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Question 1

Question Type: MultipleChoice

When creating a new notification, what must you define?

Choose 3 answers

Options:

- A- What is the content of the notification
- B- The associated knowledge base
- C- Under what conditions is the notification sent
- D- Who receives the notification
- E- Settings for handling inactive user accounts

Answer:

A, C, D

Question 2

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 3

Question Type: MultipleChoice

What Service Catalog feature do you use to organize items into logical groups?

Options:

- A- Variable sets
- B- Catalog items
- C- Sections
- D- Categories

Answer:

A

Question 4

Question Type: MultipleChoice

Which application is used primarily to load data into ServiceNow?

Options:

- A- Import Hub
- B- System Import Sets
- C- Data Import Configuration
- D- Import Management

Answer:

B

Question 5

Question Type: MultipleChoice

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

Options:

- A- Module

- B-** Content Frame
- C-** Application Navigator
- D-** Banner

Answer:

D

Question 6

Question Type: MultipleChoice

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

Options:

- A-** Merge Default update sets before moving between instances
- B-** Submit Default update set to application repository
- C-** You should not use the Default Update sets for moving between instances
- D-** Keep Default update set to maximum of 20 records, for troubleshooting purposes

Answer:

B

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