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QUESTION 1

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

Correct Answer: ACDE

QUESTION 2

How are Workflows moved between instances?

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

Correct Answer: A

QUESTION 3

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

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A

QUESTION 4

Which of the following is used to initiate a flow?



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

Correct Answer: A

QUESTION 5

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

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

Correct Answer: D

QUESTION 6

Which one statement correctly describes Access Control rule evaluation?

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

Correct Answer: C

QUESTION 7

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user



Correct Answer: B

QUESTION 8

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Correct Answer: A

QUESTION 9

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

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

Correct Answer: A

QUESTION 10

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Correct Answer: A