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QUESTION 1

What tool is used to import data from various data sources, and map that data into ServiceMow tables?

A. Import Set

B. Update Set

C. Data Pack

D. Transform Set

Correct Answer: A

QUESTION 2

Which statement is true about business rules?

A. A business rule must run before a database action occurs

B. A business rule can be a piece of Javascript

C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

Correct Answer: B

QUESTION 3

What is a quick way to create a report from a list view?

A. Click on filter breadcrumb, drag and drop on the Report > Create New module

B. Click Funnel, define filter conditions, click Create Report

C. Click Context Menu, select Create Report

D. Apply filter, right click on column header, select Bar Chart

E. Apply filter, right click on column header, select Create Report

Correct Answer: D

QUESTION 4

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of

improvement?

A. Analytics Reports

B. Performance Analytics

C. Scheduled Reports

D. Reporting

Correct Answer: B

QUESTION 5

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

A. Common Services Data Model (CSDM)

B. Information Technology Service Management (ITSM)

C. Configuration Management Database (CMDB)

D. Information Technology Infrastructure Library (ITIL)

Correct Answer: A

Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brief/sbr-servicenow-common-service-data-model.pdf

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