



"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

www.atmicnetworks.com

Warning: Keep connected with our support team
for latest updates

Question: 1

Which of the following statements is true for the Form Designer?

- a) To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- b) To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.
- c) To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- d) To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.

- A. a, b, c, and d
- B. b, c, and d
- C. a, b, and d
- D. a, b, and c

Answer: D

Explanation:

https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html

The Form Designer is a graphical interface for creating and customizing forms. The following statements are true for the Form Designer:

To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form. This will add the field to the form view without changing the table definition.

To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field. This will create a new column on the table and add the field to the form view.

To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.

This will remove the field from the form view but not from the table definition.

The following statement is false for the Form Designer:

To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form. This is incorrect because sections are not available in the Field Types tab. To add a section, click the **Add Section** button on the toolbar or right-click on the form and select **Add**

Section. Reference: Introduction to App Engine Studio for Developers, ServiceNow Studio Overview, Form Designer

Question: 2

Which of the following are configured in an Email Notification?

- a) Who will receive the notification.
- b) What content will be in the notification.
- c) When to send the notification.
- d) How to send the notification.

- A. a, b and c
- B. a, b, and d
- C. b, c and d
- D. a, c and d

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. Reference: Email Notifications, Get Started with Notifications

Question: 3

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- B. Open the list of Update Sets for the instance
- C. Examine the Application Files Related List in the application to be published
- D. Open the artifact records individually to verify the value in the Application field

Answer: C

Explanation:

To see what scripts, reports, and other application artifacts will be in a published application, the best option is to examine the Application Files Related List in the application to be published. This will show all the application files that belong to the application, grouped by file type and scope. You can also filter, sort, or search the list to find specific files.

The following options are not the best ways to see what application artifacts will be in a published application:

Enter the name of the Application in the Global search field. This will perform a global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results.

Open the list of Update Sets for the instance. This will show all the update sets that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

Open the artifact records individually to verify the value in the Application field. This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. Reference: Publish an Application, Application Files

Question: 4

Which one of the following is NOT a debugging strategy for client-side scripts?

- A. `g_form.addInfoMessage()`
- B. Field Watcher
- C. `jslog()`
- D. `gs.log()`

Answer: D

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scripts

The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:

`g_form.addInfoMessage()`. This is a client-side API that displays an information message at the top of the form.

Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.

`jslog()`. This is a client-side API that writes a message to the browser console.

The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:

`gs.log()`. This is a server-side API that writes a message to the system log. Reference: Client-Side

Scripting APIs, Debugging Client Scripts

Question: 5

Which Application Access configuration field(s) are NOT available if the Can read configuration field is NOT selected?

- A. All access to this table via web services
- B. Can create, Can update, and Can delete

- C. Can read does not affect the availability of other Application Access fields
- D. Allow configuration

Answer: B

Explanation:

"You must first select read access to grant any other API record operation."

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/reference/r_TableApplicationAccessFields.html

The Application Access configuration fields control the access level for an application and its tables. The following Application

Access configuration fields are not available if the Can read configuration field is not selected:

Can create. This field determines whether users can create records on the application tables.

Can update. This field determines whether users can update records on the application tables.

Can delete. This field determines whether users can delete records on the application tables.

These fields are not available because they depend on the Can read field, which determines whether users can view records on the application tables. If users cannot read records, they cannot create, update, or delete them either.

The following Application Access configuration fields are available regardless of the Can read configuration field:

All access to this table via web services. This field determines whether users can access the application tables using web services, such as REST or SOAP.

Allow configuration. This field determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. Reference: Application Access, Certified Application Developer (CAD) Learning Path

Question: 6

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

- A. Outbound Email
- B. Application
- C. Record
- D. Schedule

Answer: A

Explanation:

See list of triggers on right hand side of this webpage: <https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

The trigger types in Flow Designer are Application, Record, Schedule, and Topic. Outbound Email is not a trigger type, but an action type that can be used in a flow to send an email message¹.

Reference: Flow Designer Trigger Types

Question: 7

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table
- C. Script Include
- D. Workflow

Answer: B

Explanation:

"By default, all application scope scripts can read the table's records but cannot perform any other database operations."
https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings

Question: 8

In an Email Notification, which one of the following is NOT true for the Weight field?

- A. Only Notifications with the highest weight for the same record and recipients are sent

B. A Weight value of zero means that no email should be sent

C. The Weight value defaults to zero

D. A Weight value of zero means the Notification is always sent when the Notification's When to send criteria is met

Answer: B

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_automatingapps_quebec_when_to_send

The Weight field in an Email Notification determines which notification is sent when multiple notifications are triggered for the same record and recipients. Only the notification with the highest weight is sent. A weight value of zero means the notification is always sent when the notification's When to send criteria is met. A weight value of -1 means that no email should be sent³. Reference: Email Notification Weight

Question: 9

Which of the following objects does a Display Business Rule NOT have access to?

A. previous

B. GlideSystem

C. g_scratchpad

D. current

Answer: A

Explanation:

A Display Business Rule has access to the current, g_scratchpad, and GlideSystem objects, but not the previous object. The previous object is only available to Before Business Rules4. Reference: Business Rule API
https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html

Question: 10

Which of the following features are available to Global applications? (Choose two.)

- A. Automated Test Framework
- B. Source Control
- C. Delegated Development
- D. Flow Designer

Answer: A,D

Explanation:

Global applications can use Automated Test Framework and Flow Designer features, but not Source Control and Delegated Development features. Source Control and Delegated Development features are only available to scoped applications .

Reference: [Global vs Scoped Applications], [Delegated Development]

Question: 11

Which one of the following is NOT a UI Action type?

- A. List choice
- B. Form button
- C. List banner button
- D. Form choice

Answer: D

Explanation:

A UI Action is a button, link, or choice that can be clicked by a user to perform an action, such as submitting a form or running a script. The following are UI Action types:

List choice. This is a UI Action that appears as a choice list on a list of records. It can be used to perform an action on multiple records at once, such as deleting or updating them.

Form button. This is a UI Action that appears as a button on a form. It can be used to perform an action on the current record, such as saving or approving it.

List banner button. This is a UI Action that appears as a button on the banner of a list of records. It can be used to perform an action on the entire list, such as exporting or printing it.

The following is not a UI Action type:

Form choice. This is not a UI Action type, but a field type. A form choice is a field that displays a choice list on a form. It can be used to select a value from a predefined set of options, such as priority or state. Reference: UI Actions, Field Types

Reference: https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/list-administration/task/t_EditingAUIAction.html

Question: 12

Which of the following is NOT supported by Flow Designer?

- A. Call a subflow from a flow
- B. Test a flow with rollback
- C. Use Delegated Developer
- D. Run a flow from a MetricBase Trigger

Answer: B

Explanation:

Flow Designer is a graphical tool that allows users to automate processes in ServiceNow without coding. The following are supported by Flow Designer:

Call a subflow from a flow. This is a feature that allows users to invoke a subflow, which is a reusable unit of logic, from a flow. This can help simplify complex flows and avoid duplication of logic.

Use Delegated Developer. This is a feature that allows administrators to delegate the development and maintenance of flows and actions to users who are not administrators. This can help distribute the workload and empower non-admin users to create automations.

Run a flow from a MetricBase Trigger. This is a feature that allows users to trigger a flow based on a MetricBase query, which is a way of analyzing time-series data in ServiceNow. This can help automate actions based on data trends and patterns.

The following is not supported by Flow Designer:

Test a flow with rollback. This is not a feature of Flow Designer, but of Automated Test Framework (ATF), which is a tool that allows users to create and run automated tests on ServiceNow applications and features. ATF supports testing flows with rollback, which means reverting any changes made by the flow during the test execution. Reference: Flow Designer, Automated Test Framework

Reference: https://community.servicenow.com/community? id=community_QUESTION&sys_id=b4d26e44db13ab409540e15b8a9619c9

Question: 13

Which of the following are true for reports in ServiceNow? (Choose three.)

- A. Any user can see any report shared with them.
- B. Can be a graphical representation of data.
- C. All users can generate reports on any table.
- D. Can be run on demand by authorized users.
- E. Can be scheduled to be run and distributed by email.

Answer: B,D,E

Explanation:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/reference-pages/task/schedule->

report.html Generate and distribute scheduled reports via email.

A report is a graphical representation of data from one or more tables in ServiceNow. The following are true for reports in ServiceNow:

Can be a graphical representation of data. This is true because reports can use various chart types, such as pie, bar, line, or gauge, to visualize data in a meaningful way.

Can be run on demand by authorized users. This is true because reports can be accessed from the Reports menu or the Report Navigator and run by users who have the appropriate roles and permissions to view the data.

Can be scheduled to be run and distributed by email. This is true because reports can be configured to run at a specific time and frequency and send the results to one or more email recipients.

The following are not true for reports in ServiceNow:

Any user can see any report shared with them. This is false because users can only see reports that are shared with them if they also have access to the data source of the report. For example, a user who does not have the itil role cannot see a report based on the incident table, even if the report is shared with them.

All users can generate reports on any table. This is false because users can only generate reports on tables that they have access to and that are enabled for reporting. For example, a user who does not have the admin role cannot generate reports on the sys_user table, which is the table for user records. Reference: Reports, Report Security

Question: 14

Modules must have a Link type. Which one of the following is a list of Link types?

- A. List of Records, Separator, Catalog Type, Roles
- B. Assessment, List of Records, Separator, Timeline Page
- C. List of Records, Content Page, Order, URL (from arguments:)
- D. Assessment, List of Records, Content Page, Roles

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/geneva-servicenow-platform/page/administer/navigation_and_ui/reference/r_ModuleLinkTypes.html

A module is a navigation item that provides access to a feature or functionality in ServiceNow.

Modules must have a link type, which determines how the module behaves when clicked. The following is a list of link types:

Assessment. This is a link type that opens an assessment, which is a survey or questionnaire that measures the effectiveness of a process or service.

List of Records. This is a link type that opens a list of records from a table or a saved filter.

Separator. This is a link type that creates a horizontal line to separate modules in the application menu.

Timeline Page. This is a link type that opens a timeline page, which is a graphical representation of the duration and sequence of events or tasks.

The following are not link types, but other module attributes or field types:

List of Records, Separator, Catalog Type, Roles. These are not link types, but a combination of a link type (List of Records), a module attribute (Separator), a field type (Catalog Type), and a user attribute (Roles).

List of Records, Content Page, Order, URL (from arguments:). These are not link types, but a combination of a link type (List of Records), a module attribute (Content Page), a field name (Order), and a link type argument (URL).

Assessment, List of Records, Content Page, Roles. These are not link types, but a combination of a link type (Assessment), a link type (List of Records), a module attribute (Content Page), and a user attribute (Roles). Reference: Modules,

Create a Module

Question: 15

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Only the in scope application's scripts can create Business Rules for the table
- B. Any user with the application's user role can modify the application's scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

Answer: C

Explanation:

The Allow configuration Application Access option determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. The following is true for a table with the Allow configuration option

selected:

Out of scope applications can create Business Rules for the table. This is true because the Allow configuration option grants access to the table configuration to any user who has the admin or personalize_dictionary role, regardless of the application scope. This means that users can create Business Rules, which are server-side scripts that run when a record is displayed, inserted, updated, or deleted, for the table from any application.

The following are not true for a table with the Allow configuration option selected:

Only the in scope application's scripts can create Business Rules for the table. This is false because the Allow configuration option does not restrict the creation of Business Rules to the in scope application, as explained above.

Any user with the application's user role can modify the application's scripts. This is false because the Allow configuration option does not grant access to the application scripts, such as client scripts or script includes, to any user who has the application's user role. To modify the application scripts, users need to have the admin role or the application's admin role.

Out of scope applications can add new tables to the scoped application. This is false because the Allow configuration option does not allow out of scope applications to add new tables to the scoped application. To add new tables to a scoped application, users need to have the admin role or the application's admin role and be in the application scope. Reference:

Application Access, Business Rules

Reference: https://community.servicenow.com/community?id=community_QUESTION

NO:&sys_id=1a721819dbfa23409a64e15b8a9619d2

Question: 16

When working in the Form Designer, configuring the label of a field in a child table changes the label on which table(s)?

- A. base table
- B. child table
- C. parent table
- D. all tables

Answer: B

Explanation:

Configuring the label of a field in a child table changes the label only on that table, not on the base table or the parent table. The base table is the table that contains the common fields for all the extended tables, and the parent table is the table that is directly extended by the child table. The label of a field on the base table or the parent table can be different from the label on the child table. Reference: [ServiceNow Docs - Table extension], [ServiceNow Community - How to change field label in child table]

Reference: https://community.servicenow.com/community? id=community_QUESTIONO&sys_id=7ddc4462dbe2b3840be6a345ca9619af

Question: 17

Which one of the following is true?

- A. A UI Policy's Actions execute before the UI Policy's Scripts
- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions
- D. A UI Policy's Actions and Scripts execute at the same time

Answer: A

Explanation:

Created UI policy on incident form, action set's cmdb_ci field as mandatory and script as not. result, field was not mandatory.

A UI Policy's Actions execute before the UI Policy's Scripts. Actions are predefined operations that can be applied to fields or sections, such as making them mandatory, read-only, visible, or setting a default value. Scripts are custom JavaScript code that can be used to perform more complex logic or validations. Actions are executed first, and then Scripts are executed if the UI Policy conditions are met. Reference: [ServiceNow Docs - UI policy actions], [ServiceNow Docs - UI policy scripts]

Question: 18

Here is the Business Rule script template:

```
(function executeRule (current, previous */null when async*/) (  
  )) (current, previous);
```

This type of JavaScript function is known as:

- A. Constructor
- B. Scoped
- C. Anonymous
- D. Self-invoking

Answer: D

Explanation:

Self-invoking. Learn JavaScript!

This type of JavaScript function is known as self-invoking or immediately-invoked function expression (IIFE). It is a function that is defined and executed at the same time, without being assigned to a variable or being called by another function. It is often used to create a local scope for variables and avoid polluting the global namespace. Reference: [W3Schools - JavaScript Function Definitions], [MDN Web Docs - Immediately-invoked function expressions]

Question: 19

Which method call returns true only if the currently logged in user has the catalog_admin role and in no other case?

- A. g_user.hasRole('catalog_admin')
- B. g_user.hasRoleExactly('catalog_admin')
- C. g_user.hasRoleOnly('catalog_admin')
- D. g_user.hasRoleFromList('catalog_admin')

Answer: B

Explanation:

The method call that returns true only if the currently logged in user has the catalog_admin role and in no other case is `g_user.hasRoleExactly('catalog_admin')`. This method checks if the user has exactly one role, and returns true if it matches the argument. The other methods return true if the user has one or more roles, or if the user has any role from a list of arguments. Reference: [ServiceNow Docs - GlideUser API], [ServiceNow Community - Difference between `hasRole()` and `hasRoleExactly()`]

Reference: https://community.servicenow.com/community? id=community_QUESTION&sys_id=dff705e6db7757c0d58ea345ca96196b

Question: 20

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

Answer: A

Explanation:

The step that does not belong when creating a Utils Script Include is identifying the table. A Script Include is a server-side script that can contain one or more classes or functions that can be reused by other scripts. It does not depend on a specific table, but can access any table through `GlideRecord` or other APIs. The other steps are part of creating a Script Include class and its prototype object. Reference: [ServiceNow Docs - Script Includes], [ServiceNow Docs - GlideRecord API]

Question: 21

Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control? (Choose two.)

- A. source_control

B. source_control_admin

C. admin

D. git_admin

Answer: A,C

Explanation:

The following roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control:

source_control. This is a role that allows users to perform basic source control operations, such as importing an application from a source control repository, updating an application from a source control repository, or committing changes to a source control repository.

admin. This is a role that grants full access to all the features and functions of the ServiceNow platform, including source control operations. Users with this role can also perform advanced source control operations, such as creating or deleting source control repositories, configuring source control properties, or resolving conflicts.

The following roles do not grant access to source control repository operations:

source_control_admin. This is not a valid role in ServiceNow. There is no separate role for source control administration, as this function is included in the admin role.

git_admin. This is not a valid role in ServiceNow. Git is a specific type of source control system that ServiceNow supports, but there is no role dedicated to Git administration. Reference: Source Control, Source Control Roles

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html

Question: 22

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

A. `{event. <property name>}`

B. `{current. <property name>}`

C. `${property name}.getDisplayValue()`

D. `${gs.<property name>}`

Answer: A

Explanation:

<https://www.servicenow.com/community/it-service-management-forum/email-notification/m-p/695221>

Reference: https://community.servicenow.com/community?id=community_QUESTION&sys_id=e017cbe5db1cdbc01dcaf3231f9619a3

When configuring the content of an Email Notification, the following syntax should be used to reference the properties of an event triggering the Notification:

`event.<propertyname>`. This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as `event.name`, `event.parm1`, or `event.parm2`. For example, `{event.parm1}` will display the value of the first parameter of the event.

The following syntaxes are not correct for referencing the properties of an event triggering the Notification:

`current.<propertyname>`. This is the syntax to access the properties of the current record that is associated with the event, such as `current.number`, `current.shortdescription`, or `current.state`. For example, `{current.short_description}` will display the short description of the current record.

`${property name}.getDisplayValue()`. This is the syntax to access the display value of a property of the current record, such as `current.state.getDisplayValue()`, `current.assigned_to.getDisplayValue()`, or `current.category.getDisplayValue()`. For example, `current.state.getDisplayValue()` will display the state of the current record in a human-readable format, such as New, In Progress, or Closed.

`${gs.<property name>}`. This is the syntax to access the properties of the GlideSystem (gs) object, which provides methods for performing system operations, such as `gs.now()`, `gs.getUserID()`, or `gs.getProperty()`. For example, `gs.now()` will display the current date and time of the system.

Reference: Email Notifications, Email Notification Variables

Question: 23

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

A. Any user with the `protected_edit` role can see and edit the Script Include

- B. The Protection policy option can only be enabled by a user with the admin role
- C. The Protection Policy is applied only if the glide.app.apply_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

Answer: D

Explanation:

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ScriptProtectionPolicy.html

The following is true for a Script Include with a Protection Policy value of Protected:

The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that allows developers to protect their Script Includes from being viewed or modified by other users when they distribute their applications through the ServiceNow App Store. The Protection Policy is only enforced when the application is installed from the App Store, not when it is developed or tested on the instance.

The following are not true for a Script Include with a Protection Policy value of Protected:

Any user with the protected_edit role can see and edit the Script Include. This is false because the protected_edit role is not related to the Protection Policy, but to the Access Control (ACL) rules. The protected_edit role allows users to edit protected fields on a table, such as the script field on the sys_script table, which stores the Business Rules. The Protection Policy does not use roles to control access to the Script Includes, but a cryptographic key that is generated when the application is published to the App Store.

The Protection policy option can only be enabled by a user with the admin role. This is false because the Protection policy option can be enabled by any user who has the application_admin role for the scoped application that contains the Script Include. The application_admin role grants full access to the application development and administration within the scope of the application.

The Protection Policy is applied only if the glide.app.apply_protection system property value is true. This is false because the glide.app.apply_protection system property is not related to the Protection Policy, but to the Application Restricted Caller Access (ARCA) feature. The ARCA feature allows developers to restrict the access to the Script Includes from other applications based on the caller's scope. The glide.app.apply_protection system property determines whether the ARCA feature is enabled or disabled on the instance. Reference: Script Includes, Protect Script Includes, Application Restricted Caller Access

Question: 24

Which one of the following is true for GlideUser (g_user) methods?

- A. Can be used in Client Scripts and UI Policies only
- B. Can be used in Business Rules only
- C. Can be used in Client Scripts, UI Policies, and UI Actions
- D. Can be used in Business Rules, and Scripts Includes

Answer: C

Explanation:

The following is true for GlideUser (g_user) methods:

Can be used in Client Scripts, UI Policies, and UI Actions. This is true because GlideUser (g_user) methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.

The following are not true for GlideUser (g_user) methods:

Can be used in Client Scripts and UI Policies only. This is false because GlideUser (g_user) methods can also be used in UI Actions, which are another type of client-side scripts that can be triggered by a user's click on a button, link, or choice.

Can be used in Business Rules only. This is false because GlideUser (g_user) methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is GlideSystem (gs).

Can be used in Business Rules, and Scripts Includes. This is false because GlideUser (g_user) methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use GlideSystem (gs) to access the current user information.

Reference: Client-Side Scripting APIs, GlideUser, Business Rules, Script Includes

Reference:

https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI

Question: 25

When configuring a module, what does the Override application menu roles configuration option do?

- A. Users with the module role but without access to the application menu access the module
- B. Self-Service users can access the module even though they do not have roles
- C. Admin is given access to the module even if Access Controls would ordinarily prevent access
- D. Users with access to the application menu can see the module even if they don't have the module role

Answer: A

Explanation:

Checkbox tooltip: "Show this module when the user has the specified roles. Otherwise the user must have the roles specified by both the application menu and the module."

The following is true for the Override application menu roles configuration option when configuring a module:

Users with the module role but without access to the application menu access the module. This is true because the Override application menu roles option allows users to bypass the application menu role requirement and access the module directly if they have the module role. For example, if a module has the itil role and the Override application menu roles option enabled, and the application menu has the admin role, then a user who has the itil role but not the admin role can still access the module.

The following are not true for the Override application menu roles configuration option when configuring a module:

Self-Service users can access the module even though they do not have roles. This is false because the Override application menu roles option does not grant access to the module to users who do not have any roles. Self-Service users are users who do not have any roles assigned to them and can only access the Self-Service portal and the Knowledge Base. To access the module, users need to have at least the module role.

Admin is given access to the module even if Access Controls would ordinarily prevent access. This is false because the Override application menu roles option does not override the Access Control (ACL) rules that apply to the module. Access Control rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. Admin is a role

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0716421

Question: 26

Which platform feature can be used to determine the relationships between field in an Import Set table to field in an existing ServiceNow table?

- A. Business Service Management Map

B. Data Sources

C. Transform Map

D. CI Relationship Builder

Answer: C

Explanation:

A transform map determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or Users table.

Reference: https://community.servicenow.com/community?id=community_QUESTION:&sys_id=69fc8369db9cdbc01dcaf3231f961935

NO:&sys_id=69fc8369db9cdbc01dcaf3231f961935

The following platform feature can be used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Transform Map. This is a feature that defines the mapping between the fields of an Import Set table and the fields of a target table, such as incident, problem, or user. A transform map also specifies the logic and rules for transforming the imported data, such as coalescing, scripting, or applying data policies.

The following platform features are not used to determine the relationships between fields in an Import Set table to fields in an existing ServiceNow table:

Business Service Management Map. This is a feature that provides a graphical representation of the configuration items (CIs) and their relationships in the Configuration Management Database (CMDB).

A Business Service Management Map can be used to visualize the impact of incidents, changes, or problems on the CIs and the services they support.

Data Sources. This is a feature that defines the connection and authentication information for an external data source, such as a file, a JDBC database, or a web service. A data source is used to import data from the external source into an Import Set table.

CI Relationship Builder. This is a feature that creates relationships between CIs in the CMDB based on predefined or custom rules. A CI Relationship Builder can be used to populate the CMDB with the dependencies and connections between the

CIs. Reference: Transform Maps, Business Service Management Map, Data Sources, CI Relationship Builder

Question: 27

When configuring a REST Message, the Endpoint is:

- A. The commands to the REST script to stop execution
- B. The URI of the data to be accessed, queried, or modified
- C. Information about the format of the returned data
- D. The response from the provider indicating there is no data to send back

Answer: B

Explanation:

When configuring a REST Message, the Endpoint is:

The URI of the data to be accessed, queried, or modified. This is the correct answer because the Endpoint is the part of the REST Message that specifies the location and the resource of the REST provider. The Endpoint is composed of the base URL and the resource path, which can include query parameters or variables. For example, the Endpoint for a REST Message that retrieves the weather information for a city from a web service could be

<https://api.openweathermap.org/data/2.5/weather?q=London>.

The following are not correct definitions of the Endpoint when configuring a REST Message:

The commands to the REST script to stop execution. This is not correct because the commands to the REST script to stop execution are not part of the REST Message, but of the Scripted REST API, which is a feature that allows users to create custom REST endpoints on the ServiceNow platform. The commands to the REST script to stop execution are methods of the RESTAPIResponse object, such as `setStatusCode`, `setError`, or `complete`.

Information about the format of the returned data. This is not correct because the information about the format of the returned data is not part of the Endpoint, but of the HTTP headers or the Accept field of the REST Message. The HTTP headers or the Accept field can be used to specify the content type of the response, such as JSON, XML, or HTML.

The response from the provider indicating there is no data to send back. This is not correct because the response from the provider indicating there is no data to send back is not part of the Endpoint, but of the HTTP status code or the response body of the REST Message. The HTTP status code or the response body can be used to indicate the result of the REST request, such as 200 OK, 404 Not Found, or 500 Internal Server Error. Reference: REST Messages, Scripted REST APIs

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/outbound-rest/reference/r_RESTMessageElements.html

Question: 28

When evaluating Access Controls, ServiceNow searches and evaluates:

- A. Only for matches on the current table
- B. Only for matches on the current field
- C. From the most specific match to the most generic match
- D. From the most generic match to the most specific match

Answer: C

Explanation:

When evaluating Access Controls, ServiceNow searches and evaluates:

From the most specific match to the most generic match. This is the correct answer because ServiceNow follows a top-down approach when evaluating Access Control (ACL) rules, which are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. ServiceNow starts with the most specific match, which is the field-level ACL rule, then moves to the table-level ACL rule, and finally to the global or * ACL rule. ServiceNow grants access if any of the ACL rules evaluates to true, and denies access if all of the ACL rules evaluate to false.

The following are not correct descriptions of how ServiceNow searches and evaluates Access Controls:

Only for matches on the current table. This is not correct because ServiceNow does not only look for matches on the current table, but also on the parent tables and the global or * table. For example, if there is no ACL rule for the incident table, ServiceNow will look for an ACL rule for the task table, which is the parent table of the incident table, and then for the global or * table, which is the parent table of all tables.

Only for matches on the current field. This is not correct because ServiceNow does not only look for matches on the current field, but also on the table that contains the field and the global or * table.

For example, if there is no ACL rule for the short_description field on the incident table, ServiceNow will look for an ACL rule for the incident table, and then for the global or * table.

From the most generic match to the most specific match. This is not correct because ServiceNow does not follow a bottom-up approach when evaluating Access Controls, but a top-down approach, as explained above. Reference: Access Control Rules, ACL Evaluation Order

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new_to_servicenow/app_store_learnv2_securingapps_paris_access_controls_evaluation_order

Question: 29

In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

- A. `g_form.hasRoleExactly('admin')`
- B. `gs.hasRole('admin')`
- C. `g_form.hasRole('admin')`
- D. `gs.hasRoleExactly('admin')`

Answer: B

Explanation:

Business Rule is server-side, so it uses GlideSystem API. `gs.hasRoleExactly` doesn't exist

In a Business Rule, the following returns true if the currently logged in user has the admin role:

`gs.hasRole('admin')`. This is the correct answer because `gs` is the GlideSystem object, which provides methods for performing system operations, and `hasRole` is a method that checks if the current user has the specified role. For example, `gs.hasRole('admin')` will return true if the current user has the admin role, and false otherwise.

The following do not return true if the currently logged in user has the admin role in a Business Rule:

`g_form.hasRoleExactly('admin')`. This is not correct because `g_form` is the GlideForm object, which provides methods for manipulating forms, and `hasRoleExactly` is a method that checks if the current user has exactly the specified role and no other roles. For example, `g_form.hasRoleExactly('admin')` will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.

`g_form.hasRole('admin')`. This is not correct because `g_form` is the GlideForm object, which provides methods for manipulating forms, and `hasRole` is a method that checks if the current user has the specified role or any role that contains the specified role. For example, `g_form.hasRole('admin')` will return true if the current user has the admin role or any role that contains the admin role, such as `admin_ui` or `admin_script`.

`gs.hasRoleExactly('admin')`. This is not correct because `gs` is the GlideSystem object, which provides methods for performing system operations, and `hasRoleExactly` is not a valid method of the `gs` object. There is no method that checks if the current user has exactly the specified role and no other roles in the `gs` object. Reference: Business Rules, GlideSystem, GlideForm

Question: 30

From the list below, identify one reason an application might NOT be a good fit with ServiceNow.

The application:

- A. Needs workflow to manage processes
- B. Requires “as-is” use of low-level programming libraries
- C. Requires reporting capabilities
- D. Uses forms extensively to interact with data

Answer: B

Explanation:

From the list below, the following is a reason an application might not be a good fit with ServiceNow:

Requires “as-is” use of low-level programming libraries. This is the correct answer because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that

allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

Question: 31

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant non-admin users the ability to develop global applications.
- B. Administrators can specify which application file types the developer can access.
- C. Administrators can grant the developer access to script fields.
- D. Administrators can grant the developer access to security records.

Answer: A

Explanation:

Administrators can grant non-admin users the ability to develop global applications. Delegated Development is for the scoped applications only

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/concept/c_DelegatedDevelopment.html

The incorrect statement about Delegated Development in ServiceNow is that administrators can grant non-admin users the ability to develop global applications. Delegated Development allows administrators to grant non-admin users the ability to develop scoped applications, not global applications. Global applications are accessible by all other applications and do not have a namespace prefix. Scoped applications are isolated from other applications and have a unique namespace identifier. Delegated Development provides more granular control over the developer permissions, application resources, and data access. Reference: [Advantages of Scoped Applications in ServiceNow], [Product Documentation | ServiceNow]

Question: 32

What is the REST API Explorer used to do?

- A. Practice using REST to interact with public data providers
- B. Find resources on the web for learning about REST
- C. Convert SOAP Message functions to REST methods
- D. Create sample code for sending REST requests to ServiceNow

Answer: D

Explanation:

One of the uses of the ServiceNow REST API Explorer is to create sample code for sending REST requests to ServiceNow. The REST API Explorer is a tool that allows you to discover and test the ServiceNow REST APIs. You can select an API endpoint, set the HTTP method, parameters, headers, and body, and then execute the request. The REST API Explorer will show you the response status, headers, and body, as well as generate sample code for various languages and frameworks, such as cURL, Java, JavaScript, Node.js, Python, Ruby, and more. Reference: [Use the REST API Explorer - Product Documentation: Tokyo - ServiceNow], [Introduction to Scripted REST APIs - ServiceNow Developers]

Reference: <https://developer.servicenow.com/dev.do#!/learn/courses/newyork/>

app_store_learnv2_rest_newyork_rest_integrations/ app_store_learnv2_rest_newyork_inbound_rest_integrations/
app_store_learnv2_rest_newyork_introduction_to_the_rest_api_explorer

Question: 33

Which one of the following is true regarding Application Scope?

- A. All applications are automatically part of the Global scope
- B. Applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts
- C. Any developer can edit any application
- D. Developers can choose the prefix for a scope's namespace

Answer: B

Explanation:

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ApplicationScope.html

The correct statement regarding Application Scope is that applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts. Application Scope is a feature that identifies and isolates applications and their related artifacts from other applications. Each scoped application has a unique namespace identifier that consists of a prefix and a scope name. This prevents cross-application name collisions and ensures that only authorized scripts can access or modify data in a scoped application. Reference: [Product Documentation | ServiceNow], [How To Create a Scoped App in ServiceNow - YouTube]

Question: 34

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. The table and its data are not accessible using web services
- B. Any Business Rule can read, write, delete, and update from the table
- C. Only artifacts in the table's application can read from the table
- D. All application scopes can read from the table

Answer: D

Explanation:

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_DefaultDesignAccessPermissions.html

The baseline behavior of a table in a privately-scoped application is that all application scopes can read from the table. A privately-scoped application is an application that restricts write access to its tables and resources to scripts within the same scope. However, read access is allowed by default for all scopes, unless the administrator explicitly denies it using an Access Control rule. This allows for data sharing between different applications while maintaining data integrity and security. Reference: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

Question: 35

Which one of the following is NOT a purpose of application scoping?

- A. Provide a relationship between application artifacts
- B. Provide a way of tracking the user who developed an application
- C. Provide a namespace (prefix and scope name) to prevent cross application name collisions
- D. Provide controls for how scripts from another scope can alter tables in a scoped application

Answer: A

Explanation:

The purpose of application scoping is NOT to provide a way of tracking the user who developed an application. Application scoping does not store or display information about the user who created or modified an application or its artifacts. The purpose of application scoping is to provide a relationship between application artifacts, provide a namespace to prevent cross-application name collisions, and provide controls for how scripts from another scope can alter tables in a scoped application. Reference: [Product Documentation | ServiceNow], [Advantages of Scoped Applications in ServiceNow]

Question: 36

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. What are some of the considerations to document as part of the business process?

- A. Business problem, data input/output, users/stakeholders, and process steps
- B. Business problem, data input/output, project schedule, and process steps
- C. Business problem, data input/output, users/stakeholders, and database capacity
- D. Business problem, users/stakeholders, available licenses, and database capacity

Answer: A

Explanation:

It is best practice to define the business requirements and the process(es) an application will manage as part of the application development plan. The following are some of the considerations to document as part of the business process:

Business problem. This is the description of the problem or opportunity that the application is intended to address or exploit. It should include the background, context, scope, and objectives of the problem or opportunity.

Data input/output. This is the specification of the data that the application will need to collect, store, manipulate, and display. It should include the data sources, formats, validations, transformations, and integrations of the data.

Users/stakeholders. This is the identification of the users and stakeholders who will be involved in or affected by the application. It should include the roles, responsibilities, expectations, and needs of the users and stakeholders.

Process steps. This is the definition of the steps and activities that the application will perform or support. It should include the inputs, outputs, triggers, conditions, and outcomes of each step or activity.

The following are not some of the considerations to document as part of the business process:

Project schedule. This is the estimation of the time and resources required to complete the application development project. It should include the milestones, deliverables, dependencies, and risks of the project. This is not part of the business process, but part of the project management plan.

Database capacity. This is the measurement of the amount of data that the application will generate and store in the database. It should include the data volume, growth rate, retention policy, and backup strategy of the data. This is not part of the business process, but part of the technical design and architecture of the application.

Available licenses. This is the number and type of licenses that the application will consume or require from the ServiceNow platform. It should include the license model, cost, and allocation of the licenses. This is not part of the business process, but part of the financial and legal aspects of the application. Reference: Application Development Process, Business Process Analysis

Question: 37

Which of the following statements does NOT apply when extending an existing table?

- A. The parent table's Access Controls are evaluated when determining access to the new table's records and fields
- B. The new table inherits the functionality built into the parent table
- C. The new table inherits all of the fields from the parent table
- D. You must script and configure all required behaviors

Answer: D

Explanation:

You must script and configure all required behaviors. Provided link has this statement: Extending an existing ServiceNow table means the new table inherits the parent table's columns as well as its business logic.

The following statements apply when extending an existing table:

The parent table's Access Controls are evaluated when determining access to the new table's records and fields. This is true because Access Control (ACL) rules are inherited from the parent table to the child table, unless the child table has its own ACL rules that override the parent table's rules. ACL rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions.

The new table inherits the functionality built into the parent table. This is true because the new table inherits the business logic and the relationships from the parent table, such as Business Rules, Script Includes, UI Actions, UI Policies, and Reference Fields. Business logic and relationships are used to define the behavior and the structure of the data on the ServiceNow platform.

The new table inherits all of the fields from the parent table. This is true because the new table inherits the columns and the attributes from the parent table, such as Field Name, Data Type, Default Value, and Mandatory. Columns and attributes are used to define the properties and the characteristics of the data on the ServiceNow platform.

The following statement does not apply when extending an existing table:

You must script and configure all required behaviors. This is false because you do not have to script and configure all required behaviors when extending an existing table, as some of the behaviors are already inherited from the parent table, as explained above. However, you can script and configure additional or customized behaviors for the new table, such as adding new fields, creating new Business Rules, or modifying existing UI Actions. Reference: Table Extension, Access Control Rules

Question: 38

Which of the following CANNOT be debugged using the Field Watcher?

- A. Business Rules
- B. Script Includes
- C. Client Scripts
- D. Access Controls

Answer: B

Explanation:

The Field Watcher is a debugging tool that allows you to monitor the values of fields on a form as they change due to scripts or other actions. It can be used to debug Business Rules, Client Scripts, and Access Controls, but not Script Includes. Script Includes are server-side scripts that define reusable functions and classes. They are not associated with any specific field or form, and therefore cannot be watched by the Field Watcher.

Reference:

Field Watcher

Script Includes

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/script/debugging/concept/c_FieldWatcher.html

Question: 39

Which objects can be used in Inbound Action scripts?

- A. current and previous
- B. current and email

- C. current and event
- D. current and producer

Answer: B

Explanation:

Inbound Action scripts are server-side scripts that run when an email is received by the system. They can use the current object to access the record that is created or updated by the email, and the email object to access the properties and methods of the email message. The previous and event objects are not available in Inbound Action scripts. The producer object is only available in Record Producer scripts, which are used to create records from a service catalog item.

Reference:

Inbound Action scripts

[Record Producer scripts]

Question: 40

Which one of the following is part of the client-side scripting API?

- A. workflow.scratchpad
- B. GlideUser object (g_user)
- C. current and previous objects
- D. GlideSystem object (gs)

Answer: B

Explanation:

<https://developer.servicenow.com/dev.do#!/reference/api/rome/client>

The GlideUser object (g_user) is part of the client-side scripting API that provides information about the current user and the user's preferences. It can be used in Client Scripts and UI Policies to

customize the user interface based on the user's role, language, time zone, etc. The workflow.scratchpad object is only available in Workflow scripts, which are used to automate processes on the platform. The current and previous objects are only available in server-side scripts, such as Business Rules and Script Includes. The GlideSystem object (gs) is also a server-side object that provides methods for logging, debugging, date and time calculations, etc.

Reference:

[GlideUser object (g_user)]

[Workflow scripts]

[Business Rules]

Script Includes

[GlideSystem object (gs)]

Question: 41

Application developers configure ServiceNow using industry standard JavaScript to...

- A. Enable the right-click to edit the context menus on applications in the navigator
- B. Extend and add functionality
- C. Customize the organization's company logo and banner text
- D. Configure the outgoing email display name

Answer: B

Explanation:

Application developers configure ServiceNow using industry standard JavaScript to extend and add functionality. JavaScript is a scripting language that enables developers to create dynamic and interactive web pages, as well as manipulate data and logic on the server-side. ServiceNow provides various APIs and frameworks for developers to use JavaScript to customize and enhance the functionality of their applications, such as client scripts, UI policies, business rules, script includes, UI actions, and more. Reference: [ServiceNow Docs - JavaScript in ServiceNow], [ServiceNow Docs -

Scripting in ServiceNow]

Question: 42

How many applications menus can an application have?

- A. 3, one for an application's user modules, one for an application's administrator modules, and one for the ServiceNow administrator's modules
- B. As many as the application design requires
- C. 2, one for an application's user modules and one for an application's administrator modules
- D. 1, which is used for all application modules

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAnApplicationMenu.html

An application can have as many application menus as the application design requires. An application menu is a container for application modules, which are links to features or functionalities within an application. Application menus are displayed in the application navigator, which is the left sidebar of the ServiceNow interface. Developers can create and configure application menus using Studio or the Application Menus module. Application menus can have different roles and visibility settings, depending on the intended audience and purpose of the application. Reference: [ServiceNow Docs - Application menus], [ServiceNow Docs - Create an application menu]

Question: 43

The source control operation used to store local changes on an instance for later application is called a(n)

<blank>.

- A. Branch

B. Tag

C. Stash

D. Update set

Answer: C

Explanation:

The source control operation used to store local changes on an instance for later application is called a stash. A stash is a temporary storage area for uncommitted changes that are not ready to be pushed to a remote repository. Developers can use stashes to save their work in progress without committing it to the local repository or discarding it. Stashes can be applied later to restore the changes to the working directory, or dropped if they are no longer needed. Reference: [ServiceNow Docs - Stash local changes], [ServiceNow Docs - Source control]

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StashLocalChanges.html

Question: 44

What syntax is used in a Record Producer script to access values from Record Producer form fields?

A. `producer.field_name`

B. `producer.variable_name`

C. `current.variable_name`

D. `current.field_name`

Answer: B

Explanation:

The syntax used in a Record Producer script to access values from Record Producer form fields is `producer.variable_name`. A Record Producer is a type of catalog item that allows users to create

records on any table from the service catalog. A Record Producer script is a server-side script that runs when a Record Producer is submitted, and can be used to set values or perform actions on the generated record. The producer object is a global object that represents the Record Producer form and its variables. The variable `_name` is the name of the variable defined in the Record Producer. Reference: [ServiceNow Docs - Record producers], [ServiceNow Docs - Record producer script]

Reference: https://community.servicenow.com/community?id=community_QUESTION&sys_id=cc3803addb1cdb01dcaf3231f9619b6

Question: 45

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. `g_form.addInfoMsg()`
- B. `g_form.addInfoMessage()`
- C. `g_form.showFieldMessage()`
- D. `g_form.showFieldMsg()`

Answer: B

Explanation:

From: https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r_ScriptingAlertInfoAndErrorMsgs.html

`g_form.showFieldMsg("field_name", "Hello World", "error");` Puts "Hello World" in an error message **below** the specified field**. `g_form.addInfoMessage()` or `g_form.addErrorMessage()` place a blue box message at the top of the screen.

Pg 126 of the CAD handbook

The method that prints a message on a blue background to the top of the current form by default is

`g_form.addInfoMessage()`. The `g_form` object is a global object that provides access to form fields and UI elements on a form. The `addInfoMessage()` method is a method of the `g_form` object that displays an informational message next to the form header. The message has a blue background color by default, unless it is overridden by a CSS style. The `addInfoMessage()` method takes one argument, which is the message text to display. Reference: [ServiceNow Docs -

GlideForm (`g_form`)

API], [ServiceNow Docs - `g_form.addInfoMessage()`]

Question: 46

A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke
- B. Bundle
- C. Action
- D. Flow

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: https://community.servicenow.com/community?id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

Question: 47

What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

Answer: A

Explanation:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAModule.html

A module is the functionality within an application menu such as opening a page in the content frame or a separate tab or window. For example, Open is a module under the Problem application menu that opens a list of problem records. Modules are the second level navigation options for applications. Reference: Modules | ServiceNow Tutorials

Question: 48

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Create Branch
- B. Apply Remote Changes
- C. Stash Local Changes
- D. Edit Repository Configurations

Answer: A

Explanation:

The Create Branch operation is available from both Studio and the Git Repository. This operation allows you to create a new branch from an existing branch in your Git repository. You can use branches to work on different features or versions of your application without affecting the main

branch. Reference: [Create a branch]

Question: 49

Which one of the following is NOT required to link a ServiceNow application to a Git repository?

- A. Password
- B. URL
- C. User name
- D. Application name

Answer: D

Explanation:

The application name is not required to link a ServiceNow application to a Git repository. You only need to provide the URL, user name, and password of the Git repository, as well as the branch name and the authentication type. The application name is automatically generated based on the scope name of your application. Reference: [Link an application to a Git repository]

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html

Question: 50

Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram
- D. Bar Chart and Pie Chart

Answer: D

Explanation:

The Bar Chart and Pie Chart report types can be created by right-clicking on a column header in a table's list. These report types show how individual pieces of data relate to the whole using proportional bars or slices. You can also choose different aggregation methods such as count, sum, average, min, max, or percent. Reference: [Create reports from lists]

Question: 51

Which one of the following is NOT a method used for logging messages in a server-side script for a privately- scoped application?

- A. `gs.log()`
- B. `gs.error()`
- C. `gs.warn()`
- D. `gs.debug()`

Answer: A

Explanation:

`gs.print()` and `gs.log()` are older and not available in scoped applications, whereas `gs.debug()`, `gs.info()`, `gs.warn()`, `gs.error()` work in both scoped applications and global are therefore are more versatile going forward in future versions.

Reference: https://community.servicenow.com/community?id=community_QUESTION&sys_id=bd71cb29db98dbc01dcaf3231f9619c6

Question: 52

If the Create module field is selected when creating a table, what is the new module's default behavior?

- A. Open an empty form so new records can be created
- B. Open a link to a wiki article with instructions on how to customize the behavior of the new module
- C. Display an empty homepage for the application
- D. Display a list of all records from the table

Answer: D

Explanation:

When creating a table, the Create module field allows you to automatically create a module for the table in the application menu. The default behavior of the new module is to display a list of all records from the table. This can be changed later by editing the module properties and specifying a different link type, such as form, URL, or script.

Reference:

Create a table

Module properties

Question: 53

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

Reference:

Application Access

[Application scope]

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingsapps_rome_application_access

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ExampleDenyingAllDesignAccess.html

Question: 54

What are some of the benefits of extending an existing table such as the Task table when creating a new application?

- a) You can repurpose existing fields by simply changing the label.
- b) Use existing fields with no modifications.
- c) Existing logic from the parent table will be automatically applied to the new table.
- d) All of the parent table records are copied to the new table.

A. a, b, c, and d

B. a and b

C. b and c

D. a, b, and c

Answer: D

Explanation:

Extending an existing table such as the Task table when creating a new application has several **benefits**, such as:

You can repurpose existing fields by simply changing the label. For example, you can change the Short description field to Summary or Title for your new table.

You can use existing fields with no modifications. For example, you can use the Assigned to, Priority, and State fields for your new table without changing anything.

Existing logic from the parent table will be automatically applied to the new table. For example, you can inherit the Business Rules, Client Scripts, and UI Policies from the Task table for your new table.

The only option that is not true is d) All of the parent table records are copied to the new table.

Extending a table does not copy any records from the parent table to the new table. It only creates a new table that inherits the fields and logic from the parent table.

Reference:

[Extend a table]

[Task table]

Question: 55

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

A. table.* will grant access to every field in a record

B. table.None will grant access to every record on the table

C. table.field will grant access to a specific field in a record

D. table.id will grant access to a specific record on the table

Answer: D

Explanation:

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

`table.*` will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.

`table` will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

`table.field` will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. `table.id` will not grant access to a specific record on the table. This is because the `id` is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the `id` of the record.

Reference:

[Access Control rules]

[Create an Access Control rule]

Question: 56

Which of the following methods are useful in Access Control scripts?

- A. `g_user.hasRole()` and `current.isNewRecord()`
- B. `gs.hasRole()` and `current.isNewRecord()`
- C. `g_user.hasRole()` and `current.isNew()`
- D. `gs.hasRole()` and `current.isNew()`

Answer: B

Explanation:

Access Control scripts are server-side scripts that run when an Access Control rule is evaluated. They can use the `gs` and current objects to access the `GlideSystem` and `GlideRecord` methods, respectively. Some of the useful methods in Access Control scripts are:

`gs.hasRole()` - This method checks if the current user has a specified role. It returns true if the user has the role, and false otherwise. For example, `gs.hasRole('admin')` will return true if the user is an administrator, and false otherwise.

`current.isNewRecord()` - This method checks if the current record is a new record that has not been inserted into the database yet. It returns true if the record is new, and false otherwise. For example, `current.isNewRecord()` will return true if the record is being created, and false if the record is being updated or deleted.

The methods `g_user.hasRole()` and `current.isNew()` are not part of the server-side scripting API. They are part of the client-side scripting API, which is used in Client Scripts and UI Policies. They cannot be used in Access Control scripts.

Reference:

[Access Control scripts]

[GlideSystem methods]

[GlideRecord methods]

Reference: <http://servicenowmypath.blogspot.com/2017/>

Question: 57

Which one of the following client-side scripts apply to Record Producers?

- A. Catalog Client Scripts and Catalog UI Policies
- B. UI Scripts and UI Actions
- C. UI Scripts and Record Producer Scripts
- D. Client Scripts and UI Policies

Answer: A

Explanation:

Catalog Client Scripts and Catalog UI Policies are the client-side scripts that apply to Record Producers. Catalog Client Scripts allow you to add or modify functionality on a catalog item or record producer form. Catalog UI Policies dynamically

change information on a catalog item or record producer form. UI Scripts, UI Actions, Client Scripts, and UI Policies do not apply to Record Producers. Reference: Catalog client scripts, Catalog UI policies

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/script/client-scripts/concept/c_CatalogClientScriptCreation.html

Question: 58

When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

- A. Publisher
- B. Specialist
- C. Provider
- D. Consumer

Answer: D

Explanation:

When a ServiceNow instance requests information from a web service, ServiceNow is the web service consumer. A web service consumer is an application that sends requests to a web service provider and receives responses from it. A web service provider is an application that exposes its functionality as web services. A web service publisher is a person or organization that publishes web services for others to use. A web service specialist is a person who has expertise in developing or using web services. Reference: Web services

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/web-services/reference/r_AvailableWebServices.html

Question: 59

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button

- B. Use the Record Producer module then add and configure all variables manually
- C. Open the table in the Table records and select the Add to Service Catalog Related Link
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Answer: C

Explanation:

The fastest way to create and configure a Record Producer is to open the table in the Table records and select the Add to Service Catalog Related Link. This will automatically create a Record Producer with the same fields as the table and add it to the Service Catalog. You can then modify the Record Producer as needed. The other options require more steps and manual configuration.

Reference: Create a record producer

Question: 60

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideRecord and current
- B. GlideUser and GlideRecord
- C. GlideSystem and GlideRecord
- D. GlideSystem and current

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_automatingapps_quebec_scheduled_script_execution_scripts

The objects that you can use in a Scheduled Script Execution (Scheduled Job) script are GlideSystem and GlideRecord.

GlideSystem provides methods for performing system operations, such as logging, running background scripts, or getting system information. GlideRecord provides methods for working with records in the database, such as querying, updating, inserting, or deleting records. The current object is not available in Scheduled Script Execution scripts, as it refers to the

current record on a form or list. The GlideUser object is also not available, as it refers to the current user session.

Reference: Scheduled Script Execution, GlideSystem, GlideRecord

Question: 61

Which of the following is true for the Application Picker and Application Scope?

- A. Selecting application from the Application Picker does not set the Application Scope.
- B. Selecting Global in the Application Picker sets the Application Scope to incident
- C. Global is a reserved application which does not appear in the Application Picker
- D. Selecting an application from the Application Picker sets the Application Scope

Answer: D

Explanation:

"Application developers must select an application as their current scope context."

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html

Question: 62

Which of the following is an available feature in Studio?

Choose 2 answers

- A. Push to external source control
- B. Search branch
- C. Merge branches
- D. Push to update set

Answer: A,B

Explanation:

Search branch and merge branches are available features in Studio. Search branch allows you to search for a specific branch name or ID in your Git repository. Merge branches allows you to merge changes from one branch to another, resolving any conflicts that may arise. Push to external source control and push to update set are not available features in Studio. Push to external source control is a feature of Source Control Integration, which is a separate application from Studio. Push to update set is a feature of Update Set Previewer, which is also a separate application from Studio.

Reference: Studio, Source Control Integration, Update Set Previewer

Question: 63

The task table is an example of which of the following?

Choose 2 answers

- A. Legacy class
- B. Child class
- C. Base class
- D. Parent class

Answer: C,D

Explanation:

"A table that extends another table is called a child class, and the table it extends is the parent class"

- this is about halfway down in this link below: <https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

Question: 64

Which of the following is true about deleting fields from a table?

- A. Any field on a table can be deleted
- B. User-defined non-inherited fields can be detected
- C. Inherited fields can be detected
- D. Table records are deleted when a field is detected

Answer: B

Explanation:

User-defined non-inherited fields can be deleted from a table in ServiceNow. These are fields that are created by users on a specific table and are not inherited from a parent table. Inherited fields cannot be deleted from a table, as they are defined on a parent table and shared by all child tables. Any field on a table cannot be deleted, as some fields are system-defined and essential for the table functionality. Table records are not deleted when a field is deleted, as the field deletion only affects the table structure and not the data. Reference: Delete fields

Question: 65

Which of the following statements is true about Guided Application Creator?

- A. The global scope option is turned on by default
- B. A scope application user role is automatically created
- C. Default access controls are automatically created
- D. The welcome screen appears every time a new application is created

Answer: D

Explanation:

The welcome screen appears every time a new application is created through the Guided Application Creator. The welcome screen provides an overview of the steps involved in creating an application, such as defining the app name, scope, and tables, configuring the app user interface, and publishing the app. The other options are not true about the Guided Application Creator. The global scope option is turned off by default, as it is recommended to create applications in their own scope for better security and performance. A scope application user role is not automatically created, as the user

can choose to create one or use an existing role for the app access control. Default access controls are not automatically created, as the user can define the read, write, create, and delete permissions for each table in the app.

Reference: Guided App Creator

Question: 66

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

- A. Upload spreadsheet
- B. Create table from template
- C. Extend a table
- D. Create table from scratch

Answer: B

Explanation:

Create table from template is not an option for creating a table through the Guided Application Creator. The other options are available for creating a table in the app. Upload spreadsheet allows you to import data from an Excel file and create a table based on the spreadsheet columns and rows. Extend a table allows you to create a child table that inherits fields and behaviors from a parent table. Create table from scratch allows you to define your own fields and data types for a new table. Reference: Create tables

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/gac-tables.html>

Question: 67

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

Answer: A,C

Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

Question: 68

What are the ways to designate data tables when Guided Application Creator (GAC)?

Choose 3 answers

- A. Upload an existing PDF
- B. Create a new table on the platform
- C. Use an existing table on the platform
- D. Upload an existing spreadsheet

E. Upload an existing word processing document.

F. Use a freeform database

Answer: A,B,D

Explanation:

The Guided Application Creator (GAC) is a tool that helps you create applications on the ServiceNow platform by guiding you through the steps of defining the data model, user interface, and logic.

When using the GAC, you can designate data tables in three ways:

Upload an existing PDF: You can upload a PDF file that contains the table schema and sample data. The GAC will parse the PDF and create the table and fields based on the file content.

Create a new table on the platform: You can create a new table on the platform by specifying the table name, label, and description. You can also add fields, indexes, and relationships to the table using the GAC.

Upload an existing spreadsheet: You can upload a spreadsheet file that contains the table schema and sample data. The GAC will parse the spreadsheet and create the table and fields based on the file content.

The other options are not valid ways to designate data tables when using the GAC. You cannot upload an existing word processing document or use a freeform database. You can use an existing table on the platform, but you cannot designate it as a data table. You can only use it as a reference table for lookup fields.

Reference:

Guided Application Creator

Create a table from a PDF or spreadsheet

Create a table from scratch

Question: 69

When selecting a data type for a field that will be displayed on a form, which of the following statements is NOT correct?

A. Use the Choice data type to limit options in a field

B. Use the Data data type to enter the date and time of day.

C. Use the Phone Number data type to automate phone number data validation.

D. Use the string data type for a free-form text field.

Answer: C

Explanation:

The data type of a field determines the format, validation, and display of the field value on a form. When selecting a data type for a field, you should consider the purpose and function of the field. The statements A, C, and D are correct for selecting a data type for a field. For example:

Use the Choice data type to limit options in a field: The Choice data type allows you to create a field that has a predefined set of options for the user to select from. The options can be displayed as a drop-down list, radio buttons, or checkboxes.

For example, you can use the Choice data type for a field that indicates the priority of a task.

Use the Phone Number data type to automate phone number data validation: The Phone Number data type allows you to create a field that accepts and validates phone numbers. The field will automatically format the phone number according to the user's locale and country code. For example, you can use the Phone Number data type for a field that stores the contact number of a user.

Use the string data type for a free-form text field: The string data type allows you to create a field that accepts any text input from the user. The field can have a maximum length of 255 characters. For example, you can use the string data type for a field that captures the short description of an incident.

The statement B is not correct for selecting a data type for a field. There is no Data data type in ServiceNow. To enter the date and time of day, you should use the Date/Time data type. The Date/Time data type allows you to create a field that accepts and displays a date and time value. The field will use a calendar widget and a time picker to help the user enter the value. For example, you can use the Date/Time data type for a field that records the due date of a task.

Reference:

[Field types]

[Date/Time field type]

Question: 70

Which one of the following is NOT part of the Form Designer?

- A. Form layout
- B. Page header
- C. Schema map
- D. Field navigator

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_learnmore_sandiego_learn_more/app_store_learnv2_learnmore_sandiego_form_and_list_layouts/app_store_learnv2_learnmore_sandiego_what_is_form_designer

The Form Designer is a tool that allows you to create and customize forms on the ServiceNow platform. The Form Designer has four main components:

Form layout: The form layout shows the preview of the form and allows you to drag and drop fields, sections, and related lists onto the form. You can also resize, reorder, and delete the elements on the form layout.

Page header: The page header shows the name of the table and the form that you are editing. You can also access the form properties, save the form, and switch to the form view from the page header.

Field navigator: The field navigator shows the list of available fields for the table and allows you to search, filter, and add fields to the form. You can also create new fields and edit existing fields from the field navigator.

Schema map: The schema map is not part of the Form Designer. The schema map is a separate tool that shows the relationships between tables and fields on the platform. You can access the schema map from the System Definition

> Tables module or from the context menu of a table.

Reference:

[Form Designer]

[Schema map]

Question: 71

Which class is NOT part of the Client side scoped APIs?

- A. GuideDialogWindow
- B. GuideAjex

C. GuideRecord

D. GuideForm

Answer: C

Explanation:

This class allows you to create and manipulate dialog windows on the user interface. You can use this class to display messages, forms, or custom HTML content in a modal window.

GuideAjax: This class allows you to make asynchronous calls to the server and process the response. You can use this class to retrieve data, execute scripts, or perform actions on the server without reloading the page.

GuideForm: This class allows you to access and manipulate the fields and values on a form. You can use this class to get or set field values, show or hide fields, add or remove options, or validate field inputs.

The class GuideRecord is not part of the Client side scoped APIs. GuideRecord is part of the Server side scoped APIs, which are a set of classes and methods that allow you to interact with the database and perform server-side logic on the ServiceNow platform. GuideRecord is a class that represents a record in a table and allows you to query, insert, update, or delete records on the server.

Reference:

[Client side scoped APIs]

[Server side scoped APIs]

Question: 72

When designing and creating a form, what do you create to organize fields on a form?

A. Related lists

B. Tabs

C. Sections

D. Buttons

Answer: C

Explanation:

When designing and creating a form, you can create sections to organize fields on a form. Sections are containers that group related fields together and provide a label and a description for the group. You can use sections to improve the readability and usability of the form. You can also collapse or expand sections to show or hide the fields within them.

The other options are not valid ways to organize fields on a form. Related lists are not fields, but lists of records that are related to the current record on the form. Tabs are not part of the form, but part of the application menu that allows you to navigate between different modules. Buttons are not fields, but elements that perform actions on the form, such as saving, updating, or deleting the record.

Reference:

[Form sections]

[Related lists]

[Application menus and modules]

[Form buttons]

Question: 73

Which of the following is a good practice for adding instructions to a form?

- A. Annotations
- B. Related links to wiki pages
- C. A context Menu UI Action
- D. A population read-only field

Answer: A

Explanation:

"Add instructional text and other design elements to your forms by using form annotations in Form

Builder." <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/form-builder/task/create-form-annotations.html>

Question: 74

Which of the following GuideRecord methods run a query against a database table?

Choose 3 answers

- A. `-query()`
- B. `runQuery()`
- C. `query()`
- D. `-get()`
- E. `get()`

Answer: A,C,E

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/GlideQuery/concept/GlideQueryGlobalAPI.html#GlideQueryAPI

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideRecordScoped/concept/c_GlideRecordScopedAPI.html

Question: 75

Client-side scripts manage what?

- A. Forms and Forms Fields
- B. Playbook access
- C. Database and backend
- D. User access

Answer: C

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/server-scripting/concept/c_ServerScripting.html

Question: 76

In a Business Rule, which one of the following returns the sys_id of the currently logged in user?

- A. g_form getUserID()
- B. g_form getUserSysy
- C. gs.getUserSysID()
- D. gs.getUserID()

Answer: D

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideSystemScoped/concept/c_GlideSystemScopedAPI.html

Question: 77

Access Control debug information identification whether each element of an Access Control granted or denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles
- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

Answer: C

Explanation:

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

Question: 78

What plugin enables the Guided Application Creator?

A. com.glide.sn-guided-app-creator

B. com.glide.service_creator

C. com.glide.snc.apps_creator

D. com.snc.apps_creator_template

Answer: A

Explanation:

"Guided Application Creator is enabled via the Guided Application Creator (com.glide.sn-guided-app-creator) plugin, which is active by default in the Now Platform." Located under "Activation Information" section at this URL:
<https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

Question: 79

When writing a Client Script to provide feedback targeted at a specific field, which method should be used?

A. g_form.showInfoMessage()

B. g_form.showFieldMsg()

C. g_form.addInfoMessage()

D. g_form.addFieldMsg()

Answer: B

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/useful-scripts/reference/r_DisplayFieldMessages.html

Question: 80

When creating an application through the Guided Application Creator, which of the following is a user experience option?

A. Portal

B. Mobile

C. Self-service

D. Workspace

Answer: B

Explanation:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/concept/guided-app-creator.html>

Question: 81

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html

Question: 82

A graphical view of relationships among tables is a <blank>.

- A. Schema map
- B. Dependency view
- C. Graphical User Interface
- D. Map source report

Answer: A

Explanation:

"Schema map: Provides a graphical representation of the relationships between tables."

https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html

Question: 83

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

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

Answer: B

Explanation:

The steps to import new data into ServiceNow from a spreadsheet are: Load Data, Create Transform Map, Run Transform. Load Data is the process of uploading the spreadsheet file and creating an Import Set table that contains the data to be imported. Create Transform Map is the process of defining how the fields from the Import Set table map to the fields of the target table in ServiceNow. Run Transform is the process of executing the Transform Map and copying the data from the Import Set table to the target table. Reference: Import sets, Transform maps

Question: 84

Which of the following is NOT a way to install an application on a ServiceNow instance?

- A. Install an application from the Application Repository
- B. Select the Copy button on the application record
- C. Download and install an application from the ServiceNow Share web site
- D. Download and install a third-party application from the ServiceNow Store

Answer: B

Explanation:

There is no "copy" button on the application record (at least I couldn't see one). Also, see here:

https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r_ManagingApplications.html

Question: 85

What are the benefits of storing the majority of an Application's server-side script logic in a Script Include?

- a) This makes execution faster.
- b) Only run when called from a script.
- c) The script logic can be hidden when the Application is installed from the ServiceNow Store.
- d) For some changes to application logic there is only one place to make edits.

A. a, b, and d

B. a, b, c, and d

C. b, c, and d

D. a, b, and c

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_scripting_tokyo_scripting_in_servicenow/app_store_learnv2_scripting_tokyo_server_side_scripting/app_store_learnv2_scripting_tokyo_script_includes

Question: 86

Identify the way(s) an application can respond to an Event generated by the `gs.eventQueue()` method.

a) Script Action

b) Scheduled Script Execution (Scheduled Job)

c) UI Policy

d) Email Notification

A. b and c

B. c

C. a and d

D. a and c

Answer: C

Explanation:

"There are two possible ways to respond to events:

- Email Notification

- Script Action" - see this quote in link below:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_responding_to_events

Question: 87

Which of the following is NOT a caller access field option?

- A. Caller Tracking
- B. Caller Restriction
- C. None
- D. Caller Permission

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/set-RCA-level.html>

Question: 88

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access

Control list for table:

table None read Access Control for users with the admin and itil roses

table.field3 read Access Control for users with the admin rede

Which field or fields can a user with the itil role read?

- A. field3 only

B. field1 and field3

C. All fields

D. All fields except field3

Answer: D

Explanation:

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

Question: 89

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

A. Conditions, Roles, Script

B. Conditions, Script, Roles

C. Roles, Conditions, Script

D. Script, Conditions, Roles

Answer: A

Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link:

<https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/mp/1311962/highlight/true#M6538>

Question: 90

What are three ServiceNow table creation methods? (Choose three.)

- A. Using legacy Workflows
- B. Upload and turn a spreadsheet into a custom table
- C. Using Flow Designer
- D. Use the Now Experience Table Creator
- E. Extend a table
- F. Create a custom table

Answer: B,E,F

Explanation:

"If there are no spreadsheets or existing tables to use for your application, you can create and customize a new table."
see this quote in link below:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/app-engine-studio/task/create-table.html>

Also see:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app-creator/task/gac-create-table-from-scratch.html>

Also, no search results if search on "Now Experience Table Creator".

Question: 91

What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

Answer: A

Explanation:

"Restricted caller access [sys_restricted_caller_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform." <<== this is the third sentence down in the following link: <https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html>

Question: 92

How does ServiceNow match inbound email to existing records?

- A. Watermark
- B. Record link
- C. Subject line
- D. sys_id

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_flowdesigner_

tokyo_flow_designer/app_store_learnv2_flowdesigner_tokyo_notifications_in_flow_designer/app_s
tore_learnv2_flowdesigner_tokyo_inbound_email_and_flows

"By default, the system generates a watermark label at the bottom of each notification email to allow matching incoming email to existing records." https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/concept/c_WorkingWithWatermarks.html

Question: 93

How can an application link to a repository behind a firewall?

- A. This option is not supported.
- B. Link an application to source control through a MID Server.
- C. Link an application to source control through an access token.
- D. Link an application to source control with multi-factor authentication.

Answer: B

Explanation:

"Use an existing MID Server to connect to a Source Control repository. Linking or importing an application through a MID Server enables access to repositories behind a firewall." https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_SourceControlIntegration.html

Question: 94

You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on an instance, you want Table A's records to be installed as part of the application.

Table A's records will be installed when:

- A. Table A is active and extends the Task table
- B. Table A's records are added to the application record using the Create Application Files context menu item
- C. Table A has an automatic number counter for new records
- D. Table A is not included in the System Clone > Exclude Tables list

Answer: B

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_IncludeApplicationData.html

Question: 95

Which one of the following objects CANNOT be used in a Script Action script?

- A. previous
- B. GlideRecord
- C. event
- D. current

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r_ScriptActions.html

Question: 96

Which script types execute on the server? (Choose three.)

- A. Business Rule
- B. Client Scripts
- C. UI Policies

D. Script Actions

E. Scheduled Jobs

Answer: A,D,E

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/script/server-scripting/concept/c_ServerScripting.html

Question: 97

What is the purpose of the Application Picker?

- A. Select an application to run
- B. Select an application as a favorite in the Application Navigator
- C. Choose an application to edit and set the Application Scope
- D. Choose an application to download and install

Answer: C

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_ApplicationPicker.html

Question: 98

Which method is used to retrieve Application Property values in a script?

- A. `gs.getProperty()`
- B. `g_form.getAppProperty()`
- C. `g_form.getProperty()`

D. gs.getAppProperty()

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_application_properties

Question: 99

Which of the following statements is NOT true for the Form Designer?

- A. To add a section to the form layout, drag it from the Field Types tab to the desired destination on the form.
- B. To add a field to the form layout, drag the field from the Fields tab to the desired destination on the form.
- C. To remove a field from the form layout, hover over the field to enable the Action buttons, and select the Delete (X) button.
- D. To create a new field on a form's table, drag the appropriate data type from the Field Types tab to the form and then configure the new field.

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/form-administration/concept/c_FormDesign.html

Question: 100

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records

D. The application needs to run a client-side script at the same time every day

Answer: D

Explanation:

An example of when an application might not use a Scheduled Script Execution (Scheduled Job) is when the application needs to run a client-side script at the same time every day. A Scheduled Script Execution is a server-side script that runs on a specified schedule and performs some action on the server or database. A client-side script runs on the user's browser and cannot be scheduled by ServiceNow. The other options are examples of when an application might use a Scheduled Script Execution, such as sending email reminders, running a clean up script, or querying the database for unassigned records. Reference: Scheduled Script Execution, Client scripts

Question: 101

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic

Answer: D

Explanation:

there are only two types of UX options: Mobile and Classic. Classic is defined as "manage records via lists and form"

Question: 102

When creating a table in a privately-scoped application, which four Access Controls are created for the table?

- A. Insert, Delete, Query, Write
- B. Create, Delete, Read, Write
- C. Create, Delete, Read, Update
- D. Insert, Delete, Query, Update

Answer: B

Explanation:

When creating a table in a privately-scoped application, four Access Controls are automatically created for the table. These Access Controls define the permissions for the four basic operations on the table: Create, Delete, Read, and Write. The Create operation allows the user to create new records on the table. The Delete operation allows the user to delete existing records on the table. The Read operation allows the user to view the records on the table. The Write operation allows the user to modify the records on the table. By default, these Access Controls grant access to the admin role and the application scope. You can modify or delete these Access Controls as needed.

The other options are not valid Access Controls for a table. Insert, Query, and Update are not operations, but methods of the GlideRecord class that are used to manipulate records on the serverside. They are not part of the Access Control rules.

Reference:

[Access Control rules]

Create a table in a scoped application

[GlideRecord methods]

Question: 103

Which of the following methods is NOT part of the ServiceNow REST API?

- A. COPY
- B. POST
- C. GET
- D. DELETE

Answer: A

Explanation:

The ServiceNow REST API is a web service that allows you to interact with the ServiceNow platform using HTTP requests and responses. The ServiceNow REST API supports the following methods:

POST: This method allows you to create a new record or execute an action on the ServiceNow platform. For example, you can use the POST method to create an incident or run a script.

GET: This method allows you to retrieve information from the ServiceNow platform. For example, you can use the GET method to get the details of a user or a table.

DELETE: This method allows you to delete a record or a resource from the ServiceNow platform. For example, you can use the DELETE method to delete an attachment or a workflow context.

PUT: This method allows you to update a record or a resource on the ServiceNow platform. For example, you can use the PUT method to update the state of a task or the value of a system property.

PATCH: This method allows you to update a record or a resource on the ServiceNow platform by sending only the changes. For example, you can use the PATCH method to update the short description of an incident or the order of a module.

The method COPY is not part of the ServiceNow REST API. There is no COPY method in the HTTP protocol. To copy a record or a resource on the ServiceNow platform, you need to use the POST method with the clone action.

Reference:

[ServiceNow REST API overview](#)

[ServiceNow REST API methods](#)

[\[ServiceNow REST API actions\]](#)

Question: 104

Which ATF Test step allows you to create a user with specified roles and groups for the test?

A. Create a user

B. Create a role

C. Create a group

D. Impersonation

Answer: A

Explanation:

The Automated Test Framework (ATF) is a tool that allows you to create and run automated tests on the ServiceNow platform. The ATF uses test steps to define the actions and validations for each test. The test step that allows you to create a user with specified roles and groups for the test is the Create a user test step. This test step creates a temporary user record that is deleted at the end of the test. You can specify the user name, password, roles, and groups for the user. You can also use the Impersonate a user test step to switch to the created user and perform actions as that user.

The other options are not valid test steps for creating a user. The Create a role and Create a group test steps do not exist in the ATF. To create a role or a group, you need to use the Create a record test step and specify the sys_user_role or sys_user_group table. The Impersonation test step does not create a user, but switches to an existing user.

Reference:

[Automated Test Framework overview]

[Automated Test Framework test steps]

[Create a user test step]

[Impersonate a user test step]

Question: 105

What is a workflow context?

A. It is a checked out workflow which is being edited

B. It is generated from a workflow version, executes activities, and follows transitions

C. The table for which a workflow is defined plus any conditions such as "Active is true"

D. The business reason or process for which a workflow is designed

Answer: B

Explanation:

A workflow is a tool that allows you to automate processes on the ServiceNow platform. A workflow consists of activities and transitions that define the logic and flow of the process. A workflow context is an instance of a workflow that is generated from a workflow version, executes activities, and follows transitions. A workflow context is associated with a specific record on a table and tracks the state and progress of the workflow. You can view and manage the workflow contexts from the Workflow Contexts module or the Workflow Contexts related list on a record.

The other options are not valid definitions of a workflow context. A checked out workflow is a workflow that is being edited by a user and has not been published yet. The table and conditions for a workflow are the criteria that determine when a workflow should run on a record. The business reason or process for a workflow is the purpose and function of the workflow.

Reference:

[Workflow overview]

[Workflow context]

Question: 106

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a good landing page for an application
- B. Application Properties allow a developer to override the application properties inherited from ServiceNow
- C. Application users know to go to the Application Properties page to change the appearance of an application
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts

Answer: D

Explanation:

A benefit of creating an Application Properties page for each application you develop is that

Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts. Application Properties are system properties that store configuration information for a specific application. They can be used to control various aspects of the application, such as feature flags, default values, thresholds, or URLs. By creating an Application Properties page, you can group and display all the properties related to your application in one place and make them easy to access and update. This way, you can avoid hard-coding static data in your application code and make your application more flexible and maintainable. Reference: Working with System Properties, Organizing your ServiceNow System Properties

Question: 107

Which one of the following is true for this script fragment?

```
g_user.hasRole(x_my_app_user');
```

- A. The method returns true if the currently logged in user has the x_my_app_user role or the admin role
- B. The method returns false only if the currently logged in user has the x_my_app_user role
- C. There is no g_user.hasRole() method
- D. The method returns true only if the currently logged in user has the x_my_app_user role

Answer: A

Explanation:

The statement that is true for this script fragment is that the method returns true if the currently logged in user has the x_my_app_user role or the admin role. The g_user.hasRole() method is a client-side method that checks whether the current user has a specified role or set of roles. If no role is specified, it returns true if the user has any role. If one or more roles are specified, it returns true if the user has any one of the specified roles. However, this method always returns true if the user has the admin role, regardless of the role parameter. Therefore, in this case, the method returns true if the user has either the x_my_app_user role or the admin role. Reference: User Object Cheat Sheet, Checking user permissions

Question: 108

Which of the following statements must evaluate to true for a user to pass an Access Control?

Choose 3 answers

- A. Other matching Access Controls for the records evaluate to true.
- B. Conditions configured in the Access Control must evaluate to true.
- C. The user must be granted access through a business rule.
- D. The user has one of the roles specified in the Required roles related list.
- E. Scripts configured in the Access Control must evaluate to true.

Answer: B,D,E

Explanation:

The statements that must evaluate to true for a user to pass an Access Control are:

Conditions configured in the Access Control must evaluate to true.

The user has one of the roles specified in the Required roles related list.

Scripts configured in the Access Control must evaluate to true.

An Access Control is a rule that determines whether a user can access a particular object or operation in ServiceNow. An Access Control consists of three elements: Conditions, Roles, and Script. Each element specifies a requirement that the user must meet to access the object or operation. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Therefore, for a user to pass an Access Control, all three elements must evaluate to true.

The other statements are not required for a user to pass an Access Control. Other matching Access Controls for the records do not need to evaluate to true, as only one matching Access Control needs to return true for access to be granted. The user does not need to be granted access through a business rule, as business rules are not part of Access Controls and do not affect their evaluation. Reference: Access control rules, Access Controls

Question: 109

For Application Access there is a configuration option called Allow access to this table via web services. Which one of the following statements is true when this option is selected?

- A. This option restricts the ability to delete records via web services but records can always be read
- B. The user performing the query via web services must have the correct permissions to access the table's records
- C. Even when not selected, users with the correct permissions can use web services to access the table's records
- D. This option restricts access only to SOAP web services but does not apply to REST

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. By selecting the Allow access to this table via web services option, you can enable other application scopes to access your data tables using web services, such as SOAP or REST. However, the user performing the query via web services must have the correct permissions to access the table's records. The user must have the appropriate roles and access controls to perform the operations on the table, such as create, read, write, or delete.

The other statements are not true when this option is selected. This option does not restrict the ability to delete records via web services, nor does it allow records to be always read. The access to the records depends on the user's permissions

and the web service method. This option also does not restrict access only to SOAP web services, but applies to both SOAP and REST web services. Finally, this option is not the only way to enable web service access to the table's records. Even when this option is not selected, users with the correct permissions can use web services to access the table's records, as long as they specify the application scope in the web service request.

Reference:

Application Access

Web service access to scoped applications

Question: 110

Which one of the following database operations cannot be controlled with Application Access?

- A. Update
- B. Delete
- C. Create
- D. Query

Answer: D

Explanation:

Application Access is a feature that allows you to control the access level of other application scopes to your application's data tables. You can use Application Access to control the following database operations:

Create: This operation allows the user to create new records on the table. You can enable or disable this operation by selecting or clearing the Can create option.

Delete: This operation allows the user to delete existing records on the table. You can enable or disable this operation by selecting or clearing the Can delete option.

Read: This operation allows the user to view the records on the table. You can enable or disable this operation by selecting or clearing the Can read option.

Write: This operation allows the user to modify the records on the table. You can enable or disable this operation by selecting or clearing the Can write option.

The one database operation that cannot be controlled with Application Access is Query. Query is not an operation, but a method of the GlideRecord class that is used to retrieve records from the database on the server-side. Query is not part of the Application Access rules, but it is affected by the Access Controls and the user's roles.

Reference:

Application Access

[GlideRecord methods]

Question: 111

Which server-side API debug log method is available for scoped applications?

- A. `gs.print()`
- B. `gs.log()`
- C. `gs.debuglog()`
- D. `gs.info()`

Answer: D

Explanation:

The server-side API debug log method available for scoped applications is `gs.info()`. This method logs informational messages that describe the progress of the application. Older methods such as `gs.print()` and `gs.log()` are not available in scoped applications. The `gs.debuglog()` method does not exist. The `gs.info()`, `gs.warn()`, `gs.error()`, and `gs.debug()` methods work in both scoped applications and global, and are therefore more versatile going forward in future versions. Reference:

Debugging best practices

Question: 112

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI. How is the page specified?

- A. Write an after Business Rule script for the Record Producer's table: `window.redirect = "<URL>";`
- B. Create an application property to store the URL
- C. Write a script in the Record Producer's Script field: `producer.redirect = "<URL>";`
- D. Configure the page in the Module that opens the Record Producer UI

Answer: B

Explanation:

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI by writing a script in the Record Producer's Script field: `producer.redirect = "<URL>";`. This script sets the `redirect` property of the producer object to the URL of the desired page. For example, `producer.redirect = "home.do"`; will redirect the user to the homepage after submitting the record. The other options are not valid ways to specify the redirect page for a Record Producer. Reference: Populate record producer data and redirect users

Question: 113

Tables that extend a table do what?

- A. Sometimes inherit the parent's fields
- B. Automatically update the application scope

- C. Do not inherit the parent's fields
- D. Inherit the parent's fields

Answer: D

Explanation:

Tables that extend a table inherit the parent's fields. Extending a table means creating a child table that shares the same columns and business logic as the parent table. For example, the Incident table extends the Task table, which means that all fields defined on the Task table are also available on the Incident table. Extending a table allows for reusing existing fields and behaviors without duplicating them on multiple tables. Reference: Table extension and classes

Question: 114

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

Answer: B

Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

Question: 115

What is the ServiceNow store?

- A. The source for ServiceNow Community created developer content

- B. Marketplace for free and paid certified ServiceNow applications and integrations
- C. Downloadable content ServiceNow script archive
- D. Alternate name for the ServiceNow Developer Share site

Answer: B

Explanation:

The ServiceNow Store is a marketplace for free and paid certified ServiceNow applications and integrations. The ServiceNow Store provides customers with access to Now Certified enterprise workflow apps from partners that complement and extend ServiceNow products and solutions. Customers can browse, try, buy, and deploy apps and integrations that suit their needs and enhance their ServiceNow experience. The ServiceNow Store is not the source for ServiceNow Community created developer content, as that is available on the Developer Portal or the Share site. The ServiceNow Store is not a downloadable content ServiceNow script archive, as that is available on the Script Library or the Script Repository. The ServiceNow Store is not an alternate name for the ServiceNow Developer Share site, as that is a separate site where developers can share applications, code snippets, UI pages, etc. Reference: ServiceNow Store

Question: 116

Which one of the following is NOT true for Modules?

- A. Access to Modules is controlled with roles
- B. Modules open content pages
- C. Every Module must be associated with a table
- D. Every Module must be part of an Application Menu

Answer: D

Explanation:

A Module in ServiceNow is a navigational element within an Application Menu that directs users to specific records, lists, forms, or reports.

Option A (Correct): Modules always belong to an Application Menu, providing structured navigation.

Option B (Incorrect): Modules can link to pages, reports, and URLs, not just tables.

Option C (Incorrect): Modules can open forms, lists, dashboards, and external URLs.

Option D (Incorrect): Modules can be restricted by roles, limiting visibility and access.

Reference: ServiceNow Navigation and Modules

Question: 117

- a. To replace outdated, inadequate, custom business applications and processes
- b. To extend service delivery and management to all enterprise departments
- c. To allow users full access to all ServiceNow tables, records, and fields
- d. To extend the value of ServiceNow

- A. a, b, and c
- B. a, b, c, and d
- C. b, c, and d
- D. a, b, and d

Answer: D

Explanation:

The correct combination of statements is a, b, and d. These are possible reasons to build custom applications on ServiceNow:

To replace outdated, inadequate, custom business applications and processes. Building custom applications on ServiceNow can help digitize and automate manual or legacy processes that are not covered by existing ServiceNow solutions. This can improve efficiency, data quality, user experience, and innovation.

To extend service delivery and management to all enterprise departments. Building custom applications on ServiceNow can help provide consistent and scalable services across different

functions and teams in the organization. This can enhance collaboration, visibility, productivity, and customer satisfaction.

To extend the value of ServiceNow. Building custom applications on ServiceNow can help leverage the capabilities and benefits of the Now Platform®, such as low-code development tools, workflow automation engine, AI-powered insights, security operations, etc. This can increase agility, resilience, performance, and value.

The statement c is not a valid reason to build custom applications on ServiceNow:

To allow users full access to all ServiceNow tables, records, and fields. Building custom applications on ServiceNow does

not imply granting users full access to all data and objects in ServiceNow. Access control rules still apply to custom applications and their components to ensure security and compliance. Reference: Build Custom Apps in ServiceNow – eBook

Question: 118

Why create Applications in ServiceNow?

- A) To replace outdated inadequate custom business applications and processes
- B) To extend service delivery and management to all enterprise departments
- C) To allow users full access to all ServiceNow tables, records and fields
- D) To extend the value of ServiceNow

A. a b and c

B. a b c and d

C. b c and d

D. a b and d

Answer: D

Explanation:

Creating applications in ServiceNow can help businesses replace outdated, inadequate, custom business applications and processes, extend service delivery and management to all enterprise departments, and extend the value of ServiceNow by leveraging its platform capabilities and integrations¹²³⁴.

Reference = 1: What are Application Services? - ServiceNow 2: What is Application Development? - ServiceNow 3: Custom Applications in ServiceNow - The Cloud People 4: Build Custom Apps in ServiceNow – eBook – ServiceNow

Question: 119

Which determines the relationships between field in an Import Set table to field in an existing ServiceNow table?

- A. Data Sources
- B. Schema Map Relationship Builder
- C. Business Service Management Map

D. Transform Map

Answer: D

Explanation:

A transform map determines the relationships between fields in an import set table and fields in an existing ServiceNow table. It also specifies how to transform the imported data before mapping it to the target table.

1. What Exactly is an Import Set? - ServiceNow Developers

Import set table - ServiceNow Application Development [Book]

Question: 120

What are web services?

- A. They provide a customer-facing view of available service and product offerings provided by departments within the organization
- B. Methods used to allow applications to connect to other software applications over a network
- C. Methods used to create and maintain UI Pages
- D. Methods used to discover a wide variety of systems and applications

Answer: B

Explanation:

Web services are software systems that use standardized protocols and formats, such as XML and HTTP, to exchange data and messages between different applications or systems over the Internet or other networks¹². Web services enable interoperability and integration among diverse software components, regardless of their programming languages, platforms, or architectures³⁴.

Reference = 1: What are Web Services? - GeeksforGeeks 2: Web service - Wikipedia 3: What are Web Services? - Online

Tutorials Library 4: What is a Web Service? | Webopedia

Question: 121

What data types of Flow Designer variables are supported to store record data and complex data?

Choose 3 answers

- A. Label data type
- B. Integer
- C. Array. Reference
- D. Choice
- E. String

Answer: B,C,E

Explanation:

Flow Designer variables can store record data and complex data using the following data types:

Integer: A whole number that can be used in mathematical operations.

Array: A collection of items that can be accessed by their index or iterated over using a For each action.

String: Any kind of text, such as email addresses or the text contents of a file.

Define and Use Data Types in a Flow (Flow Designer)

Variable data types - Power Automate | Microsoft Learn

Product Documentation | ServiceNow

Question: 122

Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access

Control list for table:

table.None read Access Control for users with the admin and itil roles

table. * read Access Control for users with the admin role

table. field3 read Access Control for users with the itil role

Which field or fields can a user with the itil role read?

- A. field1, field2, and field3
- B. field3 only

- C. field 1 and field 3
- D. All fields except field 3

Answer: B

Explanation:

An Access Control list (ACL) defines what data users can access and how they can access it in ServiceNow tables¹. The ACL evaluates the user roles and the conditions defined in the ACL rules to determine the user's access level². In this case, the ACL rules for the table are as follows:

table. None read Access Control for users with the admin and itil roles: This means that users with the admin or itil roles cannot read any field in the table unless there is a more specific rule that grants them access³.

table. * read Access Control for users with the admin role: This means that users with the admin role can read all fields in the table.

table. field3 read Access Control for users with the itil role: This means that users with the itil role can read only the field3 in the table.

Therefore, a user with the itil role can read only the field3 in the table, and not the other fields.

Reference = 1: Access Control Lists - ServiceNow Docs 2: How ACL Rules Are Evaluated - ServiceNow Docs 3: Access Control List Rules - ServiceNow Docs : Wildcard in ACL Rules - ServiceNow Docs : FieldLevel ACL Rules - ServiceNow Docs

Question: 123

Once an application is ready to share, which of the following methods of publishing are supported by ServiceNow?

Choose 3 answers

- A. Publish to an application repository
- B. Publish to a spreadsheet
- C. Publish to a local USB device
- D. Publish to a local drive
- E. Publish to an Update Set
- F. Publish to the ServiceNow Store

Answer: A,E,F

Explanation:

ServiceNow supports publishing an application to an application repository, an Update Set, or the ServiceNow Store. These methods allow the application to be installed on other instances or shared with other users.

Publish an application to the application repository

4 Ways to Publish a ServiceNow Application

Publish applications to the ServiceNow Store

Question: 124

What is required to link a ServiceNow application to a Git repository?

Choose 3 answers

- A. URI
- B. ACL
- C. User name
- D. URL
- E. Application name
- F. Password

Answer: C,D,F

Explanation:

To link a ServiceNow application to a Git repository, you need to provide the user name, URL, and password of the Git account that hosts the repository¹². The URL is the address of the Git repository that you want to link to the application.

The user name and password are the credentials that you use to access the Git account. Alternatively, you can use a personal access token instead of a password for increased security³.

Reference = 1: Link an application to source control - ServiceNow Docs 2: Publish an application to the application repository - ServiceNow 3: Linking an application to Git using a personal access token instead of a password -

ServiceNow

Question: 125

If you create a SOAP Message, what syntax indicates a variable to pass when the function is called?

- A. current.variable_name
- B. S{variable_name}
- C. < variable_name >
- D. < variable_name >.do?WSDL

Answer: B

Explanation:

In the SOAP Message feature set, we indicate variables using the following syntax: S{variable_name}. This allows us to pass

a variable with the specified name from the SOAP message record to the web service function.

Tutorial: Handling a SOAP Response in ServiceNow | John Andersen

ServiceNow SOAP - Cheat Sheet Cheat Sheet by bibingokuldas - Download ...

Question: 126

What Module Link type is used to access an Application Properties page?

- A. URL (from Arguments)
- B. HTML (from Arguments)
- C. Script (from Arguments)
- D. Single Record

Answer: A

Explanation:

A Module Link type defines how the module opens in the content pane when the user clicks on it in the navigation pane¹. The URL (from Arguments) link type allows you to specify a URL that opens the Application Properties page for the selected application². The URL can include arguments that are evaluated at runtime, such as the application name or scope³.

Reference = 1: Module link types - ServiceNow Docs 2: Application properties - ServiceNow Docs 3: URL (from Arguments) - ServiceNow Docs

Question: 127

Is it possible to change an application's scope?

- A. Yes, but only from global scope to private scope
- B. Yes it's possible.
- C. No, it's not possible.
- D. Yes, but only from private scope to global scope

Answer: B

Explanation:

It is possible to change an application's scope in ServiceNow, either from global to private or from private to global.

However, changing the scope of an application may affect its functionality and compatibility with other applications.

Therefore, it is recommended to test the application thoroughly before and after changing its scope.

[How To Change Application Scope In ServiceNow - YouTube](#)

[How to move Custom Scoped Applications between instances - ServiceNow](#)

[Steps to switch a scoped application from your company's application repository to update sets - ServiceNow](#)

[How to change the application \(scope\) of a SLA Definition without needing to recreate the SLA Definition - ServiceNow](#)

[Advantages of Scoped Applications in ServiceNow - QualityClouds](#)

Question: 128

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

- A. Application Manager
- B. Application Fulfiller
- C. Application Super User
- D. Application Admin

Answer: D

Explanation:

An application admin is a role that grants full access to an application and its tables, scripts, and other components¹. An application admin can create, modify, and delete any element of the application, as well as publish and install it². An application typically has an application admin role that is automatically created and assigned to the application creator³.

Reference = 1: Application administration - ServiceNow Docs 2: Application admin role - ServiceNow Docs 3: Application roles - ServiceNow Docs

Question: 129

Which business requirements and process(es) should be documented as part of the application development plan?

Choose 4 answers

- A. Data input/output
- B. Business problem
- C. Project schedule
- D. Process steps
- E. Database capacity
- F. Users/stakeholders
- G. Available licenses

Answer: A,B,D,F

Explanation:

The application development plan is a document that outlines the scope, objectives, deliverables, and timeline of a software project¹. It should include the following business requirements and processes:

Data input/output: This describes what data is needed for the application to function, how the data is collected, stored, processed, and displayed, and what outputs are generated by the application².

Business problem: This defines the problem or opportunity that the application aims to address, the current situation, the desired outcome, and the benefits of the solution³.

Process steps: This details the steps involved in the application development lifecycle, such as planning, designing, testing, deploying, and maintaining the application⁴.

Users/stakeholders: This identifies the people who will use, benefit from, or influence the application, their roles, responsibilities, and expectations, and how they will be involved in the project⁵.

Reference = 1: Application Development Lifecycle: Phases, Steps and Process³ 2: Tips for Writing Business Requirements Documents² 3: Business Requirements Document Template: 7

Components¹ 4: Requirements Development Steps⁴ 5: What is Business Process Documentation?: 10 Easy Steps to⁵

Question: 130

When crafting a scoped application that contains flow actions, what is the application called?

A. Bundle

B. Row

C. Action

D. Spoke

Answer: D

Explanation:

A spoke is a scoped application that contains flow actions that can be used in Flow Designer. Spokes allow developers to create reusable actions that can be shared across applications and instances.

Spokes - Product Documentation: San Diego - ServiceNow

Create a spoke - Product Documentation: San Diego - ServiceNow

Flow Designer Spokes - ServiceNow Developers

Question: 131

What is the Event Registry?

A. A table containing a record for every Event known to the ServiceNow system which allows

ServiceNow to react when Events are generated

B. A Workflow which is launched every time an Event is generated; used to debug Events

C. The method used in server side scripts to generate Events and pass parameters

D. The Event Log which lists all Events that have been generated

Answer: A

Explanation:

The Event Registry is a table that stores the definitions of all the Events that can be triggered or processed by the ServiceNow system¹. The Event Registry allows ServiceNow to react when Events are generated by executing actions such

as sending notifications, running scripts, or starting workflows². The Event Registry also provides information about the Event parameters, description, and source³.

Reference = 1: Event Registry - ServiceNow Docs 2: Event Management - ServiceNow Docs 3: Event Registry form - ServiceNow Docs

Question: 132

What are the features of Flow Designer?

Choose 3 answers

- A. Add stages to a flow
- B. Call a flow from another flow or subflow
- C. Test a flow using the "Run as" feature
- D. Support Java Scripting code to test conditions that trigger the flow. Eg Run a flow from a Catalog item
- E. Perform form field data validation at client side

Answer: A,B,C

Explanation:

Flow Designer is a no-code platform capability that lets you automate business processes in a single drag-and-drop design environment. Some of the features of Flow Designer are:

Add stages to a flow: You can define the stages of a flow to track its progress and status. Stages can be used to group actions, subflows, and conditions into logical units.

Call a flow from another flow or subflow: You can reuse existing flows or subflows by calling them from another flow or subflow. This allows you to modularize your automation and avoid duplication of logic.

Test a flow using the “Run as” feature: You can test a flow using the “Run as” feature to specify the user context and input parameters for the flow execution. This helps you to verify the functionality and performance of your flow before publishing it.

Flow Designer – No-Code Workflows - ServiceNow

Flow Designer - ServiceNow

Flow Designer Data Sheet - ServiceNow

Question: 133

Which server-side object provides methods for working with dates when writing a script in a privately scoped application?

- A. GlideDate Time
- B. current
- C. GlideRecord
- D. GlideSystem

Answer: A

Explanation:

https://developer.servicenow.com/dev.do#!/reference/api/paris/server_legacy/c_GlideSystemAPI#r GS-nowNoTZ

Question: 134

Which are reasons an application could be developed on the ServiceNow platform?

Choose 3 answers

- A. It uses forms extensively to interact with data.
- B. It needs workflow to manage processes.
- C. It requires reporting capabilities.
- D. It requires low-level programming libraries.
- E. It uses multimedia features.

Answer: A,B,C

Explanation:

The ServiceNow platform is designed to create applications that use forms, workflow, and reporting to solve business problems. Forms are used to interact with data stored in tables, workflow is used to automate and orchestrate processes, and reporting is used to visualize and analyze data. The platform does not require low-level programming libraries or multimedia features, as it provides standard tools and technologies for application development.

Reference = ServiceNow Certified Application Developer Exam Specification, Application Development Platform – ServiceNow

Question: 135

How is access to Application Menus and Modules controlled?

- A. Access Controls
- B. Application Rules
- C. Client Scripts
- D. Roles

Answer: D

Explanation:

Roles are used to control access to applications and modules in the application navigator. Each application menu or module has a role field that specifies which role is required to view it. Users who do not have the specified role or a role that contains it will not see the application menu or module. Roles can also be used to control access to other features and capabilities in ServiceNow, such as tables, fields, scripts, and workflows.

Reference = Enable or disable an application menu or module, Grant a role access to applications and modules, Controlling access to applications and modules.

Question: 136

What is the ServiceNow App Repository?

- A. A Request table
- B. Another name for update sets
- C. A database containing ServiceNow apps
- D. A collection of files in a Git database

Answer: C

Explanation:

The ServiceNow App Repository is a central repository for all scoped applications that are published by all ServiceNow customers. It enables ServiceNow customers to upload and distribute applications between their instances. It also provides entitlements and version control for the applications.

ServiceNow application repository

Application Development Platform – ServiceNow

App Repo - ServiceNow Developer Blog

Question: 137

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes on the client and a Business Rule executes on the server
- B. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated
- C. A Client Script executes on the server and a Business Rule executes on the client
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded

Answer: A

Explanation:

Question: 138

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

Choose 3 answers

- A. Tables outside of ServiceNow
- B. Related tables, using Dot Walk
- C. Tables which allow write access to other applications
- D. Tables within the global scope
- E. Tables within the existing application scope

Answer: C,D,E

Explanation:

Question: 139

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time,

and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Projection report
- B. Scheduled Reports and Excel

- C. Key Performance Indicators
- D. Performance Analytics
- E. Scheduled Reports a custom snapshot table and a Trend report

Answer: D

Explanation:

Question: 140

Many actions are included with flow designer what are some frequently used core actions?

Choose 4 answers

- A. Look Up Record
- B. Ask for Approval
- C. Create Record
- D. Look for Update
- E. Wait for Condition
- F. Wart for Match

Answer: A,B,C,E

Explanation:

Question: 141

What module do you use to access the reports that are available to you?

- A. Reports > Overview
- B. Reports > View / Run

C. Self-Service > My Dashboards

D. Reports > Homepage

E. Self-Service > My Reports

Answer: B

Explanation:

Question: 142

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

A. Journal

B. Activity Stream

C. Diary

D. Timeline

E. Audit Log

Answer: B

Explanation:

Question: 143

What is the best practice related to using the Default Update Set for moving customizations between instances?

A. Submit Default update set to application repository

B. You should not use the Default Update sets for moving between instances

C. Keep Default update set to maximum of 20 records, for troubleshooting purposes

D. Merge Default update sets before moving between instances

Answer: B

Explanation:

Question: 144

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
- B. On the Tag field, select Special Handling from the choice list
- C. On the Special Handling field check the box
- D. Click on the Context menu, select Add Tact, type Special Handling. press enter

Answer: A

Explanation:

Question: 145

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Data Pill
- B. Field Icon
- C. Field Value
- D. Data Trigger
- E. Data Element

Answer: A

Explanation:

Question: 146

What are examples of UI Actions relating to forms?

Choose 3 answers

- A. Form Buttons
- B. Form Context Menu

C. Form Columns

D. Form View

E. Form Links

Explanation:

Answer: A,B,E

Question: 147

What are examples of UI Actions, relating to Lists?

Choose 4 answers

List Control

A. List Buttons

B. List Choices

C. List Override

D. List Links

E. List Context Menu

Answer: A,B,D,E

Explanation:

Question: 148

What is the name of the string that displays filter criteria?

A. Breadcrumb

B. Choice

C. Menu

D. Topic

Answer: A

Explanation:

Question: 149

Which set of steps is used to import spreadsheet data into a ServiceNow table?

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

Answer: B

Explanation:

Question: 150

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.all
- B. incident!
- C. incidentNone
- D. incident'

Answer: D

Explanation:

Question: 151

The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

- A. Data
- B. Type

C. Sources

D. Properties

E. Configure

Answer: D

Explanation:

Question: 152

You have heard about a new application released by ServiceNow. You want to try it out, to see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. install the application plugin on your personal dev instance.
- B. Install the application plugin. on your company's production instance
- C. Search the wiki for the sales demo request form
- D. Check the latest release notes at docs.servicenow.com

Answer: A

Explanation:

Question: 153

A customer requests the following data quality measures be added:

1. Incident numbers should be read-only on all lists and forms, for all users.
2. Short Description field should be mandatory, on all records, across all applications, on Insert.

Which type of policy would you use to meet this requirement?

- A. Dictionary Design Policy
- B. Field Criteria Policy
- C. Data Quality Policy
- D. Data Policy

Answer: D

Explanation:

Question: 154

As administrator, what must you do to access features of High Security Settings?

- A. Add security_admin role to your user account
- B. Use System Administration > Elevate Roles module
- C. Select Elevate Roles
- D. Impersonate Security Admin

Answer: C

Explanation:

Question: 155

Which testing framework is used to test ServiceNow Applications?

- A. Automated Test Framework (ATF)
- B. Selenium
- C. Test Driven Framework (TDF)
- D. Junit

Answer: A

Explanation:

Question: 156

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After Async, Display
- B. Insert, Update, Delete, Query
- C. Before, Synchronous, Scheduled Job, View

D. Prior to, Synchronous on Update

Answer: A

Explanation:

Question: 157

While showing a customer their Incident form, they ask to change the Priority field title to display their internal terminology Value. How would you do that?

Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Column
- D. Right click on Priority and select Configure Label

Answer: A,D

Explanation:

Question: 158

Which feature helps to automatically allocate a critical, high-priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. Predictive Intelligence
- C. Assignment Rule
- D. UI Policy

Answer: C

Explanation:

Question: 159

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > Configure > Dictionary
- B. The Form Context menu > View > Table
- C. The Form Context menu > Configure > Table
- D. The Form Context menu > View > Show Table

Answer: C

Explanation:

Question: 160

What feature allows you to limit who is able to contribute or read knowledge within a knowledge base?

- A. Roles
- B. Groups
- C. Categories
- D. User Criteria

Answer: D

Explanation:

Question: 161

On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

- A. Reference
- B. Lookup
- C. Preview
- D. Quickview
- E. Drilldown
- F. Snapshot

Answer: A

Explanation:

Question: 162

What do you click when you have made modifications to your report, and you want to see the results without saving?

- A. Execute
- B. Preview
- C. Run
- D. Test
- E. Try it

Answer: C

Explanation:

Question: 163

How would you describe the relationship between the Incident and Task table? | Incident table is extended from Task table

- A. Incident table has a one to many relationship with the Task table
- B. Incident table has a many to many relationship with the Task table
- C. Incident table is related to the Task table via the INC number
- D. Incident table is a database view of the Task table

Answer: A

Explanation:

Question: 164

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge

- B. SharePoml
- C. Stack Overflow
- D. ServiceNow Wiki
- E. Knowledge NOW

Answer: A

Explanation:

Question: 165

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Business Time Remaining
- C. Inactivity Monitor
- D. Service Level Agreements
- E. Response Time Clock

Answer: D

Explanation:

Question: 166

What do you install when you want to add applications or functionality within your development instance?

- A. Patch
- B. Updated Pack
- C. App Package
- D. Plugin
- E. App Updated Set

Answer: D

Explanation:

Question: 167

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. Outer Join
- B. SQL
- C. Dot Walking
- D. Joins

Answer: C

Explanation:

Question: 168

Your customer would like to create a new template to notify users who are affected by network outages at their site.

Which module would you use to create a new notification?

- A. System Properties > Email > Settings
- B. User Preferences > Email > Notifications
- C. System Notification > Email > Notifications
- D. Click Gear > Notifications > New
- E. Administration > Notification Overview

Answer: C

Explanation:

Question: 169

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 Contribute

B. Cannot Author

C. Can Write

D. Can Read

E. Can Author

Answer: A

Explanation:

Question: 170

What are the three key tables in an enterprise CMDB?

Choose 3 answers

A. sn_cmdb_ci

B. cmdb

C. cmdb_bak

D. sn_cmdb

E. cmdb_rel_ci

F. cmdb_ci

G. sn_cmdb_bak

Answer: B,E,F

Explanation:

Question: 171

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

A. ServiceNow Messenger

B. Knowledge Chat

C. Virtual Agent

D. Now Support

E. Agent Workspace

Answer: A

Explanation:

Question: 172

What are advantages of using Flow Designer? Choose 3 answers

A. Smooth integration with 3rd party systems

B. Less manual scripting

C. Reduces technical debt

D. Supports advanced developers

E. Enables complicated scripting

Answer: A,B,C

Explanation:

Question: 173

Which is the base table of the configuration management database hierarchy?

A. cmdb_rel_ci

B. ucmdb

C. cmdb_ci

D. cmdb

Answer: C

Explanation:

Question: 174

You are looking at a list of Active Incidents. You want to exclude Incidents with the state of Resolved. How might you do that?

- A. On State column title, right-click select Filter Out > Resolved
- B. On the list of records, locate and right-click on the Resolved value, select Exclude
- C. Click Funnel icon, click AND. Select Resolved. Is Not, State, click Run
- D. On the list of records, locate and right-click on the Resolved value, select Filter Out
- E. On Search, select State, type not Resolved, press enter

Answer: D

Explanation:

Question: 175

For your implementation the following tables are extended from each other:

- Incident table is extended from Task table
- Super Incident table is extended from Incident table

In this situation, which table(s) are Parent. Child and Base tables?

Choose 5 answers

- A. Incident table is a Child table
- B. Incident table is a Parent table
- C. Task table is a Child table
- D. Super Incident table is a Child table
- E. Super Incident table is a Parent table
- F. Task table is a Base table
- G. Task table is a Parent table
- H. Incident table is a Base table
- I. Super Incident table is a Base table

Answer: A,B,D,F,G

Explanation:

Question: 176

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Workflow Editor
- B. Process Automation > Active Flows
- C. Process Automation > Process Flow
- D. Process Automation > Flow Designer
- E. Process Automation > Flow Administration

Answer: D

Explanation:

Question: 177

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Answer: D

Explanation:

Question: 178

A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- A. Add User Account to Network group
- B. Add User Account to Hardware group
- C. Add User Account to IT Knowledgebase

- D. Create User Account
- E. Add User Account to ACL
- F. Add User Account to itil group

Answer: A,B,D

Explanation:

Question: 179

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. Module

Answer: A

Explanation:

Question: 180

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

- A. Import sets
- B. Update sets
- C. Transform maps
- D. System dictionaries

Answer: B

Explanation:

Question: 181

The customer has asked that you change the default layout of the Task list. They would like these columns, in this order:

- Number
- Task Type
- Parent
- Short Description
- Assignment Group
- Assignee
- Updated

After navigating to the list, where would you click, to meet this requirement?

- A. Right click List Gear icon > Configure > Columns
- B. Click List Context Menu > Configure > Columns
- C. Right click on any column header Context Menu > Configure > List Layout
- D. Click List Context Menu > Personalize List

Answer: C

Explanation:

Question: 182

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

Choose 4 answers

- A. update
- B. read
- C. execute
- D. create
- E. delete

F. write

Answer: B,D,E,F

Explanation:

Question: 183

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

- A. The ESS role
- B. The Allow All role
- C. The Public setting
- D. The View All setting

Answer: C

Explanation:

Question: 184

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

- A. Action
- B. Assignment Rule
- C. Predictive Intelligence
- D. CSDM
- E. UI Policy

Answer: B

Explanation:

Question: 185

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationships?

- A. Class Map
- B. Flow Design
- C. Dependency View
- D. Business Service Map

Answer: C

Explanation:

Question: 186

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the

customer_table_admin and customer_table_user roles?

- A. customer all
- B. customer.field
- C. customer.*
- D. customer.none

Answer: C

Explanation:

Question: 187

Here is an example of the criteria set for a knowledge base:

- Companies: ACME North America
- Departments: HR
- Groups: ACME Managers
- Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Employees of ACME North America, who are members of HR Department or the ACME Managers group

B. Members of the ACME Manager group, who are also members of HR Department and part of ACME North America

C. Members of the ACME Managers group, and HR department, regardless of geography

D. Users which are members of either ACME North America, or HR Department or ACME Managers group

Answer: B

Explanation:

Question: 188

When building an extended table from a base table, which fields do you need to create?

Choose 2 answers

A. The reference fields for the base table.

B. The fields that are not in the base table

C. The mandatory fields for the base table

D. The fields that are specific to the extended table

Answer: B,D

Explanation:

Question: 189

ServiceNow contains a resource which provides the following:

- A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
- A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

A. Common Services Data Model (CSDM)

B. Configuration Management Database (CMDB)

C. Information Technology Service Management (ITSM)

D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:

Question: 190

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Users with kb_user role
- C. Any active user
- D. No users
- E. Any user with an article's permalink

Answer: C

Explanation:

Question: 191

Which allows the creation of a task-based record from Service Catalog?

- A. UI Builder
- B. Flow Designer
- C. Assignment Rule
- D. Record Producers
- E. UI Actions

Answer:

D

Explanation:

Question: 192

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Field Transformer
- B. Schema Map
- C. Transform Schema
- D. Transform Map

Answer: D

Explanation:

In ServiceNow, when importing data from external sources, the platform utilizes Import Sets to stage the data before transforming it into target tables. The mechanism that defines how data from the Import Set fields map to the fields in an existing ServiceNow table is called a Transform Map.

Transform Map: A Transform Map is a set of field mappings that determine the relationships between fields in an Import Set and fields in an existing ServiceNow table. It allows administrators to define how data should be transformed and inserted into the target table.

servicenow.com

Business Service Management Map: This is not related to data import processes. It pertains to visual representations of business services and their dependencies.

Schema Map Relationship Builder: The Schema Map provides a graphical representation of tables and their relationships within the database schema but does not handle data import mappings.

Data Sources: Data Sources define the origin of the data being imported (e.g., files, JDBC connections) but do not determine the field mappings between Import Sets and target tables.

Question: 193

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Settings
- B. UI Actions
- C. UI Policies
- D. UI Config

Answer: B

Explanation:

Question: 194

Which role(s) are required to impersonate a user?

Choose 2 answers

- A. security_admin
- B. sys_admin
- C. admin

D. sys_user

E. impersonator

Answer: C,E

Explanation:

Question: 195

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

A. Transform Set

B. Import Set

C. Data Pack

D. Update Set

Answer: B

Explanation:

Question: 196

Which tables are available by default in a ServiceNow instance?

Choose 3 answers

A. Task

B. Item

C. User

D. Incident

E. Issue

F. Project

Answer: A,C,D

Explanation:

Question: 197

Can inherited fields be deleted from a table?

- A. Yes, select the red X in the left-most column in the table definition.
- B. Yes, but only if they are text fields.
- C. No, inherited fields cannot be deleted from a child table.
- D. Yes, but only if there has never been any saved field data.

Answer: C

Explanation:

Inherited fields in ServiceNow are fields that are part of a parent table and automatically become part of child tables through inheritance. This structure is foundational in the ServiceNow data model, ensuring that child tables maintain a consistent relationship with their parent tables.

Here's why inherited fields cannot be deleted from a child table:

System Design:ServiceNow employs a table inheritance model where child tables derive fields and properties from parent tables. Deleting inherited fields from a child table would break the integrity of the data model, as those fields are shared across multiple tables.

Impact on Functionality:Many inherited fields, such as `sys_created_on` or `sys_updated_by`, are integral to the functionality of the platform. Removing them could disrupt workflows, reporting, and auditing capabilities.

Alternative Approach:If you want to hide or restrict access to inherited fields in a child table, you can use ACLs (Access Control Lists) to prevent users from viewing or modifying these fields. Another option is to use UI Policies or Client Scripts to control their visibility on forms.

Developer Note:Attempting to delete inherited fields violates ServiceNow's core principles of

maintaining a robust and unified data structure. The platform enforces these rules to ensure consistent

behavior across all tables in the hierarchy.

ServiceNow Developer Documentation on Table Inheritance.

Best practices outlined on SN Pro Tips regarding scoped application development and table structures.

Question: 198

In a privately-scoped application, which methods are used for logging messages in server-side scripts?
(Choose 2 answers)

- A. `gs.info()`
- B. `gs.debug()`
- C. `gs.iog()`
- D. `gs.error()`
- E. `gs.logError()`

Answer: A,D

Explanation:

Understanding Scoped Applications: Scoped applications in ServiceNow are designed to isolate and protect application-specific code and data. Server-side scripts within scoped applications can use the `gs` (GlideSystem) object for logging and debugging purposes. However, not all `gs` methods are appropriate or valid for scoped applications.

Valid Logging Methods in Scoped Applications:

`gs.info()`: This method logs informational messages to the system log. It is commonly used for general-purpose logging when developers need to track execution flow or display debug data. Example:

```
gs.info('This is an informational log message.');
```

`gs.error()`: This method logs error messages to the system log. It is used to indicate problems or issues encountered during script execution. Example:

gs.error('An error occurred during script execution.');

Incorrect Options Explained:

gs.debug() (Option B): This method is not valid in scoped applications. It is a legacy logging method available in the global scope but restricted in scoped applications.

gs.iog() (Option C): This is a typographical error and not a valid gs method in ServiceNow.

gs.logError() (Option E): This is not a recognized ServiceNow API method. To log errors, gs.error() is used instead.

Best Practices for Logging:

Logging should be meaningful and avoid unnecessary entries to keep logs clean and manageable.

Avoid excessive use of logging in production environments, as it can clutter the system logs and potentially degrade performance.

ServiceNow Developer Documentation on GlideSystem (gs).

SN Pro Tips on debugging and logging practices in scoped applications.

Question: 199

Which one of the following is the correct Link Type to select when creating a module that opens the Record Producer UI for a user rather than the ServiceNow form UI?

- A. Content Page
- B. Script (from Arguments)
- C. URL (from Arguments)
- D. HTML (from Arguments)

Answer: C

Explanation:

Record Producer Overview: Record Producers in ServiceNow are a way to create records through a simplified user interface. Instead of displaying a typical form, a Record Producer uses a user-friendly UI tailored for quick and intuitive data entry.

Correct Link Type:

The URL (from Arguments) option is used to direct the user to a specific URL, such as the Record Producer interface. You can configure the URL in the module to point to the Record Producer by providing its unique `sys_id` or name. Example URL:

```
/catalog.do?sys_id=<record_producer_sys_id>
```

Incorrect Options Explained:

Content Page (Option A): This opens a CMS page and is not used for Record Producers.

Script (from Arguments) (Option B): This runs a custom script but does not link directly to a Record Producer.

HTML (from Arguments) (Option D): This is used for rendering custom HTML, not for linking to a Record Producer.

ServiceNow Developer Documentation on Modules and URL Arguments.

Question: 200

What occurs when an existing table is extended in ServiceNow?

- A. The new table inherits the functionality built into the parent table.
- B. The new table does not inherit any of the fields from the parent table.
- C. You must script and configure all required behaviors.
- D. The table's Access Controls are ignored when determining access to the new table's records and fields.

Answer: A

Explanation:

Table Extension in ServiceNow: Extending a table in ServiceNow means creating a child table based on a parent table. The child table inherits the fields, configurations, and functionality of the parent table.

What is Inherited:

Fields: All fields from the parent table are available in the child table.

Functionality: The child table benefits from any business logic or workflows defined for the parent table.

Access Controls: The child table respects the Access Control rules defined for the parent table unless explicitly overridden.

Why Other Options Are Incorrect:

Option B: This is incorrect because the new table does inherit fields from the parent table.

Option C: This is incorrect because you do not need to script or configure behaviors from scratch; they are inherited.

Option D: This is incorrect because Access Controls are not ignored; they still apply and can be extended or modified for the child table.

ServiceNow Developer Documentation on Table Inheritance.

Question: 201

When crafting a scoped application that contains flow actions, what is the application called?

- A. Spoke
- B. Flow
- C. Bundle
- D. Action

Answer: A

Explanation:

Definition of a Spoke: A "spoke" is a scoped application or component of an application that contains

Flow Designer actions and integrations. Spokes provide reusable functionality and are typically used to extend the capabilities of Flow Designer.

Why It's Called a Spoke:

Spokes are part of the ServiceNow Flow Designer framework.

They contain predefined actions that are reusable across multiple flows. For example, an "Email Spoke" might include actions for sending emails or managing email configurations.

Why Other Options Are Incorrect:

Option B (Flow): This refers to an individual flow, not the application containing reusable actions.

Option C (Bundle): There is no such term as "Bundle" specific to Flow Designer in ServiceNow.

Option D (Action): While flows contain actions, the scoped application that houses these actions is referred to as a spoke.

ServiceNow Developer Documentation on Flow Designer Spokes.

Question: 202

When creating an application through the Guided Application Creator, what are the options for creating a table? (Choose 3 answers)

- A. Link to external tables
- B. Create a table from scratch
- C. Create a table from a template
- D. Run import jobs
- E. Upload a spreadsheet
- F. Use API calls
- G. Extend a table

Answer: B,C,G

Explanation:

Options for Creating Tables in Guided Application Creator:

Create a table from scratch: This option allows you to define a completely new table with custom fields and configurations.

Create a table from a template: You can use predefined table templates to speed up table creation.

Templates often include pre-configured fields and settings.

Extend a table: This allows you to create a new table by inheriting fields and functionality from an existing table, enabling reuse and consistency.

Why Other Options Are Incorrect:

Option A (Link to external tables): Linking to external tables is not an option provided in the Guided Application Creator; external data is typically accessed through integration methods.

Option D (Run import jobs): Import jobs are used for data migration, not for table creation in the Guided Application Creator.

Option E (Upload a spreadsheet): While uploading a spreadsheet can create tables, this is a feature of Import Sets, not the Guided Application Creator.

Option F (Use API calls): API calls are for integration and not an option for creating tables directly in the Guided Application Creator.

ServiceNow Developer Documentation on Guided Application Creator.

Question: 203

What is a 'workflow context'?

- A. The business reason or process for which a workflow is designed
- B. A checked-out workflow that is being edited
- C. It is generated from a workflow version, executes activities, and follows transitions
- D. The table for which a workflow is defined, plus any conditions such as 'Active is true'

Answer: C

Explanation:

In ServiceNow, a workflow context refers to a specific instance of a workflow execution. When a workflow is initiated—whether by inserting or updating a record, triggering an event, or through scripts—the system creates a workflow context. This context is derived from a particular version of the workflow and is responsible for executing the defined activities and following the specified transitions within that workflow.

Key points about workflow context:

Instance of Execution: Each time a workflow runs, a new context is created to manage that specific execution instance. This allows multiple instances of the same workflow to operate independently and simultaneously.

Execution of Activities: The context manages the progression through the workflow's activities, ensuring that each step is executed in the defined order and under the specified conditions.

Tracking and Management: Workflow contexts enable administrators to monitor the state and progress of workflow executions. They provide visibility into which activities have been completed, which are pending, and any transitions that have occurred.

For example, if a workflow is designed to handle approval processes, each time an approval is initiated, a new workflow context is created to manage that particular approval instance. This context will track the approval's progress, manage notifications, and handle any branching logic defined in the workflow.

Reference: For more detailed information, please refer to the official ServiceNow documentation on [Workflow Contexts](#).

Question: 204

What is a characteristic of Modules?

- A. Every Module must be part of an Application Menu
- B. Modules cannot open forms or lists
- C. Every Module must be associated with a table
- D. Access to Modules is not controlled with roles

Answer: A

Explanation:

In ServiceNow, Modules are navigation elements that provide access to various parts of the platform, such as forms, lists, reports, or other application components. They are organized within Application Menus to create a structured and intuitive navigation hierarchy.

Key characteristics of Modules:

Part of Application Menus: Every module is contained within an application menu. This organization helps users navigate to different areas of the platform efficiently. For instance, the "Incident" application menu may contain modules like "Create New" or "All Incidents."

Functionality: Modules can open various elements, including forms, lists, reports, or URLs. This flexibility allows modules to direct users to specific records, filtered lists, or external resources.

Association with Tables: While many modules are associated with specific tables (e.g., a module that displays a list of incidents is associated with the "Incident" table), it's not a strict requirement. Some modules may link to external URLs or perform actions not directly tied to a table.

Access Control: Access to modules is controlled through roles. Administrators can define which user roles have visibility and access to specific modules, ensuring that users only see modules relevant to their responsibilities.

For example, a module named "Active Incidents" under the "Incident" application menu might display a list of all active incident records. Access to this module can be restricted to users with the "itil" role, ensuring that only authorized personnel can view active incidents.

Reference: For more detailed information, please refer to the official ServiceNow documentation on Application Menus and Modules.

Question: 205

What happens to the List view when a new field is added to an existing table?

- A. The new field is added at the end of the List
- B. A new List View is created with the new field
- C. The new field is added at the start of the List
- D. The new field is not added to the List view

Answer: D

Explanation:

In ServiceNow, when a new field is added to an existing table, it is not automatically included in any existing List views. List views are predefined configurations that determine which fields are displayed when viewing records in a list format. To display the new field in a List view, you must manually modify the List layout to include the field.

Steps to Add a New Field to a List View:

Navigate to the List Layout Configuration:

Go to the table's list view.

Right-click on the header row (where the column titles are displayed).

Select "Configure" and then "List Layout."

Add the New Field:

In the List Layout configuration, you'll see two columns: "Available" and "Selected."

Locate your new field in the "Available" column.

Use the arrow buttons to move the new field to the "Selected" column, placing it in the desired order.

Save the Configuration:

Click "Save" or "OK" to apply the changes.

The new field will now appear in the List view as configured.

Reference: For more detailed information, please refer to the official ServiceNow documentation on [Personalizing List Layouts](#).

Question: 206

Which methods can be used to install an application on a ServiceNow instance?

Choose 3 answers

- A. Import an application from an XML file
- B. Use the 'Install' button on the application record
- C. Install from the Google Play Store
- D. Download from Stack Overflow
- E. Install an application from the Application Repository
- F. Download and install a third-party application from the ServiceNow Store

Answer: A,E,F

Explanation:

ServiceNow provides several methods to install applications onto an instance, each suited to different scenarios:

Import an Application from an XML File (Option A):

Description: Developers can export an application as an XML file and then import it into another ServiceNow instance.

Use Case: This method is commonly used for moving applications between instances, such as from development to production.

Procedure:

Navigate to "System Applications" > "Applications."

Click on the "Import" button.

Upload the XML file of the application.

Reference: Importing and Exporting Applications

Install an Application from the Application Repository (Option E):

Description: The Application Repository is a centralized location within ServiceNow where developers can publish applications. Instances with the appropriate permissions can install these applications directly.

Use Case: Ideal for deploying custom applications across multiple instances within the same organization.

Procedure:

Navigate to "System Applications" > "All Available Applications" > "All."

Search for the desired application.

Click "Install" to add it to your instance.

Reference: Application Repository

Download and Install a Third-Party Application from the ServiceNow Store (Option F):

Description: The ServiceNow Store offers a marketplace of third-party applications that extend the platform's capabilities.

Use Case: When seeking pre-built solutions or integrations developed by third-party vendors.

Procedure:

Visit the ServiceNow Store.

Browse or search for the desired application.

Click "Get" or "Request App" to initiate the installation process.

Reference: ServiceNow Store

Incorrect Options:

Option B: Use the 'Install' button on the application record – This option is not a standard method for installing applications in ServiceNow. Applications are typically installed via the Application Repository, the ServiceNow Store, or by importing XML files.

Option C: Install from the Google Play Store – The Google Play Store is intended for Android applications and is not used for ServiceNow application installations.

Option D: Download from Stack Overflow – Stack Overflow is a platform for asking and answering programming questions and does not host ServiceNow applications for download.

Question: 207

What is the Endpoint when configuring a REST Message?

- A. The URI of the data to be accessed, queried, or modified
- B. The provider response indicates there is no data to send back
- C. The URI of the Webserver
- D. The command to the REST script to stop execution

Answer: A

Explanation:

In ServiceNow, when configuring a REST Message, the Endpoint specifies the URI (Uniform Resource Identifier) where the REST request is sent. This URI points to the resource on the external system that the REST message will interact with, whether it's to retrieve, update, create, or delete data.

Key Points:

Endpoint Definition: The Endpoint is a complete URL that includes the protocol (e.g., HTTP or HTTPS), the domain or IP address of the external server, and the specific path to the resource. For example:

`https://api.example.com/v1/resources.`

Dynamic Endpoints: ServiceNow allows the use of variables within the Endpoint URL, enabling dynamic substitution at runtime. This is useful when the exact resource path or parameters need to be determined during execution.

Configuration in ServiceNow:

Navigate to "System Web Services" > "Outbound" > "REST Message."

Create a new REST Message or select an existing one.

In the REST Message record, define the Endpoint URL in the "Endpoint" field.

Example Scenario:

If you are integrating ServiceNow with an external ticketing system to retrieve incident data, the Endpoint might be something like `https://api.ticketingsystem.com/incidents/{incident_id}`, where {incident_id} is a placeholder that gets replaced with the actual incident ID at runtime.

Reference: For more detailed information, please refer to the official ServiceNow documentation on Outbound REST Messages.

Question: 208

What occurs when an existing table is extended in ServiceNow?

- A. The new table inherits the functionality built into the parent table
- B. The parent table's Access Controls are ignored when determining access to the new table's records and fields
- C. The new table does not inherit any of the fields from the parent table
- D. You must script and configure all required behaviors

Answer: A

Explanation:

In ServiceNow, extending a table means creating a new table (child class) that inherits properties from an existing table (parent class). This inheritance includes fields, business logic, and other configurations, allowing for efficient reuse and customization.

Key Points:

Field Inheritance: The child table inherits all fields from the parent table. For example, if you extend the Task table, your new table will include fields like "short_description" and "priority."

Business Logic Inheritance: The child table also inherits business rules, client scripts, and other logic defined on the parent table, ensuring consistent behavior across related tables.

Access Controls: Access controls are not ignored; instead, the child table inherits the parent table's access controls. However, you can define additional access controls specific to the child table as needed.

Customization: While the child table inherits many properties, you can add new fields, scripts, and behaviors to tailor it to specific requirements without affecting the parent table.

Reference: For more detailed information, please refer to the official ServiceNow documentation on [Table Extension and Classes](#).

Question: 209

Which ATF test step is used to set up a specific user profile for testing purposes?

- A. Impersonation
- B. Create a role

C. Create a user

D. Create a group

Answer: A

Explanation:

In the Automated Test Framework (ATF) of ServiceNow, the "Impersonate" test step is used to simulate actions as a specific user. This is crucial for testing functionalities that depend on user roles, permissions, or specific user contexts.

Key Points:

Purpose: The "Impersonate" step allows the test to execute subsequent steps as if performed by the specified user, ensuring that role-based permissions and access controls are accurately tested.

Usage: To add an "Impersonate" step:

Open your test in ATF.

Click on "Add Test Step."

Select "Impersonate User."

Choose the user you want to impersonate for the test.

Considerations: Ensure that the user being impersonated has the necessary roles and permissions for the actions being tested. Additionally, be aware that impersonation affects both server-side and client-side operations during the test.

Reference: For more detailed information, please refer to the official ServiceNow documentation on Automated Test Framework Use Case: Test Basic Form Operations.

Question: 210

Which database operations can be controlled with Access Control?

Choose 2 answers

A. Execute

B. Create

C. Update

D. Query

Answer: B,C

Explanation:

In ServiceNow, Access Controls (ACLs) are used to manage permissions for various database operations on tables and their records. The primary operations that can be controlled include:

Create:

Description: Permission to insert new records into a table.

Control: ACLs can be defined to allow or deny users the ability to create records based on roles, conditions, or scripts.

Update:

Description: Permission to modify existing records in a table.

Control: ACLs can restrict who can update records, ensuring that only authorized users can make changes.

Other Operations:

Read: Controls the ability to view records in a table.

Delete: Manages the permission to remove records from a table.

Incorrect Options:

Execute: Not a standard database operation controlled by ACLs in ServiceNow.

Query: While querying is part of the read operation, ACLs specifically control the read access rather than the query process itself.

Reference: For more detailed information, please refer to the official ServiceNow documentation on Access Control Rules.

Question: 211

In a privately-scoped application, which methods are used for logging messages in server-side scripts?

Choose 2 answers

A. `gs.debug()`

B. `gs.logError()`

C. `gs.error()`

D. `gs.warn()`

E. `gs.log()`

Answer: A,C

Explanation:

In ServiceNow, when developing within a privately-scoped application, certain logging methods are recommended for use in server-side scripts to ensure proper logging and debugging. The `GlideSystem (gs)` object provides several methods for this purpose:

`gs.debug():`

Description: Logs messages at the "Debug" level.

Usage: `gs.debug('Debug message here');`

Purpose: Useful for logging detailed information during development and troubleshooting. These messages are typically only visible when the system's logging level is set to "Debug."

`gs.error():`

Description: Logs messages at the "Error" level.

Usage: `gs.error('Error message here');`

Purpose: Used to log error messages that indicate a problem that might still allow the application to continue running.

`gs.warn():`

Description: Logs messages at the "Warning" level.

Usage: `gs.warn('Warning message here');`

Purpose: Used to log potentially harmful situations that are not necessarily errors but may require attention.

`gs.info():`

Description: Logs messages at the "Information" level.

Usage: `gs.info('Information message here');`

Purpose: Used to log informational messages that highlight the progress of the application at a coarse-

grained level.

Deprecated or Unsupported Methods in Scoped Applications:

gs.log():

Description: This method is not supported in scoped applications. It is restricted to the global scope and is not accessible from a private scope. Therefore, it should be avoided in privately-scoped applications.

Reference: Logging for Scoped Applications - ServiceNow Elite

gs.logError():

Description: This method is not a standard GlideSystem logging method in ServiceNow. The appropriate method to log errors is `gs.error()`.

Reference: For more detailed information, please refer to the official ServiceNow documentation on [Scoped GlideSystem Logging Methods](#).

Question: 212

Which one of the following is the correct Link Type to select when creating a module that opens the Record Producer for a user rather than the ServiceNow form?

- A. HTML (from Arguments)
- B. URL (from Arguments)
- C. Content Page
- D. Script (from Arguments)

Answer: B

Explanation:

In ServiceNow, to create a module that directs users to a Record Producer (a simplified form for creating records), you should use the "URL (from Arguments)" Link Type. This configuration allows you to specify a direct link to the Record Producer.

Steps to Configure:

Navigate to Module Creation:

Go to the Application Menu where you want to add the module.

Click on "Edit Application Menu" and then "New Module."

Set Link Type:

In the module's configuration, set the Link Type to "URL (from Arguments)."

Define the URL:

In the Arguments field, provide the URL to the Record Producer. The URL typically follows this pattern:

arduino

CopyEdit

```
servicenow_instance_url/com.glideapp.servicecatalog_cat_item_view.do?sysparm_id=record_producer_sys_id
```

Replace servicenow_instance_url with your instance's URL and record_producer_sys_id with the sys_id of the Record Producer.

Explanation of Other Options:

HTML (from Arguments): Used to display custom HTML content. Not suitable for linking directly to Record Producers.

Content Page: Used to display predefined content pages within ServiceNow. Not applicable for direct Record Producer links.

Script (from Arguments): Allows execution of a script to determine the module's behavior. This is more complex and unnecessary for simply linking to a Record Producer.

Reference: For more detailed information, please refer to the official ServiceNow documentation on Creating Modules.

Question: 213

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

Choose 3 answers

- A. Extend a table
- B. Link to external tables
- C. Upload a spreadsheet
- D. Create a table from a template

- E. Use APIs
- F. Run import jobs
- G. Create a table from scratch

Answer: A,C,G

Explanation:

The Guided Application Creator in ServiceNow provides several methods for creating tables within a new application. These options cater to different requirements and data sources:

Extend a Table (Option A):

Description: Create a new table that inherits fields and behaviors from

Question: 214

Which items are valid UI Action types in ServiceNow?

Choose 3 answers

- A. List Banner Button
- B. Form Button
- C. Form Choice
- D. Record Navigation Button
- E. List Choice
- F. Workflow Action

Answer: A,B,D

Explanation:

In ServiceNow, UI Actions are elements such as buttons, links, and context menu items that allow users to perform actions on records or lists. The three valid UI Action types are:

1. List Banner Button (Option A)

Description: A button that appears in the list view header, allowing users to trigger an action affecting multiple records at once.

Example: A "Bulk Approve" button that processes selected records.

2. Form Button (Option B)

Description: A button that appears on a form, allowing users to trigger actions related to the current record.

Example: A "Submit for Approval" button on an incident form.

3. Record Navigation Button (Option D)

Description: A button that helps users navigate between related records.

Example: A "Go to Parent Record" button that redirects users to a linked record.

Incorrect Options:

Form Choice (Option C):

Not a UI Action type. Choices are typically used in choice fields (dropdowns) rather than UI actions.

List Choice (Option E):

Not a valid UI Action type. Similar to "Form Choice," it pertains to field options rather than UI elements.

Workflow Action (Option F):

Workflows are process automation tools, not UI Actions. They are not directly related to buttons or links that users interact with.

Reference: For more details, see the official ServiceNow documentation on UI Actions.

Question: 215

Which determines the relationships between fields in an Import Set table to fields in an existing ServiceNow table?

- A. Business Service Management Map
- B. Data Sources
- C. Transform Map

D. Schema Map Relationship Builder

Answer: C

Explanation:

In ServiceNow, when importing data from external sources, the data is first loaded into an Import Set table, which acts as a staging area. To move this data into an existing ServiceNow table (known as the target table), a Transform Map is used. A Transform Map is a set of field mappings that define the relationships between fields in the Import Set table and fields in the target table. This mapping ensures that data is accurately transformed and transferred to the correct fields in the target table during the import process. Therefore, the correct answer is C. Transform Map.

The other options are not related to this specific function:

A . Business Service Management Map: This is not a standard term used in the context of data import and transformation in ServiceNow.

B . Data Sources: These define the origin of the data being imported but do not handle the field mapping between Import Set tables and target tables.

D . Schema Map Relationship Builder: This tool visualizes the relationships between tables in the database schema but is not used for mapping fields during data transformation.

For more detailed information, refer to the official ServiceNow documentation on Transform Maps.

Question: 216

In a privately-scoped application, which methods are used for logging messages in server-side scripts?
(Choose 2 answers)

A. `gs.log()`

B. `gs.error()`

C. `gs.debug()`

D. `gs.logError()`

E. `gs.info()`

Answer: A,E

Explanation:

In ServiceNow, the GlideSystem (gs) object provides several methods for logging messages in serverside scripts. In a privately-scoped application, the following methods are commonly used:

A . gs.log(): This method logs a message to the system log (syslog table). It is a general-purpose logging method that allows developers to record informational messages.

E . gs.info(): This method logs informational messages to the system log. It is functionally similar to gs.log() but is specifically intended for informational messages.

The other options are not standard methods provided by the GlideSystem object:

B . gs.error(): This method does not exist in the GlideSystem API.

C . gs.debug(): This method does not exist in the GlideSystem API.

D . gs.logError(): This method does not exist in the GlideSystem API.

For more detailed information, refer to the official ServiceNow documentation on the GlideSystem API.

Question: 217

What is the Event Registry?

A. A table containing a record for every Event known to the ServiceNow system which allows ServiceNow to react when Events are generated

B. The Event Log which lists all Events that have been generated

C. A Workflow which is launched every time an Event is generated; used to debug Events

D. The method used in server-side scripts to generate Events and pass parameters

Answer: A

Explanation:

In ServiceNow, the Event Registry is a table that contains a record for every event recognized by the system. It allows ServiceNow to respond when these events are generated. By registering events, the system can automate activities such as triggering notifications or executing script actions when specific events occur.

Therefore, the correct answer is A.

The other options are not accurate descriptions of the Event Registry:

B . The Event Log which lists all Events that have been generated: This describes the Event Log, not the Event Registry.

C . A Workflow which is launched every time an Event is generated; used to debug Events: This is not how the Event Registry functions.

D . The method used in server-side scripts to generate Events and pass parameters: This describes the `gs.eventQueue()` method, not the Event Registry.

For more detailed information, refer to the official ServiceNow documentation on the Event Registry.

Question: 218

Identify the ways an application can respond to an Event generated by the `gs.eventQueue()` method. (Choose 2 answers)

- A. UI Policy
- B. Email Notification
- C. Client Script
- D. Scheduled Script Execution (Scheduled Job)
- E. Script Action

Answer: B,E

Explanation:

In ServiceNow, when an event is generated using the `gs.eventQueue()` method, the system can respond in several ways:

B . Email Notification: Events can trigger email notifications. By associating an event with a notification, the system can send emails to specified recipients when the event occurs.

E . Script Action: Script Actions are server-side scripts that execute in response to events. They allow developers to define custom behaviors that should occur when specific events are fired.

The other options are not appropriate responses to events generated by `gs.eventQueue()`:

A . UI Policy: UI Policies are used to dynamically change the behavior of fields on forms in the user interface and are not triggered by events.

C . Client Script: Client Scripts run on the client side (in the user's browser) and are not directly triggered by server-side events.

D . Scheduled Script Execution (Scheduled Job): Scheduled Jobs are scripts that run at specified times OR intervals and are not triggered by events.

For more detailed information, refer to the official ServiceNow documentation on Responding to Events.

Question: 219

How does the Application Picker interact with Application Scope in ServiceNow?

- A. Selecting Global in the Application Picker sets the Application Scope to Incident.
- B. Global is a reserved application which does not appear in the Application Picker.
- C. Selecting an application from the Application Picker does not set the Application Scope.
- D. Selecting an application from the Application Picker sets the Application Scope.

Answer: D

Explanation:

In ServiceNow, the Application Picker is a tool that allows developers to select the active application scope.

When an application is selected from the Application Picker, it sets the Application Scope to that application. This means that any configurations, scripts, or customizations made will be associated with the selected application's scope. Therefore, the correct answer is D.

The other options are incorrect:

- A . Selecting Global in the Application Picker sets the Application Scope to Incident: Selecting "Global" sets the scope to the global application, not specifically to Incident.
- B . Global is a reserved application which does not appear in the Application Picker: The Global application does appear in the Application Picker and can be selected.
- C . Selecting an application from the Application Picker does not set the Application Scope: Selecting an application does set the Application Scope.

For more detailed information, refer to the official ServiceNow documentation on Application Scope.

Question: 220

Which items are valid UI Action types in ServiceNow? (Choose 3 answers)

- A. Workflow action

C. Form choice

D. Form button

E. List banner button

Answer: C,D,E

Explanation:

In ServiceNow, UI Actions are elements that make the user interface more interactive and tailored to user activities. They can appear as buttons, links, or context menu items on forms and lists. The valid types of UI Actions include:

C . Form choice: These are UI Actions that appear as choices in form context menus, allowing users to perform specific actions related to the form.

D . Form button: These are buttons that appear on forms, enabling users to execute defined actions directly from the form view.

E . List banner button: These are buttons that appear in the list view's banner, providing actions that can be performed on the list or selected records.

The other options are not standard UI Action types:

A . Workflow action: While workflows can include actions, "Workflow action" is not a defined UI Action type in ServiceNow.

B . Record navigation button: This is not a standard term used for UI Action types in ServiceNow.

Question: 221

Which options are strategies for debugging client-side scripts?

Choose 2 answers

A. `gs.addErrorMessage()`

B. `g_form.addInfoMessage()`

C. `jslog()`

D. `gs.log()`

Answer: B,C

Explanation:

Debugging client-side scripts in ServiceNow involves utilizing tools and methods that operate within the user's browser environment, as client-side scripts execute there.

A . `gs.addErrorMessage()`: This function is used in server-side scripts to add error messages to the session and is not applicable for client-side debugging.

B . `g_form.addInfoMessage()`: This client-side function displays informational messages to the user on the form. While primarily used for user communication, it can aid in debugging by confirming the execution of certain script sections.

C . `jslog()`: This function logs messages to the JavaScript log, which can be viewed using browser developer tools. It's a valuable tool for debugging client-side scripts by providing runtime information.

servicenow.com

D . `gs.log()`: This function logs messages on the server side and is not available in client-side scripting.

Additionally, developers can use the debugger; statement within their client-side scripts. When the browser's developer tools are open, encountering this statement will pause script execution, allowing for step-by-step inspection.

Question: 222

Which one of the following is the correct Link Type to select when creating a module that opens the Record Producer UI for a user rather than the ServiceNow form UI?

- A. URL (from Arguments:)
- B. HTML (from Arguments:)
- C. Script (from Arguments:)
- D. Content Page

Answer: A

Explanation:

In ServiceNow, a Record Producer is a specific type of catalog item that enables users to create taskbased records through a simplified interface.

servicenow.com

To create a module that directs users to a Record Producer UI:

Link Type Selection: Choose "URL (from Arguments:)" as the Link Type. This option allows you to specify a direct URL, enabling the module to open the desired Record Producer interface.

URL Configuration: In the "Arguments" field, input the URL that points directly to the Record Producer. This URL typically follows the format:

```
/record_producer.do?sys_id=<sys_id_of_record_producer>
```

Replace <sys_id_of_record_producer> with the actual sys_id of the Record Producer you intend to open.

By configuring the module this way, users accessing it will be presented with the Record Producer's user-friendly interface, facilitating the creation of new records without navigating through the standard form UI.

Question: 223

Can inherited fields be deleted from a table?

- A. No, inherited fields cannot be deleted from a child table
- B. Yes, but only if they are text fields
- C. Yes, select the red X in the left-most column in the table definition
- D. Yes, but only if there has never been any saved field data

Answer: A

Explanation:

In ServiceNow, tables can extend other tables, inheriting all fields and functionalities from the parent table. These inherited fields are integral to the structure and behavior of the child table.

A. No, inherited fields cannot be deleted from a child table: This is correct. Inherited fields are part of the child table's schema due to its extension of the parent table. Removing these fields would disrupt the inherent structure and relationships defined by the table hierarchy.

B. Yes, but only if they are text fields: This is incorrect. The data type of the field does not permit the deletion of inherited fields.

C. Yes, select the red X in the left-most column in the table definition: This is incorrect. Inherited fields do not have a delete (red X) option in the table definition, as they are not directly created on the child table.

D . Yes, but only if there has never been any saved field data: This is incorrect. The presence or absence of data does not affect the ability to delete inherited fields.

To modify the structure of inherited fields, consider the following approaches:

Field Visibility: Use client scripts or UI policies to hide the inherited fields on forms where they are not needed.

This approach maintains data integrity while tailoring the user interface to specific requirements.

Form Layout Configuration: Adjust the form layout to remove inherited fields from specific views, ensuring they are not displayed to users in contexts where they are irrelevant.

These methods allow customization of the user experience without altering the underlying table schema or violating the inheritance principles established in the data model.

Question: 224

Which are valid caller access field options?

Choose 3 answers

- A. Caller Tracking
- B. Accessible from
- C. None
- D. Allow Configuration
- E. Caller Restriction
- F. Caller Permission

Answer: A,C,E

Explanation:

In ServiceNow, the Caller Access field is used to define the level of access that external scripts or

applications have to a particular script include or application resource. The valid options for the Caller Access field are:

None: No special restrictions are applied; the resource is accessible as defined by other security settings.

Caller Restriction: Limits access to the resource, allowing only specified callers or applications to invoke it.

Caller Tracking: Enables tracking of which callers are accessing the resource, providing an audit trail for monitoring purposes.

Options such as "Accessible from," "Allow Configuration," and "Caller Permission" are not valid selections for the Caller Access field.

For more detailed information, refer to the official ServiceNow documentation on Restricted Caller Access Privileges.

Question: 225

Which items are valid UI Action types in ServiceNow?

Choose 3 answers

- A. Workflow action
- B. List choice
- C. List banner button
- D. Form choice
- E. Form button
- F. Record navigation button

Answer: C,E,F

Explanation:

In ServiceNow, UI Actions are elements that facilitate user interaction within the platform, enabling users to perform specific actions such as form submissions, record updates, or triggering workflows. The valid types of UI Actions include:

Form Button: A button displayed on a form that, when clicked, executes a defined action.

Form Context Menu: An option added to the context menu of a form, providing additional actions related to the form's record.

Form Link: A hyperlink on a form that directs users to another page or executes a script.

List Banner Button: A button displayed in the banner area of a list, allowing actions to be performed on multiple records simultaneously.

List Choice: An option added to the list context menu for individual records, enabling actions on a selected record.

List Link: A hyperlink in a list that directs users to another page or executes a script.

Record Navigation Button: Buttons that facilitate navigation between records, such as Next and Previous buttons.

Options like "Workflow action" and "Form choice" are not recognized as standard UI Action types in ServiceNow.

For comprehensive details, refer to the official ServiceNow documentation on UI Actions.

Question: 226

How does the Application Picker interact with Application Scope in ServiceNow?

- A. Selecting Global in the Application Picker sets the Application Scope to Incident.
- B. Global is a reserved application that does not appear in the Application Picker.
- C. Selecting an application from the Application Picker sets the Application Scope.
- D. Selecting an application from the Application Picker does not set the Application Scope.

Answer: C

Explanation:

In ServiceNow, the Application Picker is a user interface element that allows developers to select the active application they are working on. The selected application determines the Application Scope, which defines the boundaries within which application artifacts (like tables, scripts, and UI components) reside and operate.

A . Selecting Global in the Application Picker sets the Application Scope to Incident: This is incorrect. Selecting "Global" sets the scope to the global application, not specifically to the Incident

application.

B . Global is a reserved application that does not appear in the Application Picker: This is incorrect. The "Global" application is available in the Application Picker and represents the global scope.

C . Selecting an application from the Application Picker sets the Application Scope: This is correct. Choosing an application from the Application Picker establishes that application's scope as the **current context** for development and configuration.

D . Selecting an application from the Application Picker does not set the Application Scope: This is incorrect. The Application Picker directly influences the current Application Scope.

For more information, refer to the official ServiceNow documentation on Application Scope.

For a visual demonstration of restricting access to your ServiceNow application, you may find the **following video** helpful:

Restricting Access to your ServiceNow App

Question: 227

What field type would you select if you want to query records from another table on a form?

- A. Use the Date field type.
- B. Use the Phone Number field type.
- C. Use the String field type.
- D. Use the Reference field type.

Answer: D

Explanation:

In ServiceNow, to include data from another table within a form, the Reference field type is utilized. A Reference field creates a relationship between the current table and another table by storing a reference to a record in the target table. This allows users to select a record from the referenced table and display related information seamlessly within the form.

A . Use the Date field type: This is incorrect. The Date field type is designed to store date values and **DOES NOT** facilitate referencing records from other tables.

B . Use the Phone Number field type: This is incorrect. The Phone Number field type is intended for

storing phone number data and does not support referencing other table records.

C . Use the String field type: This is incorrect. The String field type stores text data and does not inherently provide functionality to reference records from other tables.

D . Use the Reference field type: This is correct. The Reference field type is specifically designed to create a link to a record in another table, enabling the incorporation of related data into the form.

For example, in the Incident table, the "Caller" field is a reference to the User [sys_user] table, allowing the selection of a user as the caller for the incident. This setup ensures data consistency and leverages existing records without data duplication.

For more detailed information, refer to the official ServiceNow documentation on Reference Fields.

Question: 228

When debugging Email Notifications, what must you check on a user record?

Choose 2 answers

A. The Email field must have a valid value.

B. The user must not be locked out.

C. The First name and Last name fields must have values.

D. Active must be true.

E. Delegation must be enabled.

Answer: A,D

Explanation:

Ensuring that users receive email notifications in ServiceNow requires verifying specific attributes on the user record:

A . The Email field must have a valid value: This is correct. The Email field should contain a valid email address, as notifications are sent to the address specified in this field.

B . The user must not be locked out: While it's important for user access, being locked out does not directly impact the sending of email notifications.

C . The First name and Last name fields must have values: These fields are for identification purposes and do not affect email notification delivery.

D . Active must be true: This is correct. Only active users are eligible to receive email notifications. If a user is marked as inactive, notifications will not be sent to them.

E . Delegation must be enabled: Delegation pertains to assigning responsibilities to another user and does not influence the receipt of email notifications.

For effective email notification delivery, always ensure that the user's Email field contains a valid address and that the Active field is set to true.

Question: 229

Which database operations can be controlled with Application Access? (Choose 2 answers)

- A. Update
- B. Create
- C. Execute
- D. Query

Answer: B,D

Explanation:

Application Access settings in ServiceNow control which operations are permitted on a table by other applications. The following operations can be restricted:

Query (A) - Valid: Controls whether other applications can read (query) records from the table.

Create (B) - Valid: Determines whether other applications can add new records to the table.

Execute (C) - Incorrect: No such operation exists for Application Access.

Update (D) - Incorrect: "Update" permissions are controlled through Access Control Lists (ACLs), not Application Access settings.

Reference: ServiceNow Application Access Control

Question: 230

You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on another instance, you want Table A's records to be installed as part of the application. Table A's records will be installed when:

- A. Table A is active and extends the Task table.
- B. Table A has an automatic number counter for new records and the table property "Include data" is set to true.
- C. Table A's records are added to the application record using the "Create Application Files" feature.
- D. Table A is not included in the System Clone > Exclude Tables list.

Answer: C

Explanation:

To include specific records from a table (often referred to as seed data) when distributing an application in ServiceNow, developers must add these records to the application as application files. This ensures that when the application is installed on another instance, the specified records are included.

Option C is correct because using the "Create Application Files" feature allows developers to select specific records to include in the application package. This process creates application files for the selected records, ensuring they are installed along with the application on other instances.

Options A, B, and D are incorrect:

A: The activation status of Table A and whether it extends the Task table do not determine whether its records are included during installation.

B: Having an automatic number counter and setting a table property do not control the inclusion of records in the application package.

D: The System Clone > Exclude Tables list pertains to cloning operations and does not affect application installation.

For detailed guidance on including table records in application deployments, refer to the official ServiceNow documentation:

SERVICENOW.COM

Question: 231

What are Application Files in a ServiceNow application?

- A. XML exports of an application's Update Set.
- B. CSV files containing data imported into an application.
- C. ServiceNow artifacts comprising an application.
- D. An XML export of an application's table records.

Answer: C

Explanation:

In ServiceNow, Application Files are configuration records that define the various components and logic that constitute an application. These include artifacts such as:

Business Rules

Client Scripts

UI Actions

Script Includes

Tables and Fields

Workflows

These artifacts collectively define the functionality and behavior of the application. When an application is developed, ServiceNow automatically creates and manages these Application Files to represent the application's components.

Option C is correct because Application Files are the fundamental building blocks that comprise a ServiceNow application, representing its various components and configurations.

Options A, B, and D are incorrect:

A: XML exports of an Update Set represent changes made to an instance but are not synonymous with Application Files.

B: CSV files are typically used for data import/export and do not represent the configuration components of an application.

D: An XML export of table records pertains to data within a table, not the configuration artifacts that define application behavior.

Question: 232

Which actions can a Business Rule take without scripting?

- A. Set field values and query the database
- B. Set field values and add message
- C. Set field values and write to the system log
- D. Set field values and generate an event

Answer: B

Explanation:

In ServiceNow, Business Rules are server-side scripts that execute whenever a record is inserted, updated, deleted, or queried. However, certain actions can be configured without writing any script, using the Business Rule's user interface options.

The primary actions that can be configured without scripting are:

Set field values: This allows administrators to specify new values for fields when the Business Rule conditions are met. This is configured in the "Actions" tab of the Business Rule form, where specific fields and their desired values can be set without any scripting.

Add message: Administrators can configure a message to be displayed to the user when the Business Rule executes. This is done by selecting the "Add message" checkbox and providing the desired message text.

Options C (Set field values and write to the system log) and D (Set field values and generate an event) would require scripting. Writing to the system log involves using server-side APIs like `gs.log()`, and generating an event requires calling event generation methods—both necessitate scripting.

For more detailed information, refer to the official ServiceNow documentation on Business Rules:

[servicenow.com](https://www.servicenow.com)

Question: 233

Which of the following statements must evaluate to true for a user to pass an Access Control? (Choose 3 answers)

- A. The user must be granted access through a business rule.
- B. Conditions configured in the Access Control must evaluate to true.
- C. The user has one of the roles specified in the Required roles related list.
- D. Other matching Access Controls for the record evaluate to true.

E. Scripts configured in the Access Control must evaluate to true.

Answer: B,C,E

Explanation:

In ServiceNow, Access Controls (ACLs) determine the permissions required for users to access or modify data. For a user to pass an Access Control, the following conditions must be met:

Conditions configured in the Access Control must evaluate to true: Access Controls can have specific conditions set in the "Condition" field. These conditions are evaluated against the current record, and must return true for the Access Control to grant access.

The user has one of the roles specified in the Required roles related list: Access Controls can specify certain roles that a user must possess to gain access. If the user holds at least one of these roles, this criterion is satisfied.

Scripts configured in the Access Control must evaluate to true: Access Controls can include scripts that perform more granular checks. The script must execute without errors and return true for the user to pass the Access Control.

Option A is incorrect because Business Rules do not grant access; they are server-side scripts that execute based on record operations but do not control security permissions.

Option D is misleading. Each Access Control is evaluated independently. While multiple Access Controls can apply to a single operation, passing one does not inherently grant access unless it is the most specific match.

For more detailed information, refer to the official ServiceNow documentation on Access Controls:

[servicenow.com](https://www.servicenow.com)

Question: 234

Application developers can specify which ServiceNow page a user sees after submitting a new record using the Record Producer UI. How is the page specified?

- A. Configure the page in the Module that opens the Record Producer.
- B. Write a script in the Record Producer's Script field: `producer.redirect = '<URL>;'`.
- C. Create an application property to store the URL.
- D. Write an after Business Rule script for the Record Producer's table: `window.redirect = '<URL>;'`.

Answer: B

Explanation:

In ServiceNow, a Record Producer allows users to create records in a specific table through the Service Catalog.

After a user submits a Record Producer, developers may want to redirect the user to a specific page. This can be achieved by setting the producer.redirect property within the Script field of the Record Producer.

For example:

```
javascript
```

CopyEdit

```
producer.redirect = 'incident.do?sys_id=' + current.sys_id;
```

This script redirects the user to the newly created incident record after submission.

Option A is incorrect because configuring the module that opens the Record Producer does not control the post-submission behavior.

Option C is unnecessary for simple redirection purposes; creating an application property to store the URL adds unnecessary complexity.

Option D is incorrect because using window.redirect in a Business Rule is not appropriate; Business Rules run on the server side and do not have access to the client-side

Question: 235

Once an application is ready to share, which of the following methods of publishing are supported by ServiceNow? (Choose 3 answers)

- A. Publish to a spreadsheet
- B. Publish to an application repository
- C. Publish to the ServiceNow Store
- D. Publish to a local USB device
- E. Publish to an update set
- F. Publish to a local drive

Answer: B,C,E

Explanation:

ServiceNow provides several methods for developers to publish and share applications once they are ready for distribution. The supported methods include:

Publish to an application repository: This method allows developers to publish their applications to a centralized repository, enabling easy distribution and installation across multiple ServiceNow instances. The application repository serves as a hub where applications can be stored and accessed by other instances.

snowunderground.com

Publish to the ServiceNow Store: Developers can submit their applications to the ServiceNow Store, a marketplace where applications are reviewed, certified, and made available to all ServiceNow customers.

Publishing to the Store involves a certification process to ensure the application meets ServiceNow's standards.

support.servicenow.com

Publish to an update set: An update set is a container for capturing configuration changes in ServiceNow. Developers can publish applications to an update set, which can then be moved between instances, allowing for the transfer of application configurations and customizations.

servicenow.com

Options A (Publish to a spreadsheet), D (Publish to a local USB device), and F (Publish to a local drive) are not supported methods for publishing applications in ServiceNow. These options do not align with the platform's mechanisms for application distribution and deployment.

Question: 236

Identify characteristic(s) of a Record Producer. (Choose 3 answers)

- A. All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
- B. Graphics can be included on the user interface.
- C. They must be scripted.
- D. Each field prompts the user with a question rather than a field label.
- E. You can script behaviors of fields in the user interface.

Answer: B,D,E

Explanation:

A Record Producer in ServiceNow is a specific type of catalog item that enables users to create records in a

particular table through a simplified interface. They are often used to allow users to create task-based records, such as incidents or change requests, from the Service Catalog.

servicenow.com

Key characteristics of Record Producers include:

Graphics can be included on the user interface: Developers can enhance the user experience by adding images or icons to the Record Producer form, making it more intuitive and visually appealing.

Each field prompts the user with a question rather than a field label: Instead of standard field labels, Record Producers can present fields as questions to guide users in providing the necessary information. This approach makes the form more user-friendly and context-specific.

You can script behaviors of fields in the user interface: Developers have the flexibility to add clientside scripts to control the behavior of fields on the Record Producer form. This capability allows for dynamic interactions, such as showing or hiding fields based on user input or pre-populating fields with specific data.

Option A is incorrect because records created by a Record Producer are inserted into the table specified during its configuration, not necessarily the Requested Item [sc_req_item] table. Option C is incorrect because scripting is not mandatory for Record Producers; they can function without additional scripting, although scripting can be used to enhance functionality when needed.

Question: 237

Which server-side API debug log method is available for scoped applications?

- A. `gs.log()`
- B. `gs.print()`
- C. `gs.info()`
- D. `gs.debugLog()`

Answer: C

Explanation:

In ServiceNow, the `gs` object provides a range of methods for logging messages on the server side. However, the availability of these methods can vary depending on whether the application is global or scoped.

`gs.info()`: This method is available in scoped applications and is used to log informational messages to the system log. It provides a way to record general information during script execution.

Options A (`gs.log()`), B (`gs.print()`), and D (`gs.debugLog()`) are not available in scoped applications. These methods are either restricted to global applications or do not exist in the ServiceNow API.

For more detailed information, refer to the official ServiceNow documentation on server-side scripting:

Question: 238

Which one of the following is a benefit of creating an Application Properties page for each application you develop?

- A. An Application Properties page is a common landing page for an application.
- B. Application users know to go to the Application Properties page to change the appearance of an application.
- C. Application Properties allow a developer to override the application properties inherited from ServiceNow.
- D. Application Properties allow a developer or admin to make changes to an application's behavior without modifying application artifacts.

Answer: D

Explanation:

Creating an Application Properties page in ServiceNow provides a centralized location where developers or administrators can configure settings that influence the behavior of an application. This approach offers several benefits:

Dynamic Configuration: By exposing certain parameters through an Application Properties page, administrators can adjust the application's behavior in response to changing requirements or

environments without altering the underlying code or application artifacts.

Simplified Maintenance: Having a dedicated properties page reduces the need for direct modifications to scripts or configurations, thereby minimizing the risk of introducing errors. It also streamlines the process of updating settings, as changes can be made through the user interface.

Enhanced Flexibility: Developers can design applications with configurable options, allowing for greater adaptability across different

Question: 239

For Application Access, there is a configuration option called "Allow access to this table via web services."

Which one of the following statements is true when this option is selected?

- A. Even when not selected, users with the correct permissions can use web services to access the table's records.
- B. The user performing the query via web services must have the correct permissions to access the table's records.
- C. This option restricts access only to SOAP web services but does not apply to REST.
- D. This option restricts the ability to delete records via web services, but records can always be read.

Answer: B

Explanation:

In ServiceNow, the "Allow access to this table via web services" option within the Application Access settings determines whether the table can be accessed through web service protocols, such as REST and SOAP. When this option is selected, it permits the table to be accessible via web services; however, it does not override existing permissions. The user or system making the web service request must still have the appropriate permissions (such as roles and access controls) to perform operations on the table's records.

Option A: Incorrect. If the "Allow access to this table via web services" option is not selected, the table is not accessible via web services, regardless of user permissions.

Option B: Correct. Enabling this option allows the table to be accessed via web services, but the user must have the correct permissions to access the table's records.

Option C: Incorrect. This option applies to all web service protocols, including both SOAP and REST.

Option D: Incorrect. This option controls overall web service access to the table; specific operations

(create, read, update, delete) are governed by user permissions and access controls.

Question: 240

What functionality is supported by Flow Designer?

- A. Flows can be "Run as" security_admin.
- B. Flows can trigger off a record being deleted.
- C. Call a subflow from a flow.
- D. The role flow_operator can create and edit flows.

Answer: C

Explanation:

Question: 241

What intuitive development interface guides users through the initial application development process?

- A. ServiceNow Studio
- B. Guided Application Creator
- C. Flow Designer
- D. Guided Tour Designer

Answer: B

Explanation:

Question: 242

An application called My App has a table, MyAppTable, with the following Application Access configuration:

Accessible from: All application scopes

Can read: Selected

Can delete: Not selected

Allow configuration: Selected

Which of the following is true based on this configuration?

- A. Any application developer can write a Business Rule which successfully deletes all records from the MyAppTable
- B. An application developer working in another privately scoped application can write a Business Rule for the MyAppTable which successfully deletes all records
- C. No Business Rule can be written which successfully deletes all records from the MyAppTable
- D. An application developer working in the My App scope can write a Business Rule for the MyAppTable which successfully deletes all records from the MyAppTable

Answer: C

Explanation:

Question: 243

What is the GlideForm Client-side scripting object?

- A. gs_form
- B. gs.form
- C. sn.form
- D. g_form

Answer: D

Explanation:

Question: 244

Which client-side scripts apply to Record Producers? (Choose 2 answers)

- A. Fix Scripts
- B. Catalog Client Scripts
- C. Catalog UI Policies
- D. Record Producer Policies

E. UI Scripts

Answer: B,C

Explanation:

Question: 245

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. ItemCountry, Number
- B. Only ItemName, ItemQty
- C. ItemName, ItemQty, and ItemCountry
- D. Only ItemCountry

Answer: C

Explanation:

Question: 246

Which of the following is true about g_scratchpad?

Choose 2 answers

- A. Has default properties passed by client-side scripts
- B. Does not exist on the mobile platform
- C. Used to push information from the server to the client
- D. Has constructors and methods

Answer: C,D

Explanation:

Question: 247

What records are used to track cross-scope applications that request access to an application?

- A. Caller tracking records
- B. Restricted caller access records
- C. Cross-scope access records
- D. Access control level records

Answer: B

Explanation:

Question: 248

When troubleshooting and debugging notifications, where do you navigate to see if an email was sent in response to an event?

- A. System Logs > Push Notifications
- B. System Logs > ICE Logs
- C. System Logs > Emails
- D. System Logs > Events

Answer: C

Explanation:

Question: 249

What is the purpose of the coalesce field when importing data?

- A. When a match is found, a new record is inserted
- B. To determine if a record matches an existing record or is a new record
- C. If a match is not found, the existing record is updated
- D. To identify and merge duplicate records

Answer: B

Explanation:

Question: 250

Which one of the following is true about client-side scripted security?

- A. Client-side scripts have access to both the GlideSystem (gs) and GlideUser (g_user) methods
- B. Client-side scripts have access to the GlideUser (g_user) methods
- C. Client-side scripts have no access to user methods
- D. Client-side scripts have access to the GlideSystem (gs) user methods

Answer: B

Explanation:

Question: 251

Which of the following objects does a Before Business Rule have access to in a script?

- A. current
- B. previous
- C. GlideRecord
- D. All of the above

Answer: B

Explanation:

Question: 252

What data types of Flow Variables are supported to store record data?

Choose 3 answers

- A. Array
- B. Choice
- C. Integer
- D. String

E. Date

Explanation:

Answer: A, B