

ServiceNow

Exam Questions CAD

Certified Application Developer-ServiceNow



NEW QUESTION 1

Why would you build a custom app?

- A. To fulfill is specific use case on internal processes.
- B. To avoid using a code repository like GiotHub or GitLab
- C. To create a custom integration for a 3rd party system
- D. To replace servieNow base tables

Answer: A

Explanation:

A possible reason to build a custom app is to fulfill a specific use case on internal processes. For example, you may want to digitize a manual process that is not covered by an existing ServiceNow solution, such as managing inventory, tracking expenses, or scheduling events. Building a custom app on the Now Platform can help you automate workflows, improve data quality, and provide better user experiences. The other options are not valid reasons to build a custom app. To avoid using a code repository like GitHub or GitLab is not a reason to build a custom app, as you can still use source control integration with your custom app development. To create a custom integration for a 3rd party system is not a reason to build a custom app, as you can use integration tools such as IntegrationHub or REST APIs to connect with external systems without creating an app. To replace ServiceNow base tables is not a reason to build a custom app, as it is not recommended to modify or delete base tables that are essential for ServiceNow functionality. Reference: Build Custom Apps in ServiceNow – eBook

NEW QUESTION 2

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. REST messages
- B. Table
- C. Script Include
- D. Workflow

Answer: B

Explanation:

"By default, all application scope scripts can read the table's records but cannot perform any other database operations." https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings

NEW QUESTION 3

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Identify the table
- B. Script the function(s)
- C. Create a class
- D. Create a prototype object from the new class

Answer: A

Explanation:

The step that does not belong when creating a Utils Script Include is identifying the table. A Script Include is a server-side script that can contain one or more classes or functions that can be reused by other scripts. It does not depend on a specific table, but can access any table through GlideRecord or other APIs. The other steps are part of creating a Script Include class and its prototype object. References: [ServiceNow Docs - Script Includes], [ServiceNow Docs - GlideRecord API]

NEW QUESTION 4

Access Control debug information identification whether each element of an Access Control granted of denied access. The elements of an Access Control evaluated?

- A. Conditions, Script, Roles
- B. Script, Conditions, Roles
- C. Conditions, Roles, Script
- D. Roles, Conditions, Script

Answer: C

Explanation:

The elements of an Access Control are evaluated in the following order: Conditions, Roles, Script. The Conditions are a set of criteria that must be met for the Access Control to apply. The Roles are a list of user roles that are required to access the object. The Script is an optional script that can further restrict or allow access based on custom logic. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Reference: Access control rules

NEW QUESTION 5

Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control? (Choose two.)

- A. source_control
- B. source_control_admin
- C. admin
- D. git_admin

Answer: AC

Explanation:

The following roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control:

? source_control. This is a role that allows users to perform basic source control operations, such as importing an application from a source control repository, updating an application from a source control repository, or committing changes to a source control repository.

? admin. This is a role that grants full access to all the features and functions of the ServiceNow platform, including source control operations. Users with this role can also perform advanced source control operations, such as creating or deleting source control repositories, configuring source control properties, or resolving conflicts.

The following roles do not grant access to source control repository operations:

? source_control_admin. This is not a valid role in ServiceNow. There is no separate role for source control administration, as this function is included in the admin role.

? git_admin. This is not a valid role in ServiceNow. Git is a specific type of source control system that ServiceNow supports, but there is no role dedicated to Git administration. References: Source Control, Source Control Roles

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_LinkAnApplicationToSourceControl.html

NEW QUESTION 6

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Only the in scope application's scripts can create Business Rules for the table
- B. Any user with the application's user role can modify the application's scripts
- C. Out of scope applications can create Business Rules for the table
- D. Out of scope applications can add new tables to the scoped application

Answer: C

Explanation:

The Allow configuration Application Access option determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. The following is true for a table with the Allow configuration option selected:

? Out of scope applications can create Business Rules for the table. This is true because the Allow configuration option grants access to the table configuration to any user who has the admin or personalize_dictionary role, regardless of the application scope. This means that users can create Business Rules, which are server-side scripts that run when a record is displayed, inserted, updated, or deleted, for the table from any application.

The following are not true for a table with the Allow configuration option selected:

? Only the in scope application's scripts can create Business Rules for the table.

This is false because the Allow configuration option does not restrict the creation of Business Rules to the in scope application, as explained above.

? Any user with the application's user role can modify the application's scripts. This is false because the Allow configuration option does not grant access to the application scripts, such as client scripts or script includes, to any user who has the application's user role. To modify the application scripts, users need to have the admin role or the application's admin role.

? Out of scope applications can add new tables to the scoped application. This is false because the Allow configuration option does not allow out of scope applications to add new tables to the scoped application. To add new tables to a scoped application, users need to have the admin role or the application's admin role and be in the application scope. References: Application Access, Business Rules

Reference: https://community.servicenow.com/community?id=community_QUESTION_NO:&sys_id=1a721819dbfa23409a64e15b8a9619d2

NEW QUESTION 7

When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

- A. Publisher
- B. Specialist
- C. Provider
- D. Consumer

Answer: D

Explanation:

When a ServiceNow instance requests information from a web service, ServiceNow is the web service consumer. A web service consumer is an application that sends requests to a web service provider and receives responses from it. A web service provider is an application that exposes its functionality as web services. A web service publisher is a person or organization that publishes web services for others to use. A web service specialist is a person who has expertise in developing or using web services. Reference: Web services

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/integrate/web-services/reference/r_AvailableWebServices.html

NEW QUESTION 8

A scoped application containing Flow Designer content dedicated to a particular application is called a(n):

- A. Spoke
- B. Bundle
- C. Action
- D. Flow

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/flow-designer/concept/spokes.html>

A spoke is a scoped application containing Flow Designer content dedicated to a particular

application or record type. Flow Designer provides a set of core actions to automate Now Platform® processes. You can add application-specific core actions by activating the associated spoke.

Reference: https://community.servicenow.com/community?id=community_blog&sys_id=7b3af354db93ab80afc902d5ca9619bc

NEW QUESTION 9

What are Application Files in a ServiceNow application?

- A. An XML export of an application's table records
- B. ServiceNow artifacts comprising an application
- C. XML exports of an application's Update Set
- D. CSV files containing data imported into an application

Answer: B

Explanation:

Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application's table records, XML exports of an application's Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

NEW QUESTION 10

Which one of the following is true?

- A. A UI Policy's Actions execute before the UI Policy's Scripts
- B. The execution order for a UI Policy's Scripts and Actions is determined at runtime
- C. A UI Policy's Scripts execute before the UI Policy's Actions
- D. A UI Policy's Actions and Scripts execute at the same time

Answer: A

Explanation:

Created UI policy on incident form, action set's cmdb_ci field as mandatory and script as not. result, field was not mandatory.

A UI Policy's Actions execute before the UI Policy's Scripts. Actions are predefined operations that can be applied to fields or sections, such as making them mandatory, read-only, visible, or setting a default value. Scripts are custom JavaScript code that can be used to perform more complex logic or validations. Actions are executed first, and then Scripts are executed if the UI Policy conditions are met. References: [ServiceNow Docs - UI policy actions], [ServiceNow Docs - UI policy scripts]

NEW QUESTION 10

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- A. Any user with the protected_edit role can see and edit the Script Include
- B. The Protection policy option can only be enabled by a user with the admin role
- C. The Protection Policy is applied only if the glide.app.apply_protection system property value is true
- D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

Answer: D

Explanation:

https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ScriptProtectionPolicy.html

The following is true for a Script Include with a Protection Policy value of Protected:

? The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that allows developers to protect their Script Includes from being viewed or modified by other users when they distribute their applications through the ServiceNow App Store. The Protection Policy is only enforced when the application is installed from the App Store, not when it is developed or tested on the instance.

The following are not true for a Script Include with a Protection Policy value of Protected:

? Any user with the protected_edit role can see and edit the Script Include. This is false because the protected_edit role is not related to the Protection Policy, but to the Access Control (ACL) rules. The protected_edit role allows users to edit protected fields on a table, such as the script field on the sys_script table, which stores the Business Rules. The Protection Policy does not use roles to control access to the Script Includes, but a cryptographic key that is generated when the application is published to the App Store.

? The Protection policy option can only be enabled by a user with the admin role.

This is false because the Protection policy option can be enabled by any user who has the application_admin role for the scoped application that contains the Script Include. The application_admin role grants full access to the application development and administration within the scope of the application.

? The Protection Policy is applied only if the glide.app.apply_protection system property value is true. This is false because the glide.app.apply_protection system property is not related to the Protection Policy, but to the Application Restricted Caller Access (ARCA) feature. The ARCA feature allows developers to restrict the access to the Script Includes from other applications based on the caller's scope. The glide.app.apply_protection system property determines whether the ARCA feature is enabled or disabled on the instance. References: Script Includes, Protect Script Includes, Application Restricted Caller Access

NEW QUESTION 15

Which one of the following is true for the Application Picker?

- A. All custom application scope and the Global scope appear in the Application Picker
- B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
- C. Only custom applications appear in the Application Picker
- D. Only downloaded applications appear in the Application Picker

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/t_SelectAnAppFromTheAppPicker.html

NEW QUESTION 18

Which Report Type(s) can be created by right-clicking on a column header in a table's list?

- A. Bar Chart, Pie Chart, Histogram, and Line
- B. Bar Chart
- C. Bar Chart, Pie Chart, and Histogram

D. Bar Chart and Pie Chart

Answer: D

Explanation:

The Bar Chart and Pie Chart report types can be created by right-clicking on a column header in a table's list. These report types show how individual pieces of data relate to the whole using proportional bars or slices. You can also choose different aggregation methods such as count, sum, average, min, max, or percent. Reference: [Create reports from lists]

NEW QUESTION 21

Which of the following is NOT a caller access field option?

- A. Caller Tracking
- B. Caller Restriction
- C. None
- D. Caller Permission

Answer: D

Explanation:

<https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/task/set-RCA-level.html>

NEW QUESTION 22

Which actions can a Business Rule take without scripting?

- A. Set field values and query the database
- B. Set field values and generate an event
- C. Set field values and write to the system log
- D. Set field values and add message

Answer: B

Explanation:

A Business Rule can take actions such as setting field values and generating an event without scripting. A Business Rule is a server-side script that runs when a record is displayed, inserted, updated, deleted, or queried. A Business Rule can use filter conditions, role conditions, and actions to define when and how it should run. Actions are predefined operations that can be performed on a record, such as setting field values, generating an event, adding a message, or writing to the system log. These actions do not require scripting and can be selected from a drop-down list. Reference: Use business rules and client scripts to control field values

NEW QUESTION 26

Which Application Access configuration field(s) are NOT available if the Can read configuration field is NOT selected?

- A. All access to this table via web services
- B. Can create, Can update, and Can delete
- C. Can read does not affect the availability of other Application Access fields
- D. Allow configuration

Answer: B

Explanation:

"You must first select read access to grant any other API record operation." https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/reference/r_TableApplicationAccessFields.html

The Application Access configuration fields control the access level for an application and its tables. The following Application Access configuration fields are not available if the Can read configuration field is not selected:

? Can create. This field determines whether users can create records on the application tables.

? Can update. This field determines whether users can update records on the application tables.

? Can delete. This field determines whether users can delete records on the application tables.

These fields are not available because they depend on the Can read field, which determines whether users can view records on the application tables. If users cannot read records, they cannot create, update, or delete them either.

The following Application Access configuration fields are available regardless of the Can read configuration field:

? All access to this table via web services. This field determines whether users can access the application tables using web services, such as REST or SOAP.

? Allow configuration. This field determines whether users can configure the application tables, such as adding or modifying fields, views, or indexes. References: Application Access, Certified Application Developer (CAD) Learning Path

NEW QUESTION 27

What are the ways to designate data tables when Guided Application Creator (GAC)?

Choose 3 answers

- A. Upload an existing PDF
- B. Create a new table on the platform
- C. Use an existing table on the platform
- D. Upload an existing spreadsheet
- E. Upload an existing word processing document.
- F. Use a freeform database

Answer: ABD

Explanation:

The Guided Application Creator (GAC) is a tool that helps you create applications on the ServiceNow platform by guiding you through the steps of defining the data model, user interface, and logic. When using the GAC, you can designate data tables in three ways:

? Upload an existing PDF: You can upload a PDF file that contains the table schema and sample data. The GAC will parse the PDF and create the table and fields based on the file content.

? Create a new table on the platform: You can create a new table on the platform by specifying the table name, label, and description. You can also add fields, indexes, and relationships to the table using the GAC.

? Upload an existing spreadsheet: You can upload a spreadsheet file that contains the table schema and sample data. The GAC will parse the spreadsheet and create the table and fields based on the file content.

The other options are not valid ways to designate data tables when using the GAC. You cannot upload an existing word processing document or use a freeform database. You can use an existing table on the platform, but you cannot designate it as a data table. You can only use it as a reference table for lookup fields.

References:

? Guided Application Creator

? Create a table from a PDF or spreadsheet

? Create a table from scratch

NEW QUESTION 30

Which one of the following is NOT an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to send weekly email reminders to requestors for all records on a table
- B. The application needs to run a clean up script on the last day of every month
- C. The application needs to query the database every day to look for unassigned records
- D. The application needs to run a client-side script at the same time every day

Answer: D

Explanation:

An example of when an application might not use a Scheduled Script Execution (Scheduled Job) is when the application needs to run a client-side script at the same time every day. A Scheduled Script Execution is a server-side script that runs on a specified schedule and performs some action on the server or database. A client-side script runs on the user's browser and cannot be scheduled by ServiceNow. The other options are examples of when an application might use a Scheduled Script Execution, such as sending email reminders, running a clean up script, or querying the database for unassigned records. Reference: Scheduled Script Execution, Client scripts

NEW QUESTION 31

Which of the following is NOT a trigger type in Flow Designer?

- A. Outbound Email
- B. Application
- C. Record
- D. Schedule

Answer: A

Explanation:

See list of triggers on right hand side of this webpage: <https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

The trigger types in Flow Designer are Application, Record, Schedule, and

NEW QUESTION 36

Which method call returns true only if the currently logged in user has the catalog_admin role and in no other case?

- A. `g_user.hasRole('catalog_admin')`
- B. `g_user.hasRoleExactly('catalog_admin')`
- C. `g_user.hasRoleOnly('catalog_admin')`
- D. `g_user.hasRoleFromList('catalog_admin')`

Answer: B

Explanation:

The method call that returns true only if the currently logged in user has the catalog_admin role and in no other case is `g_user.hasRoleExactly('catalog_admin')`. This method checks if the user has exactly one role, and returns true if it matches the argument. The other methods return true if the user has one or more roles, or if the user has any role from a list of arguments. References: [ServiceNow Docs - GlideUser API], [ServiceNow Community - Difference between hasRole() and hasRoleExactly()]

Reference: https://community.servicenow.com/community?id=community_QUESTION_NO:&sys_id=df705e6db7757c0d58ea345ca96196b

NEW QUESTION 38

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Create Branch
- B. Apply Remote Changes
- C. Stash Local Changes
- D. Edit Repository Configurations

Answer: A

Explanation:

The Create Branch operation is available from both Studio and the Git Repository. This operation allows you to create a new branch from an existing branch in your Git repository. You can use branches to work on different features or versions of your application without affecting the main branch. Reference: [Create a branch]

NEW QUESTION 43

In a Business Rule, which one of the following returns the sys_id of the currently logged in user?

- A. g_form getUserID()
- B. g_form getUserSysy
- C. gs.getUserSysID()
- D. gs.getUserID()

Answer: D

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/app-store/dev_portal/API_reference/glideSystemScoped/concept/c_GlideSystemScopedAPI.html

NEW QUESTION 46

Which of the following statements must evaluate to true for a user to pass an Access Control?
Choose 3 answers

- 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: BDE

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

NEW QUESTION 51

What is a workflow context?

- 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.

References:

- ? [Workflow overview]
- ? [Workflow context]

NEW QUESTION 53

Which of the following CANNOT be debugged using the Field Watcher?

- A. Business Rules
- B. Script Includes
- C. Client Scripts
- D. Access Controls

Answer: B

Explanation:

The Field Watcher is a debugging tool that allows you to monitor the values of fields on a form as they change due to scripts or other actions. It can be used to debug Business Rules, Client Scripts, and Access Controls, but not Script Includes. Script Includes are server-side scripts that define reusable functions and classes. They are not associated with any specific field or form, and therefore cannot be watched by the Field Watcher. References:

- ? Field Watcher
- ? Script Includes

Reference: https://docs.servicenow.com/bundle/orlando-application-development/page/script/debugging/concept/c_FieldWatcher.html

NEW QUESTION 56

Which of the following are configured in an Email Notification?

- a) Who will receive the notification.
- b) What content will be in the notification.
- c) When to send the notification.
- d) How to send the notification.

- A. a, b and c
- B. a, b, and d
- C. b, c and d
- D. a, c and d

Answer: A

Explanation:

https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/administer/notification/task/t_CreateANotification.html

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0712569

An Email Notification is a record that defines the content and conditions for sending an email message from the ServiceNow platform. The following are configured in an Email Notification:

Who will receive the notification. This is specified by the Recipients related list, which can include users, groups, email addresses, or scripts that return email addresses.

What content will be in the notification. This is specified by the Subject and Message HTML fields, which can include variables, scripts, or templates to dynamically generate the email content.

When to send the notification. This is specified by the When to send tab, which defines the conditions and events that trigger the email notification.

The following is not configured in an Email Notification:

How to send the notification. This is not a configuration option for an Email Notification. The platform uses the SMTP protocol to send email messages, and the email properties control the email server settings and behavior. References: Email Notifications, Get Started with Notifications

NEW QUESTION 61

When evaluating Access Controls, ServiceNow searches and evaluates:

- A. Only for matches on the current table
- B. Only for matches on the current field
- C. From the most specific match to the most generic match
- D. From the most generic match to the most specific match

Answer: C

Explanation:

When evaluating Access Controls, ServiceNow searches and evaluates:

? From the most specific match to the most generic match. This is the correct answer because ServiceNow follows a top-down approach when evaluating Access Control (ACL) rules, which are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions.

ServiceNow starts with the most specific match, which is the field-level ACL rule, then moves to the table-level ACL rule, and finally to the global or * ACL rule.

ServiceNow grants access if any of the ACL rules evaluates to true, and denies access if all of the ACL rules evaluate to false.

The following are not correct descriptions of how ServiceNow searches and evaluates Access Controls:

? Only for matches on the current table. This is not correct because ServiceNow does not only look for matches on the current table, but also on the parent tables and the global or * table. For example, if there is no ACL rule for the incident table, ServiceNow will look for an ACL rule for the task table, which is the parent table of the incident table, and then for the global or * table, which is the parent table of all tables.

? Only for matches on the current field. This is not correct because ServiceNow does not only look for matches on the current field, but also on the table that contains the field and the global or * table. For example, if there is no ACL rule for the short_description field on the incident table, ServiceNow will look for an ACL rule for the incident table, and then for the global or * table.

? From the most generic match to the most specific match. This is not correct because ServiceNow does not follow a bottom-up approach when evaluating Access Controls, but a top-down approach, as explained

above. References: Access Control Rules, ACL Evaluation Order

https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/new_to_servicenow/app_store_learnv2_securingapps_paris_access_controls_evaluation_order

NEW QUESTION 65

Which of the following is NOT a way to install an application on a ServiceNow instance?

- A. Install an application from the Application Repository
- B. Select the Copy button on the application record
- C. Download and install an application from the ServiceNow Share web site
- D. Download and install a third-party application from the ServiceNow Store

Answer: B

Explanation:

There is no "copy" button on the application record (at least I couldn't see one). Also, see here: https://docs.servicenow.com/bundle/sandiego-application-development/page/build/applications/reference/r_ManagingApplications.html

NEW QUESTION 69

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. `g_form.addInfoMsg()`
- B. `g_form.addInfoMessage()`
- C. `g_form.showFieldMessage()`
- D. `g_form.showFieldMsg()`

Answer: B

Explanation:

From: https://docs.servicenow.com/bundle/paris-application-development/page/script/general-scripting/reference/r_ScriptingAlertInfoAndErrorMsgs.html
g_form.showFieldMsg("field_name", "Hello World", "error"); Puts "Hello World" in an error message **below the specified field**. g_form.addInfoMessage() or g_form.addErrorMessage() place a blue box message at the top of the screen. Pg 126 of the CAD handbook
The method that prints a message on a blue background to the top of the current form by default is g_form.addInfoMessage(). The g_form object is a global object that provides access to form fields and UI elements on a form. The addInfoMessage() method is a method of the g_form object that displays an informational message next to the form header. The message has a blue background color by default, unless it is overridden by a CSS style. The addInfoMessage() method takes one argument, which is the message text to display. References: [ServiceNow Docs - GlideForm (g_form) API], [ServiceNow Docs - g_form.addInfoMessage()]

NEW QUESTION 74

Which one of the following is NOT a debugging strategy for client-side scripts?

- A. g_form.addInfoMessage()
- B. Field Watcher
- C. jslog()
- D. gs.log()

Answer: D

Explanation:

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scripts

The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:

? g_form.addInfoMessage(). This is a client-side API that displays an information message at the top of the form.

? Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.

? jslog(). This is a client-side API that writes a message to the browser console. The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:

? gs.log(). This is a server-side API that writes a message to the system log. References: Client-Side Scripting APIs, Debugging Client Scripts

NEW QUESTION 75

Access Control debug information identifies whether each element of an Access Control granted or denied access. The elements appear in the debug information in the order of evaluation. In which order are the elements of an Access Control evaluated?

- A. Conditions, Roles, Script
- B. Conditions, Script, Roles
- C. Roles, Conditions, Script
- D. Script, Conditions, Roles

Answer: C

Explanation:

"The sequence is ROLES first, then condition, then script." - Chuck Tomasi says so at this link: <https://www.servicenow.com/community/grc-forum/order-of-execution-of-an-acl/m-p/1311962/highlight/true#M6538>

NEW QUESTION 80

What is the purpose of the Application Picker?

- A. Select an application to run
- B. Select an application as a favorite in the Application Navigator
- C. Choose an application to edit and set the Application Scope
- D. Choose an application to download and install

Answer: C

Explanation:

https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/c_ApplicationPicker.html

NEW QUESTION 84

Which of the following methods is NOT part of the ServiceNow REST API?

- A. COPY
- B. POST
- C. GET
- D. DELETE

Answer: A

Explanation:

The ServiceNow REST API is a web service that allows you to interact with the ServiceNow platform using HTTP requests and responses. The ServiceNow REST API supports the following methods:

? POST: This method allows you to create a new record or execute an action on the ServiceNow platform. For example, you can use the POST method to create an incident or run a script.

? GET: This method allows you to retrieve information from the ServiceNow platform. For example, you can use the GET method to get the details of a user or a table.

? DELETE: This method allows you to delete a record or a resource from the ServiceNow platform. For example, you can use the DELETE method to delete an attachment or a workflow context.

? PUT: This method allows you to update a record or a resource on the ServiceNow platform. For example, you can use the PUT method to update the state of a task or the value of a system property.

? PATCH: This method allows you to update a record or a resource on the

ServiceNow platform by sending only the changes. For example, you can use the PATCH method to update the short description of an incident or the order of a module.

The method COPY is not part of the ServiceNow REST API. There is no COPY method in the HTTP protocol. To copy a record or a resource on the ServiceNow platform, you need to use the POST method with the clone action.

References:

- ? ServiceNow REST API overview
- ? ServiceNow REST API methods
- ? [ServiceNow REST API actions]

NEW QUESTION 85

In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

- A. g_form.hasRoleExactly('admin')
- B. gs.hasRole('admin')
- C. g_form.hasRole('admin')
- D. gs.hasRoleExactly('admin')

Answer: B

Explanation:

Business Rule is server-side, so it uses GlideSystem API. gs.hasRoleExactly doesn't exist

In a Business Rule, the following returns true if the currently logged in user has the admin role:

? gs.hasRole('admin'). This is the correct answer because gs is the GlideSystem object, which provides methods for performing system operations, and hasRole is a method that checks if the current user has the specified role. For example, gs.hasRole('admin') will return true if the current user has the admin role, and false otherwise.

The following do not return true if the currently logged in user has the admin role in a Business Rule:

? g_form.hasRoleExactly('admin'). This is not correct because g_form is the

GlideForm object, which provides methods for manipulating forms, and hasRoleExactly is a method that checks if the current user has exactly the specified role and no other roles. For example, g_form.hasRoleExactly('admin') will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.

? g_form.hasRole('admin'). This is not correct because g_form is the GlideForm object, which provides methods for manipulating forms, and hasRole is a method

that checks if the current user has the specified role or any role that contains the specified role. For example, g_form.hasRole('admin') will return true if the current user has the admin role or any role that contains the admin role, such as admin_ui or admin_script.

? gs.hasRoleExactly('admin'). This is not correct because gs is the GlideSystem

object, which provides methods for performing system operations, and hasRoleExactly is not a valid method of the gs object. There is no method that checks if the current user has exactly the specified role and no other roles in the gs object. References: Business Rules, GlideSystem, GlideForm

NEW QUESTION 89

Which of the following statements is true about Guided Application Creator?

- A. The global scope option is turned on by default
- B. A scope application user role is automatically created
- C. Default access controls are automatically created
- D. The welcome screen appears every time a new application is created

Answer: D

Explanation:

The welcome screen appears every time a new application is created through the Guided Application Creator. The welcome screen provides an overview of the steps involved in creating an application, such as defining the app name, scope, and tables, configuring the app user interface, and publishing the app. The other options are not true about the Guided Application Creator. The global scope option is turned off by default, as it is recommended to create applications in their own scope for better security and performance. A scope application user role is not automatically created, as the user can choose to create one or use an existing role for the app access control. Default access controls are not automatically created, as the user can define the read, write, create, and delete permissions for each table in the app. Reference: Guided App Creator

NEW QUESTION 93

What is a Module?

- A. The functionality within an application menu such as opening a page in the content frame or a separate tab or window
- B. A group of menus, or pages, providing related information and functionality to end-users
- C. A way of helping users quickly access information and services by filtering the items in the Application Navigator
- D. A web-based way of providing software to end-users

Answer: A

Explanation:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateAModule.html

A module is the functionality within an application menu such as opening a page in the content frame or a separate tab or window. For example, Open is a module under the Problem application menu that opens a list of problem records. Modules are the second level navigation options for applications. Reference: Modules | ServiceNow Tutorials

NEW QUESTION 95

- * 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

A. a, b, and c

- B. a, b, c, and d
- C. b, c, and d
- D. a, b, and d

Answer: D

Explanation:

The correct combination of statements is a, b, and d. These are possible reasons to build custom applications on ServiceNow:

? To replace outdated, inadequate, custom business applications and processes.

Building custom applications on ServiceNow can help digitize and automate manual or legacy processes that are not covered by existing ServiceNow solutions.

This can improve efficiency, data quality, user experience, and innovation.

? To extend service delivery and management to all enterprise departments.

Building custom applications on ServiceNow can help provide consistent and scalable services across different functions and teams in the organization. This can enhance collaboration, visibility, productivity, and customer satisfaction.

? To extend the value of ServiceNow. Building custom applications on ServiceNow

can help leverage the capabilities and benefits of the Now Platform®, such as low- code development tools, workflow automation engine, AI-powered insights, security operations, etc. This can increase agility, resilience, performance, and value.

The statement c is not a valid reason to build custom applications on ServiceNow:

? To allow users full access to all ServiceNow tables, records, and fields. Building custom applications on ServiceNow does not imply granting users full access to all data and objects in ServiceNow. Access control rules still apply to custom applications and their components to ensure security and compliance.

Reference: Build Custom Apps in ServiceNow – eBook

NEW QUESTION 96

Which of the following methods are useful in Access Control scripts?

- A. g_user.hasRole() and current.isNewRecord()
- B. gs.hasRole() and current.isNewRecord()
- C. g_user.hasRole() and current.isNew()
- D. gs.hasRole() and current.isNew()

Answer: B

Explanation:

Access Control scripts are server-side scripts that run when an Access Control rule is evaluated. They can use the gs and current objects to access the GlideSystem and GlideRecord methods, respectively. Some of the useful methods in Access Control scripts are:

? gs.hasRole() - This method checks if the current user has a specified role. It returns true if the user has the role, and false otherwise. For example, gs.hasRole('admin') will return true if the user is an administrator, and false otherwise.

? current.isNewRecord() - This method checks if the current record is a new record that has not been inserted into the database yet. It returns true if the record is new, and false otherwise. For example, current.isNewRecord() will return true if the record is being created, and false if the record is being updated or deleted.

The methods g_user.hasRole() and current.isNew() are not part of the server-side scripting API. They are part of the client-side scripting API, which is used in Client Scripts and UI

Policies. They cannot be used in Access Control scripts. References:

? [Access Control scripts]

? [GlideSystem methods]

? [GlideRecord methods]

Reference: <http://servicenowmypath.blogspot.com/2017/>

NEW QUESTION 97

Which of the following is true about deleting fields from a table?

- A. Any field on a table can be deleted
- B. User-defined non-inherited fields can be deleted
- C. Inherited fields can be deleted
- D. Table records are deleted when a field is deleted

Answer: B

Explanation:

User-defined non-inherited fields can be deleted from a table in ServiceNow. These are fields that are created by users on a specific table and are not inherited from a parent table. Inherited fields cannot be deleted from a table, as they are defined on a parent table and shared by all child tables. Any field on a table cannot be deleted, as some fields are system-defined and essential for the table functionality. Table records are not deleted when a field is deleted, as the field deletion only affects the table structure and not the data. Reference: Delete fields

NEW QUESTION 100

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option
- D. Set the Accessible from field value to This application scope only

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. By setting the Accessible from field value to This application scope only, you can restrict the access to your data tables to only your application scope. This means that other application scopes cannot create, read, write, or delete records on your data tables, unless they have explicit permissions through Access Controls or other means.

References:

? Application Access

? [Application scope]

https://developer.servicenow.com/dev.do#!/learn/learning-plans/rome/new_to_servicenow/app_store_learnv2_securingapps_rome_application_access
https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ExampleDenyingAllDesignAccess.html

NEW QUESTION 101

Identify the way(s) an application can respond to an Event generated by the `gs.eventQueue()` method.

- a) Script Action
- b) Scheduled Script Execution (Scheduled Job)
- c) UI Policy
- d) Email Notification

- A. b and c
- B. c
- C. a and d
- D. a and c

Answer: C

Explanation:

"There are two possible ways to respond to events:

- Email Notification
- Script Action" - see this quote in link below: https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_responding_to_events

NEW QUESTION 104

What is the best UX format to use for lists and forms?

- A. Forms
- B. Lists
- C. Standard
- D. Classic

Answer: D

Explanation:

there are only two types of UX options: Mobile and Classic. Classic is defined as "manage records via lists and form"

NEW QUESTION 109

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. `${event.<property name>}`
- B. `${current.<property name>}`
- C. `${property name}.getDisplayValue()`
- D. `${gs.<property name>}`

Answer: A

Explanation:

<https://www.servicenow.com/community/it-service-management-forum/email-notification/m-p/695221>

Reference: https://community.servicenow.com/community? id=community_QUESTION

NO:&sys_id=e017cbe5db1cdbc01dcaf3231f9619a3

When configuring the content of an Email Notification, the following syntax should be used to reference the properties of an event triggering the Notification:

`event.<propertyname>`. This is the correct syntax to access the properties of the event record that triggered the Email Notification, such as `event.name`, `event.parm1`, or `event.parm2`. For example, `{event.parm1}` will display the value of the first parameter of the event.

The following syntaxes are not correct for referencing the properties of an event triggering the Notification:

`current.<propertyname>`. This is the syntax to access the properties of the current record that is associated with the event, such as `current.number`, `current.short_description`, or `current.state`. For example, `{current.short_description}` will display the short description of the current record.

`${property name}.getDisplayValue()`. This is the syntax to access the display value of a property of the current record, such as `current.state.getDisplayValue()`, `current.assigned_to.getDisplayValue()`, or `current.category.getDisplayValue()`. For example, `current.state.getDisplayValue()` will display the state of the current record in a human-readable format, such as New, In Progress, or Closed.

`${gs.<property name>}`. This is the syntax to access the properties of the GlideSystem (gs) object, which provides methods for performing system operations, such as `gs.now()`, `gs.getUserID()`, or `gs.getProperty()`. For example, `gs.now()` will display the current date and time of the system. References: Email Notifications, Email Notification Variables

NEW QUESTION 114

When configuring an Access Control which has no condition or script, which one of the following statements is NOT true?

- A. `table.*` will grant access to every field in a record
- B. `table.None` will grant access to every record on the table
- C. `table.field` will grant access to a specific field in a record
- D. `table.id` will grant access to a specific record on the table

Answer: D

Explanation:

Access Controls are rules that define who can access what data and how they can access it. When configuring an Access Control, you can specify the table, operation, and role for the rule. You can also add a condition or a script to further refine the rule. If you do not add a condition or a script, the rule will apply to all records and fields on the table.

The statements A, B, and C are true for Access Controls that have no condition or script. For example:

? table.* will grant access to every field in a record. This means that the user can view and edit all the fields on the record, regardless of their role or any other criteria.

? table.None will grant access to every record on the table. This means that the user can view and edit all the records on the table, regardless of their role or any other criteria.

? table.field will grant access to a specific field in a record. This means that the user can view and edit only that field on the record, regardless of their role or any other criteria.

The statement D is not true for Access Controls that have no condition or script. table.id will not grant access to a specific record on the table. This is because the id is not a field name, but a unique identifier for the record. To grant access to a specific record on the table, you need to add a condition or a script that matches the id of the record.

References:

? [Access Control rules]

? [Create an Access Control rule]

NEW QUESTION 117

Here is the Business Rule script template:

```
(function executeRule (current, previous */null when async*/) {

    }) (current, previous);
```

This type of JavaScript function is known as:

- A. Constructor
- B. Scoped
- C. Anonymous
- D. Self-invoking

Answer: D

Explanation:

Self-invoking. Learn JavaScript!

This type of JavaScript function is known as self-invoking or immediately-invoked function expression (IIFE). It is a function that is defined and executed at the same time, without being assigned to a variable or being called by another function. It is often used to create a local scope for variables and avoid polluting the global namespace. References: [W3Schools - JavaScript Function Definitions], [MDN Web Docs - Immediately-invoked function expressions]

NEW QUESTION 122

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Enter the name of the Application in the Global search field
- B. Open the list of Update Sets for the instance
- C. Examine the Application Files Related List in the application to be published
- D. Open the artifact records individually to verify the value in the Application field

Answer: C

Explanation:

To see what scripts, reports, and other application artifacts will be in a published application, the best option is to examine the Application Files Related List in the application to be published. This will show all the application files that belong to the application, grouped by file type and scope. You can also filter, sort, or search the list to find specific files.

The following options are not the best ways to see what application artifacts will be in a published application:

? Enter the name of the Application in the Global search field. This will perform a global text search on the instance and return any records that match the application name, which may include irrelevant or incomplete results.

? Open the list of Update Sets for the instance. This will show all the update sets that have been created or imported on the instance, but not necessarily the ones that belong to the application to be published. Update sets are used to move customizations between instances, not to publish applications to the ServiceNow Store or Share.

? Open the artifact records individually to verify the value in the Application field.

This will require opening each record that may be part of the application and checking the Application field, which is tedious and error-prone. References: Publish an Application, Application Files

NEW QUESTION 125

The task table is an example of which of the following? Choose 2 answers

- A. Legacy class
- B. Child class
- C. Base class
- D. Parent class

Answer: CD

Explanation:

"A table that extends another table is called a child class, and the table it extends is the parent class" - this is about halfway down in this link below:

<https://docs.servicenow.com/en-US/bundle/tokyo-platform-administration/page/administer/table-administration/concept/table-extension-and-classes.html>

NEW QUESTION 128

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button
- B. Use the Record Producer module then add and configure all variables manually

- C. Open the table in the Table records and select the Add to Service Catalog Related Link
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Answer: C

Explanation:

The fastest way to create and configure a Record Producer is to open the table in the Table records and select the Add to Service Catalog Related Link. This will automatically create a Record Producer with the same fields as the table and add it to the Service Catalog. You can then modify the Record Producer as needed. The other options require more steps and manual configuration. Reference: Create a record producer

NEW QUESTION 130

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?

- 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

NEW QUESTION 134

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

- A. a b and c
- B. a b c and d
- C. b c and d
- D. a b and d

Answer: D

NEW QUESTION 138

Which one of the following is NOT part of the Form Designer?

- A. Form layout
- B. Page header
- C. Schema map
- D. Field navigator

Answer: C

Explanation:

https://developer.servicenow.com/dev.do#!/learn/courses/sandiego/app_store_learnv2_learnmore_sandiego_learn_more/app_store_learnv2_learnmore_sandiego_form_and_list_layouts/app_store_learnv2_learnmore_sandiego_what_is_form_designer

The Form Designer is a tool that allows you to create and customize forms on the ServiceNow platform. The Form Designer has four main components:

? Form layout: The form layout shows the preview of the form and allows you to drag

and drop fields, sections, and related lists onto the form. You can also resize, reorder, and delete the elements on the form layout.

? Page header: The page header shows the name of the table and the form that you are editing. You can also access the form properties, save the form, and switch to the form view from the page header.

? Field navigator: The field navigator shows the list of available fields for the table and allows you to search, filter, and add fields to the form. You can also create new fields and edit existing fields from the field navigator.

? Schema map: The schema map is not part of the Form Designer. The schema map is a separate tool that shows the relationships between tables and fields on the platform. You can access the schema map from the System Definition > Tables module or from the context menu of a table.

References:

? [Form Designer]

? [Schema map]

NEW QUESTION 143

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