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QUESTION 1

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Correct Answer: AD

QUESTION 2

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A

QUESTION 3

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Correct Answer: A

QUESTION 4

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules

- B. UI Policies
- C. Roles
- D. Assignment Rules

Correct Answer: C

QUESTION 5

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Correct Answer: BCD

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