

ServiceNow

Exam Questions CTA

ServiceNow Certified Technical Architect (CTA)



NEW QUESTION 1

Which methods can be used to populate the CMDB with data from third-party sources? Choose 2 answers

- A. Identification and Reconciliation Engine (IRE)
- B. Discovery
- C. IntegrationHub ETL
- D. Service Graph Connectors
- E. Service Mapping

Answer: CD

NEW QUESTION 2

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 3

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 4

What are the advantages of a 5-stack instance structure that consists of development, quality assurance, user acceptance testing, staging, and production? Choose 3 answers

- A. Staging instance for troubleshooting
- B. Lower maintenance effort
- C. Deployment testing
- D. Increased parallel activity
- E. Single Dev track

Answer: ACD

NEW QUESTION 5

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 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 should be included in the go-live planning to handle and manage potential risks?

- A. A list of key performance metrics to track the performance.
- B. A back-out plan and mitigation plan for unforeseen circumstances.
- C. A detailed communication plan for all stakeholders.
- D. A schedule for user training and support sessions.

Answer: B

NEW QUESTION 8

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 9

What is a core principle for data import in ServiceNow?

- A. Import data first and validate later
- B. Use authoritative sources
- C. Use ServiceNow as a data proxy
- D. Schedule imports monthly

Answer: B

Explanation:

A core principle for data import in ServiceNow is to use authoritative sources. This means:

Trusted Data: Import data from sources that are known to be accurate, reliable, and up-to-date.

Data Integrity: Using authoritative sources ensures the integrity and quality of the data being imported into ServiceNow.

Reduced Errors: Relying on trusted sources minimizes the risk of importing incorrect or inconsistent data.

Why not the other options?

* A. Import data first and validate later: This can lead to data quality issues and require significant cleanup efforts.

* C. Use ServiceNow as a data proxy: ServiceNow is not designed to be a primary data store for external systems.

* D. Schedule imports monthly: The frequency of imports depends on the specific data and its volatility.

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

NEW QUESTION 10

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 10

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 13

What is the primary factor in determining the number of MID Servers required for a standard ServiceNow deployment?

- A. The number of network routers in use
- B. The number of targets and interaction frequency
- C. The number of concurrent users on the instance
- D. The geographical spread of the organization

Answer: B

NEW QUESTION 15

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 16

Which strategy is recommended for effective communication during the go-live phase?

- A. Focus communications only on immediate supervisors.
- B. Provide minimal updates to avoid overloading the team.
- C. Postpone any form of communication until all issues are resolved.
- D. Describe released functionality and provide knowledge base articles.

Answer: D

Explanation:

Effective communication during a go-live is crucial for keeping stakeholders informed and managing expectations. The best strategy is to describe released functionality and provide knowledge base articles. Here's why:

Clarity and Transparency: Clearly communicate what new features or changes are being released, so users understand what to expect.

Knowledge Base Articles: Provide detailed documentation and knowledge base articles to help users learn about the new functionality and how to use it.

Proactive Communication: Don't wait for issues to arise before communicating. Keep users informed about the progress of the go-live and any potential impacts.

Targeted Communication: Tailor communication to different audiences (e.g., end-users, IT staff, management).

Why not the other options?

A: Focus communications only on immediate supervisors: This limits information flow and can lead to confusion and frustration among other stakeholders.

B: Provide minimal updates to avoid overloading the team: Under-communication can create anxiety and uncertainty. It's better to provide regular, concise updates.

C: Postpone any form of communication until all issues are resolved: This is unrealistic and can damage trust. Communicate openly about challenges and progress towards resolution.

[Reference: ITIL 4 framework, Service transition best practices, =====]

NEW QUESTION 19

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 20

What benefits does effective testing provide? Choose 3 answers

- A. Ensures compliance with industry standards
- B. Conforms to specifications as defined in stories

- C. Enhances overall system performance
- D. Validates new functionality without introducing regressions
- E. Identifies defects early in the development process

Answer: BDE

NEW QUESTION 24

What type of testing requires human observation to measure how user-friendly, efficient, or convenient the software or product is for end-users?

- A. Smoke testing
- B. Usability testing
- C. Integration testing
- D. System testing

Answer: B

NEW QUESTION 26

What does the ServiceNow Security Center's daily compliance score indicate in ServiceNow?

- A. The number of security incidents created in the last 24 hours.
- B. The number of phishing emails resolved in the last 24 hours.
- C. The security compliance percentage of the ServiceNow instance.
- D. Percentage of vulnerabilities remediated in the last 24 hours.

Answer: C

NEW QUESTION 30

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