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QUESTION 1

Which of the following is NOT a way service catalog requests may be submitted in a baseline ServiceNow instance?

- A. From an inbound email
- B. From the service catalog
- C. From the service portal
- D. From an incident record

Correct Answer: A

QUESTION 2

Which of the following describes the purpose of User Criteria when used in the Service Catalog application?

- A. Pre-fill user preferences on Catalog order forms
- B. Replace Access Controls to provide security to Requests
- C. Determine who can see Categories and Items
- D. Determine who can see Catalogs and Items

Correct Answer: C

QUESTION 3

Which of the following roles can delete a change?

- A. itil
- B. change_manager
- C. itil_admin
- D. None of the listed answers

Correct Answer: C

QUESTION 4

Universal Containers uses Big Objects to store almost a billion customer transactions called Customer_Transaction__b.

These are the fields on Customer_Transaction__b:

Account__c Program__c Points_Earned__c Location__c Transaction_Date__c



The following fields have been identified as Index Fields for the Customer_Transaction__b object: Account__c, Program__c, and Transaction_Date__c.

Which SOQL query is valid on the Customer_Transaction__b Big Object?

- A. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '\\001R000000302D3\\' AND Program__c = '\\Shoppers\\' AND Transaction_Date__c=2019-05-31T00:00Z
- B. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '\\001R000000302D3\\' AND Program__c LIKE '\\Shop%\\' AND Transaction_Date__c=2019-05-31T00:00Z
- C. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '\\001R000000302D3\\' AND Program__c INCLUDES (\\Shoppers\\, \\Womens\\) AND Transaction_Date__c=2019-05-31T00:00Z
- D. SELECT Account__c, Program__c, Transaction_Date__c FROM Customer_Transaction__b WHERE Account__c = '\\001R000000302D3\\' AND Program__c EXCLUDES (\\Shoppers\\, \\Womens\\) AND Transaction_Date__c=2019-05-31T00:00Z

Correct Answer: A

QUESTION 5

Which ServiceNow feature allows users to contact service desk agents using Chat Queues and allows service desk agents to open incidents directly from chat sessions with users?

- A. Connect Support
- B. Embedded Help
- C. Social QandA
- D. Employee Self-Service

Correct Answer: A

QUESTION 6

Which of the following record types would you use in order to view company policies?

- A. Record Producer
- B. Order Guide
- C. Content Item
- D. Catalog Item

Correct Answer: C

Content Item can contain information or a link to a page so it is the best option to use when the content of the catalog item is static.



QUESTION 7

Which module would you use to configure Inbound Email Action?

- A. System Policy > Inbound Email Actions
- B. System Policy > Email > Inbound Actions
- C. System Properties > Email Actions
- D. System Properties > Email > Inbound Actions

Correct Answer: B

QUESTION 8

In the baseline instance, which of the following states are available for incidents? (Choose all that apply.)

- A. Awaiting Info
- B. Open
- C. Canceled
- D. New
- E. On Hold

Correct Answer: CDE

In the baseline instance, the instant states are: New, In Progress, Resolved, Closed, On Hold, Canceled.

QUESTION 9

According to the OOTB implementation, you can only create normal change or emergency change from a problem, but not standard change.

- A. True
- B. False

Correct Answer: A

QUESTION 10

Which of the following statements is true regarding configuration items and the table extended?

- A. Neither of technical nor non-technical configuration items extend directly from Base Configuration Item table.



- B. Only non-technical configuration items extend directly from Base Configuration Item table.
- C. Both technical and non-technical configuration items extend directly from Base Configuration Item table.
- D. Only technical configuration items extend directly from Base Configuration Item table.

Correct Answer: B

Technical configuration items extend the cmdb_ci table, whereas non-technical configuration items extend Base Configuration Item (cmdb) table.

QUESTION 11

```
trigger AssignOwnerByRegion on Account ( before insert, before update )
{
    List<Account> accountList = new List<Account>();
    for( Account anAccount : trigger.new )
    {
        Region__c theRegion = [
            SELECT Id, Name, Region_Manager__c
            FROM Region__c
            WHERE Name = :anAccount.Region_Name__c
        ];
        anAccount.OwnerId = theRegion.Region_Manager__c;

        accountList.add( anAccount );
    }
    update accountList;
}
```

Consider the above trigger intended to assign the Account to the manager of the Account's region. Which two changes should a developer make in this trigger to adhere to best practices? (Choose two.)

- A. Use a Map to cache the results of the Region__c query by Id.
- B. Move the Region__c query to outside the loop.
- C. Remove the last line updating accountList as it is not needed.
- D. Use a Map accountMap instead of List accountList.

Correct Answer: AD

QUESTION 12

One of the features in ServiceNow ITSM is to keep monitoring configuration items and identify recurring issues.

- A. True
- B. False



Correct Answer: A

QUESTION 13

In the baseline instance, which of the following views are available for incidents? (Choose three.)

- A. Master
- B. Metrics
- C. Password
- D. Agent View
- E. Workspace

Correct Answer: BCE

There is no such a view called Master or Agent View. Note: there is a view called Default View that is meant to be viewed by agents.

QUESTION 14

It is recommended to refer to problem states using the values rather than the constants.

- A. True
- B. False

Correct Answer: B

It is recommended to use the constants to maintain consistency.

QUESTION 15

The VP of Marketing is launching campaigns in each region to target accounts that do NOT have open opportunities.

Which reporting solution can an administrator set up to assist with this?

- A. Standard filter
- B. Cross filter
- C. Joined report
- D. Reporting snapshot

Correct Answer: B



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