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QUESTION 1

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

A. XML feed

B. Local database

C. LDAP

D. SSO

E. FTP authentication

Correct Answer: BCD

QUESTION 2

Table Access Control rules are processed in the following order:

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

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

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

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

Correct Answer: B

QUESTION 3

What is a characteristic of importing data into ServiceNow?

A. An existing Transform Map can be used one time on the same import set

B. Coalesce fields are used only after running Transform

C. Any user can manage and set up import sets

D. An existing Transform Map can be used multiple times on the same import set

Correct Answer: D

QUESTION 4

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

A. report

B. workflow

C. event

D. task

Correct Answer: D

QUESTION 5

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

A. It displays actions such as creating quick reports, configuring the list, and exporting data

B. It displays actions related to filtering options, assigning tags, and search

C. It displays actions related to viewing and filtering the entire list

D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A

QUESTION 6

Which group of permissions is used to control Application and Module access?

A. Access Control Rules

B. UI Policies

C. Roles

D. Assignment Rules

Correct Answer: C

QUESTION 7

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

A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems

B. By default, an Update Set includes customizations, Business Rules, and homepages

C. An Update Set is a group of customizations that is moved from Production to Development

D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A

QUESTION 8

Which of the following allows a user to edit field values in a list without opening the form?

A. Data Editor

B. Edit Menu

C. List Editor

D. Form Designer

Correct Answer: C

QUESTION 9

When working on a form, what is the difference between Insert and Update operations?

A. Insert creates a new record and Update saves changes, both remain on the form

B. Insert creates a new record and Update saves changes, both exit the form

C. Insert saves changes and exits the form, Update saves changes and remains on the form

D. Insert saves changes and remains on the form, Update saves changes and exits the form

Correct Answer: D

QUESTION 10

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)

B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)

C. REQ (Number)>RITM (Number)>TASK (Number)

D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C

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