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QUESTION 1

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

A. service_desk

B. impersonator

C. admin

D. incognito

Correct Answer: B

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in. This can be useful for testing purposes or for providing support to other users

QUESTION 2

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

A. Common Service Data Model (CSDM)

B. Service Mapping Utility (SMU)

C. Service Schema Map (SSM)

D. CMDB Class Manager (CMDBCM)

E. CI Class Manager (CICM)

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html

QUESTION 3

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

A. Wait for Condition

B. Ask for Approval

C. Create Record

D. Wait for Match

E. Look for Update

F. Look Up Record

Correct Answer: BCDF

QUESTION 4

What module in the Service Catalog application does an Administrator access to begin creating a new item?

A. Maintain Categories

B. Maintain Items

C. Content Items

D. Items

Correct Answer: B

QUESTION 5

What are the components that make up a filter condition? (Choose three.)

A. Operator

B. Match Criteria

C. Value

D. Column

E. Field

Correct Answer: ACE

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html