

ServiceNow

Exam Questions CTA

ServiceNowCertified Technical Architect (CTA)



NEW QUESTION 1

As an implementation progresses, which elements does a ServiceNow capability map typically indicate?
Choose 3 answers

- A. Deployed products
- B. Maturity of deployment
- C. Integration points with external systems
- D. Licensed unused products
- E. Business unit organizational structure

Answer: ABC

Explanation:

A ServiceNow capability map evolves as an implementation progresses. It typically indicates:

A: Deployed products: The map shows which ServiceNow products or modules have been deployed and are actively used within the organization.

B: Maturity of deployment: It may visually represent the maturity level of each deployed product, indicating how fully it is being utilized and integrated.

C: Integration points with external systems: The map highlights how ServiceNow integrates with other systems and applications within the organization's IT landscape.

Why not the other options?

D: Licensed unused products: While this information might be useful, it's not typically shown on a capability map, which focuses on active deployments.

E: Business unit organizational structure: This is not directly related to the ServiceNow implementation or its capabilities.

[Reference: ServiceNow implementation best practices, Capability mapping, =====]

NEW QUESTION 2

What components constitute the application layer security within ServiceNow? Choose 3 answers

- A. Multi-Factor Authentication (MFA)
- B. Platform Encryption (PE)
- C. Access Control Lists (ACLs)
- D. Full Disk Encryption (FDE)
- E. IP address access control

Answer: ACE

Explanation:

Application layer security in ServiceNow focuses on protecting data and functionality within the ServiceNow application itself. The following components contribute to this:

A: Multi-Factor Authentication (MFA): MFA adds an extra layer of security by requiring users to provide multiple forms of authentication (e.g., password, security token, biometric verification) to access the application.

C: Access Control Lists (ACLs): ACLs define which users or roles have permission to access, modify, or delete specific data and functionality within the application.

E: IP address access control: While technically a network layer control, IP address access control is often implemented and managed within the ServiceNow application. It restricts access to the instance based on IP address ranges.

Why not the other options?

B: Platform Encryption (PE): This is a broader encryption solution that protects data at rest across the platform, not specifically at the application layer.

D: Full Disk Encryption (FDE): This encrypts the entire hard drive of the server where the ServiceNow instance is hosted, providing protection at the infrastructure level, not the application layer.

[Reference: ServiceNow Security documentation, Application Security best practices, =====]

NEW QUESTION 3

Which type of testing is best suited for scenarios requiring repeated execution of tasks over a long period of time?

- A. Automated testing
- B. Usability testing
- C. Ad hoc testing
- D. Manual testing

Answer: A

NEW QUESTION 4

What does a ServiceNow governance framework typically define? Choose 3 answers

- A. How decisions are made
- B. What decisions need to be made
- C. Who is involved in decision-making
- D. Recurring schedules for governance meetings
- E. How work gets done on the platform

Answer: ABC

NEW QUESTION 5

Under technical governance policies, what does environmental management in ServiceNow primarily define?

- A. Instance structure
- B. Data ownership
- C. User access policies
- D. Application customization

Answer: A

Explanation:

In the context of ServiceNow technical governance, environmental management primarily focuses on defining the instance structure. This includes:

Instance Segmentation: Determining how many instances are needed (e.g., separate instances for development, test, and production) and how they relate to each other.

Instance Upgrades: Establishing policies and procedures for managing instance upgrades, including scheduling, testing, and communication.

Instance Maintenance: Defining guidelines for ongoing maintenance activities, such as patching, backups, and performance monitoring.

Why not the other options?

B: Data ownership: Data ownership is typically addressed within data governance policies, not specifically environmental management.

C: User access policies: User access policies are part of security governance and are handled through roles, permissions, and access control lists.

D: Application customization: Application customization is governed by development and configuration standards, not directly by environmental management.

[Reference: ServiceNow platform documentation, ITIL 4 framework, =====]

NEW QUESTION 6

What aspect of software is evaluated during non-functional testing?

- A. Specific behaviors and outputs of the system.
- B. The way a system operates and meets user expectations.
- C. The creation of records and setting field values.
- D. Functional requirements outlined in the design document.

Answer: B

NEW QUESTION 7

What is the primary purpose of analyzing an organization's existing architecture as a CTA?

- A. To evaluate existing system performance
- B. To identify issues and gaps in the system
- C. To recommend a product roadmap
- D. To evaluate existing testing practices

Answer: B

NEW QUESTION 8

When advising on release and instance management, what should be considered as key governance factors?

Choose 3 answers

- A. Release performance and instance usage analytics
- B. Operating model and development approach
- C. Platform scope and deployed applications
- D. Day-to-day instance performance metrics
- E. Number and purpose of instance environments

Answer: BCE

NEW QUESTION 9

Which data types are considered part of Master/Core Data in ServiceNow?

Choose 3 answers

- A. Approval Policies
- B. Transaction logs
- C. CMDB data
- D. Service model data
- E. User information

Answer: ACE

Explanation:

Master/Core data in ServiceNow refers to the foundational data that is essential for the platform's operation and various applications. This includes:

A: Approval Policies: These define the rules and workflows for approvals within the platform, impacting various processes.

C: CMDB data: The Configuration Management Database (CMDB) contains critical information about IT assets, services, and their relationships.

E: User information: Data about users, their roles, and their permissions is crucial for access control and security.

Why not the other options?

B: Transaction logs: These are operational data that record system activities, not core master data.

D: Service model data: While important, service model data is typically built upon the foundation of master data like the CMDB and user information.

[Reference: ServiceNow data management best practices, =====]

NEW QUESTION 10

What are common group types used in ServiceNow for managing foundational data? Choose 3 answers

- A. Assignment groups
- B. Workflow groups
- C. Security groups
- D. Financial groups
- E. Process groups

Answer: ABC

NEW QUESTION 10

How are new classes of Configuration Items (CIs) and relationships created in the ServiceNow CMDB?

- A. Importing data from external sources
- B. Using predefined templates
- C. Using IntegrationHub ETL
- D. Extending other classes

Answer: D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is by extending existing classes. This leverages the existing data structure and relationships within the CMDB.

Here's why this approach is preferred:

Inheritance: Extending a class allows the new class to inherit attributes and relationships from the parent class, ensuring consistency and reducing redundancy.

Data Model Integrity: It helps maintain the integrity of the CMDB data model by building upon the established CSDM framework.

Customization: Extending classes provides flexibility to add specific attributes and relationships that are unique to the new CI class.

Why not the other options?

A: While importing data can populate the CMDB, it's not the primary method for creating new CI classes and their relationships.

B: ServiceNow does not offer predefined templates for creating new CI classes.

C: IntegrationHub ETL is a powerful tool for data integration, but it's primarily used for data transformation and loading, not for creating new CI classes.

[Reference: ServiceNow CMDB documentation, ServiceNow Developer training materials, , ,]

NEW QUESTION 12

A CTA is advising a large organization with multiple ServiceNow instances across different departments. The client wants to streamline their application deployment process and ensure consistency across instances. Which recommendation should the CTA prioritize regarding the Application Repository?

- A. Use it for a Citizen Development program
- B. Employ it for real-time collaborative coding
- C. Use it to centralize and distribute custom apps
- D. Use it as a backup for all global application packages

Answer: C

NEW QUESTION 14

What approach reduces complexity and maintenance overhead when assigning data ownership?

- A. Assigning data ownership by location
- B. Assigning data ownership by role
- C. Assigning data ownership by attribute
- D. Assigning data ownership by entity

Answer: B

NEW QUESTION 18

What is the main focus in the Foundation stage of implementing the CSDM framework?

- A. Identifying and populating network infrastructure CIs
- B. Preparing accurate business information for reporting
- C. Setting up relationships between technology and business
- D. Working on CMDB tables associated with ITSM

Answer: C

Explanation:

The Foundation stage of the CSDM framework focuses primarily on establishing the core structure of your CMDB. This involves:

Defining the scope: Determine which services and applications will be managed within the CMDB.

Building the foundation data model: Implement the core CSDM classes and their relationships. This includes key classes like Application Service, Business Application, and Technical Service Offering.

Populating foundational data: Start populating the CMDB with basic information about your core services, applications, and the technologies that support them.

Why not the other options?

A: While network infrastructure CIs are important, they are not the primary focus in the Foundation stage. The focus is on the core service and application model.

B: Accurate business information is crucial for reporting, but the Foundation stage prioritizes establishing the structural relationships within the CMDB.

D: Working with ITSM tables is part of the broader CMDB implementation, but the Foundation stage focuses on the core CSDM classes, which extend beyond ITSM.

[Reference: ServiceNow CSDM documentation, =====]

NEW QUESTION 21

Which encryption solution would ensure that customer credit card numbers were encrypted before being stored in the cloud and would allow for easy administration of encryption keys?

- A. Edge Encryption
- B. Server-side Encryption
- C. Client-side Encryption
- D. Database Encryption

Answer: C

NEW QUESTION 25

Why is IP address access control considered part of the network layer despite being implemented in the application layer?

- A. It performs data tokenization and substitution for security.
- B. It uses encryption to protect data at rest in the ServiceNow instance.
- C. It restricts access to the instance based on IP address ranges.
- D. It manages user authentication to the ServiceNow platform.

Answer: C

NEW QUESTION 27

What is the primary purpose of having a go-live plan?

- A. To facilitate a seamless and smooth transition process.
- B. To record root causes for problems arising out of the transition.
- C. To establish a backup system for data recovery.
- D. To conduct a comprehensive review of all project documents.

Answer: A

NEW QUESTION 28

What is the primary purpose of security threat modeling?

- A. To identify potential threats and develop mitigations.
- B. To manage the encryption key management process.
- C. To backup, restore and recover critical customer data.
- D. To configure trusted IP address ranges in the system.

Answer: A

NEW QUESTION 32

A CTA is guiding a client through the final step of planning a ServiceNow integration. What critical aspect should the CTA prioritize when gathering technical details?

- A. Assessing network and system communication needs
- B. Determining the color scheme for integration UI
- C. Planning the communication for the integration go-live
- D. Estimating the projected integration data metrics

Answer: A

Explanation:

In the final planning stage of a ServiceNow integration, the CTA should prioritize assessing network and system communication needs. This involves:

Connectivity: Verifying network connectivity between ServiceNow and the external system. This includes checking firewalls, ports, and any required network configurations.

Protocols: Determining the communication protocols to be used (e.g., REST, SOAP, JDBC).

Security: Ensuring secure communication channels, including authentication and encryption requirements.

Performance: Considering bandwidth requirements and potential performance impacts on both systems.

Why not the other options?

* B. Determining the color scheme for integration UI: While UI considerations are important, they are not the primary focus during the technical details gathering stage.

* C. Planning the communication for the integration go-live: Communication planning is important but separate from the technical details of the integration itself.

* D. Estimating the projected integration data metrics: Data volume estimates are useful, but the primary focus is on ensuring successful communication between the systems.

[Reference: ServiceNow integration best practices, Network communication fundamentals, =====]

NEW QUESTION 36

In Identity Provider (IdP) initiated SSO, what is the primary protocol used for communication between the IdP and the enterprise application?

- A. JSON Web Token (JWT) authentication
- B. OAuth 2.0 authorization framework
- C. OpenID Connect (OIDC) protocol
- D. Security Assertion Markup Language (SAML)

Answer: D

NEW QUESTION 37

Starting with the Washington DC release, what will replace Database Encryption for data at rest in ServiceNow?

- A. Column Level Encryption (CLE)
- B. Cloud Encryption
- C. Full Disk Encryption (FDE)
- D. IP Address Access control (IPAC)

Answer: B

NEW QUESTION 40

What is the primary purpose of the Test Management 2.0 application in ServiceNow?

- A. To streamline manual testing processes
- B. To generate test cases automatically
- C. To automate software testing processes
- D. To replace human testers with AI

Answer: A

NEW QUESTION 43

A company is preparing for a ServiceNow instance upgrade. Which tool shortens the time to validate critical processes post-upgrade?

- A. Test Management 2.0
- B. Automated Testing Framework (ATF)
- C. Manual testing scripts
- D. System health dashboard

Answer: B

Explanation:

The Automated Testing Framework (ATF) is the best tool for quickly validating critical processes after a ServiceNow instance upgrade. Here's why:

Automated Execution: ATF allows you to create automated tests that can be run quickly and repeatedly after the upgrade. This significantly reduces the time required for testing compared to manual methods.

Comprehensive Coverage: You can create automated tests for various processes, workflows, UI actions, and business rules, ensuring comprehensive validation of critical functionality.

Regression Testing: ATF is particularly valuable for regression testing, ensuring that the upgrade hasn't introduced any unexpected issues or broken existing functionality.

Why not the other options?

* A. Test Management 2.0: While Test Management 2.0 provides a framework for managing tests, it doesn't inherently shorten the testing time itself. It can be used with ATF to organize and track automated tests.

* C. Manual testing scripts: Manual testing is time-consuming and prone to errors, especially for repetitive tasks involved in upgrade validation.

* D. System health dashboard: This dashboard provides an overview of system performance and health, but it doesn't directly validate specific processes or workflows.

[Reference: ServiceNow Automated Test Framework (ATF) documentation, =====]

NEW QUESTION 47

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