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QUESTION 1

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

A. Schema Map

B. Dependency View

C. Dependency Map

D. Database View

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map-ng/concept/c_BusinesssServiceManagementMaps.html

QUESTION 2

What are the three key tables in an enterprise CMDO?

Choose 3 angwers

A. sn_cmdt_bak

B. Sh_emdb_ci

C. cmap_ret_ci

D. cmdb_bak

E. cmdb_ci

F. sh_eomdb

G. cmap

Correct Answer: CEG

QUESTION 3

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role

B. Create Catalog Item and use the Not Available list to specify the Manager Group

C. Create Catalog Item and use the Available For list to specify ITIL [itil] role

D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

QUESTION 4

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

A. Select Normal role

B. Log out and back in

C. Use System Administration > Normal Security module

D. Select Global Update Set

E. End Impersonation

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSecuritySettings.html

QUESTION 5

Which database provides a logical model of your company infrastructure by identifying, controlling, maintaining and verifying CIs that exist?

A. IMDB

B. ITSM

C. CSDM

D. CMDB

E. LDAP

Correct Answer: D

QUESTION 6

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

A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions

C. Use the Baseline Update Set to store the contents of items after they are changed the first time

D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Correct Answer: A

QUESTION 7

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

A. Groups

B. Users

C. Departments

D. Teams.

Correct Answer: AB

QUESTION 8

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

A. XML feed

B. Local database

C. LDAP

D. SSO

E. FTP authentication

Correct Answer: BCD

QUESTION 9

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

Correct Answer: BDF

QUESTION 10

On what part of the ServiceNow instance, would you find the option to Impersonate User?

A. User Menu

B. Content Frame

C. Application Navigator

D. Banner

Correct Answer: A

QUESTION 11

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

Correct Answer: B

QUESTION 12

ServiceNow is a single-instance, multiple tenant architecture?

A. True

B. False

Correct Answer: B

QUESTION 13

What setting allows users to view a Knowledge Base article even if the are not logged in?

A. The View All setting

B. The Allow role

C. The ESS role

D. The Public setting

Correct Answer: D

QUESTION 14

How is a user defined in ServiceNow?

A. user is a record stored in the User Preference [Sys_user_preference] table

B. A User is a record stored in the Profile [sys_user_profile] table

C. A user is 2 field in the LOAP integration

D. A user is a record stored in the User [sys_user] table

Correct Answer: D

QUESTION 15

When selecting the Target table for an import, which tables can you select?

Choose 3 answers

A. Tables within the global scope

B. Tables within the existing application scope

C. Tables outside of ServiceNow

D. Tables which allow write access to other applications

E. Related tables, using Dot Walk

Correct Answer: ABD

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