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 a table in a privately-scoped application, which four Access Controls are created for the table?

A. Insert, Delete, Query, Write
B. Create, Delete, Read, Write
C. Create, Delete, Read, Update
D. Insert, Delete, Query, Update

Answer: B

Explanation:
When creating a table in a privately-scoped application, four Access Controls are automatically created for the table. These Access Controls define the permissions for the four basic operations on the table: Create, Delete, Read, and Write. The Create operation allows the user to create new records on the table. The Delete operation allows the user to delete existing records on the table. The Read operation allows the user to view the records on the table. The Write operation allows the user to modify the records on the table. By default, these Access Controls grant access to the admin role and the application scope. You can modify or delete these Access Controls as needed.
The other options are not valid Access Controls for a table. Insert, Query, and Update are not operations, but methods of the GlideRecord class that are used to manipulate records on the server-side. They are not part of the Access Control rules.
References:
? [Access Control rules]
? Create a table in a scoped application
? [GlideRecord methods]

NEW QUESTION 3
Assume a table called table exists and contains 3 fields: field1, field2, field3. Examine the Access Control list for table:

table.None read Access Control for users with the admin and itil roles

table.field3 read Access Control for users with the admin role

Which field or fields can a user with the itil role read?

A. field3 only
B. filed1 and field3
C. All fields
D. All fields except field3

Answer: D

Explanation:
https://docs.servicenow.com/bundle/tokyo-platform-security/page/administer/contextual-security/concept/access-control-rules.html

NEW QUESTION 4
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 5
From the list below, identify one reason an application might NOT be a good fit with ServiceNow.
The application:

A. Needs workflow to manage processes
B. Requires "as-is" use of low-level programming libraries
C. Requires reporting capabilities
D. Uses forms extensively to interact with data

Answer: B

Explanation:
From the list below, the following is a reason an application might not be a good fit with ServiceNow:
? Requires "as-is" use of low-level programming libraries. This is the correct answer
because ServiceNow is a high-level platform that abstracts away the low-level details of the underlying infrastructure and technology stack. ServiceNow provides a rich set of APIs, tools, and features that allow users to develop applications without coding or with minimal coding. However, ServiceNow does not support the direct

NEW QUESTION 6
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 7
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 8
You are developing the MyApp application that has a table, Table A. When the MyApp application is installed on an instance, you want Table A's records to be installed as part of the application.
Table A's records will be installed when:

A. Table A is active and extends the Task table
B. Table A's records are added to the application record using the Create Application Files context menu item
C. Table A has an automatic number counter for new records
D. Table A is not included in the System Clone > Exclude Tables list

Answer: B

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

NEW QUESTION 9
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 10
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 10
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 11
Which server-side API debug log method is available for scoped applications?

A. gs.print()
B. gs.log()
C. gs.debuglog()
D. gs.info()

Answer: D

Explanation:
 The server-side API debug log method available for scoped applications is gs.info(). This method logs informational messages that describe the progress of the application. Older methods such as gs.print() and gs.log() are not available in scoped applications. The gs.debuglog() method does not exist. The gs.info(), gs.warn(), gs.error(), and gs.debug() methods work in both scoped applications and global, and are therefore more versatile going forward in future versions. Reference: Debugging best practices

NEW QUESTION 15
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 20
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 24
For Application Access there is a configuration option called Allow access to this table via web services. Which one of the following statements is true when this option is selected?

A. This option restricts the ability to delete records via web services but records can always be read
B. The user performing the query via web services must have the correct permissions to access the table's records
C. Even when not selected, users with the correct permissions can use web services to access the table's records
D. This option restricts access only to SOAP web services but does not apply to REST

Answer: B

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 selecting the Allow access to this table via web services option, you can enable other application scopes to access your data tables using web services, such as SOAP or REST. However, the user performing the query via web services must have the correct permissions to access the table's records. The user must have the appropriate roles and access controls to perform the operations on the table, such as create, read, write, or delete.
The other statements are not true when this option is selected. This option does not restrict the ability to delete records via web services, nor does it allow records to be always read. The access to the records depends on the user's permissions and the web service method. This option also does not restrict access only to SOAP web services, but applies to both SOAP and REST web services. Finally, this option is not the only way to enable web service access to the table's records. Even when this option is not selected, users with the correct permissions can use web services to access the table's records, as long as they specify the application scope in the web service request.
References:
? Application Access
? Web service access to scoped applications

NEW QUESTION 27
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 32
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 36
What are the benefits of storing the majority of an Application's server-side script logic in a Script Include?
a) This makes execution faster.
b) Only run when called from a script.

c) The script logic can be hidden when the Application is installed from the ServiceNow Store. d. For some changes to application logic there is only one place to make edits.

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

Answer: C

Explanation:
https://developer.servicenow.com/dev.do#!/learn/courses/tokyo/app_store_learnv2_scriptin
g_tokyo_scripting_in_servicenow/app_store_learnv2_scripting_tokyo_server_side_scriptin g/app_store_learnv2_scripting_tokyo_script_includes

NEW QUESTION 37
Which one of the following is true for GlideUser (g_user) methods?

A. Can be used in Client Scripts and UI Policies only
B. Can be used in Business Rules only
C. Can be used in Client Scripts, UI Policies, and UI Actions
D. Can be used in Business Rules, and Scripts Includes

Answer: C

Explanation:
The following is true for GlideUser (g_user) methods:
? Can be used in Client Scripts, UI Policies, and UI Actions. This is true because GlideUser (g_user) methods are part of the client-side scripting APIs that provide information about the current user and the user's preferences. Client Scripts, UI Policies, and UI Actions are all types of client-side scripts that run in the web browser and manipulate the user interface.
The following are not true for GlideUser (g_user) methods:
? Can be used in Client Scripts and UI Policies only. This is false because GlideUser (g_user) methods can also be used in UI Actions, which are another type of client- side scripts that can be triggered by a user's click on a button, link, or choice.
? Can be used in Business Rules only. This is false because GlideUser (g_user) methods cannot be used in Business Rules, which are server-side scripts that run on the ServiceNow platform and manipulate the database. Business Rules use a different API to access the current user information, which is GlideSystem (gs).
? Can be used in Business Rules, and Scripts Includes. This is false because GlideUser (g_user) methods cannot be used in Business Rules or Script Includes, which are both server-side scripts. Script Includes are reusable units of code that can be called from any server-side script. Script Includes also use GlideSystem (gs) to access the current user information. References: Client-Side Scripting APIs, GlideUser, Business Rules, Script Includes
Reference: https://developer.servicenow.com/dev.do#!/reference/api/newyork/client/c_GlideUserAPI

NEW QUESTION 40
When configuring a module, what does the Override application menu roles configuration option do?

A. Users with the module role but without access to the application menu access the module
B. Self-Service users can access the module even though they do not have roles
C. Admin is given access to the module even if Access Controls would ordinarily prevent access
D. Users with access to the application menu can see the module even if they don't have the module role

Answer: A

Explanation:
Checkbox tooltip: "Show this module when the user has the specified roles. Otherwise the user must have the roles specified by both the application menu and the module."
The following is true for the Override application menu roles configuration option when configuring a module:
? Users with the module role but without access to the application menu access the module. This is true because the Override application menu roles option allows users to bypass the application menu role requirement and access the module directly if they have the module role. For example, if a module has the itil role and the Override application menu roles option enabled, and the application menu has the admin role, then a user who has the itil role but not the admin role can still access the module.
The following are not true for the Override application menu roles configuration option when configuring a module:
? Self-Service users can access the module even though they do not have roles.
This is false because the Override application menu roles option does not grant access to the module to users who do not have any roles. Self-Service users are users who do not have any roles assigned to them and can only access the Self- Service portal and the Knowledge Base. To access the module, users need to have at least the module role.
? Admin is given access to the module even if Access Controls would ordinarily prevent access. This is false because the Override application menu roles option does not override the Access Control (ACL) rules that apply to the module.
Access Control rules are used to restrict the access to the data and functionality of the ServiceNow platform based on the user's roles and conditions. Admin is a role
Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0716421

NEW QUESTION 45
Which of the following objects does a Display Business Rule NOT have access to?

A. previous
B. GlideSystem
C. g_scratchpad
D. current

Answer: A

Explanation:

A Display Business Rule has access to the current, g_scratchpad, and GlideSystem objects, but not the previous object. The previous object is only available to Before Business Rules4. References: Business Rule API https://docs.servicenow.com/bundle/tokyo-application-development/page/script/business-rules/concept/c_BusinessRules.html

NEW QUESTION 49
Identify characteristic(s) of a Record Producer. Choose 3 answers

A. Graphics can be included on the user interface.
B. All records created using this strategy are inserted into the Requested Item [sc_req_item] table.
C. You can script behaviors of fields in the user interface.
D. They must be scripted.
E. Each field prompts the user with a question rather than a field label.

Answer: ACE

Explanation:
 A Record Producer is a type of service catalog item that allows users to create records on a specified table. A Record Producer has the following characteristics:
? Graphics can be included on the user interface: You can add images, icons, or
banners to the Record Producer to make it more appealing and informative for the user. You can also use HTML and CSS to customize the layout and style of the Record Producer.
? You can script behaviors of fields in the user interface: You can use Client Scripts
and UI Policies to control the behavior and appearance of the fields on the Record Producer. For example, you can use Client Scripts to validate the field inputs, perform calculations, or populate default values. You can also use UI Policies to show or hide fields, make fields mandatory or read-only, or set field values based on conditions.
? Each field prompts the user with a question rather than a field label: You can use
the Variable Question field to define the question that prompts the user for the field value. The question can be more descriptive and user-friendly than the field label. For example, you can use the question "What is the name of the project?" instead of the field label "Name".
The other statements are not true for Record Producers. Record Producers do not always insert records into the Requested Item [sc_req_item] table. They can insert records into any table that is specified in the Record Producer properties. Record Producers also do not have to be scripted. They can use the default script that maps the variable values to the record fields, or they can use a custom script that defines the logic for creating the record. References:
? [Record Producers]
? [Record Producer properties]
? [Record Producer scripts]

NEW QUESTION 51
How can an application link to a repository behind a firewall?

A. This option is not supported.
B. Link an application to source control through a MID Server.
C. Link an application to source control through an access token.
D. Link an application to source control with multi-factor authentication.

Answer: B

Explanation:
 "Use an existing MID Server to connect to a Source Control repository. Linking or importing an application through a MID Server enables access to repositories behind a firewall." https://docs.servicenow.com/bundle/tokyo-application- development/page/build/applications/concept/c_SourceControlIntegration.html

NEW QUESTION 56
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 61
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