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QUESTION 1

What do you call any component that needs to be managed in order to deliver services?

- A. CSDM Items
- B. CMDB
- C. Configuration item
- D. Service Offerings
- E. Asset

Correct Answer: C

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>

QUESTION 2

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

Correct Answer: B

QUESTION 3

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Correct Answer: D

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355



QUESTION 4

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

Correct Answer: BC

QUESTION 5

What are the three key tables in an enterprise CMDO?

Choose 3 answers

- A. sn_cmdt_bak
- B. Sh_emdb_ci
- C. cmap_ret_ci
- D. cmdb_bak
- E. cmdb_ci
- F. sh_eomdb
- G. cmap

Correct Answer: CEG

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