



ServiceNow CTA Practice Questions

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Question 1

Question Type: MultipleChoice

A CTA is guiding a client through the final step of planning a ServiceNow integration. What critical aspect should the CTA prioritize when gathering technical details?

Options:

- A- Assessing network and system communication needs
- B- Determining the color scheme for integration UI
- C- Planning the communication for the integration go-live
- D- Estimating the projected integration data metrics

Answer:

A

Explanation:

In the final planning stage of a ServiceNow integration, the CTA should prioritize assessing network and system communication needs. This involves:

Connectivity: Verifying network connectivity between ServiceNow and the external system. This includes checking firewalls, ports, and any required network configurations.

Protocols: Determining the communication protocols to be used (e.g., REST, SOAP, JDBC).

Security: Ensuring secure communication channels, including authentication and encryption requirements.

Performance: Considering bandwidth requirements and potential performance impacts on both systems.

Why not the other options?

B . Determining the color scheme for integration UI: While UI considerations are important, they are not the primary focus during the technical details gathering stage.

C . Planning the communication for the integration go-live: Communication planning is important but separate from the technical details of the integration itself.

D . Estimating the projected integration data metrics: Data volume estimates are useful, but the primary focus is on ensuring successful communication between the systems.

Question 2

Question Type: MultipleChoice

What are key considerations for data integrations in ServiceNow?

Choose 3 answers

Options:

- A- Duplicating data across all systems
- B- Accessing and using only authorized data
- C- Fetching only clean and accurate data
- D- Maximizing data transfer volume
- E- Maintaining a single source of truth

Answer:

B, C, E

Explanation:

Key considerations for data integrations in ServiceNow include:

B . Accessing and using only authorized data: Ensure that integrations only access and use data that is authorized and necessary for the integration's purpose. This is crucial for data security and privacy.

C . Fetching only clean and accurate data: Data quality is essential for successful integrations. Implement data validation and cleansing processes to ensure that only accurate and consistent data is transferred.

E . Maintaining a single source of truth: Whenever possible, identify a single authoritative source for each data element to avoid inconsistencies and conflicts.

Why not the other options?

A . Duplicating data across all systems: This can lead to data inconsistencies and increased storage costs.

D . Maximizing data transfer volume: The focus should be on transferring the necessary data efficiently, not maximizing volume.

Question 3

Question Type: MultipleChoice

Under technical governance policies, what does environmental management in ServiceNow primarily define?

Options:

- A- Instance structure
- B- Data ownership
- C- User access policies
- D- Application customization

Answer:

A

Explanation:

In the context of ServiceNow technical governance, environmental management primarily focuses on defining the instance structure. This includes:

Instance Segmentation: Determining how many instances are needed (e.g., separate instances for development, test, and production) and how they relate to each other.

Instance Upgrades: Establishing policies and procedures for managing instance upgrades, including scheduling, testing, and communication.

Instance Maintenance: Defining guidelines for ongoing maintenance activities, such as patching, backups, and performance monitoring.

Why not the other options?

B . Data ownership: Data ownership is typically addressed within data governance policies, not specifically environmental management.

C . User access policies: User access policies are part of security governance and are handled through roles, permissions, and access control lists.

D . Application customization: Application customization is governed by development and configuration standards, not directly by environmental management.

Question 4

Question Type: MultipleChoice

What action does the Identification and Reconciliation module perform to reduce duplicates in the CMDB?

Options:

- A- Merges duplicate records automatically
- B- Uses identification rules to uniquely identify CIs
- C- Validates data sources to ensure accuracy
- D- Assigns unique identifiers to each CI

Answer:

B

Explanation:

The Identification and Reconciliation (I&R) module uses identification rules to uniquely identify CIs. These rules help the system determine if a CI discovered or imported from a data source already exists in the CMDB or if it's a new CI.

Here's how it works:

Identification Rules: These rules define criteria for matching CIs based on their attributes (e.g., serial number, MAC address, hostname).

Matching and Reconciliation: When new data comes in, the I&R engine applies the rules to find potential matches. If a match is found, the system can either update the existing CI with new information or flag it as a potential duplicate for review.

Why not the other options?

A: While the I&R engine can facilitate merging duplicates, it doesn't automatically merge them without human review and approval.

C: Data source validation is important, but it's not the primary function of the I&R engine in duplicate reduction.

D: Assigning unique identifiers is a function of the CMDB itself, not specifically the I&R engine.

Question 5

Question Type: MultipleChoice

What is the primary purpose of having a go-live plan?

Options:

- A- To facilitate a seamless and smooth transition process.
- B- To record root causes for problems arising out of the transition.
- C- To establish a backup system for data recovery.
- D- To conduct a comprehensive review of all project documents.

Answer:

A

Explanation:

The primary purpose of a go-live plan is to facilitate a seamless and smooth transition process when deploying new software or changes to a production environment. It acts as a roadmap for the go-live event, outlining the steps involved, roles and responsibilities, and timelines.

A go-live plan typically includes:

Pre-Go-Live Activities: Data migration, system checks, communication to users.

Go-Live Activities: Deployment steps, rollback procedures, monitoring.

Post-Go-Live Activities: Support procedures, user training, issue resolution.

Why not the other options?

B . To record root causes for problems arising out of the transition: While problem resolution is important, it's not the primary purpose of the go-live plan.

C . To establish a backup system for data recovery: Backups are essential, but they are a separate consideration from the go-live plan.

D . To conduct a comprehensive review of all project documents: This review should happen earlier in the project lifecycle.

Question 6

Question Type: MultipleChoice

What benefits does the Common Service Data Model (CSDM) provide to organizations using ServiceNow products?

Options:

- A- Rationalization, outage reduction, and business processes alignment
- B- Improved security, increased storage capacity, and faster processing speed
- C- Automated deployment, maintenance efficiency, and comprehensive monitoring
- D- Customization, consistent analysis, and data governance

Answer:

D

Explanation:

The CSDM offers several key benefits, and the best fit among the options is D. Customization, consistent analysis, and data governance. Here's why:

Customization: CSDM provides a framework, but it allows for customization to fit specific organizational needs. You can extend the data model with new CI classes and attributes while maintaining a consistent structure.

Consistent Analysis: CSDM enables consistent reporting and analysis across the organization by providing a standardized structure for CMDB data. This makes it easier to gain insights into services, applications, and their supporting infrastructure.

Data Governance: CSDM promotes data governance by establishing clear definitions, relationships, and ownership for data within the CMDB. This helps ensure data quality and consistency.

Why not the other options?

A: While CSDM can indirectly contribute to rationalization and business process alignment, these are not its primary benefits. Outage reduction is more related to incident and problem management.

B: Improved security, storage capacity, and processing speed are not direct benefits of CSDM. These are more related to the underlying ServiceNow platform infrastructure.

C: Automated deployment and maintenance efficiency are not core benefits of CSDM. While CSDM can support these areas, they are not its main focus.

Question 7

Question Type: MultipleChoice

What are the primary capabilities of Service Mapping in ServiceNow?

Choose 2 answers

Options:

- A- Create a service-centric Configuration Management Database (CMDB)
- B- Enhance cybersecurity measures across systems
- C- Automate routine IT infrastructure updates
- D- Oversee software licensing for various platforms
- E- Establish links between IT infrastructure components and application services

Answer:

A, E

Explanation:

Service Mapping in ServiceNow has two primary capabilities:

A . Create a service-centric Configuration Management Database (CMDB): Service Mapping helps shift the focus of the CMDB from individual components to a service-centric view. It achieves this by mapping the relationships between infrastructure components and the services they support, providing a clear understanding of how IT supports business services.

E . Establish links between IT infrastructure components and application services: This is the core function of Service Mapping. It automatically discovers and maps the dependencies between applications, infrastructure (servers, databases, network devices), and the services they deliver. This creates a visual representation of the IT landscape and how it supports business services.

Why not the other options?

B: While Service Mapping can indirectly contribute to cybersecurity by providing visibility into the IT environment, enhancing cybersecurity measures is not its primary function.

C: Automating routine IT infrastructure updates is typically handled by other ServiceNow capabilities like Orchestration, not Service Mapping.

D: Software licensing management is usually handled by Software Asset Management tools, not Service Mapping.

Question 8

Question Type: MultipleChoice

Which methods can be used to populate the CMDB with data from third-party sources? Choose 2 answers

Options:

- A- Identification and Reconciliation Engine (IRE)
- B- Discovery
- C- IntegrationHub ETL
- D- Service Graph Connectors
- E- Service Mapping

Answer:

C, D

Explanation:

The two primary methods for populating the CMDB with data from third-party sources are:

C . IntegrationHub ETL: IntegrationHub ETL (Extract, Transform, Load) allows you to connect to various data sources, extract data, transform it to match the CMDB structure, and load it into the CMDB. This is a very flexible and powerful tool for integrating with a wide range of third-party systems.

D . Service Graph Connectors: Service Graph Connectors are pre-built integrations that connect ServiceNow to specific third-party applications and services. They provide a streamlined way to import data from these sources into the CMDB.

Why not the other options?

A: The I&R engine primarily focuses on identifying and reconciling CIs, not on the initial population of data from external sources.

B: Discovery is used to automatically discover and populate information about devices and applications within your own network, not primarily from third-party sources.

E: Service Mapping focuses on discovering and mapping the relationships between applications and infrastructure components, not on importing data from external sources.

Question 9

Question Type: MultipleChoice

Which strategy is recommended for effective communication during the go-live phase?

Options:

- A- Focus communications only on immediate supervisors.
- B- Provide minimal updates to avoid overloading the team.
- C- Postpone any form of communication until all issues are resolved.
- D- Describe released functionality and provide knowledge base articles.

Answer:

D

Explanation:

Effective communication during a go-live is crucial for keeping stakeholders informed and managing expectations. The best strategy is to describe released functionality and provide knowledge base articles. Here's why:

Clarity and Transparency: Clearly communicate what new features or changes are being released, so users understand what to expect.

Knowledge Base Articles: Provide detailed documentation and knowledge base articles to help users learn about the new functionality and how to use it.

Proactive Communication: Don't wait for issues to arise before communicating. Keep users informed about the progress of the go-live and any potential impacts.

Targeted Communication: Tailor communication to different audiences (e.g., end-users, IT staff, management).

Why not the other options?

A . Focus communications only on immediate supervisors: This limits information flow and can lead to confusion and frustration among other stakeholders.

B . Provide minimal updates to avoid overloading the team: Under-communication can create anxiety and uncertainty. It's better to provide regular, concise updates.

C . Postpone any form of communication until all issues are resolved: This is unrealistic and can damage trust. Communicate openly about challenges and progress towards resolution.

Question 10

Question Type: MultipleChoice

Which data types are considered part of Master/Core Data in ServiceNow?

Choose 3 answers

Options:

- A- Approval Policies
- B- Transaction logs
- C- CMDB data
- D- Service model data
- E- User information

Answer:

A, C, E

Explanation:

Master/Core data in ServiceNow refers to the foundational data that is essential for the platform's operation and various applications. This includes:

A . Approval Policies: These define the rules and workflows for approvals within the platform, impacting various processes.

C . CMDB data: The Configuration Management Database (CMDB) contains critical information about IT assets, services, and their relationships.

E . User information: Data about users, their roles, and their permissions is crucial for access control and security.

Why not the other options?

B . Transaction logs: These are operational data that record system activities, not core master data.

D . Service model data: While important, service model data is typically built upon the foundation of master data like the CMDB and user information.

Question 11

Question Type: MultipleChoice

What are valid methods for bulk data export from ServiceNow?

Choose 3 answers

Options:

- A- Using an external ODBC connector to query tables
- B- Using SMS push notifications for data extraction
- C- Using printed reports for data extraction
- D- Utilizing export sets with MID Server scheduling
- E- Extracting data using HTTP-based web services

Answer:

A, D, E

Explanation:

ServiceNow provides several methods for exporting bulk data:

A . Using an external ODBC connector to query tables: ODBC (Open Database Connectivity) allows external applications to connect to the ServiceNow database and extract data using SQL queries. This is a powerful method for extracting specific data sets.

D . Utilizing export sets with MID Server scheduling: Export sets define the data to be exported. The MID Server acts as an intermediary between ServiceNow and external systems, enabling scheduled data exports to files or other destinations.

E . Extracting data using HTTP-based web services: ServiceNow provides REST APIs that allow you to programmatically extract data from the platform. This is a flexible method for integrating with other systems and automating data extraction.

Why not the other options?

B . Using SMS push notifications for data extraction: SMS notifications are not suitable for bulk data extraction.

C . Using printed reports for data extraction: Printed reports are not designed for efficient data extraction. They are intended for human-readable output.

Question 12

Question Type: MultipleChoice

Starting with the Washington DC release, what will replace Database Encryption for data at rest in ServiceNow?

Options:

- A- Column Level Encryption (CLE)
- B- Cloud Encryption
- C- Full Disk Encryption (FDE)
- D- IP Address Access control (IPAC)

Answer:

B

Explanation:

Starting with the Washington DC release, ServiceNow is transitioning from Database Encryption to Cloud Encryption for protecting data at rest.

Cloud Encryption: This leverages the encryption capabilities of the underlying cloud infrastructure (e.g., AWS, Azure) to provide a more robust and scalable encryption solution.

Enhanced Security: Cloud Encryption offers improved key management and security features compared to the previous Database Encryption.

Simplified Management: It reduces the administrative overhead associated with managing encryption keys.

Question 13

Question Type: MultipleChoice

How does a phased implementation diagram differ from a ServiceNow capability map?

Options:

- A- It provides an overall picture of all products in use.
- B- It maps end-user requirements to products.
- C- It shows products implemented in each phase.
- D- It tracks products migrated across phases.

Answer:

C

Explanation:

A phased implementation diagram focuses specifically on showing which products are implemented in each phase of a ServiceNow rollout. It provides a visual representation of the implementation timeline and the planned deployment of different ServiceNow products or modules over time.

How it differs from a capability map:

Capability Map: A capability map provides a broader view of the ServiceNow platform and its capabilities. It maps business processes or functions to the ServiceNow products that support them. It's not specifically tied to implementation phases.

Why not the other options?

A . It provides an overall picture of all products in use: This is more aligned with a capability map.

B . It maps end-user requirements to products: While this might be considered during implementation planning, it's not the primary purpose of a phased implementation diagram.

D . It tracks products migrated across phases: While migrations might be part of the implementation, the diagram focuses on showing what's implemented in each phase, not the migration process itself.

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