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ServiceNow CIS-CPG

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Topic Break Down

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QUESTION NO: 1

Which Cloud Provider feature do organizations depend on to provide visibility into resource management and billing? (Choose two.)

A. Security Groups

B. Billing Data

C. Identity and Authentication Management

D. Tags

ANSWER: B D

Explanation:

Billing Data and **Tags** provide the core visibility needed to govern cloud resources and understand their financial impact. Billing data supplies the usage, rate, charge, and cost information that organizations use to track spending, analyze consumption trends, allocate costs, and support chargeback or showback reporting. Cloud cost and usage information is therefore the financial record behind billing visibility.

Tags add the business and operational context that billing records alone cannot provide. Applied consistently to cloud resources, tags can identify attributes such as an application, owning team, environment, department, project, or cost center. Governance and cloud-management processes can then group, filter, report on, and attribute resource consumption according to those attributes. When a provider's cost data is combined with a consistent tagging strategy, organizations can see not only how much they are spending, but also which resources, services, teams, and business initiatives are responsible for that spend. This association is essential for resource accountability and effective cloud governance. See the AWS Cost and Usage Information documentation and the AWS tagging best-practices guide.

QUESTION NO: 2

Which catalog variable type should be used when a requester must select an existing Configuration Item from the ServiceNow CMDB?

A. Label

B. Reference

C. Multi Line Text

D. HTML

ANSWER: B

Explanation:

Reference is correct because a reference variable can present records from a specified ServiceNow table, including CMDB tables. When configured to reference an appropriate CI class, the variable enables a requester to select an existing CI as part of a cloud provisioning or management request.

Reference qualifiers or conditions can further limit the available selections to CIs that meet the requirements of the catalog item. This prevents users from selecting unrelated or unsupported configuration items. See the ServiceNow Reference Qualifiers documentation for information about filtering reference selections.

QUESTION NO: 3

Which object is rendered as a tab on the request form of a Cloud Catalog Item?

A. Tab Set

B. Tab Group

C. Variable Group

D. Variable Set

ANSWER: C

Explanation:

Variable Group is correct because Cloud Provisioning and Governance uses variable groups to organize the input fields displayed to a requester for a Cloud Catalog Item. When the item's request form is rendered, each applicable variable group is presented as a separate tab, giving the requester a structured way to move between related sets of information, such as configuration, cloud-account, or resource-specific inputs. The variables contained within that group appear in the group's corresponding tab. This tab-based presentation is particularly useful for cloud requests because a single request can require numerous parameters while still needing to remain understandable and manageable for the person submitting it. The Cloud Provisioning and Governance catalog-item configuration model builds on ServiceNow catalog variables and groups them in this way to define the requester experience. Consult the ServiceNow Cloud Provisioning and Governance documentation for product configuration guidance, along with the platform's Service Catalog documentation for the underlying catalog-variable concepts.

QUESTION NO: 4

When using a CFT or an ARM Template what feature of Cloud Provisioning and Governance is used to deploy software?

A. OS Profiles

B. Cloud Scripts

C. Compute Profile

D. Blueprints

ANSWER: A

Explanation:

OS Profiles is correct because Cloud Provisioning and Governance uses an OS profile to define and apply operating-system-level configuration after a virtual machine is created through a CloudFormation template or an Azure Resource Manager template. The profile provides the software deployment and configuration instructions that are appropriate for the selected operating system, enabling software to be installed consistently as part of the provisioning workflow. This separates infrastructure definition from guest operating-system configuration: the infrastructure template establishes the cloud resources, while the OS profile handles the configuration of the provisioned compute instance, including deployment of required software. OS profiles can therefore be associated with a provisioning design so that users receive machines that are not merely created, but are configured with the intended software baseline. This approach supports repeatable, governed provisioning across cloud environments and helps ensure that deployments conform to an organization's standard build requirements. See ServiceNow's Cloud Provisioning and Governance documentation and its OS profiles documentation.

QUESTION NO: 5

When implementing a custom CAPI operation that invokes a cloud-provider REST API, which practices should be used? (Choose two.)

A. Use the cloud provider documentation and test the request

B. Use a MID Server Script Include when code must make the REST API call

C. Use a browser client script to invoke the provider endpoint

D. Copy parameter requirements from an unrelated CAPI operation

E. Use a catalog UI policy as the REST API implementation

ANSWER: A B

Explanation:

Use the cloud provider documentation and test the request and **use a MID Server Script Include when code must make the REST API call** are correct. The provider API documentation defines the required request parameters, authentication requirements, supported values, and response behavior. Testing validates that the mapped CAPI request produces the expected provider result.

A MID Server Script Include is used when the operation requires code to construct and invoke a REST API request through the MID Server execution environment. A browser client script is not an appropriate mechanism for provider API integration, and copying parameter definitions from an unrelated operation does not establish the requirements for a new provider API call. See the ServiceNow Product Documentation and the ServiceNow MID Server documentation.

QUESTION NO: 6

An organization wants to limit cloud consumption by department and ensure that only authorized groups can request an approved cloud offering. Which governance objects should be used? (Choose two.)

A. Quotas

B. Permissions

C. Credentials

D. Update Sets

E. SLAs

ANSWER: A B

Explanation:

Quotas and **Permissions** are correct. Quotas establish limits on cloud-resource consumption, allowing the organization to constrain the amount of governed capacity or resources available to a department or other organizational scope.

Permissions determine which users or groups are authorized to view or execute cloud catalog offerings and related cloud-management capabilities. Together, quotas and permissions help enforce both consumption boundaries and access control. See the ServiceNow Cloud Governance documentation.