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QUESTION 1

What is a sys_id?

- A. Unique 32-character identifier that is assigned to every record
- B. A client-side Business Rule
- C. A server-side Business Rule
- D. Unique 64-character identifier that is assigned to every record

Correct Answer: A

QUESTION 2

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run when data is entered through the form, by an Import Set, or by web services, while UI Policies are set only by web services
- B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies run only after UI Policies run successfully

Correct Answer: C

QUESTION 3

On Access Control Definitions, what are ways you can set the permissions on a Table?

Choose 3 answers

- A. Groups
- B. CRUD
- C. Roles
- D. Script that sets the answer variable to true or false
- E. Conditional Expressions

Correct Answer: CDE

QUESTION 4



When creating a new notification, what must you define?

Choose 3 answers

- 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

Correct Answer: ACD

QUESTION 5

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritlItemsCat.html

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