ServiceNow

Exam Questions CAD

Certified Application Developer-ServiceNow

NEW QUESTION 1
When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

A. REST messages
B. Table
C. Script Include
D. Workflow

Answer: B

Explanation:
"By default, all application scope scripts can read the table's records but cannot perform any other database operations." https://developer.servicenow.com/dev.do #!/learn/learning-plans/tokyo/servicenow_administrator/app_store_learnv2_securingapps_tokyo_application_access_database_settings

NEW QUESTION 2
When a ServiceNow instance requests information from a web service, ServiceNow is the web service:

A. Publisher
B. Specialist
C. Provider
D. Consumer

Answer: D

Explanation:
When a ServiceNow instance requests information from a web service, ServiceNow is the web service consumer. A web service consumer is an application that sends requests to a web service provider and receives responses from it. A web service provider is an application that exposes its functionality as web services. A web service publisher is a person or organization that publishes web services for others to use. A web service specialist is a person who has expertise in developing or using web services. Reference: Web services
Reference: https://docs.servicenow.com/bundle/orlando-application- development/page/integrate/web-services/ reference/r_AvailableWebServices.html

NEW QUESTION 3
What records are used to track cross-scope applications or scripts that request access to an application, application resource, or event?

A. Restricted caller access records
B. Caller tracking records
C. Access control level records
D. Cross-scope access records

Answer: A

Explanation:
"Restricted caller access [sys_restricted_caller_access] records track cross-scope applications or scripts that request access to an application, application resource, or event in the Now Platform." <<== this is the third sentence down in the following link: https://docs.servicenow.com/bundle/tokyo-application-development/page/build/applications/concept/restricted-caller-access-privilege.html

NEW QUESTION 4
What are Application Files in a ServiceNow application?

A. An XML export of an application's table records
B. ServiceNow artifacts comprising an application
C. XML exports of an application's Update Set
D. CSV files containing data imported into an application

Answer: B

Explanation:
Application Files are ServiceNow artifacts comprising an application. An application is a group of files and data that work together to provide a service or functionality. An application file is a specific type of file that belongs to an application, such as a table, a script, a form, a business rule, a UI action, etc. Application files define the structure, logic, and interface of the application. An XML export of an application’s table records, XML exports of an application’s Update Set, and CSV files containing data imported into an application are not examples of application files, as they are data formats that can be used to transfer or store information related to an application, but not the application itself. Reference: Application Files

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 one of the following objects CANNOT be used in a Script Action script?

A. previous
B. GlideRecord
C. event
D. current

Answer: A

Explanation:
https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/platform-events/reference/r_ScriptActions.html

NEW QUESTION 8
Which one of the following is true for a Script Include with a Protection Policy value of Protected?

A. Any user with the protected_edit role can see and edit the Script Include
B. The Protection policy option can only be enabled by a user with the admin role
C. The Protection Policy is applied only if the glide.app.apply_protection system property value is true
D. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store

Answer: D

Explanation:
https://docs.servicenow.com/bundle/rome-application-development/page/build/applications/concept/c_ScriptProtectionPolicy.html
The following is true for a Script Include with a Protection Policy value of Protected:
? The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store. This is true because the Protection Policy is a feature that allows developers to protect their Script Includes from being viewed or modified by other users when they distribute their applications through the ServiceNow App Store. The Protection Policy is only enforced when the application is installed from the App Store, not when it is developed or tested on the instance.
The following are not true for a Script Include with a Protection Policy value of Protected:
? Any user with the protected_edit role can see and edit the Script Include. This is false because the protected_edit role is not related to the Protection Policy, but to the Access Control (ACL) rules. The protected_edit role allows users to edit protected fields on a table, such as the script field on the sys_script table, which stores the Business Rules. The Protection Policy does not use roles to control access to the Script Includes, but a cryptographic key that is generated when the application is published to the App Store.
? The Protection policy option can only be enabled by a user with the admin role.
This is false because the Protection policy option can be enabled by any user who has the application_admin role for the scoped application that contains the Script Include. The application_admin role grants full access to the application development and administration within the scope of the application.
? The Protection Policy is applied only if the glide.app.apply_protection system property value is true. This is false because the glide.app.apply_protection system property is not related to the Protection Policy, but to the Application Restricted Caller Access (ARCA) feature. The ARCA feature allows developers to restrict the access to the Script Includes from other applications based on the caller’s scope. The glide.app.apply_protection system property determines whether the ARCA feature is enabled or disabled on the instance. References: Script Includes, Protect Script Includes, Application Restricted Caller Access

NEW QUESTION 9
Which one of the following is true for the Application Picker?

A. All custom application scope and the Global scope appear in the Application Picker
B. All applications in ServiceNow, including baseline applications like Incident, appear in the Application Picker
C. Only custom applications appear in the Application Picker
D. Only downloaded applications appear in the Application Picker

Answer: A

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

NEW QUESTION 10

When creating an application through the Guided Application Creator, which of the following is NOT an option for creating a table?

A. Upload spreadsheet
B. Create table from template
C. Extend a table
D. Create table from scratch

Answer: B

Explanation:
Create table from template is not an option for creating a table through the Guided Application Creator. The other options are available for creating a table in the app. Upload spreadsheet allows you to import data from an Excel file and create a table based on the spreadsheet columns and rows. Extend a table allows you to create a child table that inherits fields and behaviors from a parent table. Create table from scratch allows you to define your own fields and data types for a new table. Reference: Create tables
https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app- creator/concept/gac-tables.html

NEW QUESTION 10
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 15
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 16
Which of the following is NOT a trigger type in Flow Designer?

A. Outbound Email
B. Application
C. Record
D. Schedule

Answer: A

Explanation:
See list of triggers on right hand side of this webpage: https://docs.servicenow.com/en- US/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow- triggers.html
The trigger types in Flow Designer are Application, Record, Schedule, and

NEW QUESTION 17
Which of the following statements must evaluate to true for a user to pass an Access Control?
Choose 3 answers

A. Other matching Access Controls for the records evaluate to true.
B. Conditions configured in the Access Control must evaluate to true.
C. The user must be granted access through a business rule.
D. The user has one of the roles specified in the Required roles related list.
E. Scripts configured in the Access Control must evaluate to true.

Answer: BDE

Explanation:

The statements that must evaluate to true for a user to pass an Access Control are:
? Conditions configured in the Access Control must evaluate to true.
? The user has one of the roles specified in the Required roles related list.
? Scripts configured in the Access Control must evaluate to true.
An Access Control is a rule that determines whether a user can access a particular object or operation in ServiceNow. An Access Control consists of three elements: Conditions, Roles, and Script. Each element specifies a requirement that the user must meet to access the object or operation. If any of these elements return false, the Access Control denies access and stops evaluating the remaining elements. Therefore, for a user to pass an Access Control, all three elements must evaluate to true.
The other statements are not required for a user to pass an Access Control. Other matching Access Controls for the records do not need to evaluate to true, as only one matching Access Control needs to return true for access to be granted. The user does not need to be granted access through a business rule, as business rules are not part of Access Controls and do not affect their evaluation. Reference: Access control rules, Access Controls

NEW QUESTION 22
Which method is used to retrieve Application Property values in a script?

A. gs.getProperty()
B. g_form.getAppProperty()
C. g_form.getProperty()
D. gs.getAppProperty()

Answer: A

Explanation:
https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_automatingapps_tokyo_use_applicatio n_properties

NEW QUESTION 27
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 28
Which one of the following is NOT a UI Action type?

A. List choice
B. Form button
C. List banner button
D. Form choice

Answer: D

Explanation:
A UI Action is a button, link, or choice that can be clicked by a user to perform an action, such as submitting a form or running a script. The following are UI Action types:
? List choice. This is a UI Action that appears as a choice list on a list of records. It can be used to perform an action on multiple records at once, such as deleting or updating them.
? Form button. This is a UI Action that appears as a button on a form. It can be used to perform an action on the current record, such as saving or approving it.
? List banner button. This is a UI Action that appears as a button on the banner of a list of records. It can be used to perform an action on the entire list, such as exporting or printing it.
The following is not a UI Action type:
? Form choice. This is not a UI Action type, but a field type. A form choice is a field that displays a choice list on a form. It can be used to select a value from a predefined set of options, such as priority or state. References: UI Actions, Field Types
Reference: https://docs.servicenow.com/bundle/orlando-platform- administration/page/administer/list- administration/task/t_EditingAUIAction.html

NEW QUESTION 32
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 35
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 37
Which one of the following is NOT a debugging strategy for client-side scripts?

A. g_form.addInfoMessage()
B. Field Watcher
C. jslog()
D. gs.log()

Answer: D

Explanation:
https://developer.servicenow.com/dev.do#!/learn/learning- plans/rome/new_to_servicenow/app_store_learnv2_scripting_rome_debugging_client_scri pts
The following are debugging strategies for client-side scripts, which run in the web browser and manipulate the user interface:
? g_form.addInfoMessage(). This is a client-side API that displays an information
message at the top of the form.
? Field Watcher. This is a debugging tool that displays the current and previous values of one or more fields on a form.
? jslog(). This is a client-side API that writes a message to the browser console. The following is not a debugging strategy for client-side scripts, but for server-side scripts, which run on the ServiceNow platform and manipulate the database:
? gs.log(). This is a server-side API that writes a message to the system log. References: Client-Side Scripting APIs, Debugging Client Scripts

NEW QUESTION 38
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 39
In a Business Rule, which one of the following returns true if the currently logged in user has the admin role?

A. g_form.hasRoleExactly(‘admin’)
B. gs.hasRole(‘admin’)
C. g_form.hasRole(‘admin’)
D. gs.hasRoleExactly(‘admin’)

Answer: B

Explanation:
Business Rule is server-side, so it uses GlideSystem API. gs.hasRoleExactly doesn't exist
In a Business Rule, the following returns true if the currently logged in user has the admin role:
? gs.hasRole(‘admin’). This is the correct answer because gs is the GlideSystem object, which provides methods for performing system operations, and hasRole is a method that checks if the current user has the specified role. For example, gs.hasRole(‘admin’) will return true if the current user has the admin role, and false otherwise.
The following do not return true if the currently logged in user has the admin role in a Business Rule:
? g_form.hasRoleExactly(‘admin’). This is not correct because g_form is the
GlideForm object, which provides methods for manipulating forms, and hasRoleExactly is a method that checks if the current user has exactly the specified role and no other roles. For example, g_form.hasRoleExactly(‘admin’) will return true if the current user has only the admin role, and false if the current user has the admin role and any other role.
? g_form.hasRole(‘admin’). This is not correct because g_form is the GlideForm
object, which provides methods for manipulating forms, and hasRole is a method
that checks if the current user has the specified role or any role that contains the specified role. For example, g_form.hasRole(‘admin’) will return true if the current user has the admin role or any role that contains the admin role, such as admin_ui or admin_script.
? gs.hasRoleExactly(‘admin’). This is not correct because gs is the GlideSystem
object, which provides methods for performing system operations, and hasRoleExactly is not a valid method of the gs object. There is no method that checks if the current user has exactly the specified role and no other roles in the gs object. References: Business Rules, GlideSystem, GlideForm

NEW QUESTION 41
What are three ServiceNow table creation methods? (Choose three.)

A. Using legacy Workflows
B. Upload and turn a spreadsheet into a custom table
C. Using Flow Designer
D. Use the Now Experience Table Creator
E. Extend a table
F. Create a custom table

Answer: BEF

Explanation:
"If there are no spreadsheets or existing tables to use for your application, you can create and customize a new table." see this quote in link below:
https://docs.servicenow.com/bundle/tokyo-application-development/page/build/app-engine- studio/task/create-table.html
Also see:
https://docs.servicenow.com/bundle/tokyo-application-development/page/build/guided-app- creator/task/gac-create-table-from-scratch.html
Also, no search results if search on "Now Experience Table Creator".

NEW QUESTION 45
Which of the following methods are useful in Access Control scripts?

A. g_user.hasRole() and current.isNewRecord()
B. gs.hasRole() and current.isNewRecord()
C. g_user.hasRole() and current.isNew()
D. gs.hasRole() and current.isNew()

Answer: B

Explanation:
Access Control scripts are server-side scripts that run when an Access Control rule is evaluated. They can use the gs and current objects to access the GlideSystem and GlideRecord methods, respectively. Some of the useful methods in Access Control scripts are:
? gs.hasRole() - This method checks if the current user has a specified role. It returns true if the user has the role, and false otherwise. For example, gs.hasRole(‘admin’) will return true if the user is an administrator, and false otherwise.
? current.isNewRecord() - This method checks if the current record is a new record that has not been inserted into the database yet. It returns true if the record is new, and false otherwise. For example, current.isNewRecord() will return true if the record is being created, and false if the record is being updated or deleted.
The methods g_user.hasRole() and current.isNew() are not part of the server-side scripting API. They are part of the client-side scripting API, which is used in Client Scripts and UI
Policies. They cannot be used in Access Control scripts. References:
? [Access Control scripts]
? [GlideSystem methods]
? [GlideRecord methods]
Reference: http://servicenowmypath.blogspot.com/2017/

NEW QUESTION 48
Which of the following is NOT supported by Flow Designer?

A. Call a subflow from a flow
B. Test a flow with rollback
C. Use Delegated Developer
D. Run a flow from a MetricBase Trigger

Answer: B

Explanation:
Flow Designer is a graphical tool that allows users to automate processes in ServiceNow without coding. The following are supported by Flow Designer:
? Call a subflow from a flow. This is a feature that allows users to invoke a subflow,
which is a reusable unit of logic, from a flow. This can help simplify complex flows and avoid duplication of logic.
? Use Delegated Developer. This is a feature that allows administrators to delegate
the development and maintenance of flows and actions to users who are not administrators. This can help distribute the workload and empower non-admin users to create automations.
? Run a flow from a MetricBase Trigger. This is a feature that allows users to trigger
a flow based on a MetricBase query, which is a way of analyzing time-series data in ServiceNow. This can help automate actions based on data trends and patterns.
The following is not supported by Flow Designer:
? Test a flow with rollback. This is not a feature of Flow Designer, but of Automated Test Framework (ATF), which is a tool that allows users to create and run automated tests on ServiceNow applications and features. ATF supports testing
flows with rollback, which means reverting any changes made by the flow during the test execution. References: Flow Designer, Automated Test Framework
Reference: https://community.servicenow.com/community? id=community_QUESTION NO:&sys_id=b4d26e44db13ab409540e15b8a9619c9

NEW QUESTION 50
Which one of the following is true for this script fragment? g_user.hasRole(,x_my_app_user');

A. The method returns true if the currently logged in user has the x_my_app_user role or the admin role
B. The method returns false only if the currently logged in user has the x_my_app_user role
C. There is no g_user.hasRole() method
D. The method returns true only if the currently logged in user has the x_my_app_user role

Answer: A

Explanation:
The statement that is true for this script fragment is that the method returns
true if the currently logged in user has the x_my_app_user role or the admin role. The g_user.hasRole() method is a client-side method that checks whether the current user has a specified role or set of roles. If no role is specified, it returns true if the user has any role. If one or more roles are specified, it returns true if the user has any one of the specified roles. However, this method always returns true if the user has the admin role, regardless of the role parameter. Therefore, in this case, the method returns true if the user has either the x_my_app_user role or the admin role. Reference: User Object Cheat Sheet, Checking user permissions

NEW QUESTION 53
Which one of the following is the fastest way to create and configure a Record Producer?

A. Create a Catalog Category, open the category, and select the Add New Record Producer button
B. Use the Record Producer module then add and configure all variables manually
C. Open the table in the Table records and select the Add to Service Catalog Related Link
D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Answer: C

Explanation:
The fastest way to create and configure a Record Producer is to open the table in the Table records and select the Add to Service Catalog Related Link. This will automatically create a Record Producer with the same fields as the table and add it to the Service Catalog. You can then modify the Record Producer as needed. The other options require more steps and manual configuration. Reference: Create a record producer

NEW QUESTION 54
Tables that extend a table do what?

A. Sometimes inherit the parent's fields
B. Automatically update the application scope
C. Do not inherit the parent's fields
D. Inherit the parent's fields

Answer: D

Explanation:
Tables that extend a table inherit the parent's fields. Extending a table means creating a child table that shares the same columns and business logic as the parent table. For example, the Incident table extends the Task table, which means that all fields defined on the Task table are also available on the Incident table. Extending a table allows for reusing existing fields and behaviors without duplicating them on multiple tables. Reference: Table extension and classes

NEW QUESTION 57
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