping** are the presentation-focused choices available when configuring a data visualization. Metrics define the measures or values that the visualization will display. They provide the quantitative information being evaluated, such as counts, sums, averages, or other reportable values. Selecting metrics ensures that the visualization has meaningful data values to render and compare.

**Chart mapping** controls how those selected values are mapped into the visual structure of a chart. This includes assigning data to the chart's applicable dimensions and measures so that the selected visualization can present the information appropriately. Together, metrics identify the values to display, while chart mapping determines how those values are represented visually for users.

This distinction is important in ServiceNow reporting and analytics configuration: the visualization needs both the underlying measured values and a mapping that tells the chart how to use them. ServiceNow's product documentation for reporting and analytics is available in the ServiceNow Documentation portal, and implementation learning resources are available through the ServiceNow Developer Site.

## QUESTION NO: 41

Exportitem table is extended from Item Table with the additional column of ItemCountry added. The Item table contains the columns ItemName and ItemQty.

Which fields are available in the Exportitem Table?

**A.** Only ItemName, ItemQty

**B.** Only ItemCountry

**C.** ItemName, ItemQty, and ItemCountry

**D.** ItemCountry, Number

## ANSWER: C

**Explanation:**

**ItemName, ItemQty, and ItemCountry** is correct because a ServiceNow table that extends another table inherits the fields defined on its parent table. Exportitem therefore retains the ItemName and ItemQty columns from the Item table. It also contains ItemCountry, the column added specifically to Exportitem. This inheritance model lets related record types share a common data structure while allowing a child table to store additional information that applies only to that more specific type of record.

In ServiceNow, extending a table establishes a parent-child relationship in the database schema. Fields on the parent are available for records in the child table, and fields created on the child supplement those inherited fields. The platform also uses this model throughout its baseline data model; for example, specialized task-related tables inherit shared fields from parent tables while adding fields appropriate to their purpose. This design supports consistent reporting, reusable logic, and common security or process behavior across related tables. For more information, see ServiceNow's developer learning material on extending a table and the ServiceNow documentation portal's Platform Administration documentation.

## QUESTION NO: 42

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

Choose 3 answers

**A.** Performance Analytics

**B.** Configuration Management (CMDB)

**C.** Financial Management

**D.** Discovery

**E.** Service Mapping

## ANSWER: B D E

**Explanation:**

**Configuration Management (CMDB)**, **Discovery**, and **Service Mapping** work together to identify and track the infrastructure supporting an ecommerce service. The CMDB provides the central data model and repository for configuration items such as application servers, databases, load balancers, network devices, and business applications. Crucially, it

records relationships between those items, allowing teams to understand the supporting environment rather than viewing components in isolation.

Discovery automates collection of infrastructure data from an organization's environment and populates or updates the related CMDB records. This helps maintain an accurate inventory as servers, software, cloud resources, and network devices change over time. Service Mapping then uses CMDB data and discovery processes to create service-aware dependency maps, connecting the ecommerce business service to the applications and infrastructure required to deliver it. These maps make the technical dependencies of the service visible for operational support, impact analysis, and troubleshooting. ServiceNow describes the CMDB as a system of record for IT infrastructure and its relationships, while Service Mapping provides visibility into services and their dependencies. See ServiceNow: What is a CMDB? and ServiceNow: What is Service Mapping?.

## QUESTION NO: 43

What feature is used to define a target duration for a task, such as the time allowed to resolve an incident?

**A.** Service Level Agreement

**B.** Assignment Rule

**C.** Data Policy

**D.** Transform Map

**E.** UI Action

## ANSWER: A

**Explanation:**

**Service Level Agreement** is correct. In ServiceNow, an SLA definition establishes a target duration for work performed on task records. An SLA can be configured to start, pause, stop, and reset according to conditions on the task. When an SLA attaches to a qualifying task, ServiceNow creates a task SLA record to track the target and its progress.

For an incident, an SLA can measure the time to respond or the time to resolve, based on priorities, service offerings, customer commitments, or other conditions. Business Rules and Assignment Rules can automate other record behavior, but they do not provide the purpose-built SLA timing and breach tracking capability. See the ServiceNow documentation on Service Level Management.

## QUESTION NO: 44

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

**A.** UI Policy

**B.** Assignment Rule

**C.** Action

**D.** Predictive intelligence

**E.** CSDM

## ANSWER: D

**Explanation:**

Predictive intelligence is the correct framework because it uses machine learning models trained on historical ServiceNow records to make predictions from record data. For incident-style use cases, a classification model can analyze text entered in a field such as Short description and predict an appropriate value for a target field, including Category or Priority. After a

model has been trained, evaluated, and deployed, its prediction can be applied to records to assist with consistent categorization and prioritization. This supports faster record handling by using patterns learned from prior records rather than requiring a person to manually select every value. The model's effectiveness depends on having sufficient, accurate historical training data and appropriately configured input and target fields. ServiceNow describes Predictive Intelligence as a machine-learning capability for predicting field values and recommends configuring and training classification solutions for these kinds of record-based predictions. See the ServiceNow Predictive Intelligence documentation and the Machine Learning Classification overview.

## QUESTION NO: 45

What are the three key tables in an enterprise CMDO?

Choose 3 angwers

**A.** sn_cmdt_bak

**B.** Sh_emdb_ci

**C.** cmdb_rel_ci

**D.** cmdb_bak

**E.** cmdb_ci

**F.** sh_eomdb

**G.** cmdb

## ANSWER: C E G

**Explanation:**

An enterprise CMDB uses the `cmdb`, `cmdb_ci`, and `cmdb_rel_ci` tables as its central structural tables. The `cmdb` table provides the CMDB foundation. The `cmdb_ci` table is the base Configuration Item table and supports the CI class hierarchy: more specific CI classes, such as servers, applications, and network devices, extend this structure. This inheritance model enables shared attributes and standardized identification of managed infrastructure and service components. The `cmdb_rel_ci` table stores relationships between CIs, such as a server hosting an application or an application depending on a database. Relationship records are essential because a CMDB models both the individual configuration items and the dependencies between them, enabling impact analysis and service-aware operations. Together, these tables establish the CMDB's core data model for CI records, classification, and relationships. ServiceNow documents the CMDB table model and CI relationship concepts in its CMDB tables documentation and CI relationship documentation.

## QUESTION NO: 46

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

**A.** Create Record Producer

**B.** Create Order Guide

**C.** Create Requested Item

**D.** Create On-boarding Bot

## ANSWER: B

**Explanation:**

Create Order Guide is correct because an order guide provides a single, guided catalog experience for requesting multiple related catalog items together. In this onboarding scenario, a manager needs to request a standard set of distinct goods—

such as a computer, monitor, business cards, and a cell phone—for one new employee. An order guide can present relevant questions, collect shared information such as the employee's name, location, department, and start date, then use those answers to determine or populate the individual catalog-item requests. When the manager submits the guide, ServiceNow creates the appropriate request and requested items for fulfillment by the responsible teams.

This approach supports a consistent onboarding process while reducing duplicate data entry and ensuring that the required equipment and services are requested from one place. Order guides are designed specifically to bundle multiple catalog items into one request workflow, including the ability to apply user criteria and variable sets where needed. ServiceNow's product documentation describes order guides as a way to order multiple catalog items as a single request and to use guide variables to pass information to included items. See ServiceNow documentation on order guides and ServiceNow Service Catalog documentation.

## QUESTION NO: 47

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

## ANSWER: B

**Explanation:**

Add the Department Manager group to the catalog item's user criteria. In ServiceNow Service Catalog, user criteria are the intended mechanism for controlling whether users can see and request particular catalog content. A user criterion can target users based on attributes such as group membership, roles, departments, companies, or scripted conditions. Associating a criterion with a catalog item through its *Available for* configuration limits item visibility to users who satisfy that criterion.

For this requirement, a user criterion that includes the Department Manager group ensures that only users who belong to that manager group can view the item in the catalog. This provides catalog-level audience targeting while keeping the item available within the appropriate catalog structure. It also makes the restriction maintainable: when personnel change, updating group membership changes eligibility without requiring edits to the catalog item itself. ServiceNow documents user criteria as a way to define which users can access catalog content and apply those criteria to catalog items. See the ServiceNow documentation search for Service Catalog user criteria and the ServiceNow documentation search for Available for user criteria.

## QUESTION NO: 48

What are the components that make up a filter condition? (Choose three.)

**A.** Operator

**B.** Match Criteria

**C.** Value

**D.** Column

**E.** Field

## ANSWER: A C E

**Explanation:**

A ServiceNow filter condition is constructed from three essential parts: **Field**, **Operator**, and **Value**. The field identifies the record attribute that ServiceNow should evaluate, such as Active, Priority, or Assigned to. The operator defines the comparison to perform, such as is, is not, greater than, contains, or is empty. The value supplies the data against which the field is compared, such as true, 1 - Critical, or a particular user. Together, these elements form a complete statement that determines whether a record matches a filter. For example, a condition using the field *Active*, the operator *is*, and the value *true* returns records whose Active field is true. Administrators use these same condition components throughout list filters, reports, reference qualifiers, and other areas that use the condition builder. ServiceNow's documentation describes conditions as field/operator/value expressions and explains how condition builders combine them to query records. See the ServiceNow documentation on conditions and the ServiceNow documentation on filtering lists.

## QUESTION NO: 49

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

**A.** Service Processes

**B.** User Permissions

**C.** Tables and Fields

**D.** A Database

**E.** The Dependency View

## ANSWER: A C D E

**Explanation:**

The ServiceNow CMDB is a database that stores information about configuration items (CIs), such as applications, servers, services, and related infrastructure components. Its data is organized through tables and fields: CMDB classes extend the base Configuration Item table, and fields capture CI attributes such as name, status, ownership, and operational details. This structured model enables consistent storage and use of configuration data throughout the platform.

Service processes are also associated with the CMDB because reliable CI and relationship data supports IT service management activities, including incident, problem, change, and service-impact analysis. The CMDB provides context about the services and components affected by operational work. The Dependency View is a CMDB visualization that displays CI relationships graphically, helping users understand upstream and downstream dependencies and assess potential impact. Together, the database structure, tables and fields, service-process support, and Dependency View represent core CMDB concepts and capabilities. See the ServiceNow CMDB documentation and Dependency View documentation.

## QUESTION NO: 50

Which statements are true about ServiceNow notifications? (Choose three.)

**A.** Notifications can be triggered by record conditions

**B.** Notifications can be triggered by events

**C.** Notifications can be sent to users or groups

**D.** Notifications grant recipients read access to the related record

**E.** Notifications must be initiated by a Flow Designer action

**F.** Notifications can only be sent to the Assigned to user

## ANSWER: A B C

**Explanation:**

**Notifications can be triggered by record conditions**, **notifications can be triggered by events**, and **notifications can be sent to users or groups** are correct. A notification record defines the circumstances that cause a message to be sent, the recipients, and the message content. For example, a notification can send when an incident is assigned to a group, when a record changes state, or when a configured event is fired.

Notifications support dynamic content from the record and can target recipients using users, groups, roles, or recipient fields. They do not replace ACLs for securing data, and they do not require every notification to be launched from a Flow Designer action. See the ServiceNow documentation on notifications.

## QUESTION NO: 51

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

**A.** Can Read

**B.** Can Write

**C.** Can Contribute

**D.** Can Author

**E.** Cannot Author

## ANSWER: C

**Explanation:**

**Can Contribute** is the correct tab for defining who is permitted to create and contribute knowledge articles within a specific knowledge base. Knowledge-base access is controlled independently for reading and contributing, allowing an administrator or knowledge manager to grant article-authoring access only to the appropriate users, groups, or roles. On the knowledge base record, the Can Contribute related list is where these contribution user criteria are associated with the knowledge base. A user must satisfy the configured contribution criteria to be eligible to author content there. This enables separate governance for article creation and maintenance while preserving the intended audience for the published knowledge. ServiceNow's Knowledge Management documentation describes configuring user criteria for knowledge-base contribution and associating those criteria to the knowledge base. See Create a knowledge base and User criteria for Knowledge Management.

## QUESTION NO: 52

When you are viewing a record, like an incident, how can you detect if someone else is also actively working on the Incident? (Choose 2 answers)

**A.** A chat bubble automatically launches, so you can collaborate

**B.** An icon appears to the left of fields that have been updated by other users

**C.** A notification appears asking the new user to collaborate

**D.** The Work notes list contains names of the other users

**E.** User presence icon shows initials of users actively viewing the record

## ANSWER: B E

**Explanation:**

ServiceNow user presence provides real-time awareness when multiple users have the same record open. "User presence icon shows initials of users actively viewing the record" is correct because the form header displays presence avatars or initials for users who are currently viewing or working with that record. This enables an agent to identify concurrent activity

before making changes, helping teams coordinate work on incidents and reduce the likelihood of overwriting each other's updates.

"An icon appears to the left of fields that have been updated by other users" is also correct. When another user changes a field while the record is open, ServiceNow can visually mark the affected field. This draws attention to the changed value so the current viewer can recognize that the form content has been updated externally and can review the latest state before saving their own work. Together, record-level presence and field-level update indicators are the collaboration signals used to detect simultaneous work on a record. See the ServiceNow documentation search for user presence and the documentation search for concurrent field updates.

## QUESTION NO: 53

What section on the notes tab, shows the history of the work documented on the record?

**A.** Journal

**B.** Activity

**C.** Diary

**D.** Audit Log

**E.** Timeline

## ANSWER: B

**Explanation:**

**Activity** is correct because the Activity section (also called the activity formatter or activity stream) displays a chronological history of work and updates associated with a record. On records such as incidents, requests, and changes, it consolidates journal entries such as additional comments and work notes with record activity, including field changes, state transitions, approvals, attachments, and emails when those items are configured for display. This gives fulfillers and other authorized users a single, time-ordered view of what has been documented and what actions have occurred during the record's lifecycle. The exact entries shown can vary based on the table, enabled activity filters, user permissions, and formatter configuration, but Activity is the record form area designed to present this documented history. ServiceNow's product documentation describes the activity stream as a formatter that shows record activity and journal entries, while the platform fundamentals documentation identifies activity and journal fields as key elements of record work. See ServiceNow: Activity formatter and ServiceNow: Journal fields.

## QUESTION NO: 54

When creating an application through the Guided Application Creator, what are the options for creating a table?

Choose 3 answers

**A.** Create a table from scratch

**B.** Use API calls

**C.** Run import jobs

**D.** Link to external tables

**E.** Create a table from a template

**F.** Upload a spreadsheet

**G.** Extend a table

## ANSWER: A E F

**Explanation:**

Guided Application Creator provides three supported starting points for defining an application's data model. **Create a table from scratch** is used when the application requires a fully custom schema. The creator can define the table name and then add the fields needed to store the application's records. **Create a table from a template** accelerates development by starting with a predefined table structure appropriate to a common business purpose, which can then be adapted for the application. **Upload a spreadsheet** supports creating a table and its fields from spreadsheet column headings, while also enabling the spreadsheet's rows to be brought into the new data structure. These choices let a creator begin with a blank design, a reusable predefined structure, or existing tabular data, respectively. They are table-creation paths presented in Guided Application Creator and support the low-code application-building workflow. See ServiceNow's Guided Application Creator documentation and the ServiceNow application development learning content for an overview of creating application data tables.

## QUESTION NO: 55

What enables you to trace the connection from an infrastructure item, like a Server, to the Services that are dependent on that Server?

**A.** Relationships

**B.** Transform Map

**C.** Automapping Utility

**D.** Service Tracer

## ANSWER: D

**Explanation:**

Service Tracer is the ServiceNow capability designed to identify and visualize the business-service impact of an infrastructure configuration item. Starting with an infrastructure item such as a server, Service Tracer follows the relationships recorded in the CMDB and Service Mapping data to show the services that rely on that item. This gives administrators and operations teams an upstream, service-oriented view of dependencies, which is especially useful when assessing the potential impact of a server issue, planned maintenance, or configuration change.

The trace is valuable because infrastructure components typically support applications and services through multiple dependency layers. Service Tracer helps turn those underlying CMDB relationships into an actionable path from the selected item to the affected service context. This supports impact analysis and operational decision-making by making service dependencies visible without requiring the user to manually inspect relationship records one at a time. ServiceNow documents Service Tracer as a Service Mapping feature for tracing connections between infrastructure CIs and dependent services. See the ServiceNow Service Tracer documentation and the ServiceNow IT Operations Management overview.

## QUESTION NO: 56

What are the two aspects to LDAP Integration?

**A.** Data Population

**B.** Data formatting

**C.** Authorization

**D.** Authentication

## ANSWER: A D

**Explanation:**

Data Population and Authentication are the two core aspects of LDAP integration in ServiceNow. Authentication allows an instance to validate a user's credentials against an LDAP directory, such as Microsoft Active Directory, rather than requiring

the password to be maintained locally in ServiceNow. This supports centralized identity management because the enterprise directory remains the authoritative source for credential verification. When LDAP authentication is configured, ServiceNow communicates with the directory server during sign-in to confirm the identity of an eligible user.

Data Population is the separate LDAP capability used to import and maintain directory information in ServiceNow tables. LDAP import sets and transform maps can bring records and attributes from the directory into the instance, including users, groups, names, email addresses, departments, and group memberships. Scheduled imports can keep this information aligned with changes made in the organization's directory. Together, Authentication and Data Population address the two distinct LDAP integration needs: verifying user identities and synchronizing directory data. ServiceNow's LDAP integration documentation describes these capabilities and their configuration considerations: ServiceNow LDAP integration documentation.

## QUESTION NO: 57

What is a role in ServiceNow?

**A.** A role is one record in the Role [sys_user_role] table

**B.** A role is one record in the Role [user_sys_role] table

**C.** A role is a persona used In Live Feed Chat

**D.** A role Is a set of modules for a particular application

## ANSWER: A

**Explanation:**

A role in ServiceNow is represented by an individual record in the Role `[sys_user_role]` table. This table is the platform's source of role definitions: each record identifies a named capability that can be granted to users or groups. Roles are central to ServiceNow access control because they can be evaluated by access control rules, used to determine access to application functionality, and inherited through role relationships. For example, an administrator can assign a role directly to a user, assign it to a group so that group members receive it, or configure one role to contain another. The platform then uses the user's effective roles when evaluating whether the user may access protected records, fields, UI elements, and operations. A role is therefore a defined security entitlement stored as a record, rather than merely a conceptual job title. ServiceNow's documentation describes roles as the mechanism used to grant users access to features and capabilities, and identifies role records as being managed in the `sys_user_role` table. See the official ServiceNow documentation on roles and user roles.