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Question 1

Question Type: MultipleChoice

What type of testing requires human observation to measure how user-friendly, efficient, or convenient the software or product is for end-users?

Options:

- A- Smoke testing
- B- Usability testing
- C- Integration testing
- D- System testing

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Answer:

B

Explanation:

Usability testing is the type of testing that relies on human observation to assess the user-friendliness of a software product.

In usability testing:

Real users interact with the software or product in a realistic setting.

Observers watch and record user behavior, noting any difficulties, frustrations, or areas of confusion.

Feedback is gathered from users to understand their experiences and identify areas for improvement.

Why not the other options?

A . Smoke testing: A quick, preliminary test to ensure basic functionality is working.

C . Integration testing: Tests the interaction between different modules or components of a system.

D . System testing: Tests the entire system as a whole.

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Question 2

Question Type: MultipleChoice

What is the main function of spokes in Integration Hub?

Options:

- A- To design custom automation workflows
- B- To create custom user interface designs
- C- To act as connectors to third-party APIs
- D- To manage ServiceNow database connections

Answer:

C

Explanation:

In ServiceNow Integration Hub, spokes act as connectors to third-party APIs. They provide a standardized way to connect to and interact with external systems and applications.

Here's how spokes work:

Pre-built Connectors: Spokes offer pre-built connectors for many popular applications and services, simplifying the integration process.

API Abstraction: Spokes abstract the complexity of different APIs, providing a consistent interface for interacting with various systems.

Actions and Triggers: Spokes define actions (to perform operations on the external system) and triggers (to listen for events in the external system).

Why not the other options?

A . To design custom automation workflows: While spokes are used within automation workflows, their primary function is to connect to external systems.

B . To create custom user interface designs: UI design is not the primary role of spokes.

D . To manage ServiceNow database connections: Database connections are handled by other mechanisms within ServiceNow.

Question 3

Question Type: MultipleChoice

Which encryption solution would ensure that customer credit card numbers were encrypted before being stored in the cloud and would allow for easy administration of encryption keys?

Options:

- A- Edge Encryption
- B- Server-side Encryption
- C- Client-side Encryption
- D- Database Encryption



Answer:

C

Explanation:

Client-side Encryption is the best solution to encrypt customer credit card numbers before they are stored in the cloud and provide easy key management. Here's why:

Encryption Before Storage: Data is encrypted on the client-side (e.g., user's browser or device) before being sent to the cloud, ensuring that even if the cloud storage is compromised, the sensitive data remains protected.

Key Management: The encryption keys are managed by the client or a trusted key management system, providing greater control and flexibility.

Reduced Risk: Client-side encryption minimizes the risk of sensitive data being exposed in the cloud environment.

Why not the other options?

A . Edge Encryption: This is a broader term that can refer to various encryption techniques applied at the edge of the network.

B . Server-side Encryption: Data is encrypted on the server-side, which means the cloud provider has access to the encryption keys.

D . Database Encryption: This encrypts the entire database, but it doesn't provide the same level of control and key management as client-side encryption.

Question 4

Question Type: MultipleChoice

How are new classes of Configuration Items (CIs) and relationships created in the ServiceNow CMDB?

Options:

- A- Importing data from external sources
- B- Using predefined templates
- C- Using IntegrationHub ETL
- D- Extending other classes

Answer:

D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is by extending existing classes. This leverages the existing data structure and relationships within the CMDB.

Here's why this approach is preferred:

Inheritance: Extending a class allows the new class to inherit attributes and relationships from the parent class, ensuring consistency and reducing redundancy.

Data Model Integrity: It helps maintain the integrity of the CMDB data model by building upon the established CSDM framework.

Customization: Extending classes provides flexibility to add specific attributes and relationships that are unique to the new CI class.

Why not the other options?

A: While importing data can populate the CMDB, it's not the primary method for creating new CI classes and their relationships.

B: ServiceNow does not offer predefined templates for creating new CI classes.

C: IntegrationHub ETL is a powerful tool for data integration, but it's primarily used for data transformation and loading, not for creating new CI classes.

Question 5

Question Type: MultipleChoice

What does the ServiceNow Security Center's daily compliance score indicate in ServiceNow?

Options:

- A- The number of security incidents created in the last 24 hours.
- B- The number of phishing emails resolved in the last 24 hours.
- C- The security compliance percentage of the ServiceNow instance.
- D- Percentage of vulnerabilities remediated in the last 24 hours.

Answer:

C

Explanation:

The ServiceNow Security Center's daily compliance score represents the security compliance percentage of the ServiceNow instance. It provides an overall measure of how well your instance adheres to defined security policies and best practices.

The score is calculated based on various factors, including:

Vulnerability Management: The number of identified vulnerabilities and their severity.

Configuration Compliance: How well the instance configuration aligns with security standards.

User Access Controls: The effectiveness of user access management and authentication.

Security Incident Management: The handling and resolution of security incidents.

Question 6

Question Type: MultipleChoice

What components constitute the application layer security within ServiceNow?

Choose 3 answers

Options:

- A- Multi-Factor Authentication (MFA)
- B- Platform Encryption (PE)
- C- Access Control Lists (ACLs)
- D- Full Disk Encryption (FDE)
- E- IP address access control

Answer:

A, C, E

Explanation:

Application layer security in ServiceNow focuses on protecting data and functionality within the ServiceNow application itself. The following components contribute to this:

A . Multi-Factor Authentication (MFA): MFA adds an extra layer of security by requiring users to provide multiple forms of authentication (e.g., password, security token, biometric verification) to access the application.

C . Access Control Lists (ACLs): ACLs define which users or roles have permission to access, modify, or delete specific data and functionality within the application.

E . IP address access control: While technically a network layer control, IP address access control is often implemented and managed within the ServiceNow application. It restricts access to the instance based on IP address ranges.

Why not the other options?

B . Platform Encryption (PE): This is a broader encryption solution that protects data at rest across the platform, not specifically at the application layer.

D . Full Disk Encryption (FDE): This encrypts the entire hard drive of the server where the ServiceNow instance is hosted, providing protection at the infrastructure level, not the application layer.

Question 7

Question Type: MultipleChoice

What benefits does effective testing provide?

Choose 3 answers

Options:

- A- Ensures compliance with industry standards
- B- Conforms to specifications as defined in stories
- C- Enhances overall system performance
- D- Validates new functionality without introducing regressions
- E- Identifies defects early in the development process

Answer:

B, D, E

Explanation:

Effective testing provides several key benefits:

B . Conforms to specifications as defined in stories: Testing ensures that the developed software meets the requirements and acceptance criteria outlined in user stories or other requirement documents.

D . Validates new functionality without introducing regressions: Testing verifies that new features or changes work as expected and do not negatively impact existing functionality (regressions).

E . Identifies defects early in the development process: The earlier defects are found, the cheaper and easier they are to fix. Testing helps identify issues early in the development lifecycle.

Why not the other options?

A . Ensures compliance with industry standards: While testing can help with compliance, it's not the primary goal. Compliance often involves specific audits and assessments.

C . Enhances overall system performance: Performance testing is a specific type of testing that focuses on system performance, but it's not a general benefit of all testing.

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