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Question 1

Question Type: MultipleChoice

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- A) To replace outdated inadequate custom business applications and processes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

Options:

A- a b and c

B- a b c and d

C- b c and d

D- a b and d

Answer:

D

Question 2

Question Type: MultipleChoice

Tables that extend a table do what?

Options:

- 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 3

Question Type: MultipleChoice

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?

Options:

- 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:

C

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 4

Question Type: MultipleChoice

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

Options:

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 5

Question Type: MultipleChoice

Identify characteristic(s) of a Record Producer.

Choose 3 answers

Options:

- A- Graphics can be included on the user interface.
- B- All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
- C- You can script behaviors of fields in the user interface.
- D- They must be scripted.
- E- Each field prompts the user with a question rather than a field label.

Answer:

A, C, E

Explanation:

A Record Producer is a type of service catalog item that allows users to create records on a specified table. A Record Producer has the following characteristics:

Graphics can be included on the user interface: You can add images, icons, or banners to the Record Producer to make it more appealing and informative for the user. You can also use HTML and CSS to customize the layout and style of the Record Producer.

You can script behaviors of fields in the user interface: You can use Client Scripts and UI Policies to control the behavior and appearance of the fields on the Record Producer. For example, you can use Client Scripts to validate the field inputs, perform calculations, or populate default values. You can also use UI Policies to show or hide fields, make fields mandatory or read-only, or set field values based on conditions.

Each field prompts the user with a question rather than a field label: You can use the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question "What is the name of the project?" instead of the field label "Name".

The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc_req_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record.

[Record Producers]

[Record Producer properties]

[Record Producer scripts]

Question 6

Question Type: MultipleChoice

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

Options:

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.

Application Access

[GlideRecord methods]

Question 7

Question Type: MultipleChoice

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?

Options:

- 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:

B

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.

Application Access

Web service access to scoped applications

Question 8

Question Type: MultipleChoice

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

Choose 3 answers

Options:

- 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 9

Question Type: MultipleChoice

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

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

Options:

- 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 10

Question Type: MultipleChoice

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

Options:

- 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 11

Question Type: MultipleChoice

What is a workflow context?

Options:

- 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.

[Workflow overview]

[Workflow context]

Question 12

Question Type: MultipleChoice

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

Options:

- 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.

[Automated Test Framework overview]

[Automated Test Framework test steps]

[Create a user test step]

[Impersonate a user test step]

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